

Roles that leverage TMS platforms

Knowing what roles engage with a TMS solution and how they might utilize the technology, helps you with curating your message during the demo.

	PROBLEMS FACED	LinkEX TMS SOLUTIONS
Shipping Manager	<ul style="list-style-type: none"> • Leveraging multiple platforms to retrieve quotes, select carriers, and manage shipments • Manually entering shipment and product details causing errors and misquotes • Managing details of multiple shipping & receiving warehouses 	<ul style="list-style-type: none"> • Direct relationships with multiple carriers - drives efficiencies and provides one-stop shopping for services • Product list with density calculator - save product dimensions and handling units improving accuracy • Google Maps Integration - plan and avoid unknown accessorials
Accounting	<ul style="list-style-type: none"> • Constant freight bill auditing involving multiple carriers • Searching for misplaced shipment documents causing major delays in invoicing • Inaccurate warehouse and accessorial information resulting in incorrect billing 	<ul style="list-style-type: none"> • Calendar within Shipment History - easy access to sort shipment activity based off delivery status • Archived shipment data and reports - ease of document retrieval for all users • Multiple Users and Locations - streamline processes within organization
Customer Service	<ul style="list-style-type: none"> • Forced to use multiple platforms to track shipments with minimal visibility into current shipment status • Forced to send manual tracking updates to customers • Incorrect or outdated contact information for carriers and customers 	<ul style="list-style-type: none"> • API Connectivity - real time data exchange with pinpoint accuracy • Email tracking alerts - automated shipment notifications increasing customer satisfaction • Address book - central repository for all data updated constantly and saving time
Procurement/ Purchasing	<ul style="list-style-type: none"> • Proficient shipment quote functionality with accurate data on transit times, services, and costs • Create template emails with required documents attached for quick communication • Managed product list with proper class, dimensions, and details recorded 	<ul style="list-style-type: none"> • Quote to Book - single platform for visibility to execute all steps from quoting to dispatching a carrier for a shipment • Auto-populated communication - preset written communications with required load documentation attached
Owner/ Executive	<ul style="list-style-type: none"> • Unwanted dependency on 3PLs for service • Organizational inefficiencies created by redundant processes • Lack of visibility into past quote history & carrier selection • Reduce paper footprint & digitize business operations 	<ul style="list-style-type: none"> • Universal Capability - ability to separate organization from reliance on 3PLs for service and internalize all operations • Single Platform solution - cross organizational digital platform supporting multiple departments • Reporting and Analytics - ability to run cost analysis and performance reports