

# Client Order Management Platform Overview

## *NEW!* Inventory Management Platform

The screenshot displays the 'Order Listing' page of the Client Order Management Platform. The interface includes a top navigation bar with the DHL and Ready Logistics logos, and a 'SIMPLIFYING LOGISTICS' tagline. A left-hand navigation menu contains 'Quotation', 'Orders', 'Profile', and 'Logout'. The main content area features a search bar, a status filter set to 'Active Orders', and a date filter set to 'All'. Below these filters is a table of orders with columns for Order Date, Remaining SLA, Shipper, Payer, Order Number, VIN, Pickup, Dropoff, Escalation Status, Hold Reason, Hold Release Date, and Actions. Callouts highlight key features: 'Filterable Inventory' points to the search and filter area; 'Escalation View Toggle' points to a toggle switch; 'Simple Tab Menu Bar' points to the left navigation menu; 'Hold and Escalation Info' points to the 'Escalation Status' and 'Hold Reason' columns; and 'Quick Action Buttons' points to the icons in the 'Actions' column.

ORDER DATE	REMAINING SLA(C)	SHIPPER	PAYER	ORDER NUMBER	VIN	PICKUP	DROPOFF	ESCALATION STATUS	HOLD REASON	HOLD RELEASE DATE	ACTIONS
02/10/2022 14:46:48	69 days 22 hours 47 minutes overdue	Client Name Here	MANHEIM FORT LAUDERDALE	LMAA2001723 5	XXXXXXXXXX XXXXXXX	ForceOne Recovery 4201 SW 60th Ave 33314-5613	Manheim Fort				
02/25/2022 20:07:48	N/A	Client Name Here	MANHEIM LAKELAND	IMS20018706	XXXXXXXXXX XXXXXXX	Midnight Move 8705 E Highway 25 34420	8025 State Road 33 N 33809-1741	escalate to client	transport hold	5/13/2022	
02/28/2022 10:11:45	N/A	Client Name Here	MANHEIM PALM BEACH	WPBA2001891 1	XXXXXXXXXX XXXXXXX	Alpine Finance Adjustors 3000 NW 75th St 33147-5912	Manheim Palm Beach 600 Sansbury Way 33411-5654	de-escalate	pending keys	5/2/2022	
03/03/2022 10:05:48	31 days 8 hours 40 minutes overdue	Client Name Here	MANHEIM LAKELAND	IMS20018990	XXXXXXXXXX XXXXXXX	B and P Auto Recovery Service 701 Pine St 32824-9111	Manheim Lakeland 8025 State Road 33 N 33809-1741	de-escalate			
03/05/2022 12:09:00	N/A	Client Name Here	MANHEIM PALM BEACH	WPBA2001899 4	XXXXXXXXXX XXXXXXX	Manheim Chicago 20401 Cox Ave 60445-1856	Manheim Palm Beach 600 Sansbury Way 33411-5654	escalate to client	unit not there	5/6/2022	

The Order Management Platform is used to:

- ★ Resolve escalations from Ready Logistics teams
- ★ Monitor, place and remove holds
- ★ View order information
- ★ Add order notes and attachments needed to prevent delays
- ★ Cancel consignments
- ★ Get quotes on potential consignments

### *Order Listing Tab*

Order Listing Tab is used for all things related to orders already placed and assigned to Ready Logistics. Users can filter to their desired view and take action needed or desired. The main Order Listing page includes filtering by status, a text search option and most used metrics, such as pick up or drop off location, inventory type and hold reasons. Information will filter automatically when filters are chosen or entered.

### *Order Details*

Order details can be accessed by clicking on the eye symbol action icon or by selecting the vehicle row in the search results list. When in an order the user can see the client, payer, pick up and drop off details. Also visible in the Order Details pages are the hold history information, documentation attached, vehicle specifics needed for verify, and order notes for clients, team members and carriers.

### *Escalation View Toggle*

Escalation View Toggle allows users to isolate only the units that have or have had an escalation. An escalation is any action or step needed in order to proceed with the transportation. An escalation can be the need for a document, such as a vehicle release or hold harmless. It can also be an issue that needs assistance to be resolved and move forward with the transportation, such as the inability to reach the pickup location or a need for fee approval.

### *Quotation*

Quotes can be done for individual vehicles or multiple vehicles by entering specifics related to the shipment(s). Quotes are generated by taking the origin and destination details, distance, and market details. When the specifics are entered a quote and estimated time for delivery will be given. The quote can be converted to an order directly from the quotation page.