Analyze SLA performance and freight metrics

**Start**

Bill of lading

Validate and Record customer request

End

Freight service completed and data archived

**BI**

Improve SLA models

Customer feedback

**CRM**

Update profile

Delivery status on portal

Notification via Email, SMS or App

Send shipment Updates and SLA alerts to customer

Customer and shipment details

SLA & Contract Info

**YES**

Generate shipping documents & ensure compliance

**NO**

Is SLA Approved

Verified request

Customer Submits freight service request

**Start**

Apply SLA-specific Pricing

Attach Compliance Document

Generate Shipment Contract Docs

Show Workforce Impact on freight

Achive Generated B/L Documents

Inform Client of Shipment Status

Apply Correct Pricing

Request Coordination

Place Delivery Order

**House & Master Bill of Landing Generator**

**Shipment File & Tracking System**

**Rate & Tariff Management System**

**HR Analytics Dashboard**

**Service Provider Management**

**Shipment Booking & Routing System**

**Customer Relationship Management**

**Contract & SLA Monitoring**

**E-Documentation & Compliance Management**

**Business Intelligence & Freight** Analytics

**Other Module**

**Customer Portal & Notification Hub**

**Freight Management Core Transaction 3**