

LiveTrack by Magaya

Visibility and tracking in a mobile app

LiveTrack, an out-of-the-box solution, is designed to automate your customer service process by enabling visibility and tracking via a web portal and mobile app.*

Your customers and agents can log into their accounts from any Internet-connected device worldwide 24/7, providing them access to cargo and inventory information as well as any related transactions. They can view and print air waybills, bills of lading, photographs, and more.

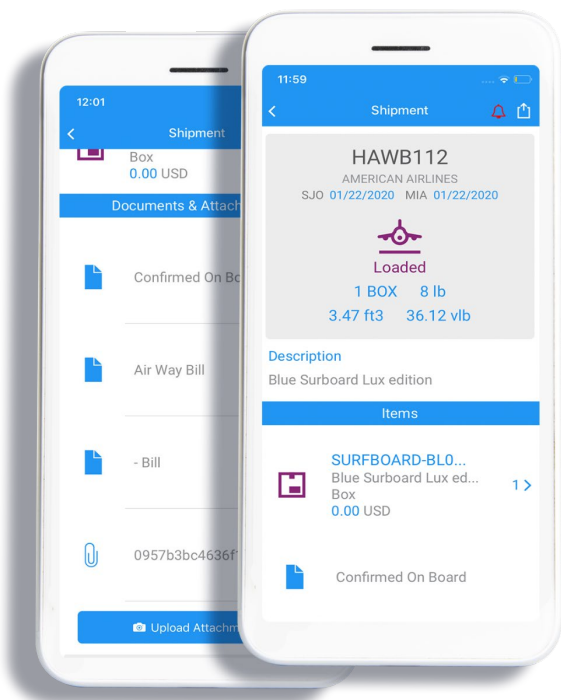
STATISTICS

Our LiveTrack users have accessed more than:

WAREHOUSE RECEIPTS: **3.2 MILLION**

SHIPMENTS: **357 THOUSAND**

INOVICES: **146 THOUSAND**



*Free app download for iOS and Android. LiveTrack Web Portal works on PCs, iPads, and Microsoft Surface tablets.

BENEFITS



Increases Visibility

See information for a shipment as well as any documents attached to it such as the air waybill, cargo manifest, etc.



Notifies You On-the-Go

Receive notifications via the app on your smartphone, in your inbox, or on your smart-watch. Plus, you can set triggers for your Magaya inbox.



Optimizes the Customer Experience

Optimize customer service by providing customers with information on their cargo, inventory quantities, invoices, and more, 24 hours a day.



Keeps Documents in One Place

Attach documents such as air waybills, bills of lading, photographs, and more to transactions.

"LiveTrack is fantastic to run the business, we use it to push information non-stop to our clients. We have had 150% growth in customer volume over the past 5 years, mainly thanks to LiveTrack. We can handle more volume by putting the responsibility on the client instead of having them call us."

Carter Cordon
OWNER WP(JA) INTERNATIONAL

FEATURES

From your Magaya system, you can set permissions and level of visibility for your customers, enabling them to access a variety of features, such as:

APP

Quickly find transactions by entering the transaction number or scanning a barcode from their smartphone. Your customers can stay informed on the status of their cargo or any inventory-related transaction with push notifications on their smartphone.

PHOTOS

Share photos and documents from mobile or web. Both you and your customers can upload media to LiveTrack.

RATES

Users can view the rates for services through the web portal and sort based on cargo dimensions, mode of transportation, origin, and destination.

BOOKINGS

View existing bookings and place booking requests from the web portal, which are sent directly to your Magaya system.

QUOTATIONS

View quotations from the web portal and app.

PICKUP ORDERS

Check their status and details such as the shipper, carrier, number of pieces, and more, all within the app. Customers and agents can create pickup orders through the web portal to request pick up and delivery of items or vehicles, plus print labels.

WAREHOUSE RECEIPTS

View shipper information, consignee, carrier, item descriptions, date and time received, cargo on hand, in transit or delivered, and more. The app will notify your customer as soon as the warehouse receipt is available.

CARGO DETAIL

See all the cargo in the warehouse for the customer, i.e., every box in every WR (but not grouped by WR).

INVENTORY

See what inventory is available if they keep inventory in your warehouse. View part number, description, serial number, manufacturer, and more by right-clicking on the commodity.

SALES ORDERS

Place sales orders online in the LiveTrack web portal.

CARGO RELEASES

View cargo releases and their release date and time, carrier, number of pieces, dimensions, etc. Customers and agents can create cargo releases for items they want to be shipped directly from the Web Portal.

SHIPMENTS

View information for a shipment and any documents attached to it such as the air waybill, cargo manifest, etc. Customers can send shipping instructions online.

INVOICES

View invoices, date and amount due, and more. Customers can pay via the web portal.