



API INTEGRATIONS

Improve **Customer Experience** and Win Business

Retailers and manufacturers with e-commerce or quoting platforms can connect to Kuebix TMS directly through an open API integration. This enables the shipper to leverage the power of the Kuebix rating, booking, scheduling and tracking engines in a single system, providing enhanced customer service. Customers using e-commerce platforms will be able to have lowest rate choices for shipments that can then be booked and scheduled automatically. In-house sales and service teams using an integrated quoting system will be able to provide accurate freight quotes to their customers improving the customer experience and potentially winning more business.



Fully Automated Features

Rating - The Kuebix rating engine has connections to all of the major parcel, LTL and truckload carriers in a single integrated environment. E-commerce and in-house quoting systems will be able to display available rates side-by-side, allowing the user to choose the level of service and total cost that best meets their needs. Visibility to several options can offer competitive advantage and save the shipper or customer freight expense, ensuring customer satisfaction.

Booking - Orders can be seamlessly booked in batch or individually after the desired rate is chosen. For e-commerce integrations, eliminating the need to direct customers off the company's own site means fewer customers are lost at the point of sale. Companies integrating with their ERP system can book shipments without moving from platform to platform.

Scheduling - Communicating with carriers to schedule pickup is streamlined by using a single system to communicate delivery dates and determine pickup dates. Carriers are booked directly through the Kuebix technology and are scheduled for pickup based on their delivery lead-time parameters. Customer expectations can be managed to ensure satisfaction.

Tracking - Automated tracking through a branded email and e-commerce systems reduces time spent by customer service answering questions on load statuses. For e-commerce sites, this also creates opportunities as customers continue to visit the home webpage to track their orders. Improved visibility to orders increases customer satisfaction and streamlines delivery.

Key Benefits

- Rate, book, schedule and track shipments all from inside an internal system or website
- Provide up to date tracking information on orders to customers
- Keep customers coming back to the company's own website for tracking information
- Decrease customer service time by creating a self-serve environment
- Enable customers to choose the cost and service type they need
- Proactively manage customer expectations around late shipments