IQAX

Intelligence to accelerate transformation

IQAX Tracking Link

Track and share your shipment latest status quickly and easily without login

IQAX Tracking Link provides intuitive real-time visibility that allows for faster reactions to shipment delays. Data visibility through the Microsoft Teams platform facilitates communications that allow for more agile responses and efficient customer support in the event of unexpected changes. It also allows for proactive coordination, both internally and externally, that can minimize further delays at the last POD and facilitate better downstream logistics arrangements.

Intelligent Data to Elevate Your Operations

Among IQAX's suite of powerful tracking solutions is IQAX Tracking Link, which ensures easy access to timely data on the status of your shipments. This new, powerful, and accessible solution allows users to track individual shipments, monitor their progress, access IQAX Tracking Link API, and connect with customers.

IQAX Tracking Link allows users to track active shipments on a map and share the information easily through a single URL. It makes collaboration and communication easy and efficient, generating significant value for users and their customers.

IQAX Tracking Link allows users to access shipment route and milestone details for every leg of the journey of a shipment. Users can access IQAX Tracking Link API which facilitates access to data on shipment delays and route changes.

Software Capabilities	
Shipment tracking registration	• Quick and easy process to register a shipment to track by providing carrier and tracking number
Shipment tracking	• Receive push update from system once data is available • Allow users to view basic information of the shipment
Tracking link	• Allow users to view detailed shipment information by click on tracking link • Allow users to understand shipment latest location, container milestones and shipment schedule • Allow users to share the link to team members or external parties to view the same information
Push update	• Allow users to receive a push update from system when there are any changes on port of loading, port of discharge or number of containers

Built on the Microsoft Teams, IQAX Tracking Link is your perfect answer for:

- Tracking shipment with the least effort by only a few clicks

- Staying informed and connected on shipment tracking regardless of location

- Empowering team collaborations with shipment update in MS Teams Channel and Group Chats

Every implementation is unique. Here are benefits your organization can experience through integration with your enterprise systems and new dashboards that you create:

Increase Customer Satisfaction

- Provide user interface to access the Shipment Route and Map, Exception Alert of a single shipment without user management

- Discover exceptions early to take corrective action

- Share information through an MS Teams platform or a simple URL

Enhance internal collaboration

- add comments to shipment disruptions for teams to save time determining the status of shipments and avoid repeatedly investigating delays

- Coordinate supply chain stakeholders for better logistics arrangement

Save time and mitigate risk

- Easily extend visibility without sharing sensitive data

- Save time determining and sharing the actual status of shipments

- Facilitate communications to make faster reaction to mitigate risk
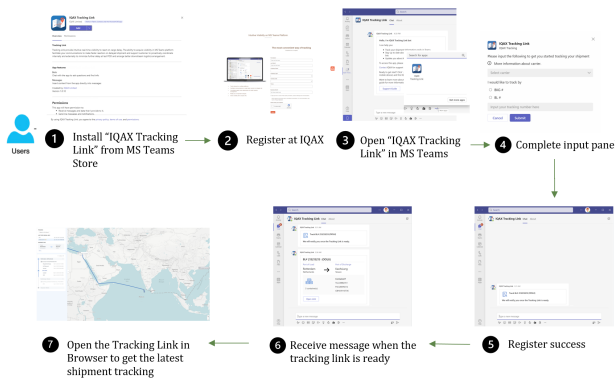
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How It Works

1. Open the app at Teams side menu and there will be an individual chat opened. Click the app icon at "More apps"

2. As the first time to use the app, you would be required to "Sign In" login with your Microsoft Teams account. Accept permission requested by IQAX Tracking Link

3. There will be an input panel pop up for shipment tracking registration. Complete the form and there will be a confirmation card.

4. The app will push an update to the chat once information is ready

Getting started

- Download IQAX Tracking Link app from Microsoft Teams app store

- Register Tracking Link service at IQAX with your Microsoft Teams email address

- There will be a confirmation email. Click the confirmation link.

- Our customer service team will proceed your registration and will notify you once setup is ready

Build Apps to Empower Your Customer Service, Operations and Customers

Real time tracking by yourself – Register your concerned shipment. You may receive update from app and check its latest status from Tracking Link

Collaboration with internal team – Enable the app in a group chat. You and your team may register concerned shipment to view together.

Collaboration in meeting with external parties– Enable the app in a meeting chat with external parties. Any participants may register a shipment to check its latest status and schedule when it comes to the topic

Sharing information – The Tracking Link can be shared to any parties for customer enquiry, downstream logistics collaboration, disruption handling

Collaboration in a Teams channel – Enable the app in a Teams channel with both internal and external collaborators so that the team can carry out a focused discussion on concerned shipment

About IQAX

IQAX provides intelligent solutions to streamline and transform global trade, shipping, logistics and supply chain management sectors. With a mission to spearhead shipping digitalization and create a harmonized trading environment, IQAX prides itself on industry-leading technological expertise, accelerated product development and transformative business solutions.