

Avala Logistics Client Portal Guide

Welcome to Avala Logistics! We're excited to provide you with this comprehensive guide to the Rose Rocket Client Portal—a powerful tool designed to enhance your logistics experience. This portal offers seamless shipment management, real-time tracking, easy access to important documents, and efficient communication with our dedicated team.

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1. Getting Started

At Avala Logistics, we're committed to delivering top-tier logistics solutions tailored to your needs. The Rose Rocket Client Portal is an integral part of this commitment, providing you with full control and transparency over your shipments.

A. Accessing the Portal

- **Login Credentials:** Upon onboarding, you'll receive an email containing your unique username and a temporary password.
- **Portal Login:** Navigate to <https://clientportal.roserocket.com> and enter your credentials.
- **Password Setup:** On your first login, you'll be prompted to create a new, secure password of your choice.

B. Dashboard Overview

- **Main Dashboard:** After logging in, you'll arrive at your personalized dashboard. This hub offers a snapshot of active shipments, recent communications, and quick access to essential features.
- **Customization:** Tailor your dashboard by rearranging widgets, setting display preferences, and prioritizing information that aligns with your operational needs.

2. Managing Shipments

Efficient shipment management is at the heart of our portal's capabilities, designed to streamline your logistics operations.

A. Creating a New Shipment

- **Initiate Shipment:** Click the "New Shipment" button on the dashboard or under the "Shipments" tab.
- **Enter Details:** Provide essential information such as pickup and delivery locations, shipment dates, commodity details, and any special instructions.
- **Review and Submit:** Double-check all entered information for accuracy before submitting your shipment request to Avala Logistics.

B. Tracking Active Shipments

- **Shipment Overview:** Access the "Active Shipments" tab to view all shipments in progress, each accompanied by status indicators like *Pending*, *In Transit*, or *Delivered*.
- **Real-Time Tracking:** Select a shipment to view live tracking information, including the vehicle's current location, estimated time of arrival (ETA), and notifications of any delays.
- **Automated Updates:** Set up notifications within the portal to receive automatic updates at key milestones, such as pickup confirmation and delivery completion.

C. Managing Shipment Documentation

- **Access Documents:** Navigate to the "**Documents**" section to view all relevant shipment paperwork, including Bills of Lading (BOL), Proof of Delivery (POD), and invoices.
- **Upload Documents:** Add additional documents—such as customs forms or specific handling instructions—by uploading them directly within the shipment details page.
- **Share Documents:** Easily share important documents with team members or external partners by selecting the desired document and choosing the "**Share**" option.

3. Communication and Support

Maintain seamless communication with Avala Logistics through our integrated tools, ensuring your operations run smoothly.

A. Messaging System

- **Direct Communication:** Utilize the portal's messaging system to communicate directly with your dedicated account manager or our operations team.
- **Initiate Conversations:** Click on the "**Messages**" tab and select "**New Message**" to start a discussion related to a specific shipment or topic.
- **Notifications:** Customize your messaging preferences to receive alerts via email or SMS whenever you receive a new message.

B. Support and Help Center

- **Access Support:** Click on the "**Help**" tab to explore a wealth of resources, including FAQs, user guides, and tutorials.
- **Live Chat:** Engage with our support team in real-time during business hours through the live chat feature for immediate assistance.
- **Contact Information:** Find direct contact details for your account manager and our general support line within the "**Support**" section.

4. Reporting and Analytics

Harness the power of data to optimize your logistics strategy with our comprehensive reporting and analytics tools.

A. Accessing Reports

- **Generate Reports:** Under the "**Reports**" tab, create detailed reports on various aspects of your shipments, such as delivery performance, freight costs, and carrier efficiency.

- **Customize Parameters:** Adjust report settings to focus on specific timeframes, shipment types, routes, or other criteria relevant to your business.
- **Export and Share:** Download reports in PDF or Excel format, or share them directly with colleagues through the portal.

B. Analytics Dashboard

- **Visual Insights:** The analytics dashboard presents your shipping data through intuitive graphs and charts, highlighting trends in freight costs, shipment volumes, and delivery performance.
- **Monitor KPIs:** Track Key Performance Indicators (KPIs) like on-time delivery rates and average transit times to assess and enhance your logistics operations.

5. Account Management

Maintain complete control over your account settings and user access to ensure security and efficiency.

A. User Management

- **Add Users:** If you have administrative privileges, add new users via "**Account Settings**" and "**Manage Users.**"
- **Assign Roles:** Define user roles and permissions to regulate access levels within your organization, ensuring each team member has appropriate access.
- **Manage Access:** Deactivate or remove users as necessary to maintain account security.

B. Updating Company Information

- **Profile Updates:** Keep your company's contact details and billing information up-to-date under "**Account Settings**" to ensure smooth communication and transactions.
- **Billing Management:** Visit the "**Billing**" section to view invoices, manage payment methods, and set up automated payments for convenience.

C. Security Settings

- **Enhance Security:** Regularly update your password and consider enabling two-factor authentication (2FA) in "**Security Settings**" for added protection.
- **Monitor Activity:** Review access logs to track login history and user actions, helping to identify any unauthorized access or unusual activity.

6. Best Practices for Using the Portal

Maximize the efficiency and effectiveness of the portal by following these recommended practices.

A. Regularly Monitor Shipments

- **Stay Informed:** Check your active shipments daily to stay updated on their progress and address potential issues promptly.
- **Set Notifications:** Utilize the portal's notification system to receive timely updates without the need to log in constantly.

B. Keep Documentation Organized

- **Timely Uploads:** Upload required documents promptly to prevent processing delays and ensure compliance.
- **Use Tags:** Employ tags and descriptions when uploading documents to facilitate easy retrieval and organization.

C. Maintain Communication

- **Centralize Messages:** Keep all shipment-related communications within the portal for a clear, accessible record of interactions and decisions.
- **Prompt Responses:** Respond to messages swiftly to maintain seamless operations and foster a proactive relationship with our team.

7. Troubleshooting and Support

We're committed to providing exceptional support to resolve any issues you may encounter.

A. Common Issues

- **Login Difficulties:** If you experience problems logging in, use the "**Forgot Password**" feature or contact our support team for assistance.
- **Shipment Visibility:** If a shipment doesn't appear in your dashboard, verify your filter settings or reach out to your account manager for clarification.

B. Getting Help

- **Help Center:** Access a wealth of resources in the portal's Help Center, including articles and tutorials on various features.

- **Support Tickets:** Submit a support ticket with detailed information for technical issues or specific inquiries to expedite resolution.
- **Live Assistance:** Use our live chat support during business hours for immediate, real-time assistance from our support team.

8. Conclusion

At Avala Logistics, your success is our priority. The Rose Rocket Client Portal is more than just a tool—it's a gateway to streamlined logistics operations, providing you with transparency, control, and peace of mind.

We're here to support you every step of the way. If you have any questions or require additional assistance, please don't hesitate to contact your dedicated account manager or reach out through the portal's support channels.

Thank you for choosing Avala Logistics as your trusted logistics partner. We look forward to a successful partnership and helping your business reach new heights.