










# Freight Forward Spot RFQ Automation

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# Can You Relate With These Situations?

-  Our company has a client portal for Customer “spot” self-service
-  But our Customers keep sending us emails... to get quotes
-  We need to manually process those emails
-  This is generating error risk
-  This is time consuming
-  Clients do not get answers in a timely manner
-  We have the risk of missing some requests

# Industry findings

**100%** Of Freight forward companies providing a self-service portal

**80%** Spot RFQs still received by message (mail,...)



**80%** Spot RFQs still processed manually

+

**80%** Spot RFQs never trigger a booking

=

**64%** RFQs \$0 Revenue

=

**64%** RFQs Wasted human time

Customer Engagement app /  
portal usage declining

Technology shift toward  
messaging systems

**80% of Customer  
Service Organizations  
Will Abandon Native  
Apps in favor of  
Messaging by 2025**

Business apps/portals drives  
poor adoption

Messaging unlocks new  
distribution channels to capture  
more volumes

Ability to capture business through  
messaging systems becomes key

No real time answers

HR Constraints

Labor cost **Double entries error risk**

Jobs attractiveness

Poor capacity to scale

**Missing request** Multi-lingual teams

24/5

**Distribution reach**

Poor UX

# Terranoha **value proposition**

**100%** Message based RFQ processed automatically

**100%** RFQ Response time improvement



Down to 0 hours in **manual tasks**

**100%** Languages covered



Infinite capacity to scale your **business**

+

**24/5** Service



Outperform competition before they do it



**Secured** & audit trailed

The background features a series of overlapping, wavy lines in shades of light blue and pale green. These lines create a sense of motion and depth, resembling a stylized landscape or a digital data visualization. The overall aesthetic is clean, modern, and professional.

**HOW?**

Today

Your Portal

Online Quote

Standard    Oversized

Route ⓘ

From (City, Country/Region)

To (City, Country/Region)

Service mode

Container yard (CY)     Store door (SD)

Container yard (CY)     Store door (SD)

+ Add additional to and from location

Container

ⓘ Please note - an additional surcharge is applicable if the weight of the cargo exceeds 34500 kg subject to terminal approval

Container Type

Number of containers - 1 +

Weight per container  kg

Shipper owned container (SOC)

+ Add an additional container



Your Spot Pricer / Booking System

20% Automated

80% Manual



Your Customers

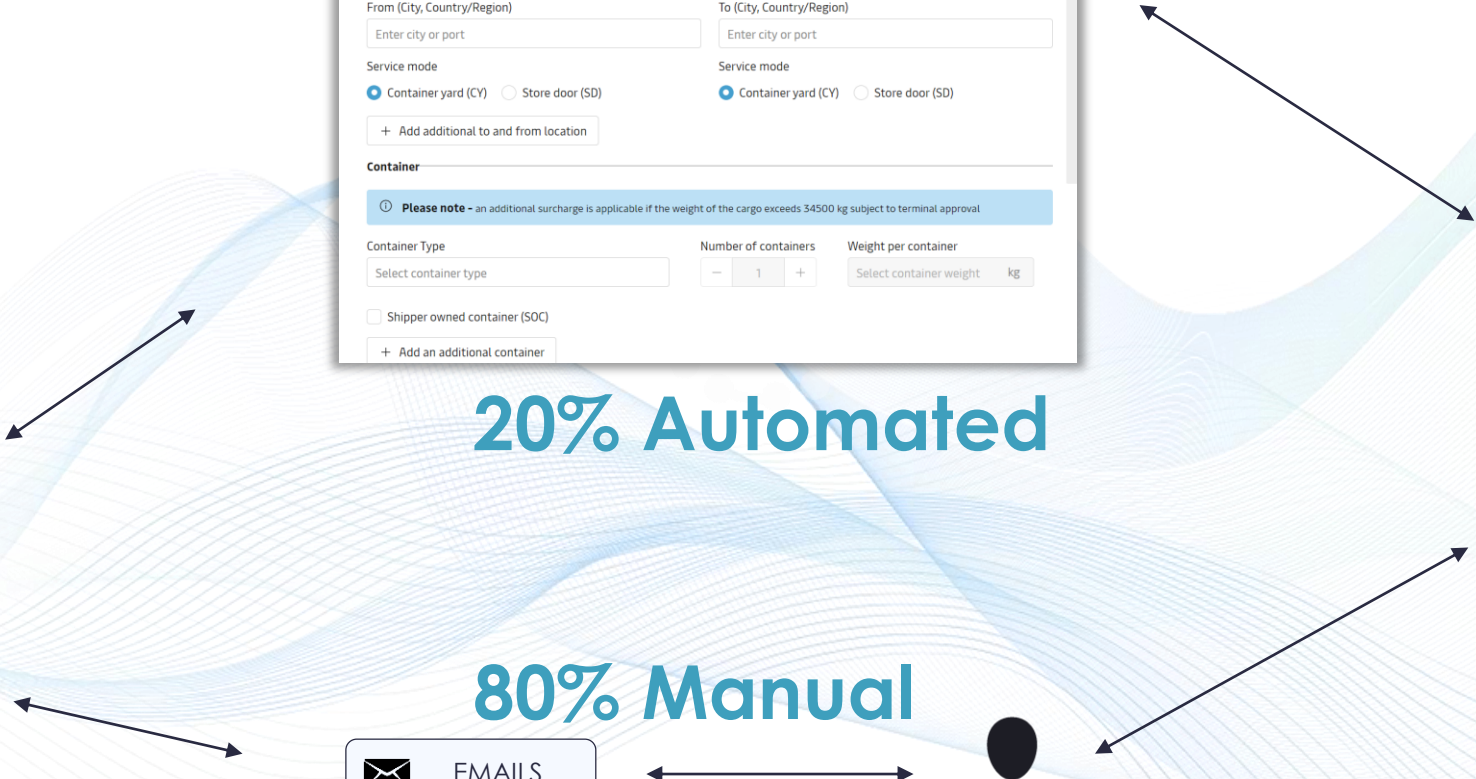


EMAILS



Your RFQ Teams

100% RFQ processing



Tomorrow

Your Portal

Online Quote

Standard    Oversized

Route

From (City, Country/Region)    To (City, Country/Region)

Enter city or port    Enter city or port

Service mode    Service mode

Container yard (CY)     Store door (SD)     Container yard (CY)     Store door (SD)

+ Add additional to and from location

Container

**Please note** - an additional surcharge is applicable if the weight of the cargo exceeds 34500 kg subject to terminal approval

Container Type    Number of containers    Weight per container

Select container type    - 1 +    Select container weight    kg

Shipper owned container (SOC)

+ Add an additional container

100% Automated

Your Customers

- EMAILS
- WHATSAPP
- MS TEAMS
- SIGNAL
- SKYPE
- SLACK
- TELEGRAM

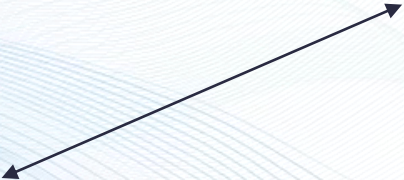
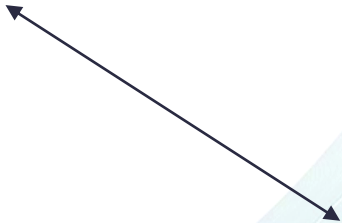
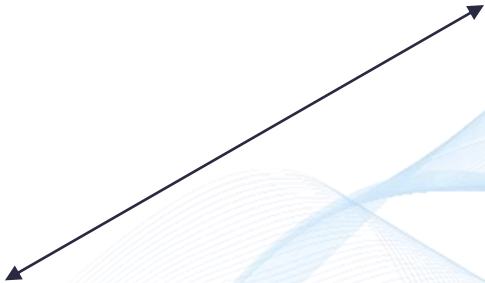


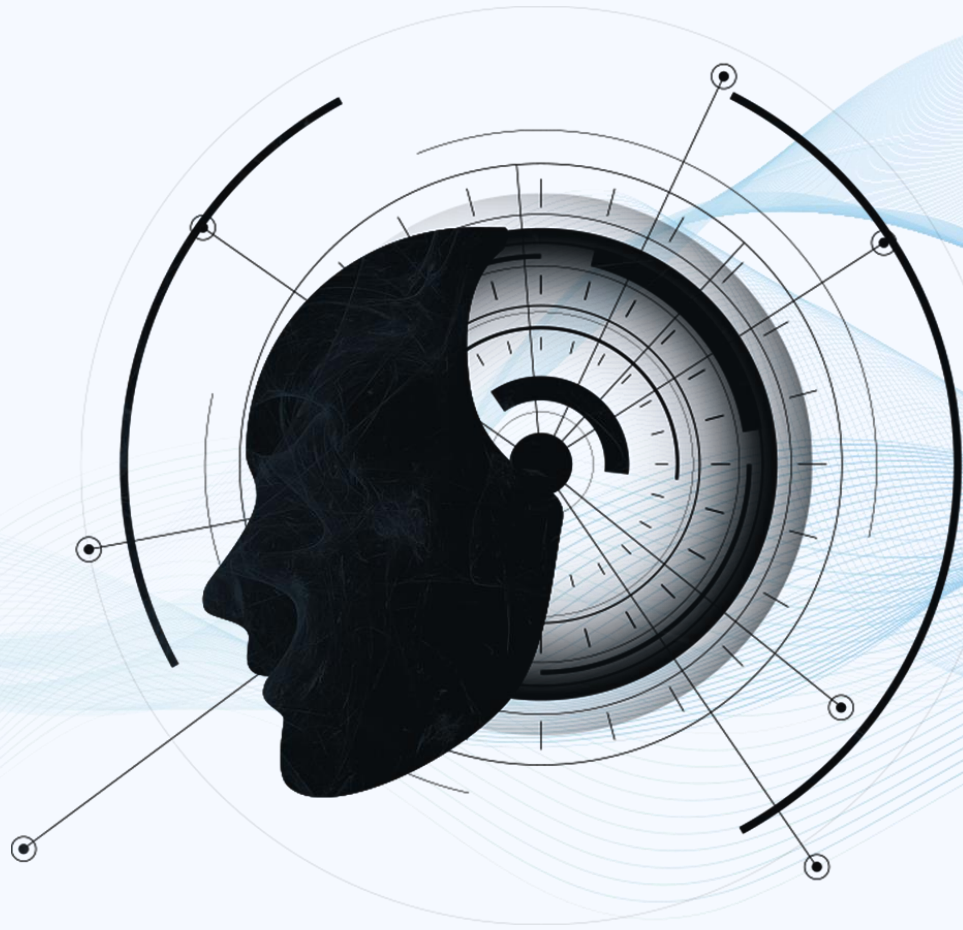
Your Spot Pricer / Booking System

A light blue rounded rectangle containing a black database icon (three stacked cylinders) and the text 'Your Spot Pricer / Booking System'.

Your RFQ Teams

Exception & Complex Request Management





Introducing  
**Terranoha Emmie**



# Freight Forward Video

Play Video



**ROI < 6 months**

**100% Secured**

**Audit traileed**

**Cloud Based**

**Turnkey**

**24/5**

**Terranoha**

**0 IT Footprint**

**AI Based**

**Multi-lingual**

**Messaging system agnostic**



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