



CUSTOMER SELF-SERVICE PORTAL FOR INTEGRA FREIGHTPRO 360

FreightPro 360 Customer Portal

ENQUIRE · ACCEPT · BOOK · TRACK · DOCUMENT

A self-service portal for the account customers of a freight forwarder running Integra FreightPro 360 — request a quote, read the quotation with every option, accept online, request a booking, track a shipment by job, house, master, BL, booking reference or container, download and upload documents, see proof of delivery and open the invoice statement — all read from and written to the forwarder's own ERP, so nothing is ever keyed twice.



Live on FreightPro 360

Enquiries, quotations, bookings, jobs, documents, POD and invoices read from and written to the ERP — no second database of truth

Customer-Safe by Design

Customer copy only: never buy rates, margins, vendors, approvals or internal notes; one shared 404 for not-found and not-yours

Your Brand

Prints with the forwarder's own print template, company name on every page, English / Arabic toggle

ABOUT THE COMPANY

Integra IT Solutions FZE LLC

Integra IT Solutions — formerly Edocs Solutions & Computer Consultants — has spent two decades building ERP, WMS, EDMS, CRM and BPM platforms for organisations that live and die by the clock, headquartered in Sharjah, UAE, with systems inside top-tier courier, logistics and trading enterprises across the GCC, India, Africa and Southeast Asia.

The **FreightPro 360 Customer Portal** is the customer-facing layer of the FreightPro 360 freight forwarding ERP. It ships inside the same application, behind its own login and token, so a forwarder switches a customer on from System Administration — no second product to install.

Company at a glance

ORIGIN

Sharjah Publishing City Free Zone, UAE

EXPERIENCE

20+ years · 100+ global clients

REACH

Live deployments across GCC, India, Africa & Southeast Asia

PRODUCT LINES

Integra OnTrack Courier ERP · Integra FreightPro 360 · Customer Portals · WMS · Integra Finance · Integra AI

DELIVERY

Cloud SaaS or on-premise · UAE data residency · 24/7 support

THE PRODUCT

What is the FreightPro 360 Customer Portal?

Everything an importer or exporter used to e-mail your sales, operations or accounts desk for, done by themselves in a minute: a quote request that lands with their sales owner, the quotation with every option and a one-click acceptance, a booking request, every shipment down to the container, the documents on the file and the invoices on the statement.



Ask and Accept

Request a quote by mode, direction, load type, incoterm, route and cargo; receive the customer copy with all sent options; accept one option with name, PO and confirmation, or decline with a reason.



See Everything

Track by job, house, MAWB / MBL, BL, booking reference or container; customer-visible milestones, legs with vessel or flight and ETD / ETA / ATD / ATA, containers, live tracking timeline, proof of delivery.



Document and Settle

Download the documents staff mark customer-visible, upload the commercial invoice, packing list, COO, permits, DG declaration or SLI straight into the job checklist, and open the invoice statement with totals and status.

9

PORTAL SCREENS IN
6 MENU ITEMS

6

TRACKING REFERENCES
JOB TO CONTAINER

25 + 5

CUSTOMER + STAFF
API ENDPOINTS

EN · AR

LANGUAGE TOGGLE
IN THE PORTAL

Benefits at a Glance

Fewer E-mails to Sales, Ops and Accounts

Customers request quotes, read them, accept them, ask for bookings, track and pull documents themselves. Your desks handle exceptions, not routine.

No Double Entry, Ever

A portal enquiry is a real ENQ record with source PORTAL; a portal booking is a real BK record in REQUESTED; an upload lands on the job checklist. Nobody re-types anything.

Acceptance That Stands Up

Accepting an option records the option, the name of the person, the PO number, the time, the IP address and the channel on the quotation — and the quotation moves to ACCEPTED on the staff side at once.

"Where Is My Container" Answered Before It Is Asked

Customers search by any reference they hold and see milestones, legs, containers and the live tracking timeline — the same job file your operations desk sees, minus the internal part.

Your Brand, Your Template

The quotation prints through the forwarder's own print template from Masters > Print Templates — logo, bank block, TRN, signature boxes — and every page carries the company name.

Customer-Safe Controls

Separate portal token, company and customer derived from the account on every call, three rate limits, upload type and content checks, and the same 404 for not-found and not-yours.

Major Features

- ✓ Browser-based, responsive, nothing to install; prints from the browser
- ✓ Own portal login; portal users linked to one customer account by staff
- ✓ Dashboard: open shipments, quotations awaiting reply, accepted quotations, open enquiries, recent lists
- ✓ Request a quote: mode, direction, load type, incoterm, origin, destination, cargo, pieces, weight, volume, DG flag, addresses, ready date
- ✓ Enquiry reaches the customer's sales owner with a reminder and a reply-by time
- ✓ Quotation customer copy: every sent option with charge lines, totals, tax, validity, terms, prepared-by
- ✓ Accept an option with name, PO and confirmation; decline with reason; expiry enforced
- ✓ Booking request from an accepted quotation, an open shipment or free text
- ✓ Track by job, house, MAWB / MBL, BL, booking ref or container number
- ✓ Milestones, legs, containers, live tracking timeline, printable status page
- ✓ Documents: download customer-visible files; upload six document types into the job checklist for review
- ✓ Proof of delivery: receiver, condition, signature, photos, PDF
- ✓ Invoices and statement: posted invoices, lines, totals per currency, printable
- ✓ Quotation prints with the forwarder's own print template
- ✓ Staff side: Portal Requests register, Portal Accounts, per-customer access switch
- ✓ English / Arabic toggle in the portal header

Portal Menu and Staff Side



Ask, Read, Accept and Book — No E-mail Chain

The customer asks in the portal, the sales owner prices in FreightPro 360, the customer reads every option and accepts one online. Acceptance and booking request arrive on the staff side as real records, not as messages to re-key.



Quotation — customer copy with acceptance

Blue Dune Trading LLC

Quotation QT-00042 · Valid until 27 Oct 2026

SENT

Mode

Incoterm

Route

Cargo

Sea FCL · Export

FOB Jebel Ali

Jebel Ali → Nhava Sheva

2 × 40HC · 38,500 kg

Option 1: Direct weekly service **Recommended**

USD

Ocean Line A · 7 days transit · weekly · ETD 20 Oct – 27 Oct 2026

2,460.00

incl. tax USD 0.00

Charge	Qty	Rate	Amount
Ocean freight (per container)	2 CTR	USD 1,050.00	USD 2,100.00
Terminal handling origin (per container)	2 CTR	USD 130.00	USD 260.00
Documentation (per shipment)	1 SHP	USD 100.00	USD 100.00

Accept this option

Option 2: Transshipment via Salalah

USD 2,180.00

Ocean Line B · 12 days transit · fortnightly

Your name *

Purchase order no.

Notes

S. Khan

PO-7781

Cargo ready 18 Oct

Confirm acceptance

Request a quote

Mode, direction, load type, incoterm, origin, destination, cargo, ready date, DG flag, pieces, weight, volume, addresses, contact, remarks; chargeable weight from the company's volumetric divisor; enquiry list with status and a link to the quotation once sent

Booking request

From an accepted quotation (carrier and option carried over), an open shipment, or free text; ready date, cargo, equipment, remarks — lands as a CUSTOMER_REQUEST booking in REQUESTED

What the customer sees

- ✓ Only quotations in **Sent, Accepted, Rejected, Expired or Converted** — never drafts or versions under approval
- ✓ Whitelisted columns only: **no buy rates, margin, vendor, approval trail or internal notes**
- ✓ Option name, carrier, routing, service, transit days, frequency, ETD window, free time, recommended flag
- ✓ Charge lines marked print-on-quote with basis, quantity, rate, amount and tax
- ✓ Terms, payment terms, customer remarks, prepared-by block

ACCEPTANCE RULES

- ✓ Only a Sent quotation inside its validity; expired quotes cannot be accepted
- ✓ Name and an explicit "I am authorised" confirmation; PO and notes optional
- ✓ Decline reasons: price, transit, carrier, service, other — with comments
- ✓ Switch off per company with Freight Defaults **portalQuoteAcceptEnabled**
- ✓ Option, name, PO, time, IP and channel PORTAL stored on the quotation

Every Shipment, Every Container, Before They Ask

Tracking is read straight from the job file and scoped to the customer's own jobs — as client or bill-to party. The customer searches with whatever reference they hold and gets milestones, legs, containers and the live tracking timeline on one printable page.

Shipment status JOB-00118

Blue Dune Trading LLC · as of 12 Oct 2026 14:05

Dashboard

Request a quote

Quotations

Booking requests

Shipments and tracking

Invoices

House no HBL-00077	MAWB / MBL MBL-884120	Your reference PO-7781	Status In transit
Mode Sea FCL · Export	Route Jebel Ali → Nhava Sheva	ETD / ATD 20 Oct 2026 (actual)	ETA / ATA 27 Oct 2026

Progress

- Booking confirmed · Jebel Ali 16 Oct 2026 10:12
- Cargo received at CFS / gate-in 18 Oct 2026 16:40
- Vessel departed · Jebel Ali 20 Oct 2026 23:15
- Vessel arrived · Nhava Sheva planned 27 Oct 2026
- Delivered planned 30 Oct 2026

Live tracking

- Loaded on vessel · AEJEA 20 Oct 2026 21:02

Containers

Container	Type	Seal	Status
MSKU1234567	40HC	SL-20931	LOADED
MSKU7654321	40HC	SL-20932	LOADED

Shipments and tracking

- ✓ **Shipment list** — job, house / master, route, ETD, ETA, latest customer-visible milestone
- ✓ **Track box** — exact match on job no, house no, MAWB / MBL, BL no, booking reference or container number; own jobs only
- ✓ **Shipment detail** — references, mode, incoterm, pieces, weight, CBM, vessel / voyage, status, ETD / ATD, ETA / ATA
- ✓ **Progress** — customer-visible milestones from the milestone template, planned and actual, with location
- ✓ **Legs** — carrier, vessel or flight, from, to, ETD / ATD, ETA / ATA, status
- ✓ **Containers** — number, type, seal, status
- ✓ **Live tracking** — normalised event timeline from the tracking framework (webhook, CSV / Excel intake, manual events)
- ✓ **Print status** — one-page status print from the browser

Documents on the job

- ✓ **Download** — checklist documents that are received and flagged customer-visible by staff, plus the customer's own uploads
- ✓ **Upload** — Commercial Invoice, Packing List, Certificate of Origin, Permits / Licences, DG Declaration, Shipper's Letter of Instruction, with an optional reference number
- ✓ PDF, image, Excel, Word or CSV, 10 MB; file header checked against its extension before storing
- ✓ Upload marks the checklist row received, **Pending review**; a staff file on that row is never overwritten — the customer copy becomes its own row; staff are alerted

Proof of delivery

- ✓ Only Verified or Sent-to-customer POD records on the customer's own jobs
- ✓ Received by, company, delivery location, pieces delivered / expected, condition, remarks; signature image, photos and the POD PDF — no internal notes, GPS or staff names

Scoped to the customer

- ✓ Jobs where the customer is the client or the bill-to party
- ✓ Milestones and documents shown only when marked customer-visible
- ✓ Tracking events shown only once processed; delay and ETA-change events stay internal
- ✓ No buy charges, vendors or internal remarks anywhere in the response

TRACKING REFERENCES

Job no House no MAWB / MBL

BL no Booking ref Container no

UPLOAD TYPES

Commercial invoice Packing list

COO Permit DG declaration

SLI

The Statement, Straight From the Ledger

Invoices are the screen a customer's accounts team opens first. The portal lists the posted sales invoices on the customer's jobs exactly as the finance module holds them, with totals per currency and a printable statement view.

Invoices and statement

· Blue Dune Trading LLC ·

Print statement

Invoice	Date	Due	Jobs	Amount	Status
SI-2026-0412	28 Sep 2026	28 Oct 2026	JOB-00104	AED 9,036.00	posted
SI-2026-0398	21 Sep 2026	21 Oct 2026	JOB-00097, JOB-00098	AED 14,280.00	posted
SI-2026-0371	09 Sep 2026	09 Oct 2026	JOB-00091	USD 2,460.00	posted
Total invoiced (AED)				AED 23,316.00	
Total invoiced (USD)				USD 2,460.00	
Invoice SI-2026-0412					
Description	Qty	Rate	Tax	Amount	
Air freight DXB → LHR (per kg)	1,200	6.50	0.00	7,800.00	
Total				AED 9,036.00	

Invoices and statement

- ✓ **Invoice list** — posted sales invoices whose lines belong to the customer's jobs; number, date, due date, jobs, amount, status
- ✓ **Totals per currency** at the foot of the list
- ✓ **Invoice detail** — party, payment terms, lines with quantity, rate, tax and total
- ✓ **Print statement** — the list prints as a statement view from the browser
- ✓ Read live from the finance vouchers — the portal keeps no ledger

Statement view, honestly described

The portal shows what has been invoiced. Paid amounts and balances are not shown yet — the screen says so and points the customer to accounts for the settled figure.

What Each Desk Gets Back

Desk	Before the portal	With the portal
Sales	Quote requests by e-mail, typed into the enquiry screen	ENQ with source PORTAL, assigned to the sales owner, reply-by clock running
Pricing	Acceptance by e-mail — "which option?"	Option, name, PO, time and IP on the quotation; ACCEPTED at once
Operations	Packing-list chases and status calls	Uploads land on the checklist as Pending review; customers read milestones themselves
Accounts	Invoice copies re-sent on request	Customer opens the list and line detail; statement printable

What this means for you

- ✓ Invoice questions answered by the customer, from the same vouchers your accounts team posts
- ✓ Only invoices on the customer's own jobs, as client or bill-to party
- ✓ Line detail shows sell charges only; buy-side costs never leave the ERP

ROADMAP

Paid and balance per invoice from receipt allocation, ageing, invoice PDF through the print template.

Every Portal Action Lands in FreightPro 360 as Work

Nothing the customer does disappears into an inbox. Each portal action creates or updates the real record, raises a reminder for the responsible person and writes a row in the Portal Requests register that operations acknowledge, process and close.

Portal Requests register

- ✓ Operations Common > Portal Requests: one row per enquiry, booking request, acceptance, rejection and upload
- ✓ Customer, portal user and e-mail, summary, reference, IP address, time
- ✓ New → Acknowledged → Processed → Closed with handler notes, who and when
- ✓ Filters by status, type, customer; search; counters; jump to the record

Alerts to the right person

- ✓ Enquiry: assigned to the customer's sales person, In progress, reminder due now
- ✓ Acceptance or rejection: reminder on the quotation with name, PO and reason
- ✓ Booking request: reminder on the booking; upload: reminder on the job, "awaits review"
- ✓ Reminders use the shared entity notes, so they sit in the user's own follow-up list

How the Portal Talks to FreightPro 360

Portal pages

same app,
/customer-portal

Portal API

/api/portal/c ·
25 endpoints ·
own token

ERP services

accept / reject,
number series,
print
templates,
POD

FreightPro 360

system of
record

Portal action	FreightPro 360 effect
Request a quote	Enquiry ENQ from the number series, source PORTAL, sales person from the customer master, reply-by from Freight Defaults
Accept · decline	Quotation ACCEPTED (option, name, PO, time, IP, channel PORTAL) or REJECTED (reason, comments) through the staff service
Booking request	Booking BK from the number series, type CUSTOMER_REQUEST, status REQUESTED, linked to quotation, option and job
Tracking · docs · POD · invoices	Read-only from jobs, legs, milestones, containers, tracking events, documents, POD and finance vouchers

Portal Accounts

- ✓ **System Administration > Customer Portal & API Access** — create the portal user, link it to the customer
- ✓ **Portal access switch** per customer; off stops every token for that customer at the next call
- ✓ Portal user count and last login per customer; blocked or inactive customers lose access automatically

FREIGHT DEFAULTS

- ✓ **portalQuoteAcceptEnabled** — when off the quotation is read-only and the customer is asked to contact their account manager
- ✓ **enquiryReplyHours, volumetric divisors** — reply-by clock and chargeable weight on portal enquiries

AUDIT

- ✓ Every create and update audited under module FREIGHT with user portal:<e-mail>, customer and IP

Your Template on the Page, Your Customer's Data Only

The portal is a customer-safe window onto the ERP. The forwarder's identity comes from its own print templates and company profile; the security model keeps a portal session away from staff routes, other customers' records and every buy-side figure.

Printing with your template

- ✓ Quotation prints through the resolved **QUOTATION_CUSTOMER** print template — assignment by customer, mode and direction
- ✓ Company name, TRN, logo, address and contacts from the company profile; active print bank accounts
- ✓ Shipment status and statement print from the browser

Experience

- ✓ Company name in the portal header, customer name beside it
- ✓ English / Arabic toggle with a dedicated portal translation set
- ✓ Light colour scheme for clean prints; responsive on phone, tablet and desktop
- ✓ Status pills for every lifecycle: sent, accepted, converted, rejected, expired, requested, pending review

Security model

- ✓ **Own JWT**: separate secret and token type, 8-hour expiry — a staff token never works on the portal and vice versa
- ✓ Company and customer **re-derived from the account link on every call**, never read from the request
- ✓ Active user, active link, active and unblocked customer with portal access — checked each time

Controls in Detail

Login	E-mail and password with bcrypt; constant-time compare even for unknown e-mails; 10 attempts per 15 minutes
Rate limits	Reads 120 per minute, writes 60 per hour, on top of the application-wide limiter
Same 404	Not-found and not-yours return the identical 404; identifiers validated before any query
Data whitelist	Responses built from named columns — buy rates, margin, vendors, approvals, internal notes, GPS and staff names never appear
Uploads	Extension allow-list, 10 MB, one file per request, magic-byte check, sanitised file name, nosniff on download
Downloads	Path confined to the uploads folder; only received, customer-visible or own-uploaded documents; only Verified / Sent POD files
Input · audit	Control characters stripped, lengths capped, enumerations enforced; creates and updates audited with portal user, customer and IP

Deployment

- ✓ Part of the FreightPro 360 application — same build, database and backup
- ✓ Customer side at **/customer-portal**, API at **/api/portal/c**; staff side at **/api/freight/portal**
- ✓ Switch a customer on from System Administration; nothing to install

STACK

React · TypeScript · Tailwind · Express · PostgreSQL. Cloud or on-premise with FreightPro 360.

GOOD TO KNOW

- ✓ One customer account per portal login; staff create portal users
- ✓ Portal enquiry carries cargo totals, not cargo lines yet
- ✓ E-mail notices on portal events are not sent yet — the e-mail alert framework exists on the ERP side

Screen Directory — Portal and Staff Side

The portal as deployed today: nine customer screens behind six menu items, 25 customer API endpoints and the staff screens that control it. Everything listed here exists in the current build.

Group	Screens	Screens
Sign in	1	Login with e-mail and password; separate portal session; sign out and language toggle in the header
Dashboard	1	Open shipments, quotations awaiting reply, accepted quotations, open enquiries; recent shipments, quotations and enquiries
Request a quote	1	Enquiry form (mode, direction, load type, incoterm, route, cargo, ready date, DG, pieces, weight, volume, addresses, contact, remarks) and the customer's enquiry list with links to quotations
Quotations	2	Quotation list (date, route, option count, from-price, validity, status); quotation detail with all options and lines, accept with name / PO / confirmation, decline with reason, terms, prepared-by, print with the company template, request booking
Booking requests	1	Request form from accepted quotation, open shipment or free text; booking list with quotation, shipment and status
Shipments and tracking	2	Shipment list with track box (job, house, MAWB / MBL, BL, booking ref, container); shipment detail with references, progress milestones, live tracking, proof of delivery, legs, containers, documents download and upload, print status, request booking
Invoices	1	Invoice list with totals per currency, invoice line detail, print statement
Staff · Operations Common	1	Portal Requests register — enquiries, bookings, acceptances, rejections, uploads; acknowledge, process, close with notes; jump to the record
Staff · System Administration	1	Customer Portal & API Access — portal users per customer, portal access switch, user count and last login
Staff · Company Settings	1	Freight Defaults: portalQuoteAcceptEnabled, enquiryReplyHours, volumetric divisors; Masters > Print Templates for the customer quotation layout
Customer API	25	Login, me, dashboard, enquiries (list, detail, create), quotations (list, detail, print template, accept, reject), jobs (list, detail), track, bookings (list, create), job documents (list, upload), document download, job POD, POD file, POD PDF, invoices (list, detail), my requests
Staff API	5	Requests list, requests summary, update request, customers with portal users, set portal access
Lifecycles shown	—	Enquiry New → In progress → Quoted → Converted; quotation Sent → Accepted / Rejected / Expired → Converted; booking Requested → Confirmed / Amended / Cancelled; document Pending review → Accepted; request New → Acknowledged → Processed → Closed
Portal data	1 + 3	One portal table (portal_requests) plus three columns on existing records: portal access on the customer, customer-visible and review status on job documents, accepted-by IP and channel on the quotation — never a copy of jobs, quotations or the ledger

Ten Reasons Forwarders Switch the Portal On

01

Live on the ERP, not a copy of it

Enquiries, acceptances, bookings and uploads are real FreightPro 360 records; tracking, documents, POD and invoices are read from the job file and the ledger. Nothing to reconcile.

02

Acceptance you can rely on

Option, name, PO, time, IP and channel stored on the quotation; the same service staff use moves it to ACCEPTED. Switchable per company.

03

Customer copy, never the internal one

Whitelisted columns: sell lines, totals, tax, terms. Buy rates, margin, vendors, approvals and internal notes never leave the ERP.

04

Track by any reference

Job, house, MAWB / MBL, BL, booking reference or container — milestones, legs, containers and live tracking on one printable page.

05

Documents both ways

Download what staff mark customer-visible; upload commercial invoice, packing list, COO, permit, DG or SLI straight into the checklist for review.

06

Proof of delivery, customer version

Receiver, condition, signature, photos and PDF for verified PODs — without internal notes, GPS or staff names.

07

Every action becomes work

Reminder to the sales owner or job owner, row in the Portal Requests register, audit entry — acknowledged, processed, closed.

08

Your print template

The quotation prints through Masters > Print Templates with your logo, TRN, bank block and signature boxes; company name on every page.

09

Customer-safe security

Own token, account-derived scope, same 404, three rate limits, upload content checks, confined downloads, audit with IP.

10

Switched on from System Administration

Same build, same database, same backup as FreightPro 360. Create the portal user, flip the access switch, send the login.

See it with your own account customers

We will switch on one of your real customers, let them request a quote, accept an option and track a container — and show the enquiry, the acceptance and the Portal Requests row arriving in FreightPro 360. Live.

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