

AO

AUTONOMOUS OPERATIONS

One operating system for modern fulfilment teams

A complete internal platform connecting seller operations, investigations, omnichannel support, warehouse attendance, tasks, credits and decision-ready analytics.

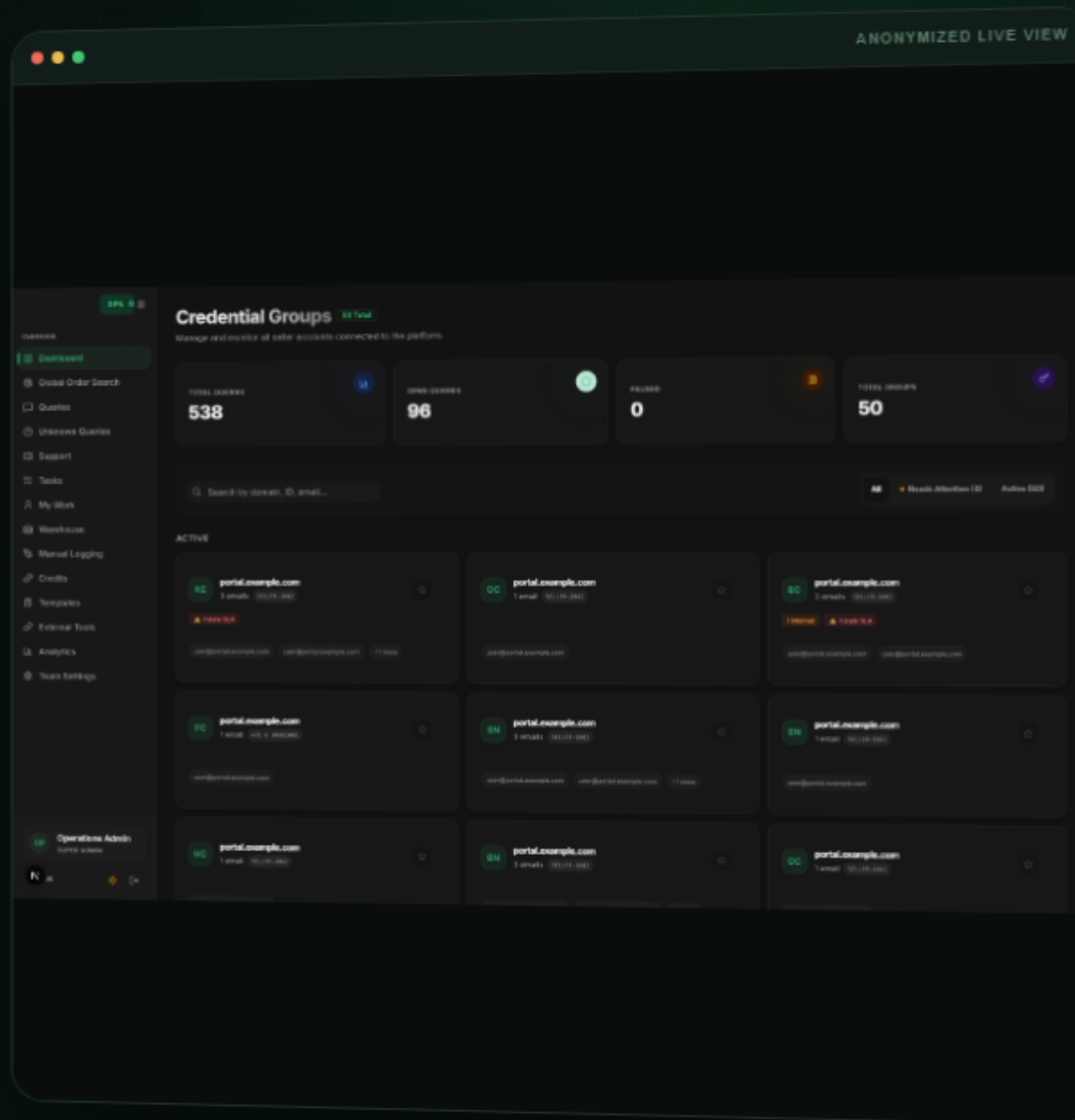
16 product pages

97 backend routes

5 operational workspaces

Role-aware access

Client-identifying information has been permanently anonymized.



From incoming question to verified operational outcome

Each workspace is connected, so context and ownership follow the work instead of being copied between tools.

01

Seller command center

Account groups, query health, orders and secure seller access.

02

Global order intelligence

Exact cross-seller lookup across ChannelDock, remote and sequential references.

03

Investigation automation

Carrier workflows, unknown-query recovery and seller-facing updates.

04

Support workspace

Email, portal tickets, AI assistance, internal notes, tasks and forwarding.

05

Operational logging

Credits, compensation, CMR documents, manual records and Excel export.

06

Warehouse workforce

QR attendance, activities, breaks, corrections and employee self-service.

07

Analytics

Separate investigation, support, rating and manual-operation reporting.

08

Administration

Roles, permissions, templates, AI knowledge, tools and forwarding overrides.

One platform, purpose-built views for every operator

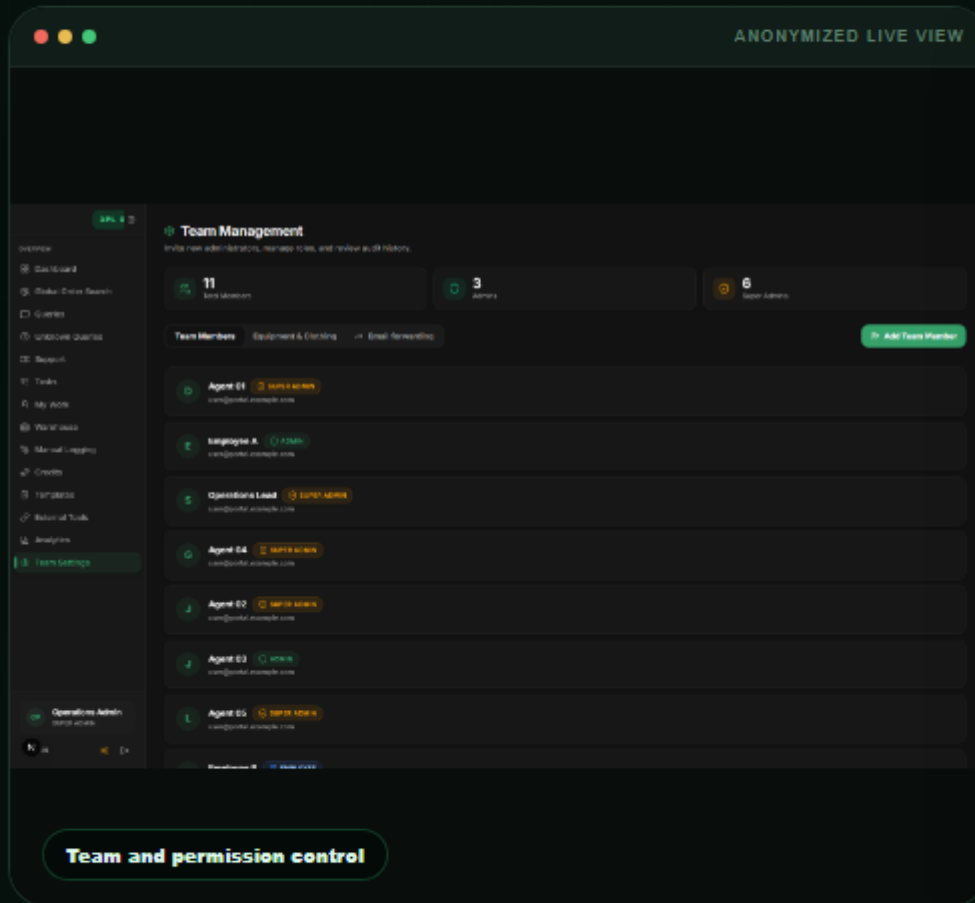
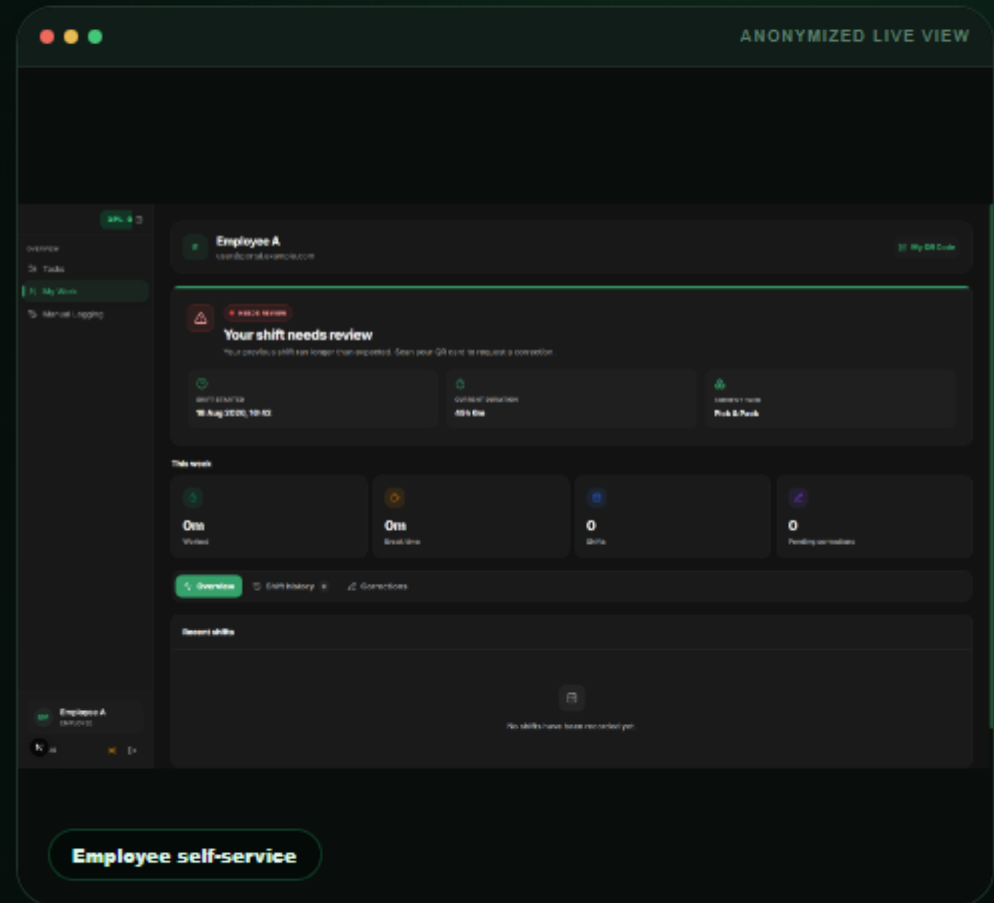
Super admins manage the operation, admins execute daily workflows, and employees see only their own work and attendance records.

✓ Super admin and admin capabilities

✓ Employee-only navigation

✓ Auditable operator attribution

✓ QR identity for every staff member



Live account health across every connected seller

The main dashboard replaces disconnected account lists with a clear view of volume, open workload, attention states and account access.

✓ Real aggregate counters

✓ Priority and attention signals

✓ Connected email identities

✓ Queries and orders in one group

ANONYMIZED LIVE VIEW

Overview

Dashboard

Order Entry Search

Queries

Unprocessed Queries

Requests

Trails

My Alerts

Workflow

Manual Logging

Credits

Transactions

Return of Tools

Analytics

Team Settings

Operations Admin

Account Admin

Credential Groups

Manage and monitor all seller accounts connected to the platform.

538

96

0

50

Search by domain, ID, email...

ALL

Needs Attention (0)

Active (10)

ACTIVE

portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)
portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)
portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)
portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)	portal.example.com Email: (b)(7)(F), (b)(7)(G)

Portfolio-level dashboard

ANONYMIZED LIVE VIEW

Overview

Dashboard

Order Entry Search

Queries

Unprocessed Queries

Requests

Trails

My Alerts

Workflow

Manual Logging

Credits

Transactions

Return of Tools

Analytics

Team Settings

Operations Admin

Account Admin

SELLER-1042

3 entries

portal.example.com / [View info](#) / [Open](#) portal.example.com / [View info](#) / [Open](#)

portal.example.com / [View info](#) / [Open](#)

1.3 Queries

Orders

Search queries by: All groups...

ALL

Active

Internal

Expired

Closed

Group Investigations

4 entries

Order #007-10482 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info	Order #007-10482 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info	Order #04074 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info
Order #02327 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info	Order #02074 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info	Order #01558 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info
Order #007-10482 Email: (b)(7)(F), (b)(7)(G) portal.example.com / View info		

Order #00663
Email: (b)(7)(F), (b)(7)(G) portal.example.com / [View info](#)

Seller-level workspace

Open one seller and continue without losing context

Every seller group combines connected identities, query history, live filters and direct account actions.

The screenshot displays the 'ANONYMIZED LIVE VIEW' of a seller group interface. On the left is a sidebar with navigation options: Overview, Dashboard, Global Order Search, Queries, Unknown Queries, Support, Tasks, My Work, Warehouse, Manual Logging, Credits, Templates, External Tools, Analytics, and Team Settings. The main content area is titled 'SELLER-1042' and shows '3 emails' with a list of user identities and 'Log in' links. Below this are tabs for 'Queries' and 'Orders'. A search bar for queries is present, followed by filter buttons: All (selected), Active, Internal, Replied, and Closed. The 'Group Investigations' section shows a list of orders with their status and timestamps. The interface is dark-themed with green accents.

ANONYMIZED LIVE VIEW

3PL

← Back to Groups

SELLER-1042

3 emails

user@portal.example.com Log in Open user@portal.example.com Log in Open user@portal.example.com Log in Open

Total 30 open 12 paused 0

Queries Orders

Search queries in this group...

All Active Internal Replied Closed

Group Investigations 30 results

YESTERDAY

Order #REF-10482 Open DHL NL user@portal.example.com 01:25 PM

Order #REF-10482 Open DHL NL user@portal.example.com 01:25 PM

Order 159407/A Open DHL NL user@portal.example.com 01:25 PM

AUG 10, 2025

Order 162327 Closed DHL NL user@portal.example.com 11:51 AM

Order 162874 Open DHL NL user@portal.example.com 01:25 PM

Order 161696 Open DHL NL user@portal.example.com 01:24 PM

Order 160698 Open DHL NL user@portal.example.com 01:24 PM

Order #REF-10482 Open DHL NL user@portal.example.com 07:20 AM

AUG 14, 2025

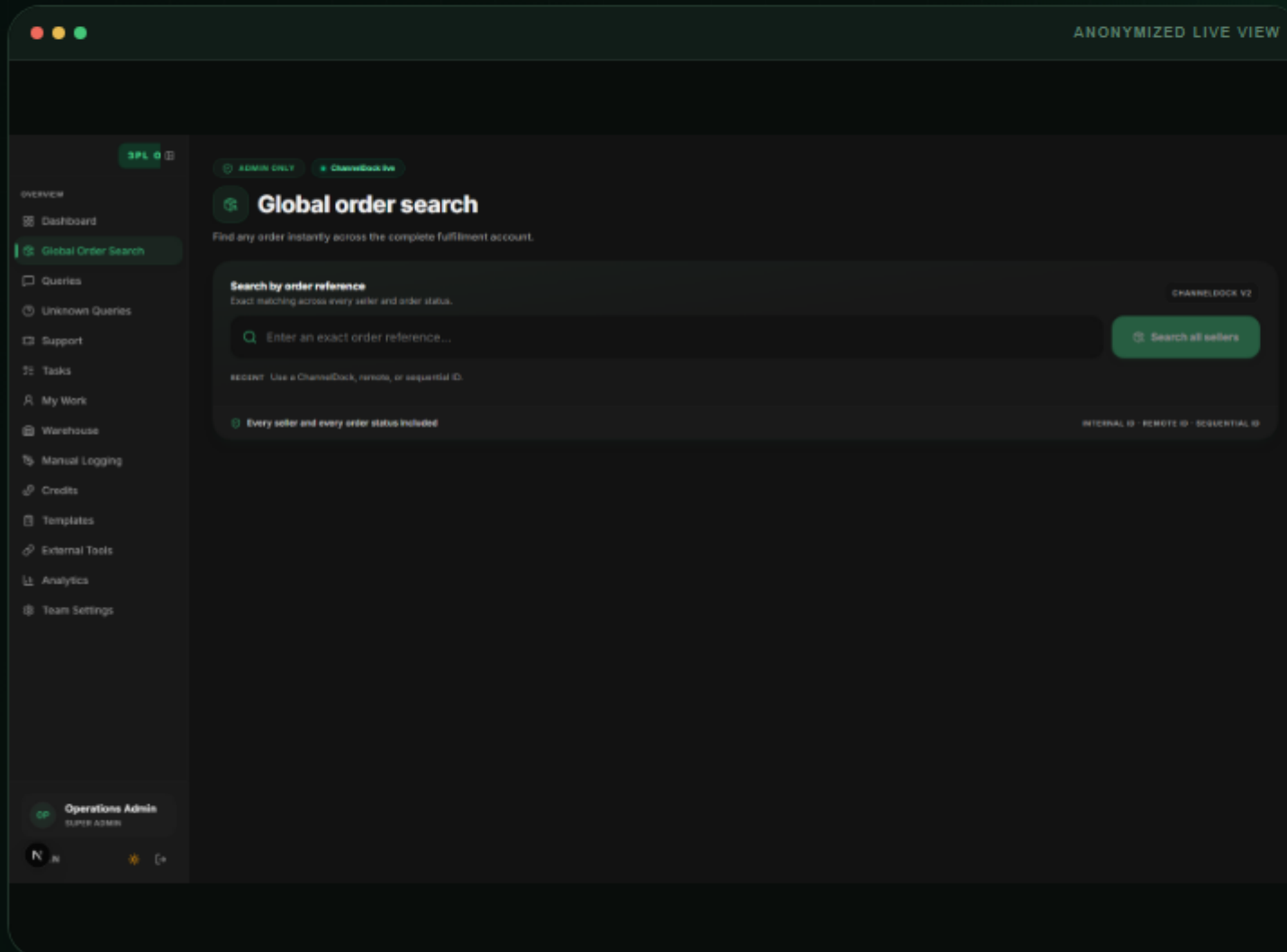
Order 135633 Open

Operations Admin SUPER ADMIN

- ✓ Switch between investigations and orders
- ✓ Generate secure seller login links
- ✓ Open connected identities
- ✓ Filter active, internal, replied and closed work
- ✓ Return to the portfolio dashboard in one click

Find an order across every seller from one exact reference

The fulfilment-center API is queried centrally, so operators do not need to know which seller owns an order before starting.



- ✓ ChannelDock, remote and sequential IDs
- ✓ All supported order states
- ✓ Seller names instead of numeric-only codes
- ✓ Order, customer, product and shipment context
- ✓ Direct seller and ChannelDock links

A fast queue for carrier and order exceptions

Investigations are grouped by day and enriched with ownership, status and seller context for rapid triage.

ANONYMIZED LIVE VIEW

All Investigations
Global operations control center. View and update status for all queries.

Summary:
538 Total Queries
96 Open Queries
0 Paused
26 Internal

Search: Search by Order ID, Customer, Carrier...
Filters: All, Open, Stale SLA, Internal, My Tickets, My Tags, Carrier Replied, Closed

Group Investigations 27 results

YESTERDAY

- Order #REF-10482 (Open) - DHL NL, user@portal.example.com, 01:25 PM
- Order #REF-10482 (Open) - DHL NL, user@portal.example.com, 01:25 PM
- Order 159407/A (Open) - DHL NL, user@portal.example.com, 01:25 PM

AUG 18, 2028

- Order ORD-A10482 (Closed) - DHL Germany, user@portal.example.com, 10:00 PM
- Order 102327 (Closed) - DHL NL, user@portal.example.com, 10:31 AM
- Order 162874 (Open) - DHL NL, user@portal.example.com, 01:25 PM
- Order 101696 (Open) - DHL NL, user@portal.example.com, 01:24 PM
- Order 160996 (Open) - DHL NL, user@portal.example.com, 01:24 PM
- Order #REF-10482 (Open) - DHL NL, user@portal.example.com, 07:29 AM
- Order #17282 (Open) - DHL NL, user@portal.example.com, 12:10 PM

AUG 17, 2028

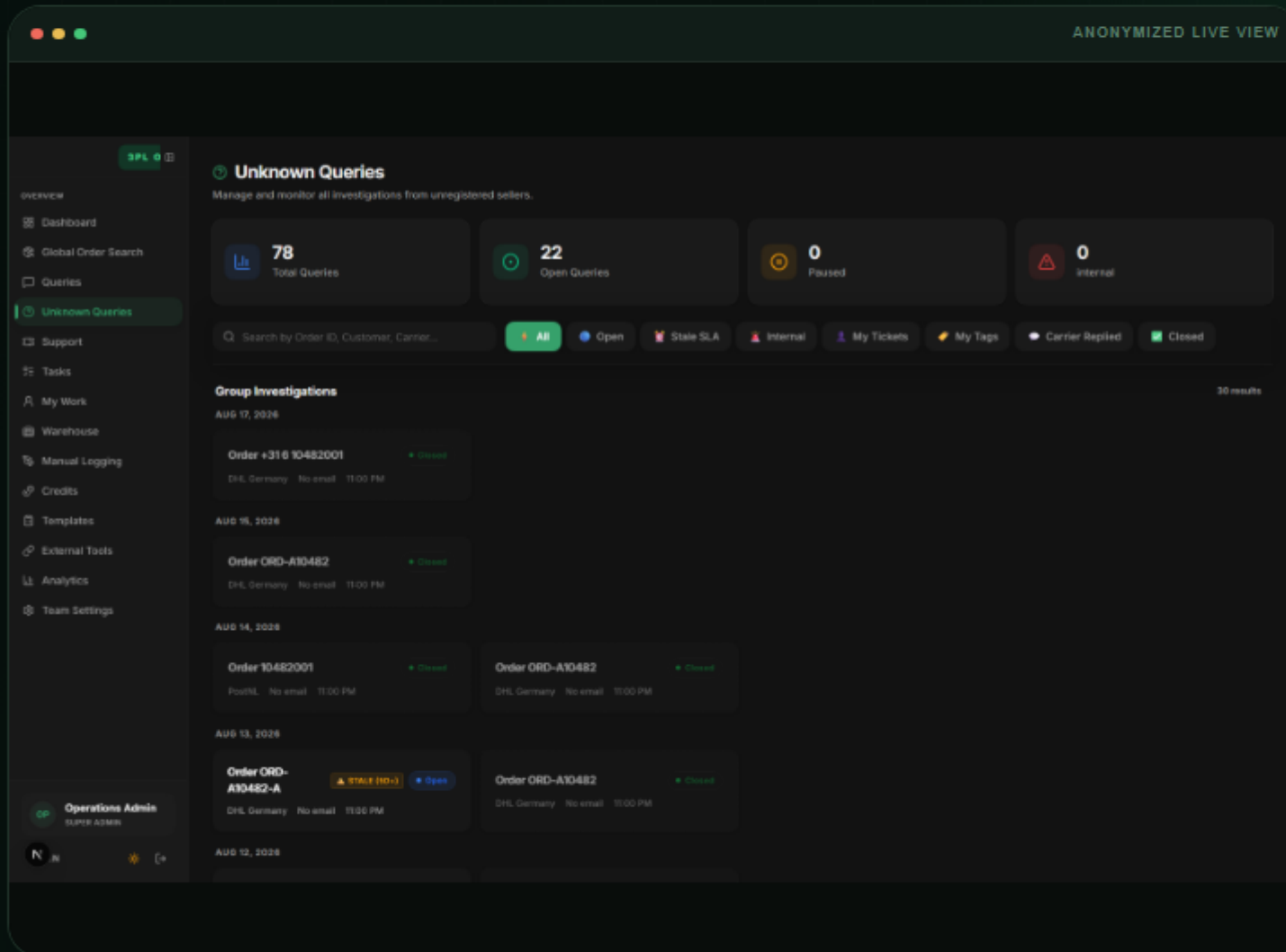
- Order +316 10482001 (Closed) - DHL Germany, user@portal.example.com, 10:42 AM
- Order +316 10482001 (Open) - DHL Germany, user@portal.example.com, 12:08 PM
- Order +316 10482001 (Closed) - DHL Germany, user@portal.example.com, 11:00 PM
- Order #22878 (Closed) - DHL NL, user@portal.example.com, 02:01 PM
- Order ORD-A10482 (Not supported) - DHL NL, user@portal.example.com, 04:18 PM
- Order #REF-10482 (Closed) - DHL NL, user@portal.example.com, 04:30 PM
- Order 310219 (Closed) - DHL NL, user@portal.example.com, 11:30 PM
- Order ORD-A10482 (Not supported) - DHL NL, user@portal.example.com, 01:50 PM

Operations Admin
SUPER ADMIN

- ✓ Active, stale SLA, internal, replied and closed filters
- ✓ Personal queues and tags
- ✓ Seller and carrier context
- ✓ Drawer-based case handling
- ✓ Real totals without hardcoded values

Recover cases that could not be matched automatically

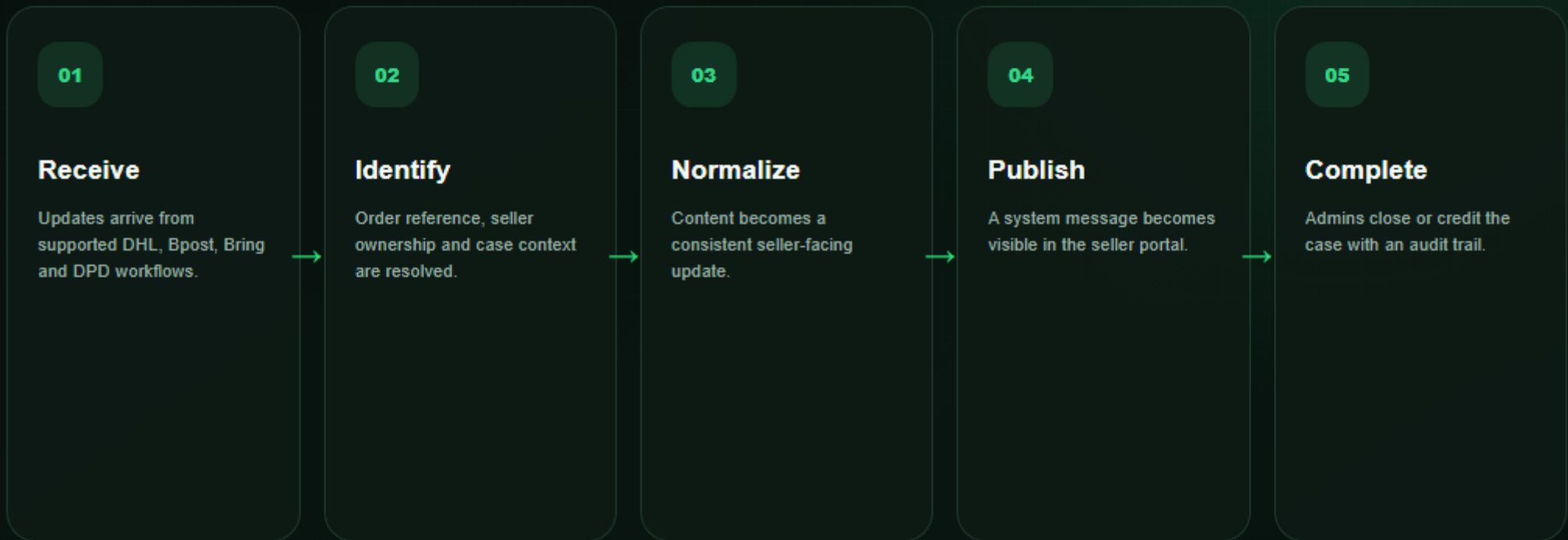
A dedicated exception queue prevents unmatched carrier updates from disappearing into the normal flow.



- ✓ Searchable exception inbox
- ✓ Manual seller and order association
- ✓ Carrier metadata retained
- ✓ Re-entry into the normal workflow
- ✓ Clear ownership and status history

Carrier responses become structured seller updates

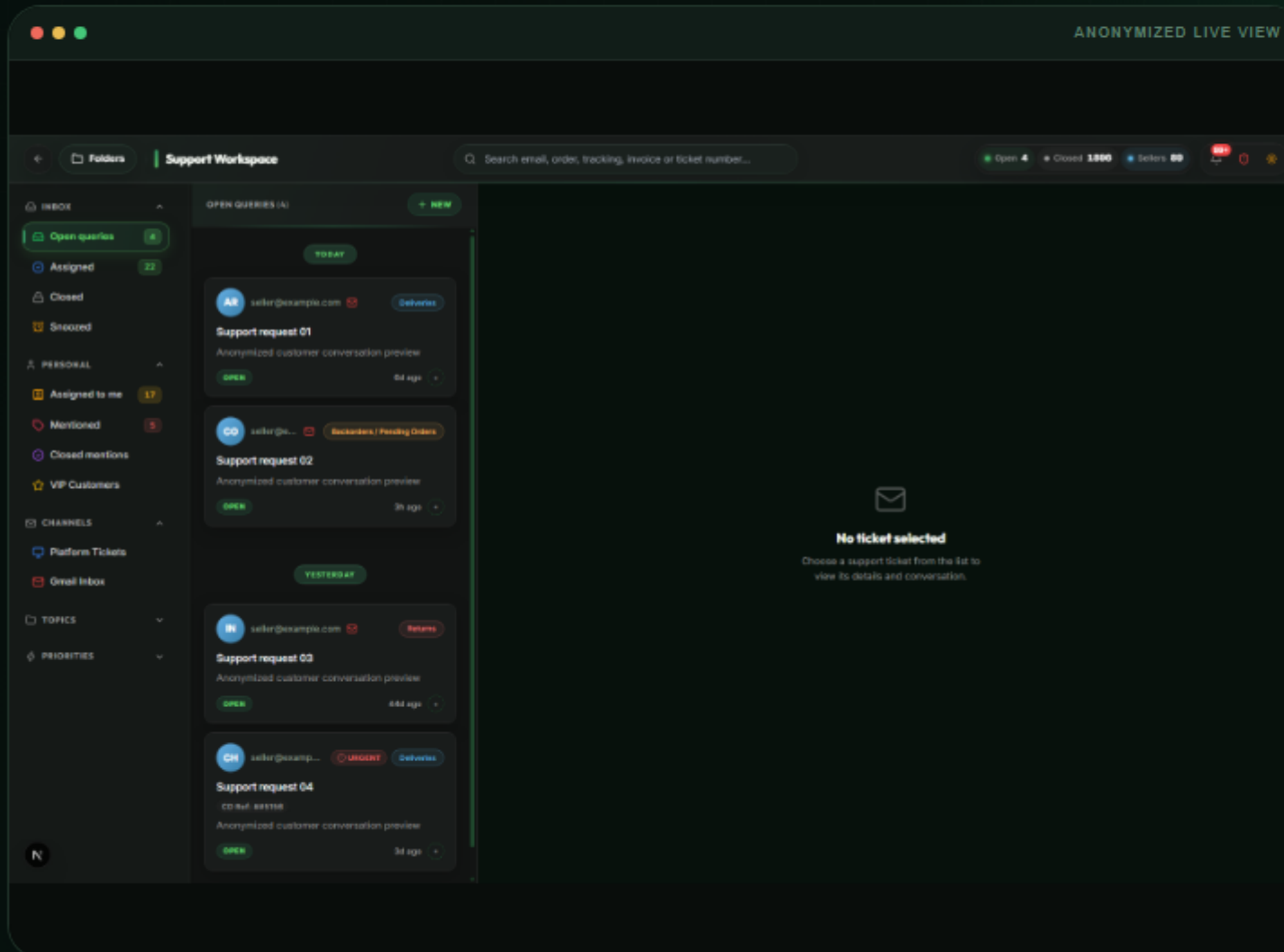
The automation connects carrier responses with the correct investigation, seller and portal conversation.



Unmatched input is routed to Unknown Investigations instead of being silently discarded.

One queue for email and platform support

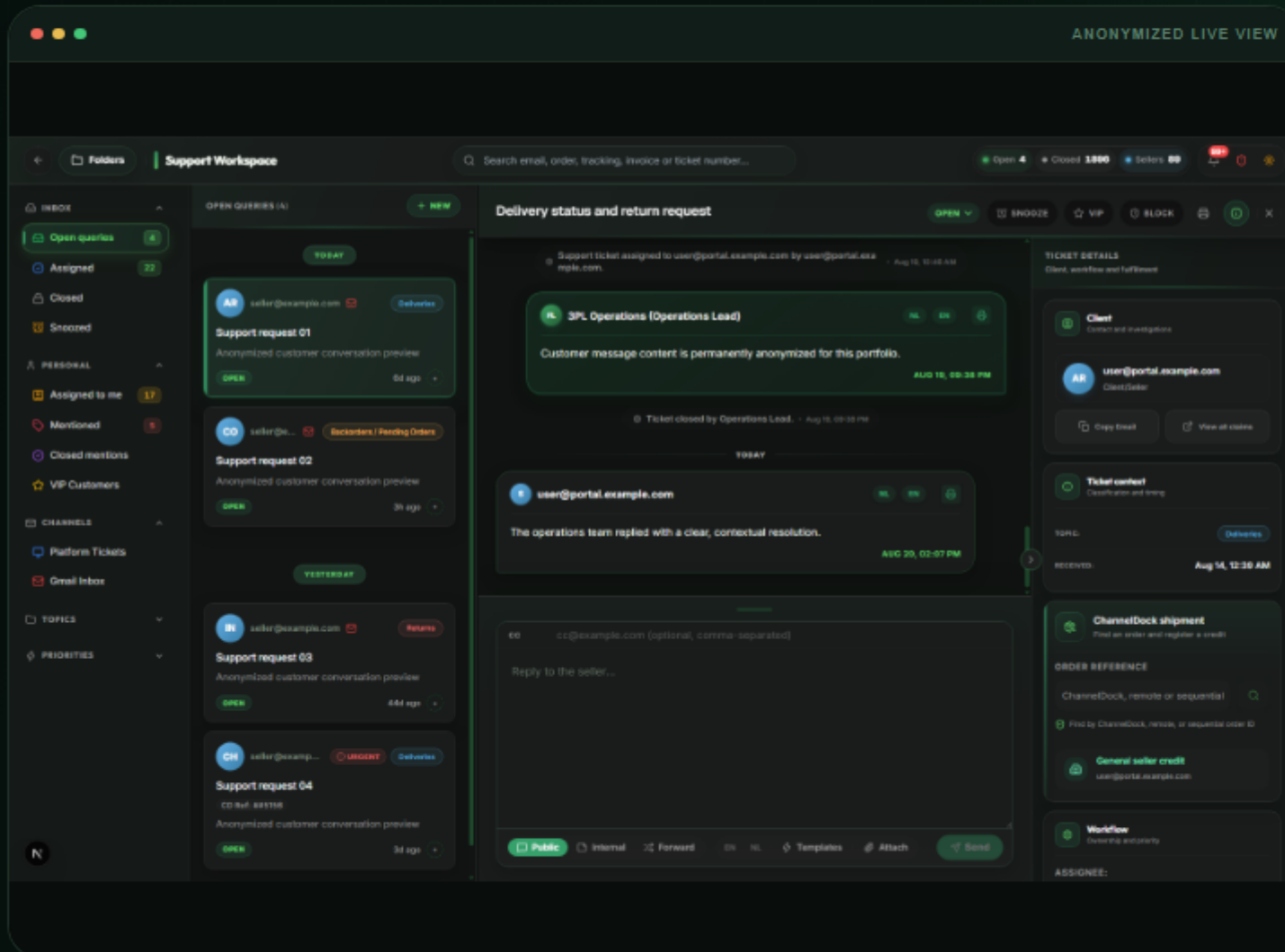
The three-pane workspace keeps folders, tickets and the active conversation visible without forcing operators through separate pages.



- ✓ Open, assigned, closed and snoozed folders
- ✓ Assigned-to-me, mentions and closed mentions
- ✓ VIP, platform and Gmail channels
- ✓ Search email, order, tracking, invoice or ticket
- ✓ Unread, source, date, topic and priority filters

Read, translate, act and reply from the same ticket

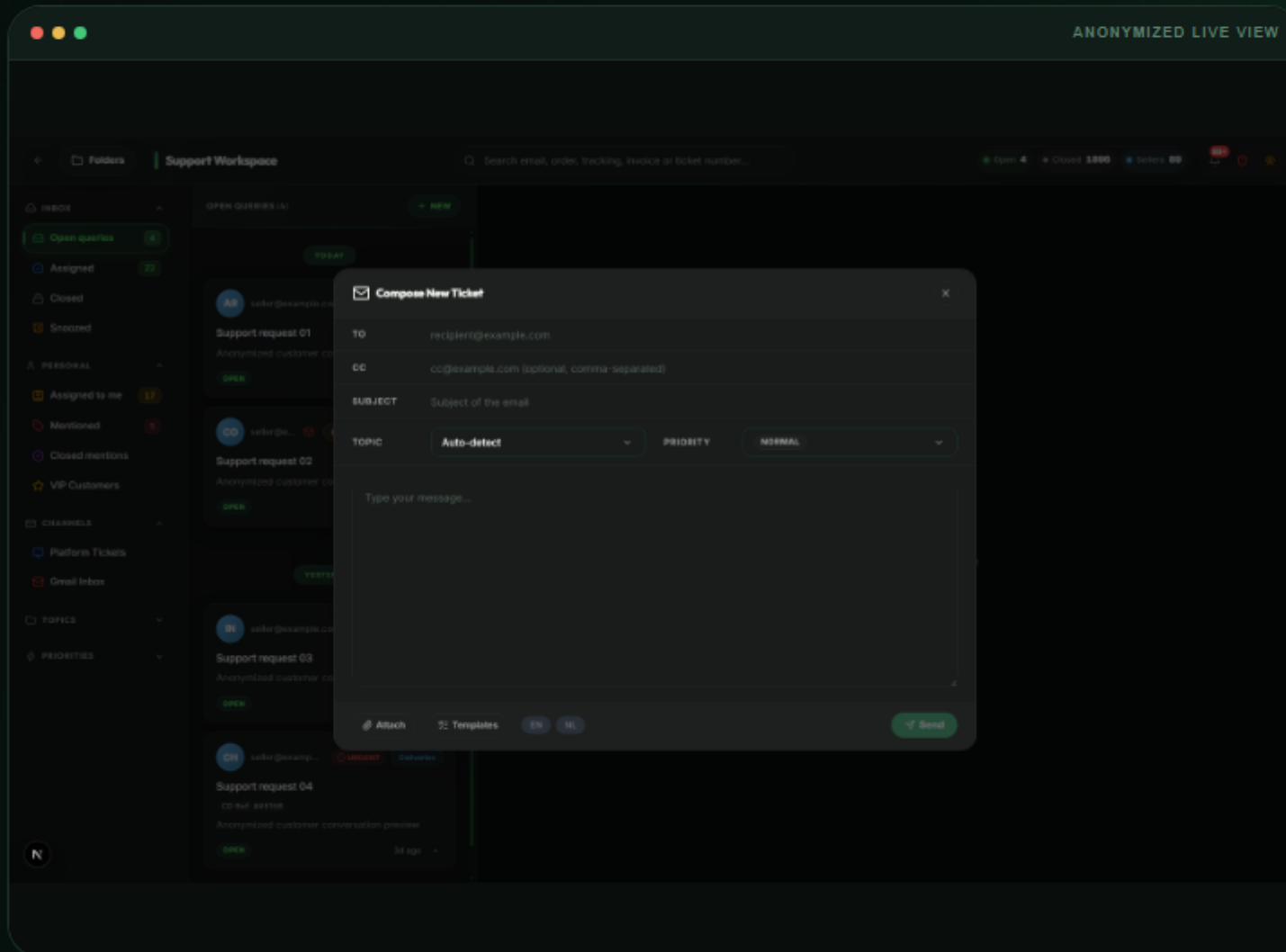
The active ticket combines conversation history, controls, seller context, fulfilment actions and the composer.



- ✓ Public replies and private internal notes
- ✓ Mention read receipts
- ✓ Print one message or the full thread
- ✓ Downloadable attachments
- ✓ Status, snooze, VIP and block controls
- ✓ Linked tasks and ChannelDock actions

Start a new ticket without leaving the workspace

A focused composer supports recipients, CC, subject, topic, priority, templates, language tools and attachments.

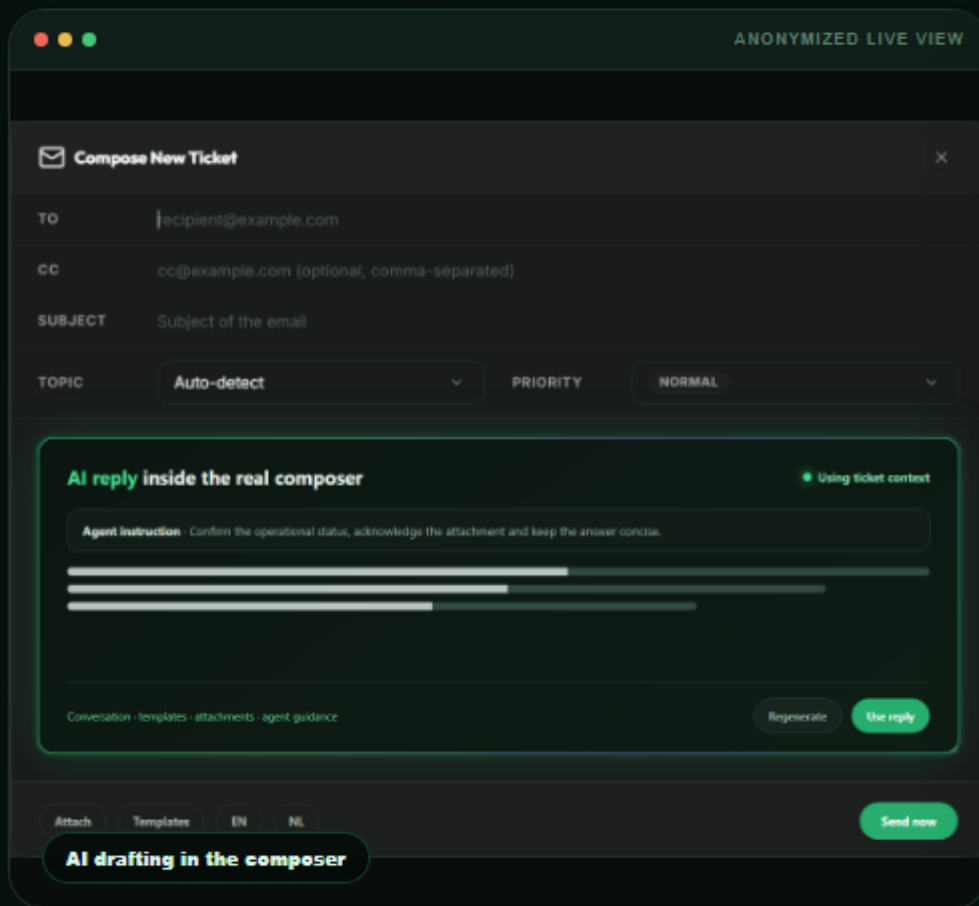
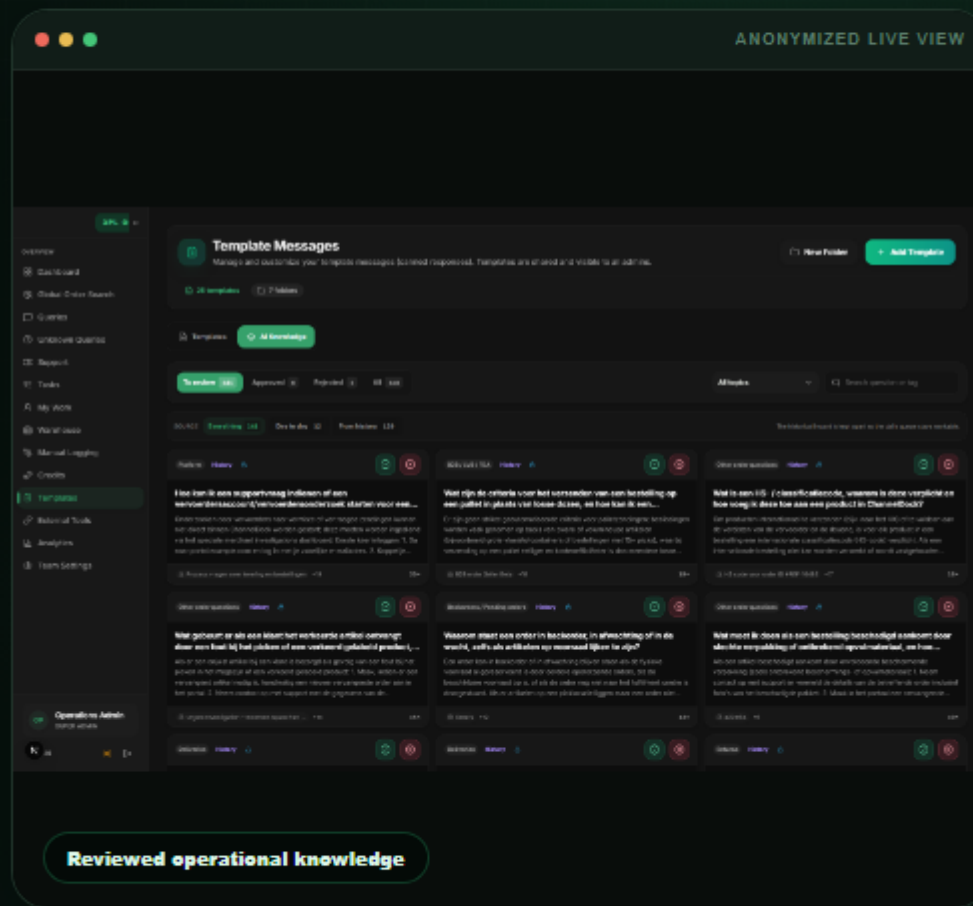


- ✓ Recipient and CC suggestions
- ✓ Automatic topic detection
- ✓ Priority selection
- ✓ Templates and AI assistance
- ✓ Delayed send, Send now and cancellation

Context-aware drafts that remain under human control

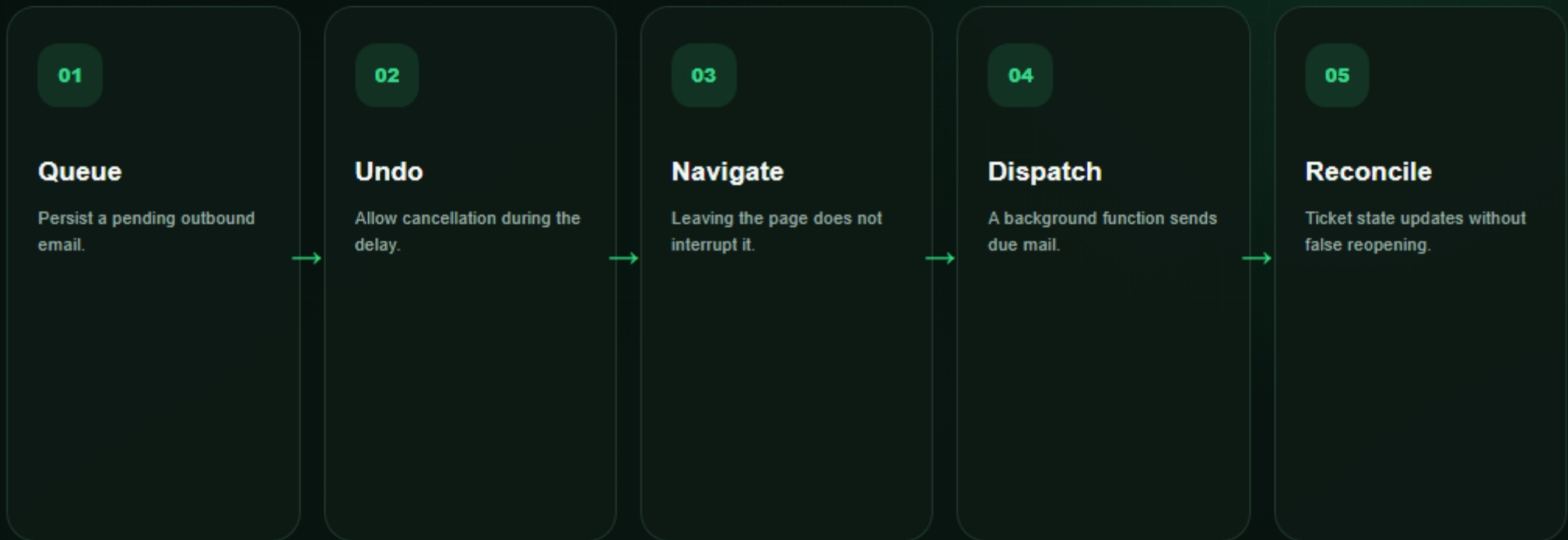
Operators can request a tailored reply or polish an existing draft using history, instructions, templates and attachments.

- ✓ Composer text as instruction
- ✓ Conversation and attachment context
- ✓ Template-aware prompting
- ✓ Professional processing state
- ✓ Human review before send



A 20-second safety window that survives navigation

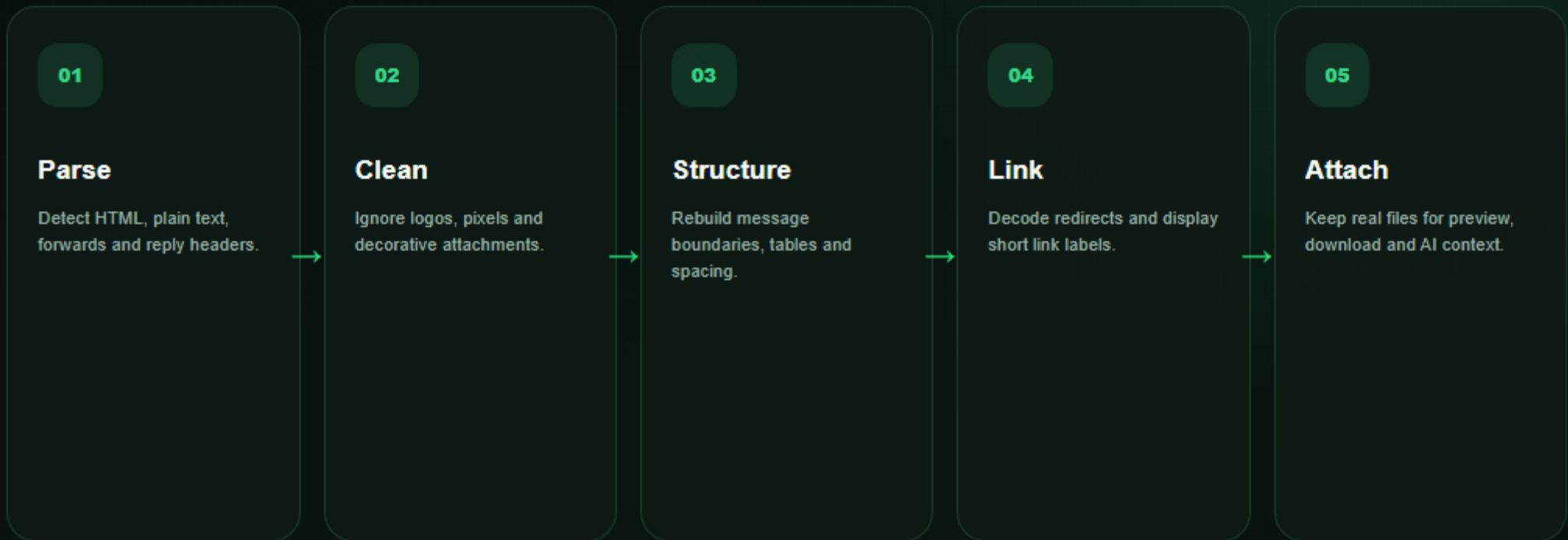
Pending emails are queued on the server, so moving away from the ticket no longer cancels delivery.



Send now bypasses the delay while preserving the same delivery and audit path.

Messy forwarded email becomes readable conversation

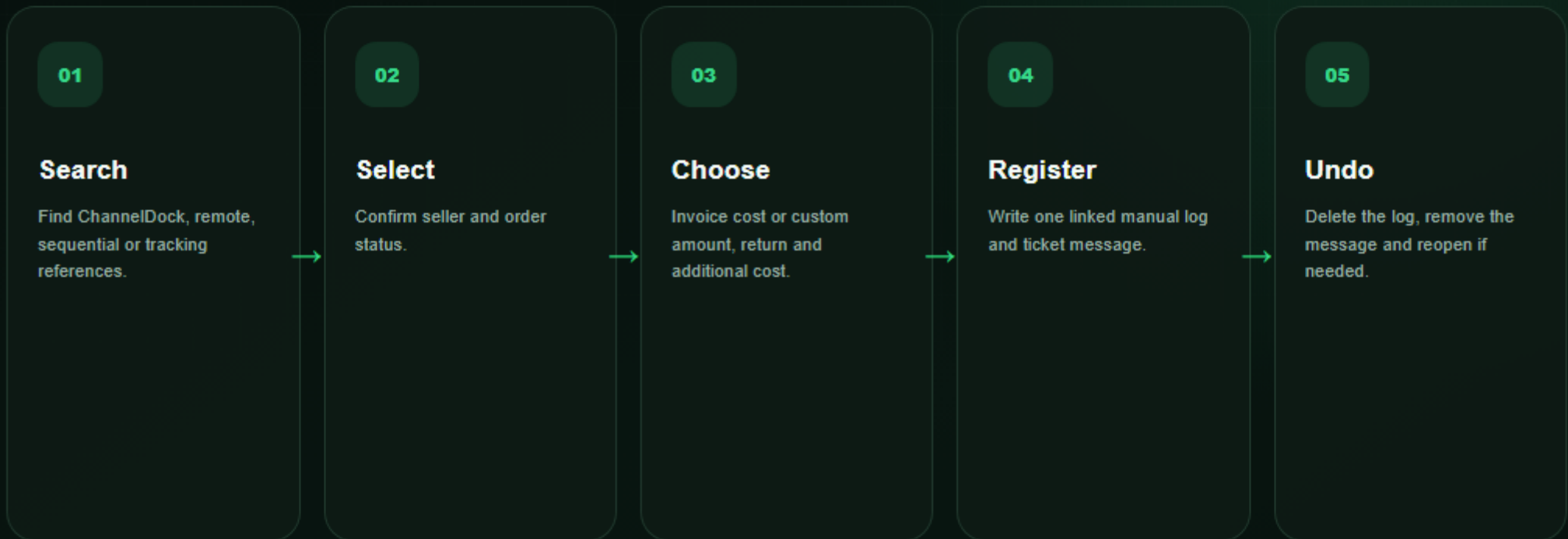
Raw Gmail content is processed before it reaches the support timeline.



The original destination remains behind every shortened display link.

Register shipment or seller credits from the ticket

Order lookup verifies seller ownership and creates an internal financial record without mutating ChannelDock.



General seller credit stays available even before an order is selected.

Turn conversations into accountable internal work

Tasks can be created from tickets or directly from the queue, with ownership, priority, deadline and response tracking.

ANONYMIZED LIVE VIEW

Tasks 14 total
Coordinate internal work, ownership and support follow-ups from one place.

Print report + New Task

14 TOTAL TASKS 1 TO DO 0 ANSWERED 13 COMPLETED

Search tasks... All 14 To Do 1 Answered 0 Done 13 All Priorities Any Assignee

Task queue 14 results

STATUS	TASK	PRIORITY	ASSIGNEE	DEADLINE	RESPONSE	CLOSED BY	
	Prepare pallets for dispatch De pallets moeten als volgt worden voorbereid: 1. Twee pallets met verpakkingsmateriaal. Haal het verpakkingsmateriaal uit...	MEDIUM	Operations Lead	Aug 12	PENDING	Operations Lead Aug 12, 11:37 PM	
	Correct product labels +31 6 10482001 en +31 6 10482031 Andersom: stickers zijn verwijderd	MEDIUM	Operations Lead	Jul 21	PENDING	Operations Lead Jul 22, 10:28 PM	
	Handleikeren George Napoli (Spullen Eggen bij Inboek PAL)	MEDIUM	Operations Lead	Jul 21	PENDING	Operations Lead Jul 22, 10:28 PM	
	Prepare inventory for dispatch	MEDIUM	Operations Lead	Jul 21	PENDING	Operations Lead Jul 22, 10:28 PM	
	checken ChannelDuck link	HIGH	Agent 02	Jul 20	PENDING	Agent 02 Jul 22, 10:17 AM	
	checken ChannelDuck link	HIGH	Agent 02	Jul 20	PENDING	Agent 02 Jul 22, 10:17 AM	
	Beleiden ChannelDuck Process	MEDIUM	Operations Lead	Not ready	PENDING	Not recorded	

Operations Admin
SUPER ADMIN

- ✓ Search and status/priority/assignee filters
- ✓ Any admin can complete a task
- ✓ Closed-by and completion timestamps
- ✓ Reopen clears completion attribution
- ✓ Open the originating support ticket
- ✓ Single or multi-task PDF printing

Clear separation between instructions and ownership

The task editor uses dedicated areas for work details and schedule controls, with optional voice notes and ChannelDock links.

ANONYMIZED LIVE VIEW

Create task
Add the details needed for clear ownership and follow-up.

Task details
Instructions and supporting information.

TITLE
Task title...

DESCRIPTION
Add details...

CHANNELDOCK LINK
Optional: Link to ChannelDock

Ownership & schedule
Responsibility, timing and progress.

ASSIGNEE
Unassigned

DEADLINE
dd-mm-yyyy

STATUS
todo

PRIORITY
Medium

Add Voice Note

Cancel **Create Task**

- ✓ Title and full description
- ✓ Assignee and deadline
- ✓ Status and priority
- ✓ Optional ChannelDock reference
- ✓ Voice-note attachment
- ✓ Return to the exact support ticket

Structured logging for work outside automation

The log form standardizes operational records while supporting flexible notes and category-specific fields.

ANONYMIZED LIVE VIEW

3PL 0

Overview

Dashboard

Global Order Search

Queries

Unknown Queries

Support

Tasks

My Work

Warehouse

Manual Logging

Credits

Templates

External Tools

Analytics

Team Settings

Operations Admin
SUPER ADMIN

Operations Control

Manual Logging

Log Form

CMB

History Logs

Analytics

PRIMARY DETAILS

EMPLOYEE NAME

CLIENT

Enter your name...

Auto

Search client...

TYPE OF REGISTRATION

Unload container

Wrong delivery

Product stickerling

Work hours registration

Shipping refund

No delivery

Barcode unreadable

Credit amount

Debit amount

Other activities / tips / defective materials

Submit Log

- ✓ Credit/debit and shipment compensation
- ✓ Work-hour registration
- ✓ Container and operational categories
- ✓ Seller-linked records
- ✓ Operator attribution and validation

Create and retrieve consignment notes in one workspace

Warehouse staff can register arrivals and produce consistent CMR documents without returning to paper-only workflows.

The screenshot displays a web application interface for managing CMR documents. The top right corner indicates 'ANONYMIZED LIVE VIEW'. The left sidebar contains a navigation menu with options: Overview, Dashboard, Global Order Search, Queries, Unknown Queries, Support, Tasks, My Work, Warehouse, Manual Logging (highlighted), Credits, Templates, External Tools, Analytics, and Team Settings. The main content area is titled 'Manual Logging' and includes a 'Log Form' button, a 'CMR' button, and links to 'History Logs' and 'Analytics'. Below this, there is a section for 'CMR consignment notes' with a 'Create CMR' button. A 'History' table lists past entries with columns for CMR, DATE, PICKUP, CARRIER, DRIVER, PALLETS, CONT, and BY. The table shows one entry for CMR 2026-0001, dated 2026-10-01, with 12:30 pickup, DHL Zettomnet carrier, and Jan van Voorbeeld as the driver. The bottom of the interface shows the user 'Operations Admin' with a 'SUPER ADMIN' role.

CMR	DATE	PICKUP	CARRIER	DRIVER	PALLETS	CONT	BY
CMR-2026-0001	2026-10-01	12:30	DHL Zettomnet (Standard DHL ahead)	Jan van Voorbeeld	5	4	Operations Lead

- ✓ Company profiles
- ✓ Driver, carrier and vehicle data
- ✓ Pallet and container counts
- ✓ Recorded arrival time
- ✓ Printable PDF and searchable history

Every operational adjustment remains inspectable

Dense table design keeps operator, client, activity, timing, financial details and references aligned.

3PL

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Operations Admin

1 Issue

Manual Logging

Manual Logs History

7 Days

30 Days

90 Days

Custom Range

Search in History

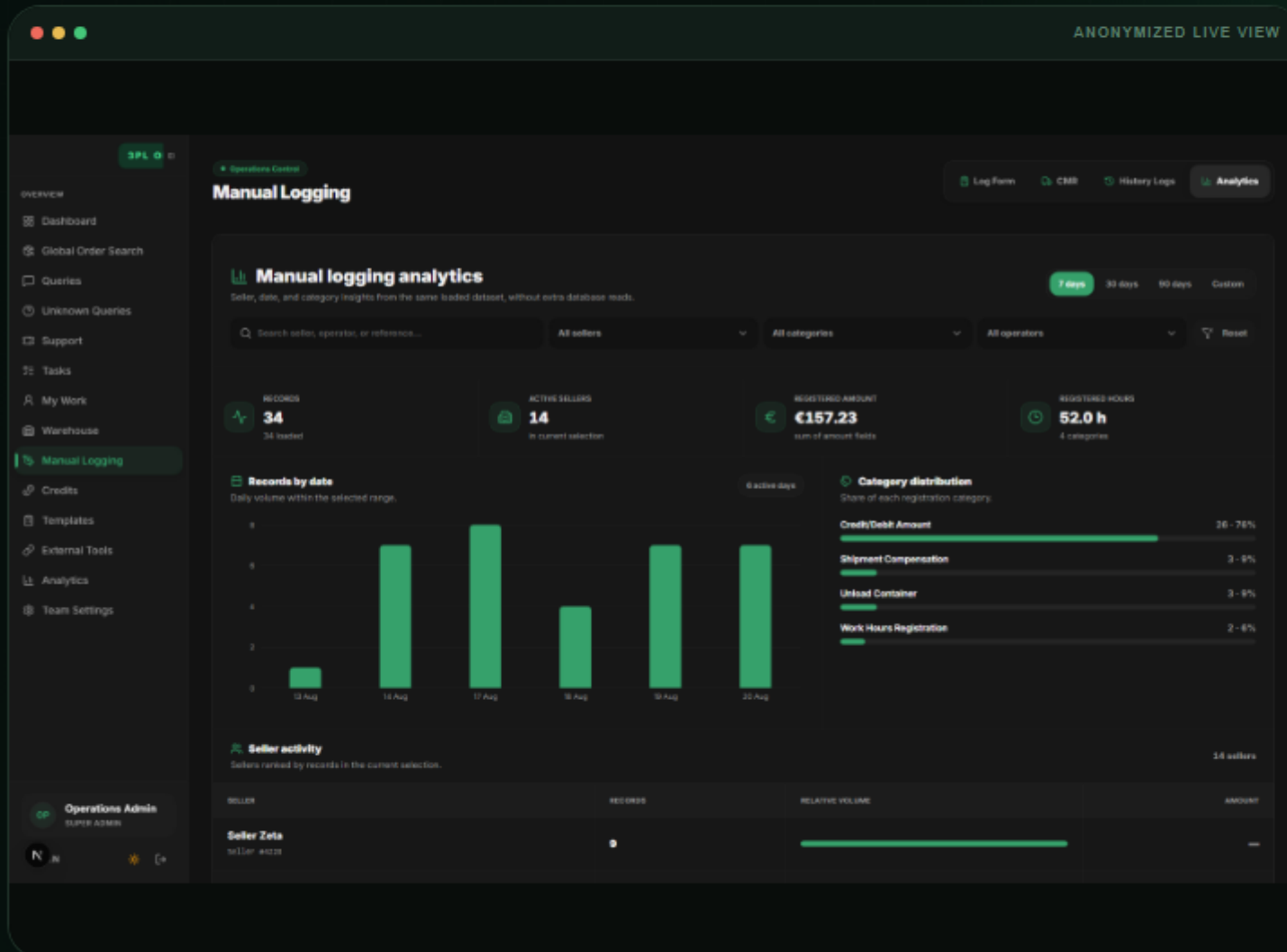
Filters

Operator	Client	Activity	Date & Time	Registration Details	Reference	Actions
Agent 03	Seller Alpha	Shipment Compensation	Aug 20, 2026	Verzendkosten	Order: 154820...	Edit Delete
Agent 03	Seller Alpha	Shipment Compensation	Aug 20, 2026	Verzendkosten	Order: 154820...	Edit Delete
Agent 03	Seller Beta	Credit/Debit Amount	Aug 20, 2026	Shipment order invoice amount Final total = Invoice amount	Order: 154820... Support ticket Credit entry	Edit Delete
Agent 03	Seller Gamma	Credit/Debit Amount	Aug 20, 2026	Shipment order invoice amount Return: €5.00 Final total = Invoice amount + €5.00	Order: 154820... Support ticket Credit entry	Edit Delete
Agent 03	Seller Gamma	Credit/Debit Amount	Aug 20, 2026	Shipment order invoice amount Final total = Invoice amount	Order: 154820... Support ticket Credit entry	Edit Delete
Agent 03	Seller Gamma	Credit/Debit Amount	Aug 20, 2026	Shipment order invoice amount	Order: 154820...	Edit Delete

- ✓ 7/30/90-day and custom ranges
- ✓ Seller, operator, category and text filters
- ✓ Support and investigation links
- ✓ Edit and authorized delete actions
- ✓ Excel export

Operational patterns from the same loaded dataset

Manual-log analytics reuse the loaded result set, avoiding a second analytics read path.



- ✓ Volume by date
- ✓ Category distribution
- ✓ Seller activity ranking
- ✓ Registered amounts and hours
- ✓ Resettable multidimensional filters

Historical credit investigations remain available

Legacy credit records are preserved while new support and investigation credits flow into Manual Logging.

SPPL 0

Overview

Dashboard

Global Order Search

Queries

Unknown Queries

Support

Tasks

My Work

Warehouse

Manual Logging

Credits

Templates

External Tools

Analytics

Team Settings

Operations Admin
SUPER ADMIN

Credit Investigations

Manage and monitor all ongoing credit queries and invoicing statuses.

3
Total Credits

3
Credit Open

0
Put on Invoice

Search by order, customer, or carrier...

Overview

Credit Open

Credit Put on Invoice

Filters

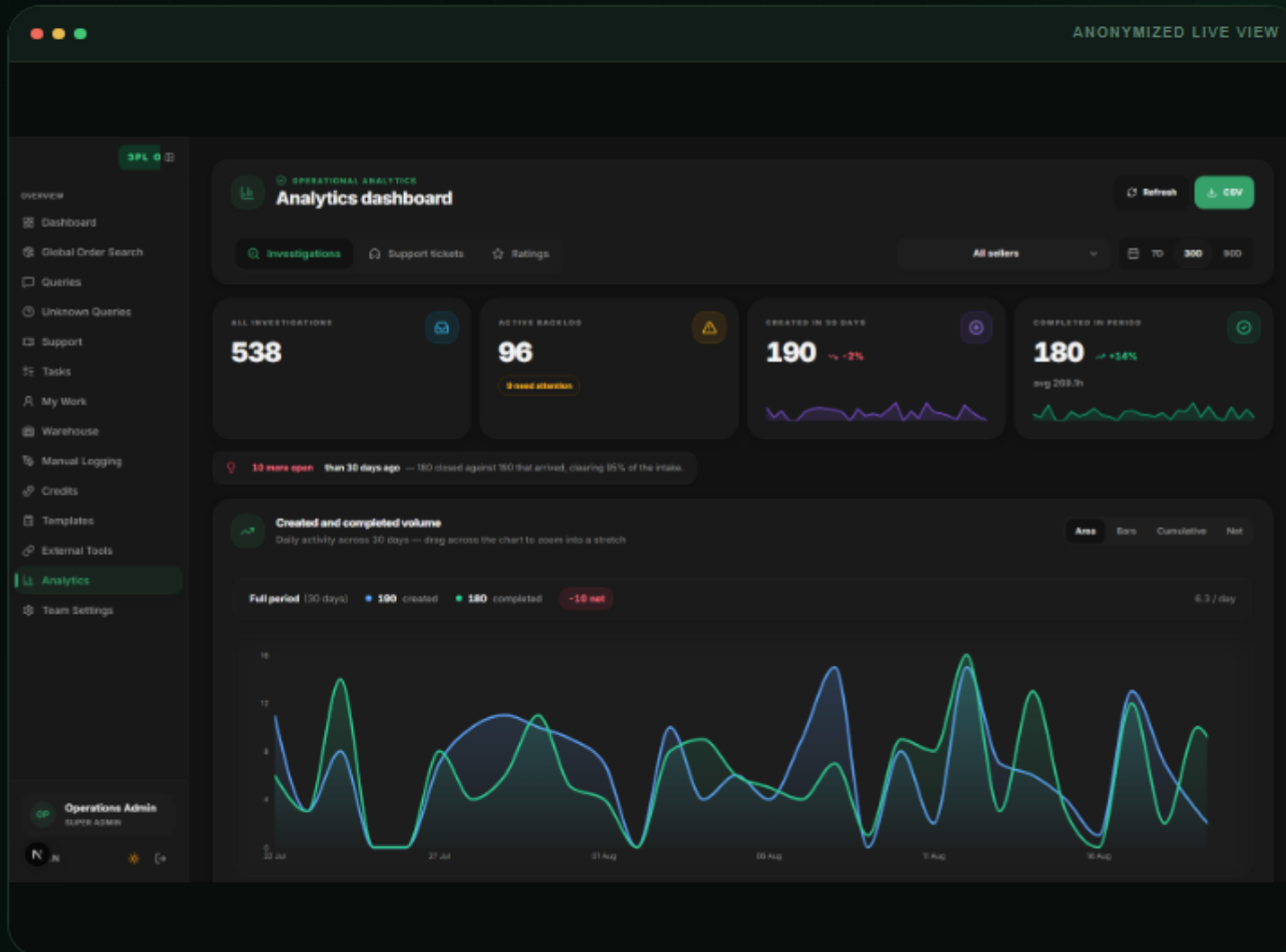
ORDER	CARRIER	CREATOR / DOMAIN	ASSIGNEE	UPDATED	SLA / STATUS	CREDIT STATUS	ACTIONS
#REF-10482	DHL NL	user@portal.example.com	Unassigned	Jul 19, 02:34 PM	Closed	OPEN	View
#REF-10482	Intermodal	user@portal.example.com	Operations Lead	Jul 19, 02:31 PM	Closed	OPEN	View
#2489	Intermodal	user@portal.example.com	Operations Lead	Jun 9, 09:33 PM	Closed	OPEN	View

Showing 1-3 of 3 tickets Rows per page: 15 Page 1 of 1

- ✓ Historical status and ownership
- ✓ Seller and order references
- ✓ Existing records remain searchable
- ✓ New credits use the unified workflow

Measure the lifecycle of operational investigations

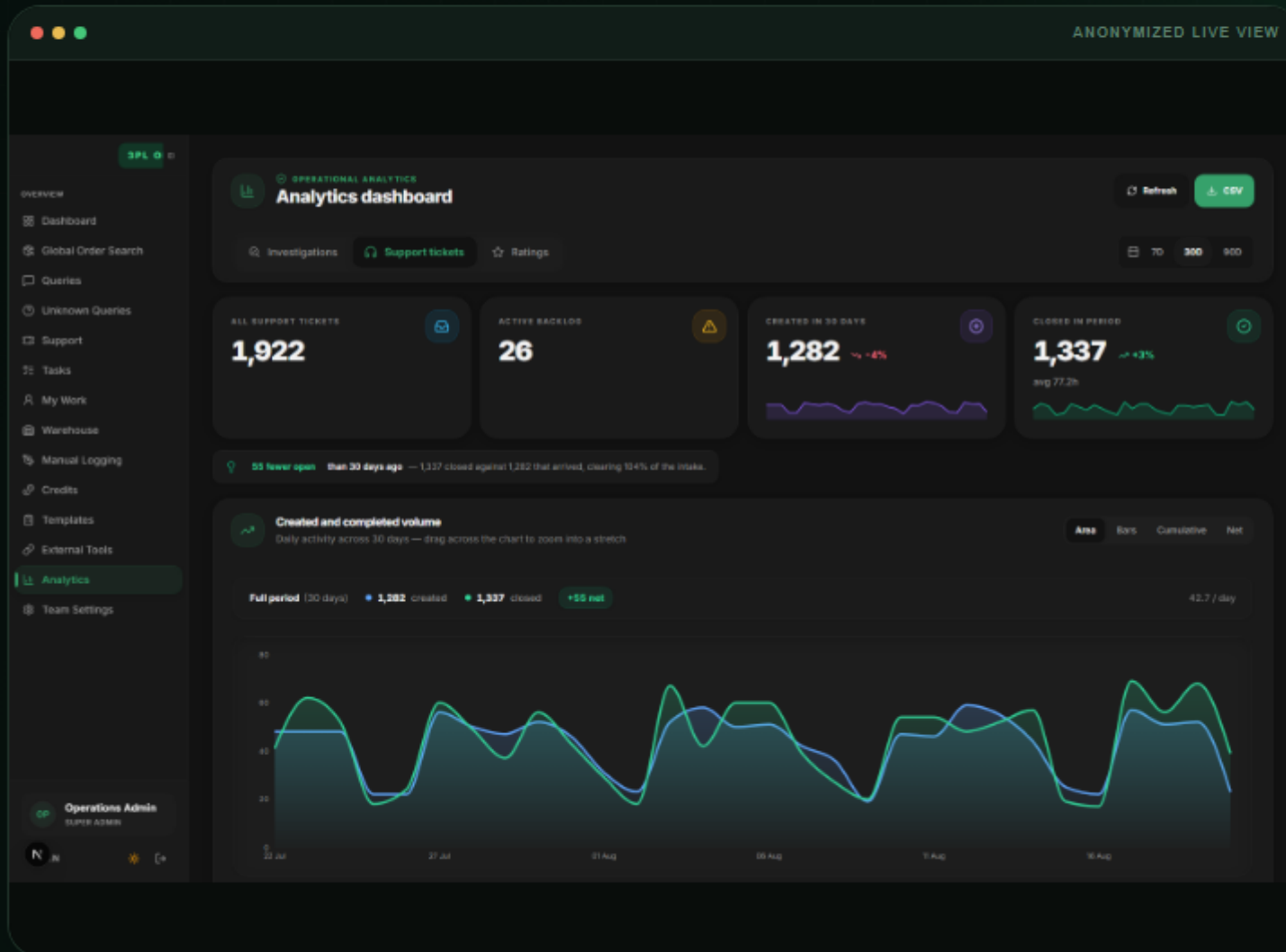
The analytics view separates investigations from support and uses Amsterdam day boundaries.



- ✓ All-time workload and backlog
- ✓ Created vs completed volume
- ✓ Status distribution
- ✓ Admin closure attribution
- ✓ Seller drill-down and CSV export

Support performance without mixing investigation data

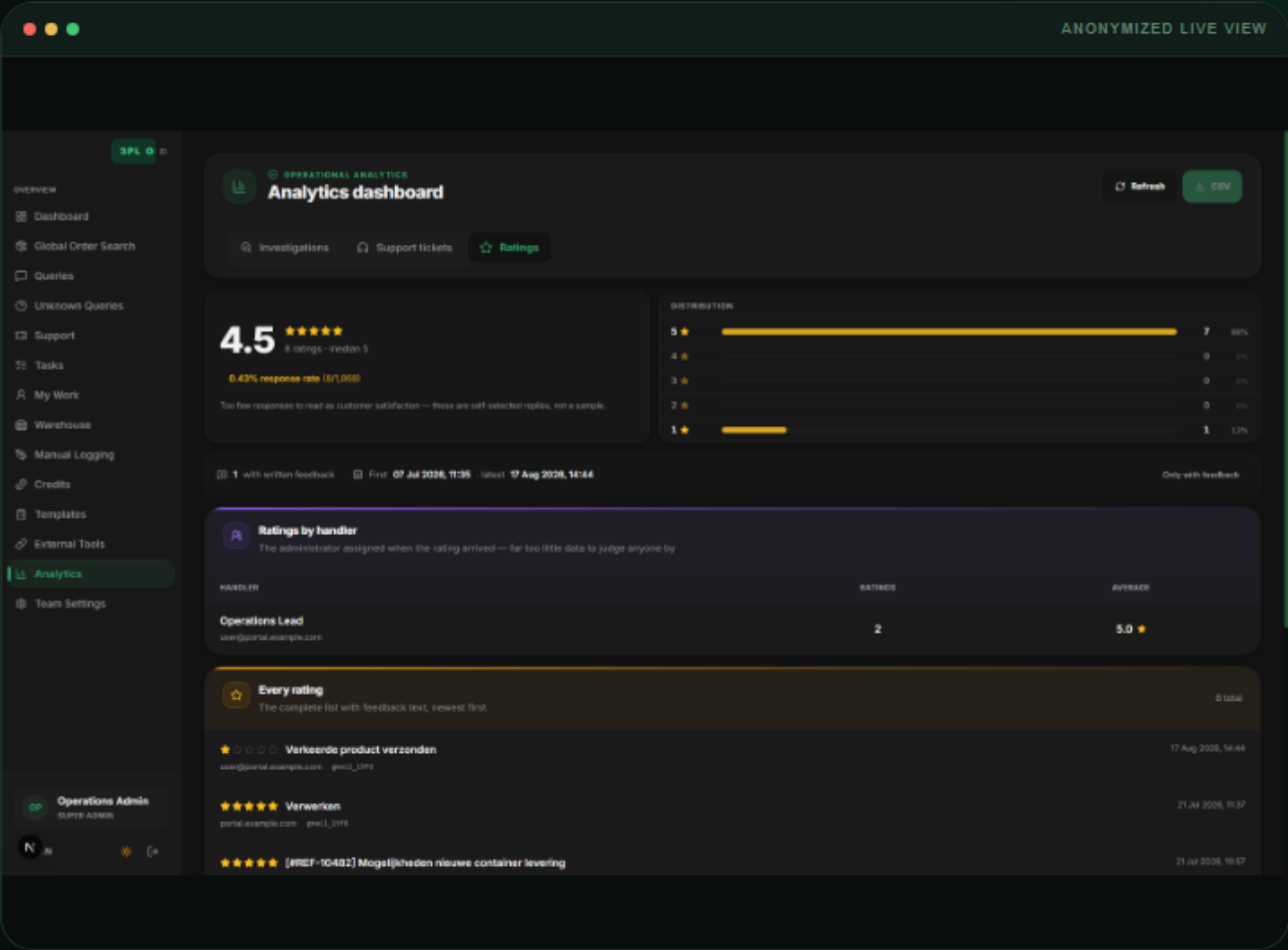
Support tickets have their own totals, backlog, throughput and lifecycle reporting.



- ✓ 7/30/90-day ranges
- ✓ Created and closed trends
- ✓ Net backlog movement
- ✓ Admin and system closures
- ✓ Clickable ticket drill-downs

Customer feedback with honest sample context

Ratings show response rate alongside scores so small samples are not mistaken for representative sentiment.

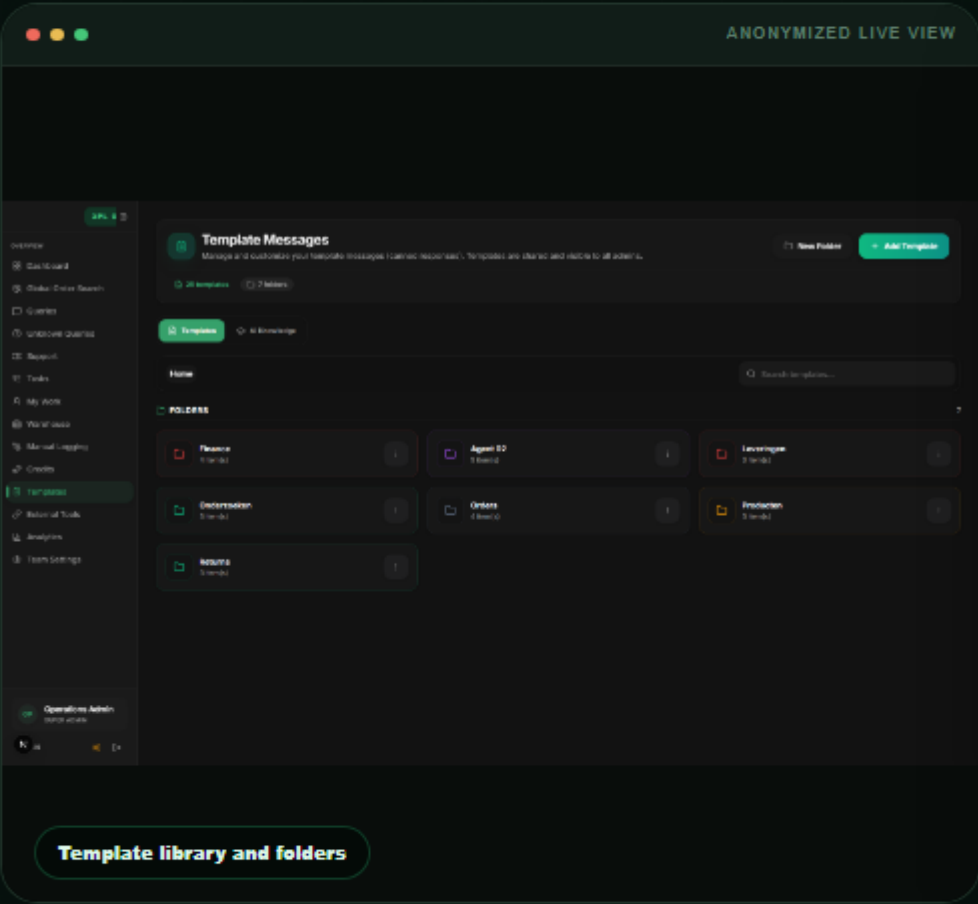
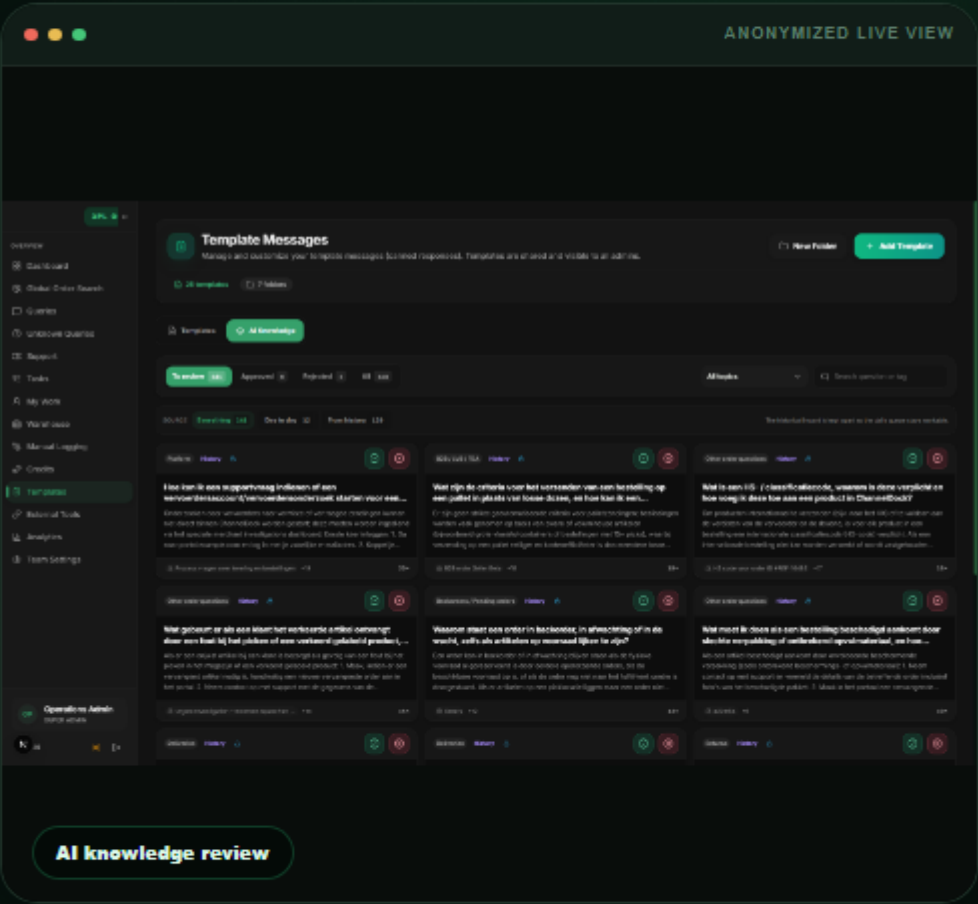


- ✓ Average, median and distribution
- ✓ Response-rate disclosure
- ✓ Handler attribution
- ✓ Written feedback timeline
- ✓ All-time ratings

Keep recurring answers fast and AI guidance reviewed

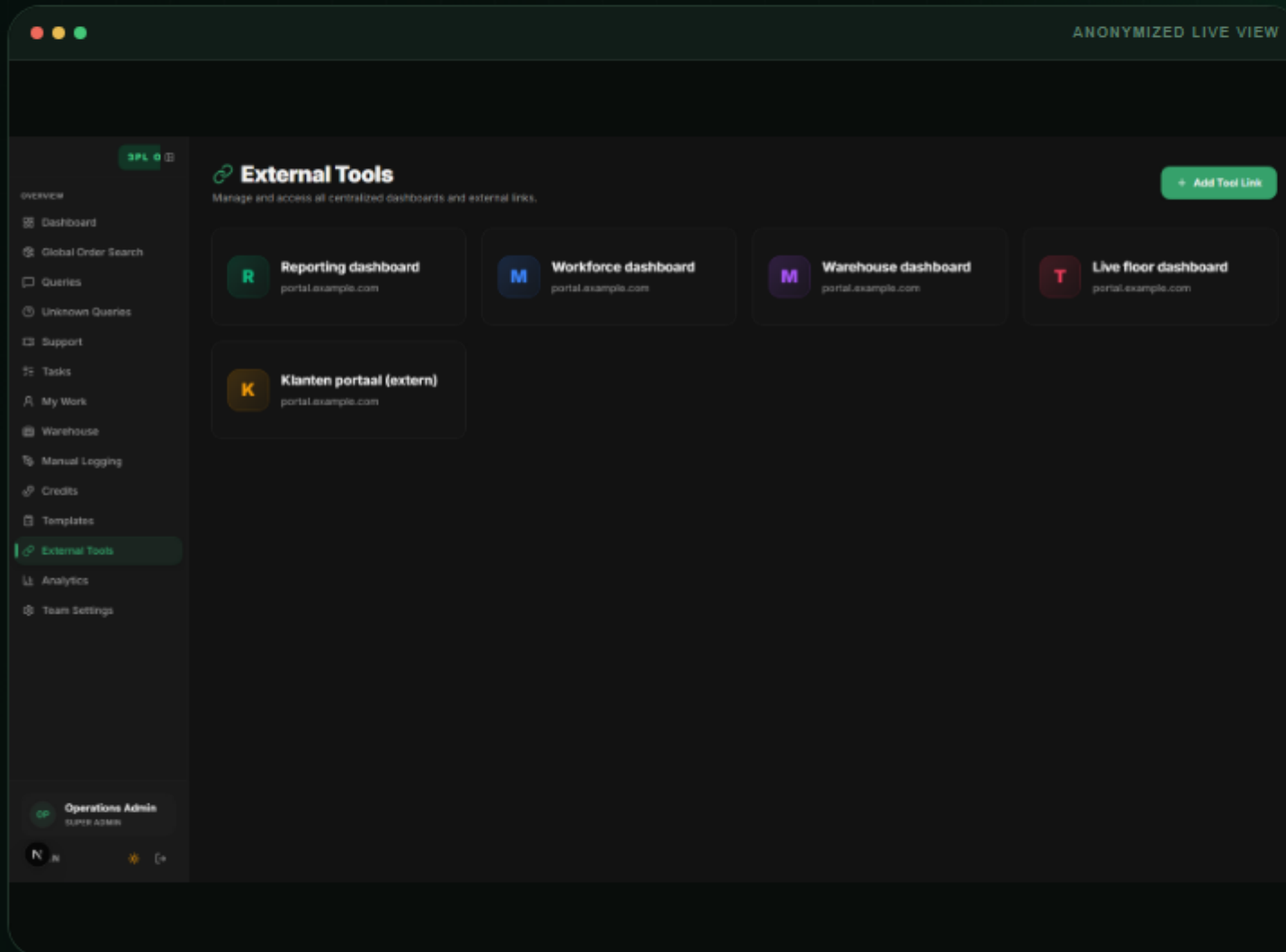
Shared templates organize approved responses while the knowledge workflow supports review, approval and rejection.

- ✓ Shared folders
- ✓ Composer insertion
- ✓ Topic-aware retrieval
- ✓ Approval workflow
- ✓ Search and status filters



One launchpad for the wider operations stack

Frequently used systems are organized by audience and opened without exposing credentials.



- ✓ Admin and warehouse tools
- ✓ Seller-facing portals
- ✓ Role-aware visibility
- ✓ Searchable descriptions
- ✓ Consistent external links

People, permissions and automation controls

Team settings combines account administration with equipment records and seller-specific forwarding exceptions.

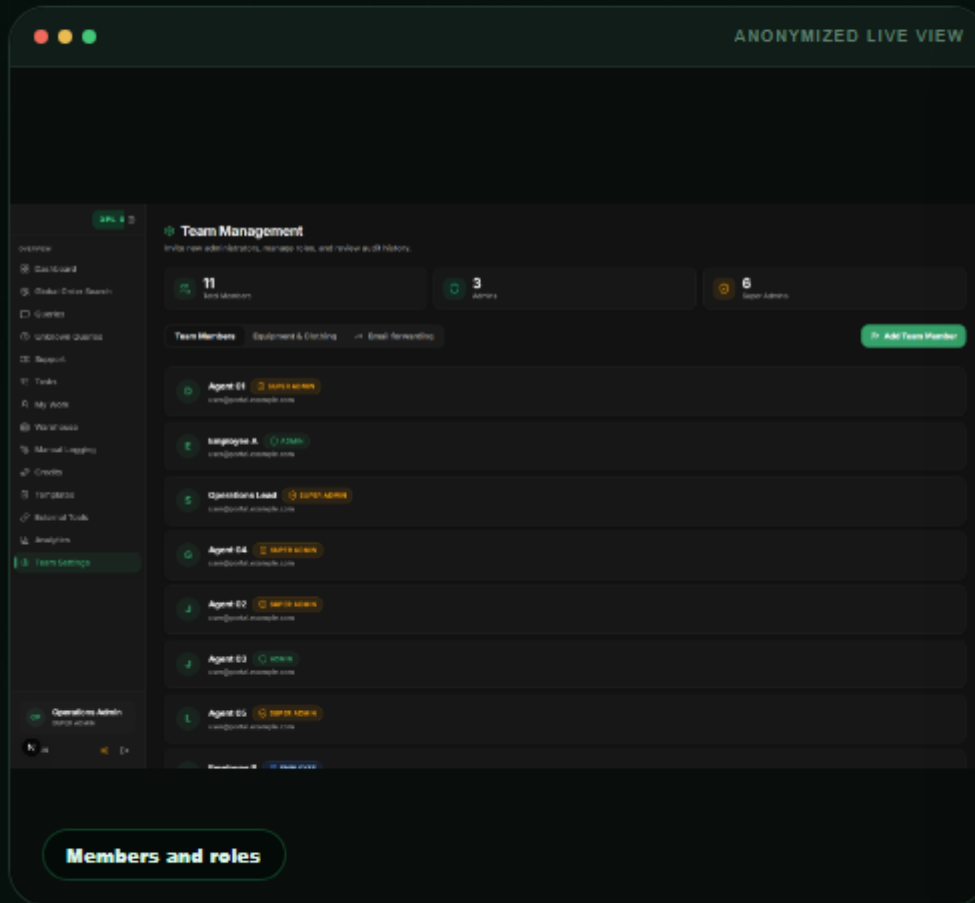
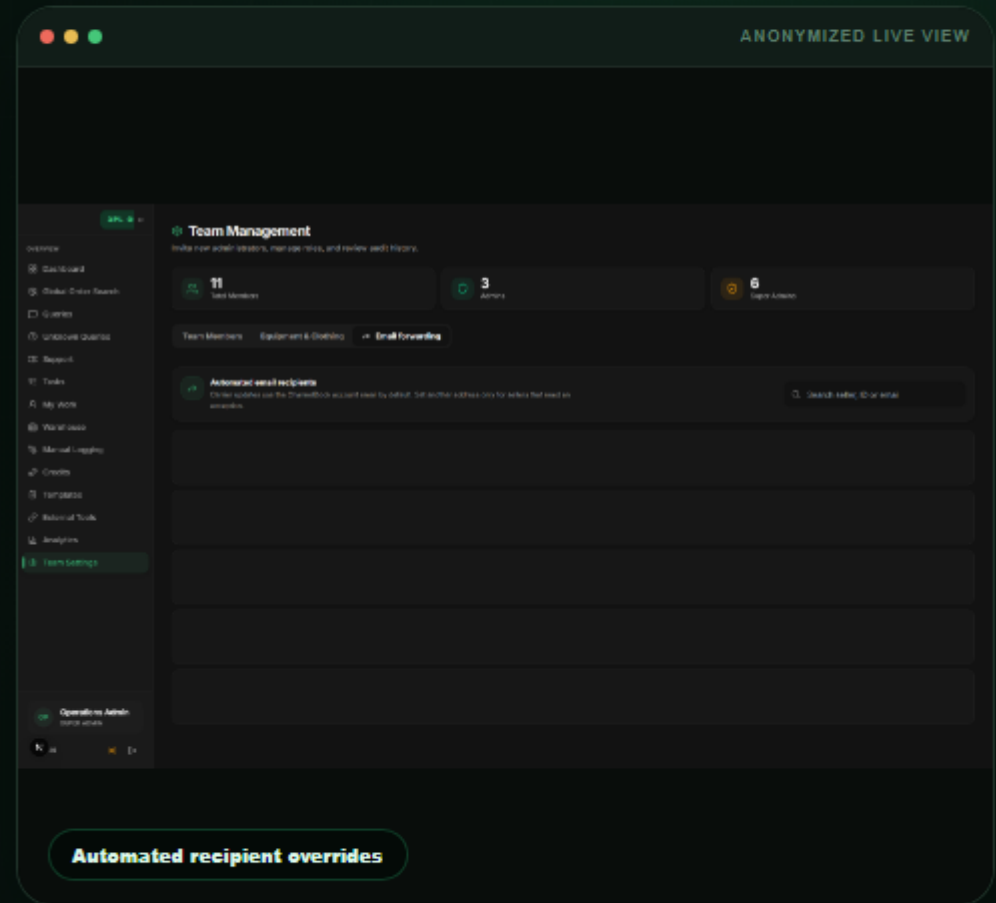
✓ Admin, super admin and employee roles

✓ Unique usernames with emails

✓ Page permissions

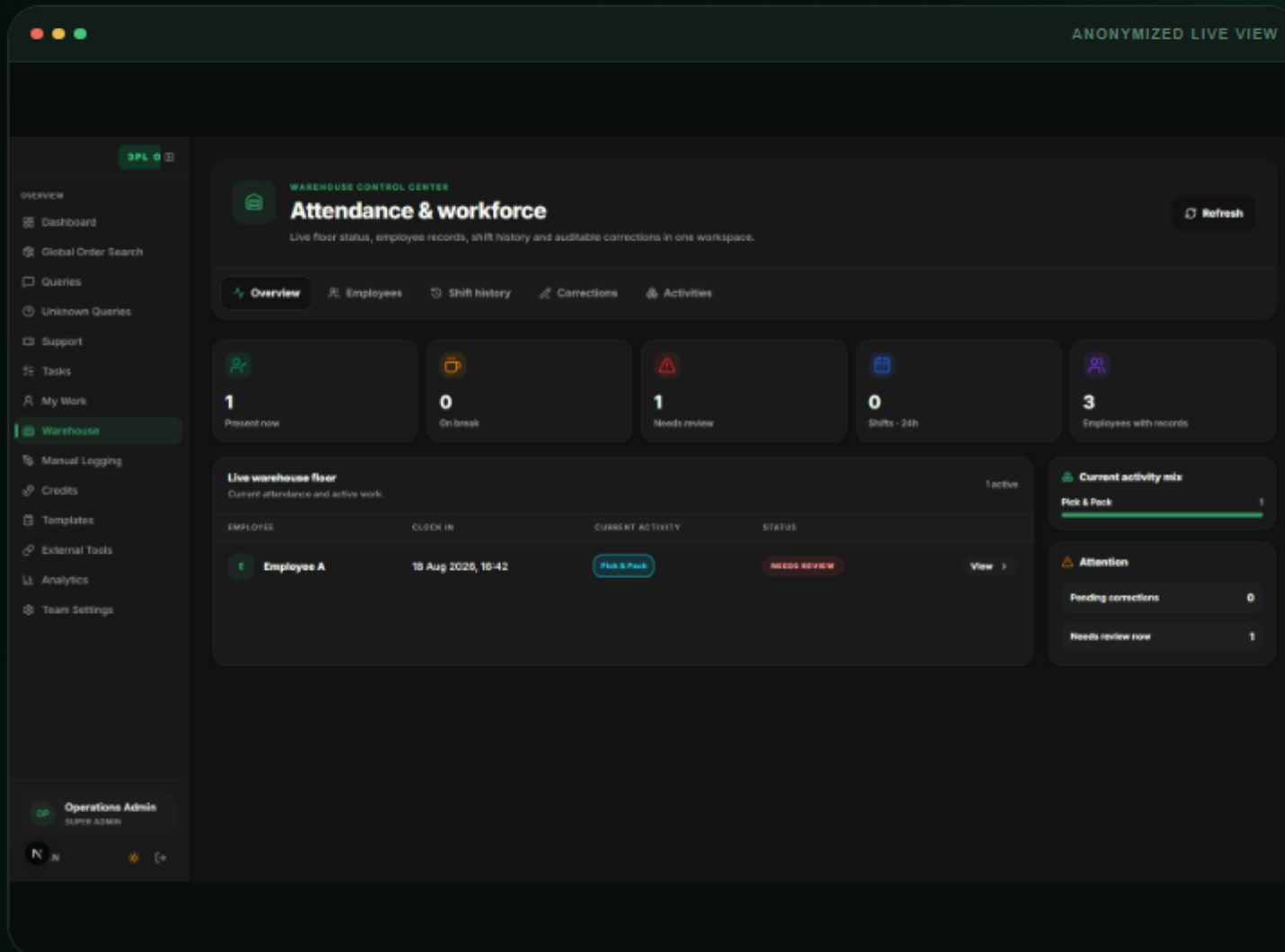
✓ QR generation for staff

✓ Cached forwarding overrides



Live attendance and work activity in one view

Managers see who is present, on break, working or overdue, with direct history and correction paths.



- ✓ Present, break and review counters
- ✓ Live activity mix
- ✓ 12-hour review threshold
- ✓ Paginated workforce history
- ✓ Auditable corrections

Employee-level status with scalable shift history

A card directory serves a focused warehouse team while server pagination keeps long-term history fast.

- ✓ Current task and status
- ✓ Task-category filtering
- ✓ Clock-in/out and breaks
- ✓ Activity duration
- ✓ Admin correction action

ANONYMIZED LIVE VIEW

Overview

Dashboard

Status Check Search

Calendar

Unsupervised Queries

Report

Tasks

My jobs

Warehouse

Manual Logging

Credits

Feedback

Referral Tools

Analytics

Team Settings

Operations Admin

Warehouse Project Center

Attendance & workforce

Live feed portal, employee records, shift history and schedule corrections in one workspace.

OverviewEmployeesShift historyCorrectionsActivities

Employee directory

Search employees across the board

All task categories

Agent 01

Current activity: No active task

Clock-in

Operations Lead

Current activity: No active task

Clock-in

Employee A

Current activity: Pick & Pack

Clock-out

Employee directory

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Attendance & workforce

Live feed portal, employee records, shift history and schedule corrections in one workspace.

OverviewEmployeesShift historyCorrectionsActivities

Complete shift history

Table with 7 columns: Employee, Clock in, Clock out, Activities, Duration, Status, and Actions. It lists shift data for Employee A, Agent 01, and Operations Lead.

Complete shift history

Flexible warehouse rules with a complete audit path

Employees request changes, admins approve recorded times, and super admins maintain bilingual activity options.

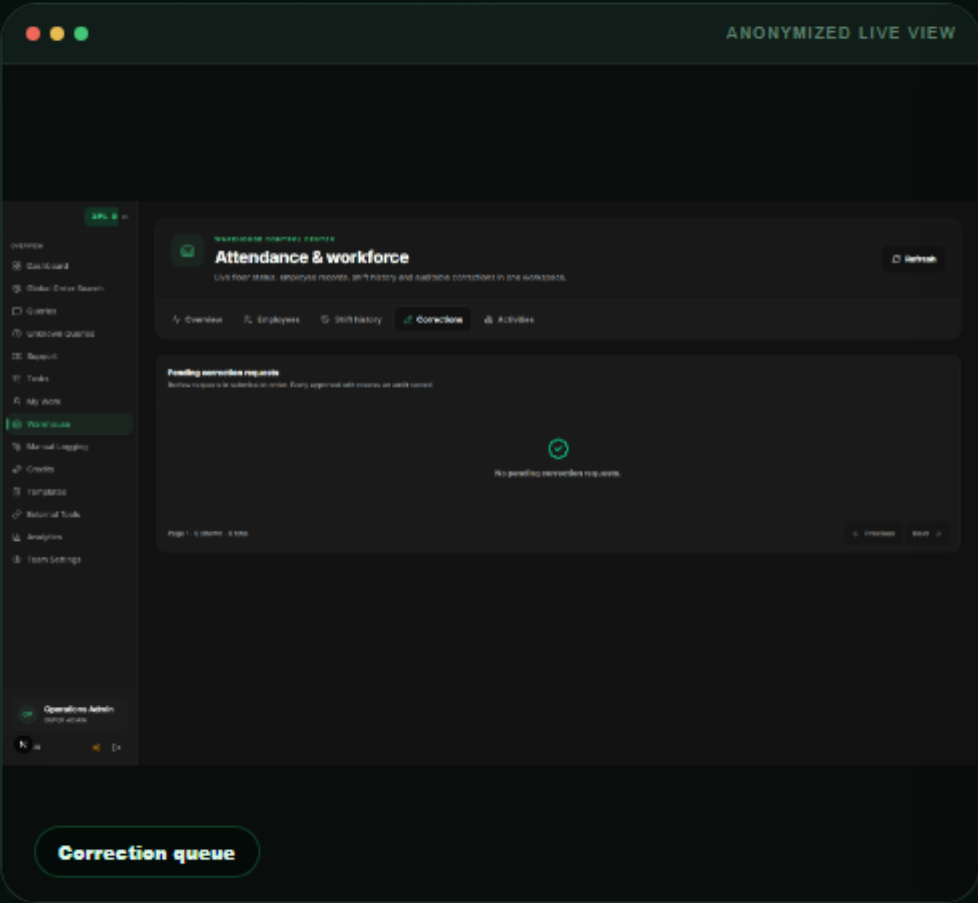
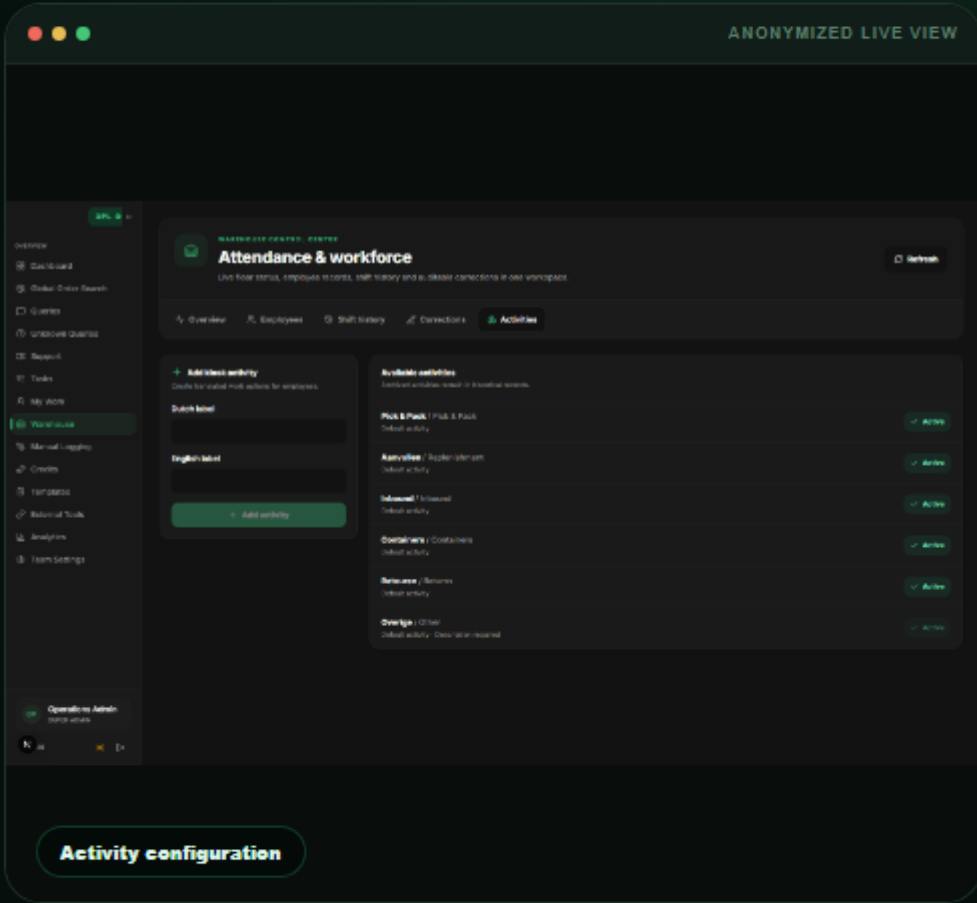
✓ Optional reason

✓ Original values retained

✓ Admin attribution

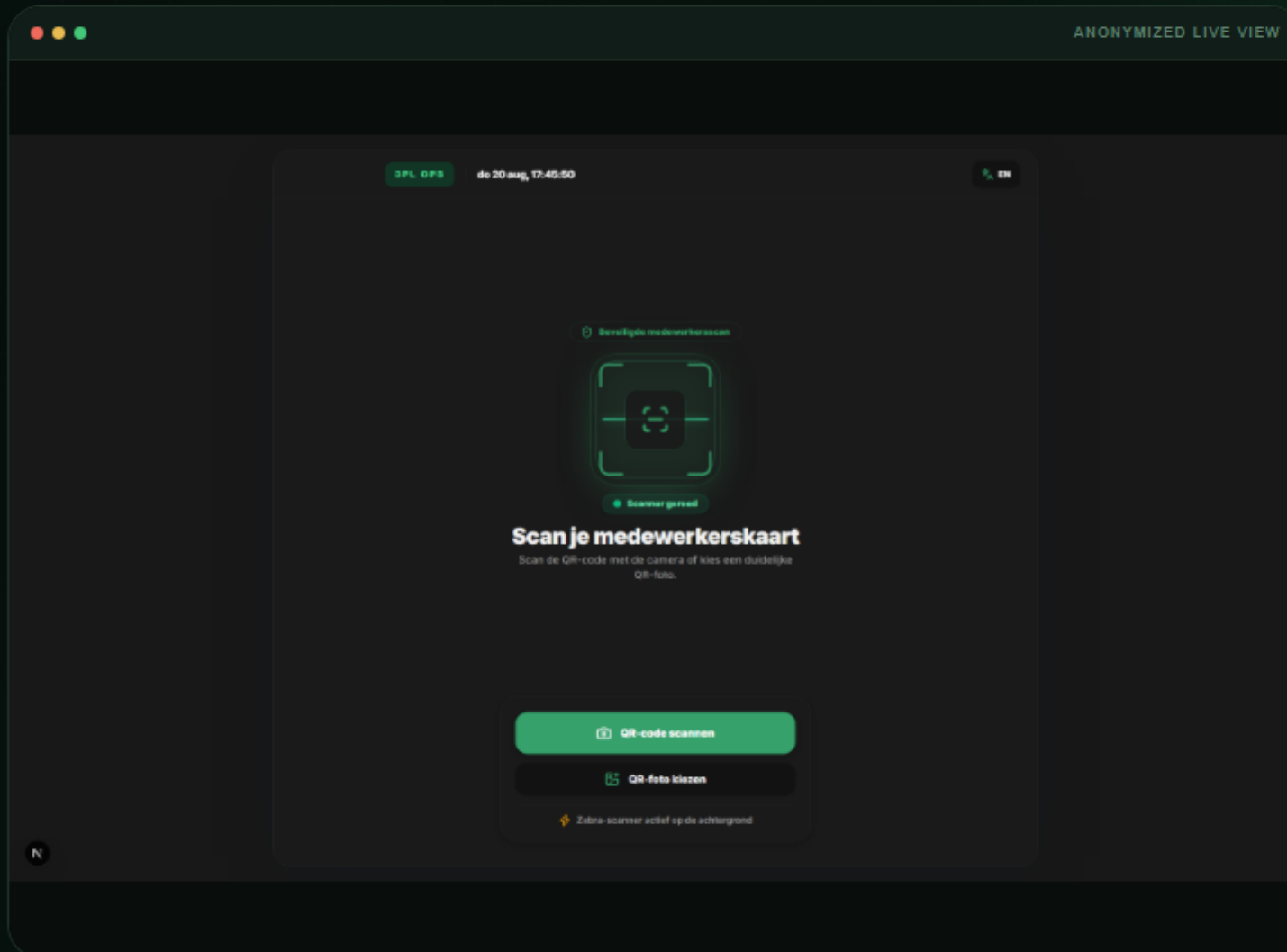
✓ Dutch and English labels

✓ Archive without rewriting history



Scan a QR card and see only the next valid action

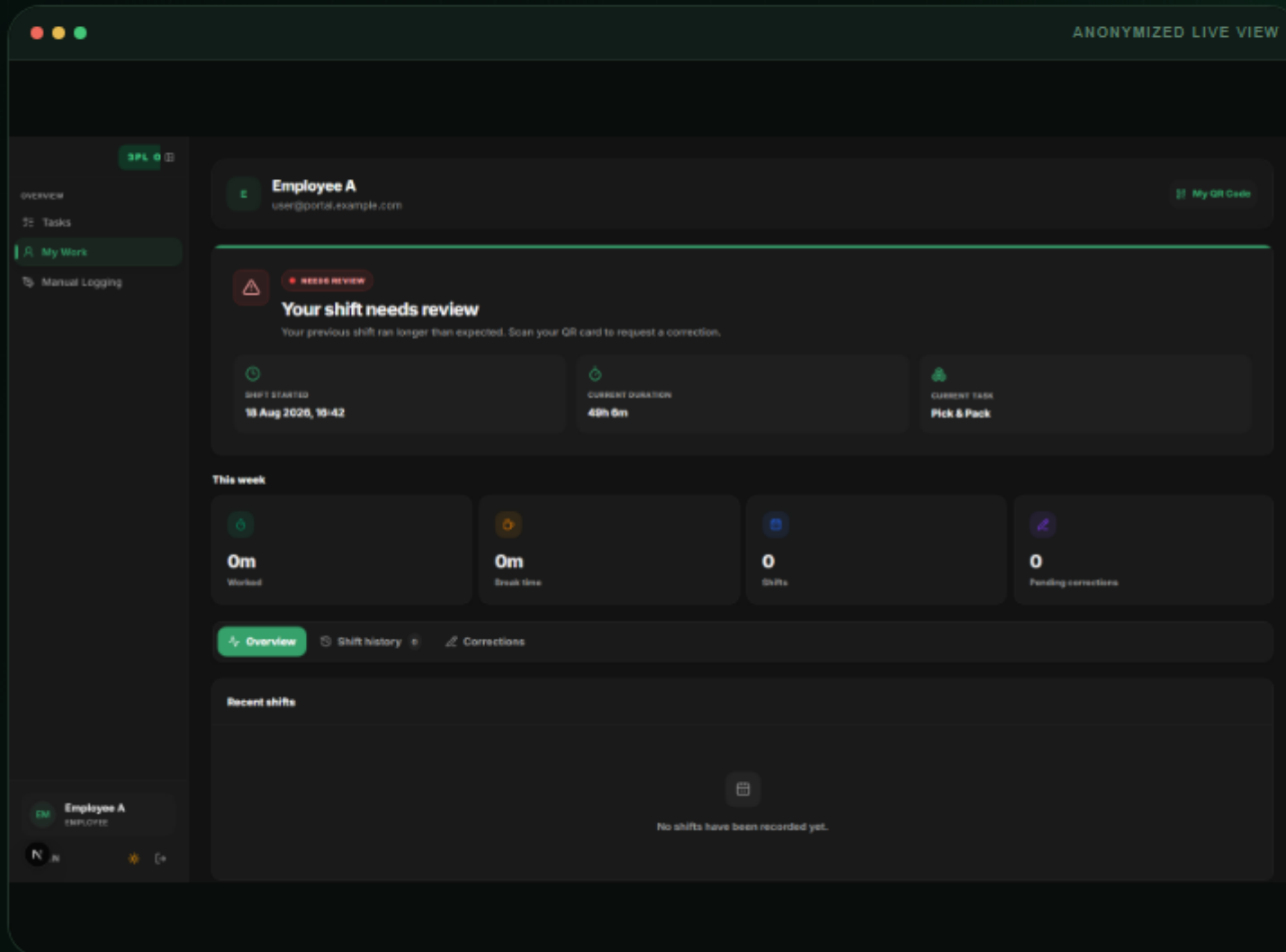
The Zebra-friendly kiosk stays simple for non-technical users and also supports mobile-camera testing.



- ✓ Clock in
- ✓ Select or describe activity
- ✓ Start/end or time a break
- ✓ Switch tasks
- ✓ End the shift
- ✓ Dutch default and English option

Personal attendance data without management access

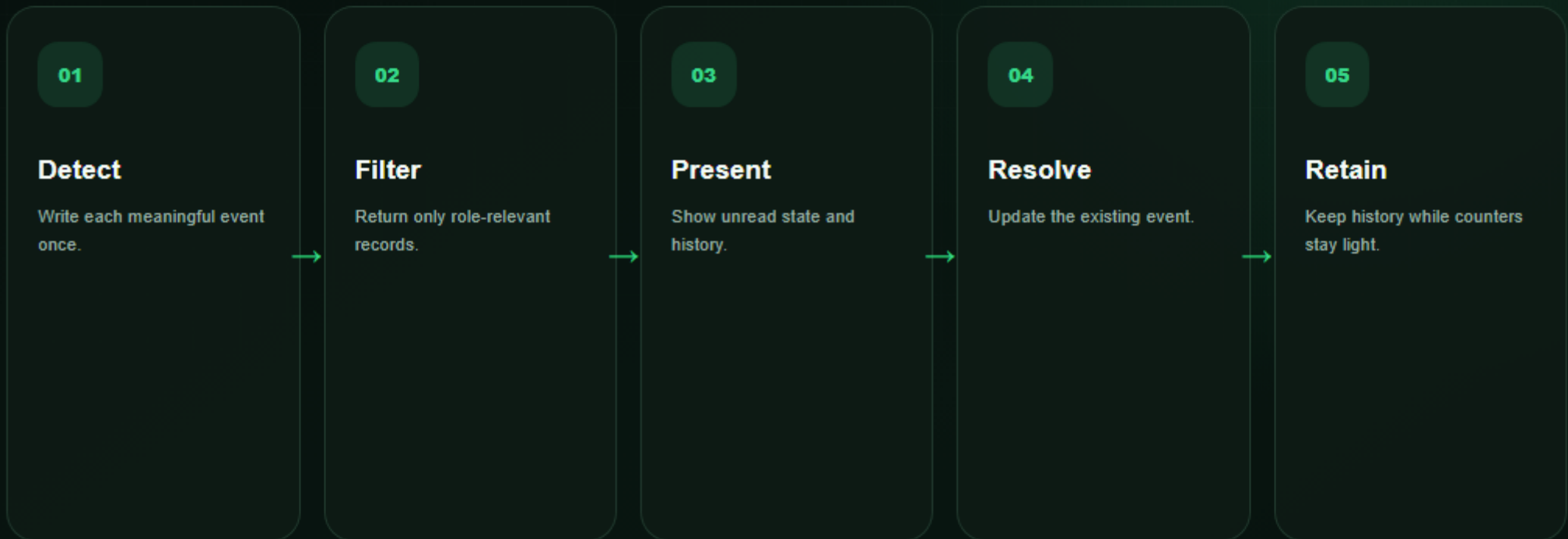
Employees review their own status, weekly totals, shift history, QR code and correction requests.



- ✓ Current shift and task
- ✓ Worked and break totals
- ✓ Personal QR card
- ✓ Paginated history
- ✓ Correction requests only
- ✓ Forgotten clock-out guidance

Relevant signals without unnecessary reads

Mentions, assignments, replies and device events use targeted records and explicit history.



Closed mentions remain available without a continuously recomputed count.

An integrated platform—not disconnected screens

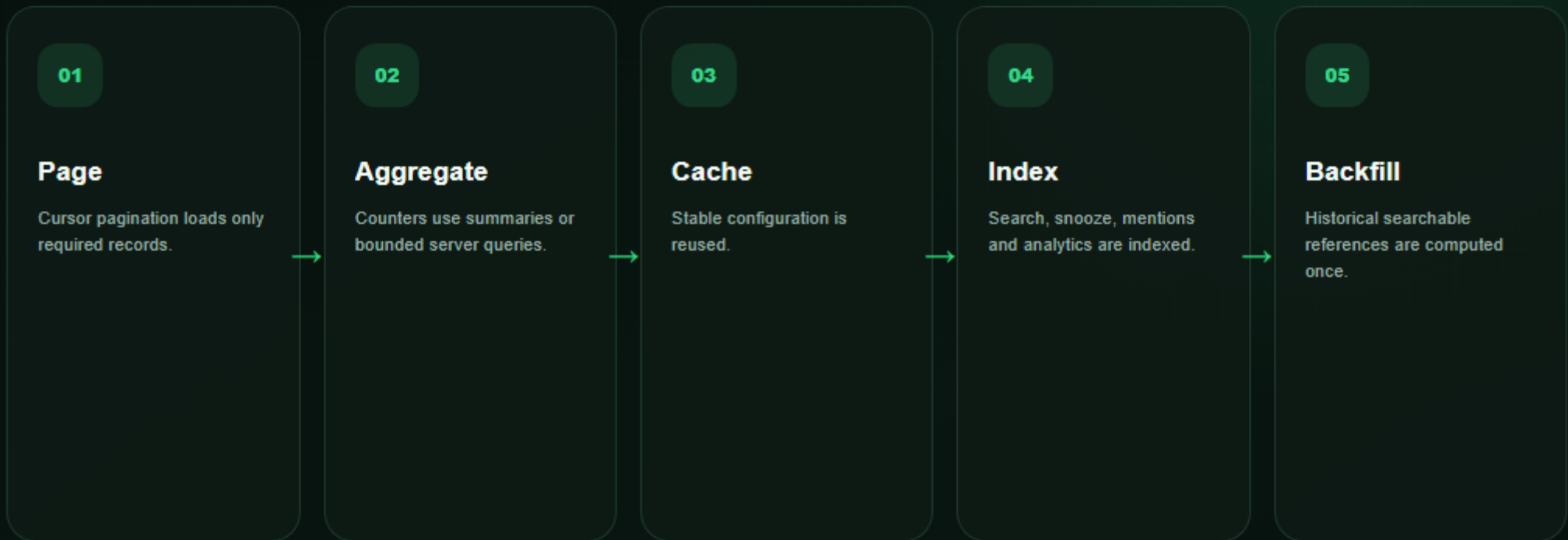
The application coordinates external services through a server-side API layer and stores only the operational state needed for fast workflows.

Experience	Next.js admin panel • seller portal • Zebra/mobile kiosk
Workflow APIs	97 routes for support, orders, investigations, tasks, analytics, warehouse and configuration
Automation	Gmail sync • delayed dispatch • Freshdesk routing • ChannelDock v2 enrichment
Data	Firestore collections • aggregate documents • server cursors • audit events • search references
Documents	Task reports • message/thread print • CMR PDFs • CSV/Excel exports

- Next.js
- Firebase
- Gmail
- ChannelDock v2
- Freshdesk
- Document rendering

Designed to stay fast as data volume grows

Normal user flows avoid full-collection scans and keep expensive work on explicit indexed paths.



Optimistic UI keeps actions responsive while server reconciliation preserves correctness.

A practical operating system for high-volume 3PL work

Service, fulfilment and workforce execution come together in one auditable environment.



Faster resolution

Order, seller and conversation context is available at the point of action.



Safer communication

AI, templates and a cancellable send window support quality without removing control.



Accountability

Assignments, closures, corrections, credits and warehouse activity retain actor and time.



Lower tool friction

Carrier, mailbox, seller, task and warehouse flows share references.



Scalable visibility

Analytics and exports serve managers without slowing operational screens.



Expandable architecture

Role-aware pages, indexed access and modular APIs support future growth.

AUTOMATE THE ROUTINE · CLARIFY THE EXCEPTION · KEEP THE HUMAN IN CONTROL