Harbour Mastery®

Agent Services Portal for NetSuite

24/7 Online Management of Reservations, Service Requests, and Account Activities

Step into the future of maritime management with Harbour Mastery's® i-Seaports ERP Management™ solution, a robust native application seamlessly built inside Oracle NetSuite®. This application streamlines maritime operations, allowing you to complete tasks more easily, improve effectiveness, and increase operational efficiency.

The **Agent Services Portal for NetSuite** module delivers 24/7 access to essential tools for vessel agents, stevedores, and 3PL partners to request services, manage reservations, and manage their company accounts. Agent Services Portal for NetSuite serves various maritime needs, including cargo, cruise, government, and leisure craft requests.

Automates interdependence and interoperability processes for finance and operations

Benefits

1. Allows instant visibility of customer requests and needs in virtual real-time

2. Streamlines operational processes with self-service access available 24/7 to customers

3. Reduces manual data entry, transitioning work into reviewing and approving processes

4. Provides customers instant feedback through submission confirmations and ongoing updates as changes occur

5. Increases staff efficiency, allowing time for higher-value tasks
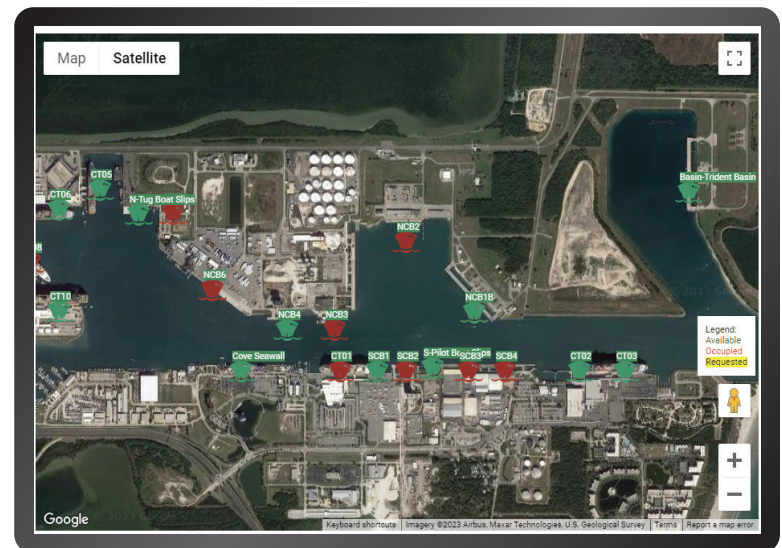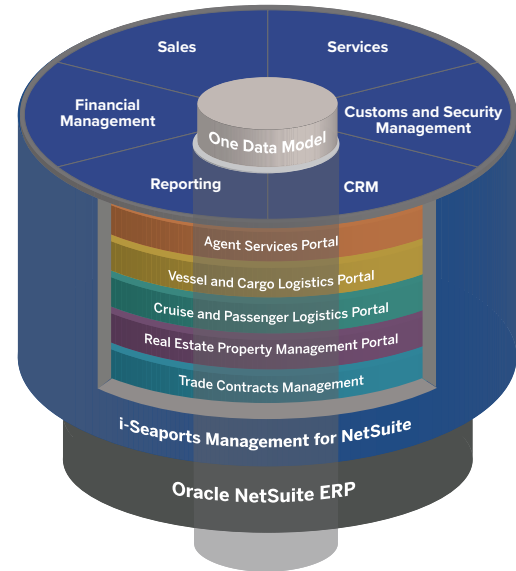
Built Natively inside NetSuite

Agent Services Portal for NetSuite is 100% natively integrated within NetSuite so that all activity is handled in real-time and with complete 360° visibility. Using this application feels like "you have never left NetSuite" – it's a seamless experience.

Built for ORACLE NetSuite

Native SuiteApp

Port Tampa Bay is growing 5 - 10% per year - without adding employees, and we are now getting much more done with greater accuracy, ROI, and customer satisfaction using NetSuite and Harbour Mastery's i-Seaports Management.

– Port Tampa Bay

Features

1. **Visualizes available inventory of space across time**
   a. Google Earth Port Map and locations calendar grid
   b. Displays all available and occupied piers in a time frame

2. **Allows customers to request available piers from a map or calendar grid**

3. **Delivers a customer history of all previous services and activities within the customer's account**

4. **Streamlines requesting repeat services for customer convenience and efficiency**

5. **Provides forms for all standard port services, including:**
   a. Berthing requests
      - ETA and ETD plan
   b. Pilotage and towage
   c. Stevedoring
      - Load and unload plans
   d. Bunkering and water
   e. Lay berth requests
   f. Immobilization requests for repair

6. **Provides full-service financial accounting for customer**
   a. Make payments
   b. Print statements
   c. View transaction history

7. **Offers easy uploading of required documentation, including:**
   a. Manifests
   b. Bill of ladings
   c. Cargo details

8. **Allows downloading of required compliance forms, including:**
   a. Customs documentation
   b. Immigration documentation
   c. Vessel security officer reports
   d. Cargo security officer reports

Customers

For more information, contact:
Harbour Mastery Inc.
harbourmastery.com

Office
2202 N. West Shore Blvd, Ste. 200
Tampa, FL 33607 USA
Tel: 813-288-4603 | Fax: 813-333-1787

Built for
ORACLE
NetSuite
Native SuiteApp