



## RC Desk

R&C Desk provides the necessary documents for the import of cargo to ports in different regions in Africa. Each country has its own regulations and designation for these waiver documents. Thanks to their expertise, R&C Desk ensures its customers a valid classification of ECTNs, with information about the exporter, importer, type & quantity of cargo, shipping information, value, goods, freight costs, etc. In short, everything which is important to unload goods quickly and efficiently at their destination.

Business Solution  
Distribution & Retail

Sector  
Transportation

Collaborators

Website  
[www.rcdesk.be](http://www.rcdesk.be)

### CHALLENGE

*To keep track of the status of the different claims, R&C Desk needs a fast and flexible approach to the order overview. Manually adjusting the different process steps is time consuming and human error cannot be excluded. The relationship with their customers is very important. A large part of the communication also takes place outside Odoo, which does not provide a clear overview.*

### SOLUTION

Eezee-it has automated the process. The status of the sending of the waiver documents is automatically adjusted according to the actions taken by R&C Desk and their customers. These customers can quickly and easily accept any proposal for waiver documents, or request a correction via newly added buttons. The documents are made available automatically and communication takes place within Odoo, so R&C Desk does not need to send external mails.

## RESULTS

A fast and reliable process for sending waiver documents ensures a correct overview of the status of all applications at all times.

The user-friendliness of the new functions improves relationships and increases customer satisfaction.

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### Modules

Accounting

Dashboards

Sales

Website