Track-and-trace buffet, fixed-menu, or à la carte?

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Choosing what type of Track and Trace we consume is like the choices we make when eating in a restaurant.

We all have different tastes and service expectations. Some of us prefer to sit and wait for the waiter to serve us from a fixed menu; some of us prefer the freedom to choose from various dishes and order à la carte; finally, some of us like to do it all by themselves by selecting from a self-service buffet.

CHAMP has created this flexibility into its Traxon Track and Trace (TTT) service offering, allowing customers to select the level of self-service that suits them.

What kind of customer are you?

CHAMP offers 3 levels of TTT service for you to select from: TTTBasic, TTTPlus and TTTPremium.

First, we have the "self-service" type - the TTTBasic model. By sending a simple API request with an air waybill number to TTTBasic, the users get a simple answer with the last status of their shipment. This happens within a second and is maintained within the same conversation.

TTTPlus offers a more enhanced service. In the same manner as TTTBasic, a user sends an air waybill number and gets the answer immediately. However, the advantage of TTTPlus is the "freshness" of the data, as TTTPlus will ask the airline for the most up-to-date status should the stored information in Traxon cargoHUB be more than six hours old.

Finally, we have the "waiter service". Like the previous two TTT offerings, air waybills are sent to TTTPremium. However, from that point, TTTPremium pro-actively provides you information as and when it changes and on a seperate channel of your choice. If no update is received within 6 hours, TTTPremium will interrogate the airline system and automatically update you when the status has changed. TTTPremium means you do not need to seek out the information, rather you can sit back and wait for it to come to you.

This flexibility allows you to manage the amount and urgency of your shipment and tracking needs. Whether it is hundreds or thousands of shipments, you can tailor CHAMP's Track and Trace to meet your needs.