



*International  
Freight  
Logistics  
Network*



**CENTROLENE™**  
SOLUTIONS

# Manual: C-Link

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## Centrolene New C-Suite (click [here](#))

- ❖ Log in: <http://suite.centrolene.com/?nw=2153>
- ❖ Log in using your existing username and password.
- ❖ Forgotten your username or password?

## What is Centrolene C-Link? (click [here](#))

C-Link is an Agent Relationship Management tool that connects you to your global colleagues, partners and members via instant chat messages, members profiles, etc.

The C-Link functions will be familiar to anyone who has used online professional networking or social media websites.

## C-Link/c-Me: Personal contact details (click [here](#))

- ❖ Information in c-Me is available to all members of the network.
- ❖ Edit your profile.
- ❖ Change password.
- ❖ Delete your account.
- ❖ Profile strength should be at least 80% and above.

## C-Link/c-Us/Profile: Company contact details (click [here](#))

- ❖ Information in c-Us is available to all members of the network.
- ❖ Users who do not have an account with C-Link will need to reach out to your company admin to set it up.
- ❖ Type of membership(s).
- ❖ **For Company Admin:**
  - **Registration link is available on the top right-hand corner. Send the registration link to users who do not have an account with C-Link.**
  - **Company admin has the responsibility to add users and de-activate users who are no longer with the company. Select “No” in “Active Login” to de-activate users.**
  - **Company admin has the responsibility to make sure that company profile is filled up including logo, type of services, strengths, etc.**
  - **Edit your company profile.**

### **C-Link/c-Us/Contacts: Managing your company contacts** (click [here](#))

List your company contacts under c-Us/Contacts. This tool can be your global employees' management tool where your employees connect or engage with each other around the globe with instant chat messaging.

- ❖ View profile of each contact within your company
- ❖ Status of each contact. Online or offline.
- ❖ Send instant chat message, eMail and vCard.
- ❖ Put a name to a face.
- ❖ **For Company Admin:**
  - **Manage contacts such as add, de-activate and edit contacts.**
  - **Company admin has the responsibilities to add users and de-activate users who are no longer with the company. Select "No" in "Active Login" to de-activate users.**

### **C-Link/c-Us/Calendar: Managing your schedule** (click [here](#))

Cross calendar functionality. You can include the name of other agents when you set up schedule in the calendar. This synchronize your calendar and your agent's. You do not need to do double entry.

You may go to an agent's or your own calendar to monitor the frequency of connections with each other.

- ❖ If you go into your own calendar, you will have an overview of schedule with agents.
- ❖ If you go into specific agent's calendar, you will have an overview of schedule with this agent. This is visible just to you without the agent knowing.

Members joining annual AGM will also have their one-on-one appointments being synchronize in the Calendar.

### **C-Link/c-Us/Note: Managing your action items** (click [here](#))

Cross note functionality. You can go into the note section of specific agent to save a brief record such as a brief meeting minutes, action items, etc to assist the memory or for future reference.

You may decide to set the note to private which is only visible to you or you may just leave it public so that every staff in your company who have C-Link account can view it.

### **C-Link/c-Us/Documents: Managing your uploaded documents** ([click here](#))

Cross documentation functionality. You can go into the document section of specific agent to upload important documents that you do not wish to miss out or as a back-up. Example: Shipping documents, quotations, legal documents, etc.

Every staff in your company who have C-Link account can view it.

### **C-Link/c-Us/Structure: Structure of the company** ([click here](#))

You can go into the structure section of specific agent to view the arrangement of and relations between the headquarter and its subsidiaries.

### **C-Link/Contacts: Search and filter contacts** ([click here](#))

- ❖ View profile, send email, get vCard, online status and send chat message.
  - Example: If you have shipment from Singapore to Germany, you can just go into search and filter function, key in Germany under country field and you can see the list of agents who have operation in Germany. You can start to send email or via chat to discuss with the agents.
- ❖ Mailing list function for your sales & marketing campaign:
  - You may start your mailing list by clicking on blue button “Start mailing list”.
  - You may filter your requirement(s) before starting your mailing list.
  - To select, please click once on each contact that you wish to include in.
  - Once done, save list or copy to clipboard. You may send email using the eMail function in Centrolene C-Suite or your Microsoft outlook.

### **C-Link/Network: Search and filter network(s)** ([click here](#))

- ❖ View rating of each company.
- ❖ Main contact details of the company will be listed.
- ❖ You can view the internal status such as preferred, back-up, blacklisted, etc. of each agent within the network and/or your own agent/partner. ([click here](#) to find out what is internal status)
- ❖ What is Agent/Partner?
  - Agent/Partner that do not belong to any network. It is created just for your company therefore no members can access it. It will be in a closed environment in your company structure.
  - You can filter agent/partner by clicking on filter options, select agent/partner under companies.
- ❖ You can view the favorite agents list set by company admin.

❖ **For Company Admin:**

- **Company Admin can set internal status to each member of Centrolene and/or create your own agent/partner.**
- **Click on the name of the member and/or agent/partner.**
- **Click on Edit on the top right-hand corner.**
- **Select the status from the dropdown box and save.**
- **Company Admin can add new partner but will need to set an internal status to the new partner as this will be the company agent/partner.**
- **Company Admin can add members of Centrolene to favorite to make C-Quote (pricing) process easier.**

**C-Link/Internal Status: Managing members of Centrolene and/or your agent/partner** (click [here](#))

Internal status will only visualize under C-Link/Network if your company admin has set up different status such as preferred, back up, blacklisted, etc.

❖ **For Company Admin:**

- **Build your own internal status and categorize other companies.**
- **Company Admin will create and/or edit status accordingly.**
- **Suggested status: Preferred, Back up, Blacklisted, Primary, Secondary, etc.**

**C-Link/Settings: Online notifications** (click [here](#))

Notifications for New Requests, Accepted Requests, Replies on Requests, New Bookings and New eMails will be pop up on screen.

Centrolene New C-Suite Login: <http://suite.centrolene.com/?nw=2153>

IFLN  
**Login** *International  
Freight  
Logistics  
Network*

User name  
Enter password  
 Keep me logged in  
**LOGIN NOW**

Can't sign in? **Forget your username or password?**  
Enter your email address below and an email with your username and a link to reset your password will be sent to you.

Enter your email address  
**RESET**

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**Key in your username and password**

**Forgotten your username and password?  
Enter your email here!**

- ❖ Log in using your existing username and password.
- ❖ If you have forgotten your username or password, please enter your email address in the given space to reset.

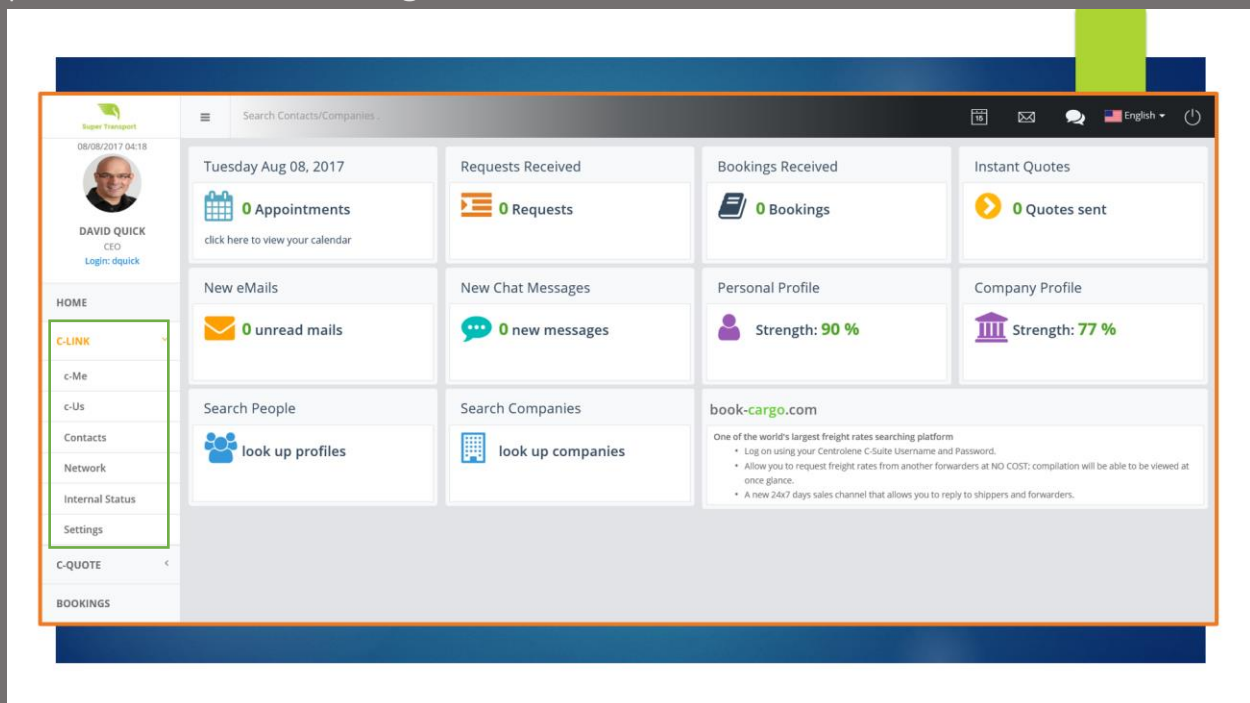


## What is Centrolene C-Link?

C-Link employs the latest communication tools to connect you to your global colleagues and partners via instant chat messages, members profiles, etc.

No longer will you have to spend days sending off emails to numerous companies hoping to find someone to help you with a query. With C-Link you can log on, see who is online and get an answer to your question straight away so you get answers fast and solve problems in real-time.

The C-Link functions will be familiar to anyone who has used online professional networking or social media websites.

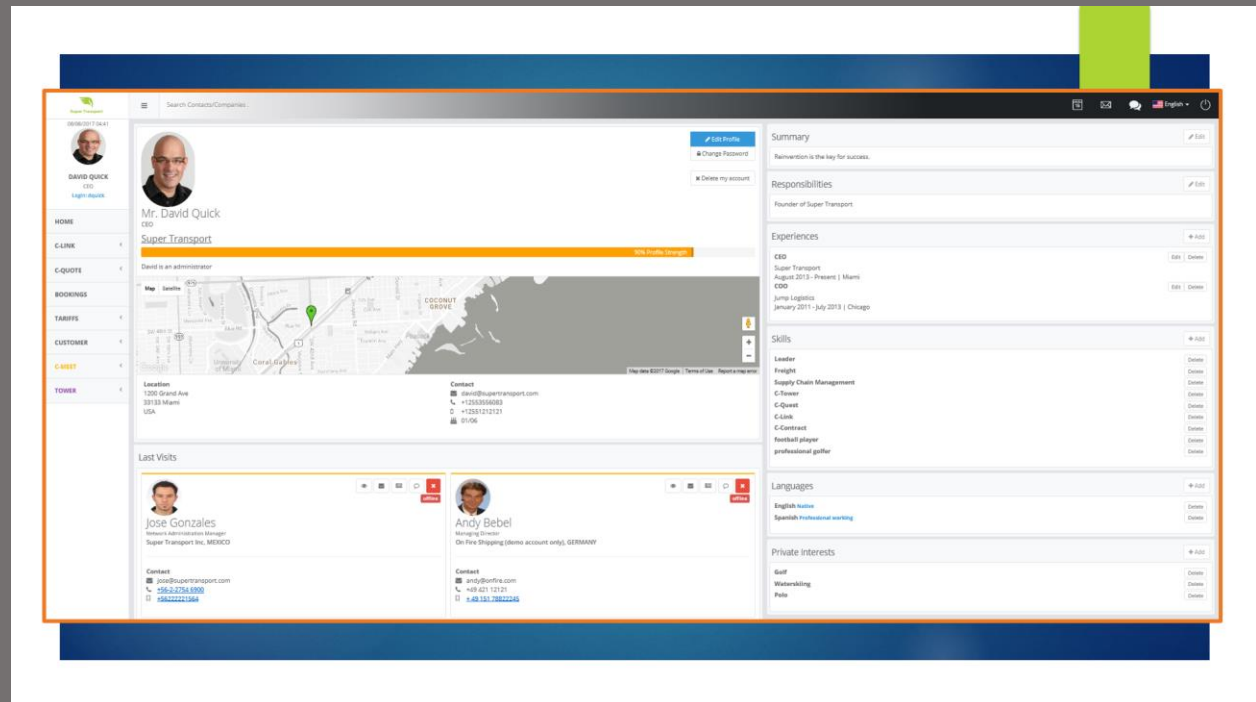


❖ Select the items highlighted in the green box in the print screen.

- c-Me
- c-Us
- Contacts
- Network
- Internal Status
- Settings

## C-Link/c-Me:

c-Me acts as a human resources database across the Centrolene Network. Your employees can create their own profiles that showcases their experience and expertise. Search the profiles of other company's employees to find a person with the skills and knowledge you need.

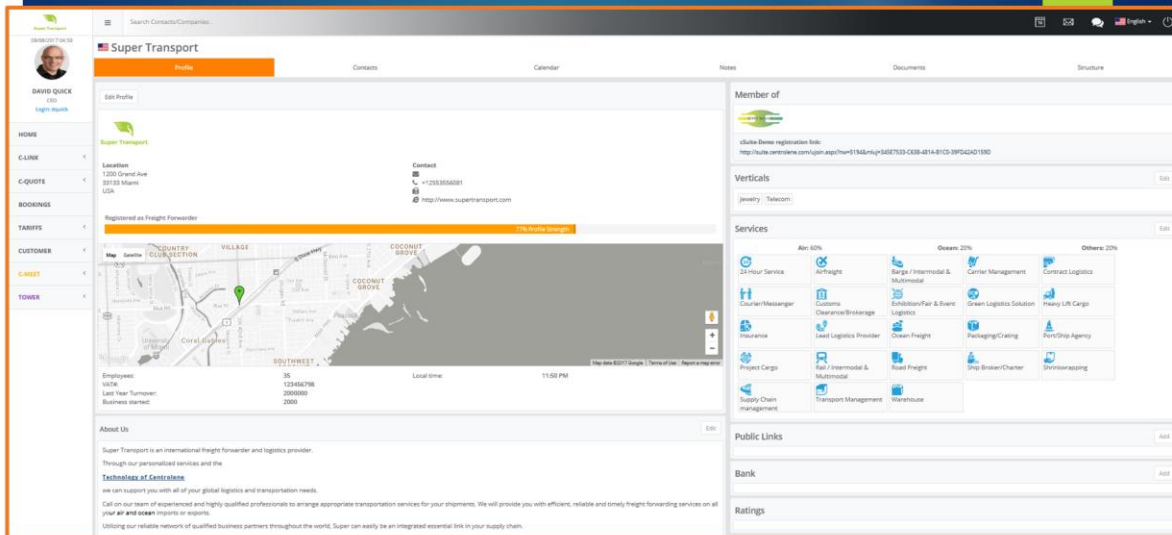


- ❖ Information in c-Me is available to all members of the network.
- ❖ Edit your profile.
- ❖ Change password.
- ❖ Delete your account.
- ❖ Please make sure you have a profile strength of at least 80% and above. Other members would like to know you well.



## C-Link/c-Us/Profile:

Introduce your company to the world with c-Us. Present your company's experience and showcase your service offerings and your strengths in different verticals. Tell other members of the global network who you are, what you do, and why you should be working together.



- ❖ Information in c-Us is available to all members of the network.
- ❖ Users who do not have an account with C-Link will need to reach out to your company admin to set it up.
- ❖ Member(s) of different network using Centrolene C-Link system will be shown.
- ❖ **For Company Admin:**
  - Registration link is available on the top right-hand corner. Send the registration link to users who do not have an account with C-Link.
  - Company admin has the responsibility to add users and de-activate users who are no longer with the company. Select “No” in “Active Login” to de-activate users.
  - Company admin has the responsibility to make sure that company profile is filled up including logo, type of services, strengths, etc.
  - Edit your company profile.

### Member of

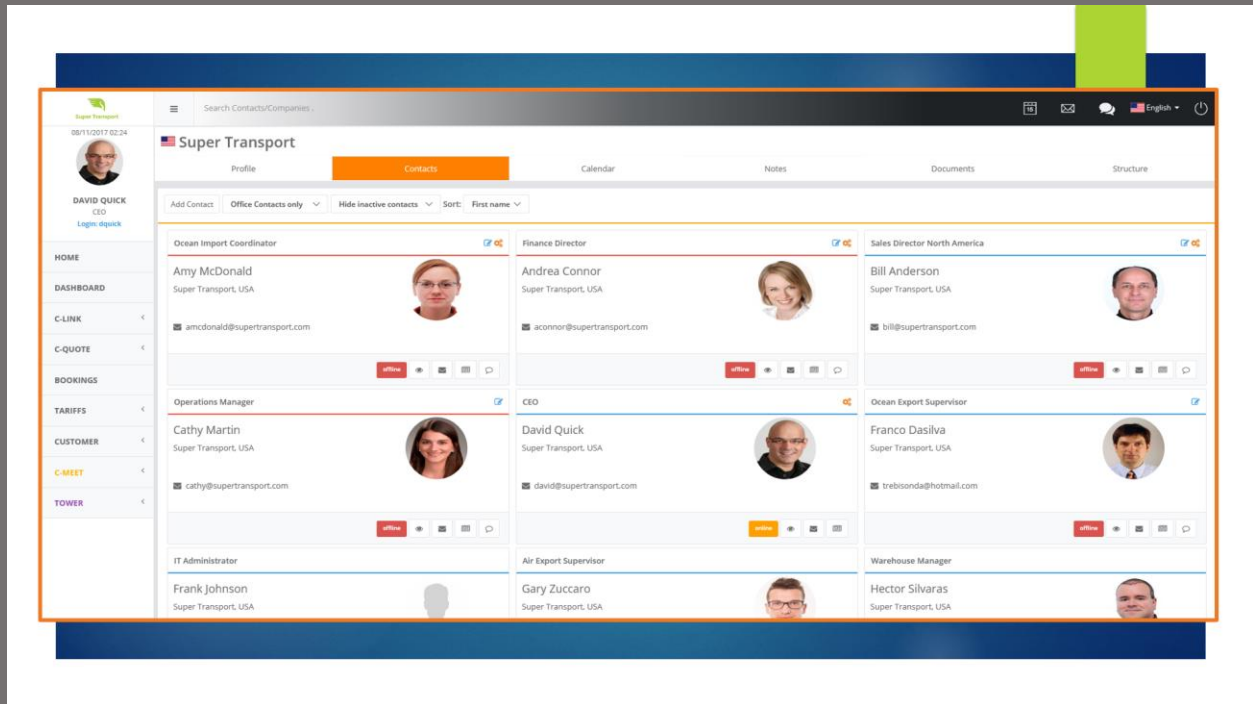


#### cSuite-Demo registration link:

<http://suite.centrolene.com/ujoin.aspx?nw=5194&mluj=345E7533-C638-481A-B1C0-39FD42AD159D>

## C-Link/c-Us/Contacts:

List your company contacts under c-Us/Contacts. This tool can be your global employees' management tool where your employees connect or engage with each other around the globe with instant chat messaging.



- ❖ View profile of each contact.
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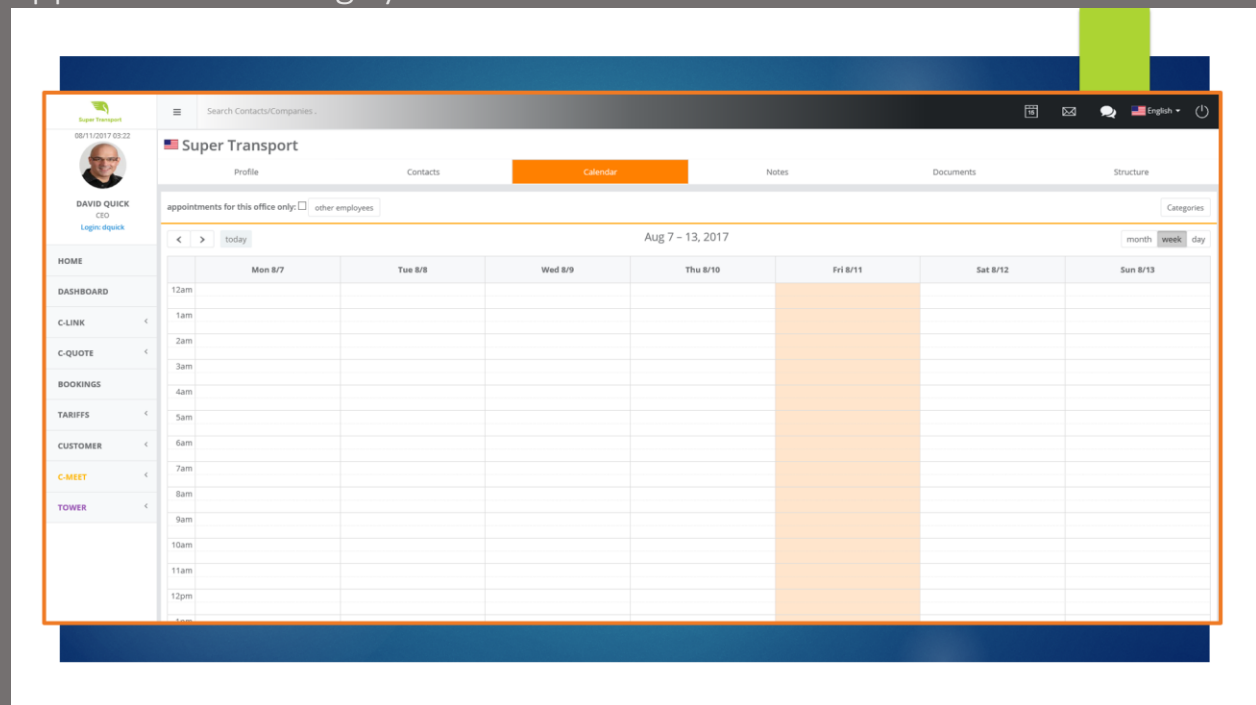
## C-Link/c-Us/Calendar:

Cross calendar functionality. You can include the name of other agents when you set up schedule in the calendar. This synchronizes your calendar and your agent's. You do not need to do double entry.

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Members joining annual AGM will also have their one-on-one appointments being synchronized in the Calendar.

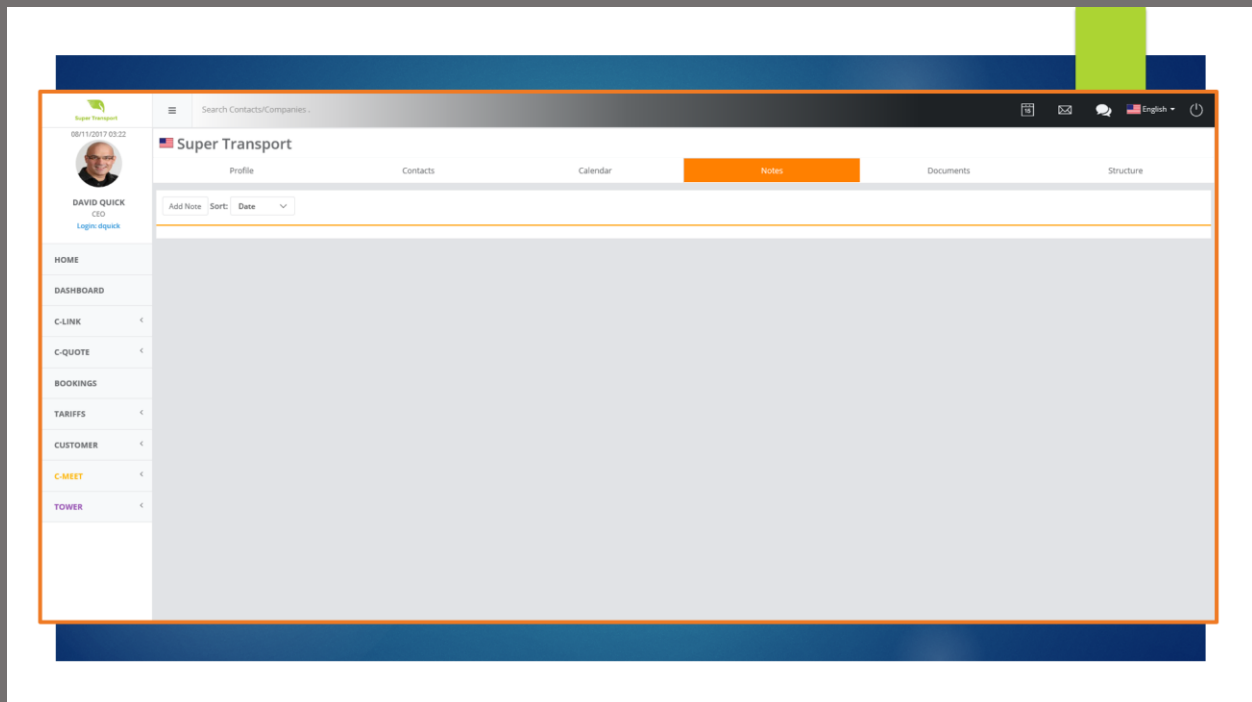


- ❖ Viewing in month, week or day.

## C-Link/c-Us/Note:

Cross note functionality. You can go into the note of specific agent to save a brief record such as a brief meeting minutes, action items, etc to assist the memory or for future reference.

You may decide to set the note to private which is only visible to you only or you may just leave it public so that every staff in your company who have C-Link account can view it.

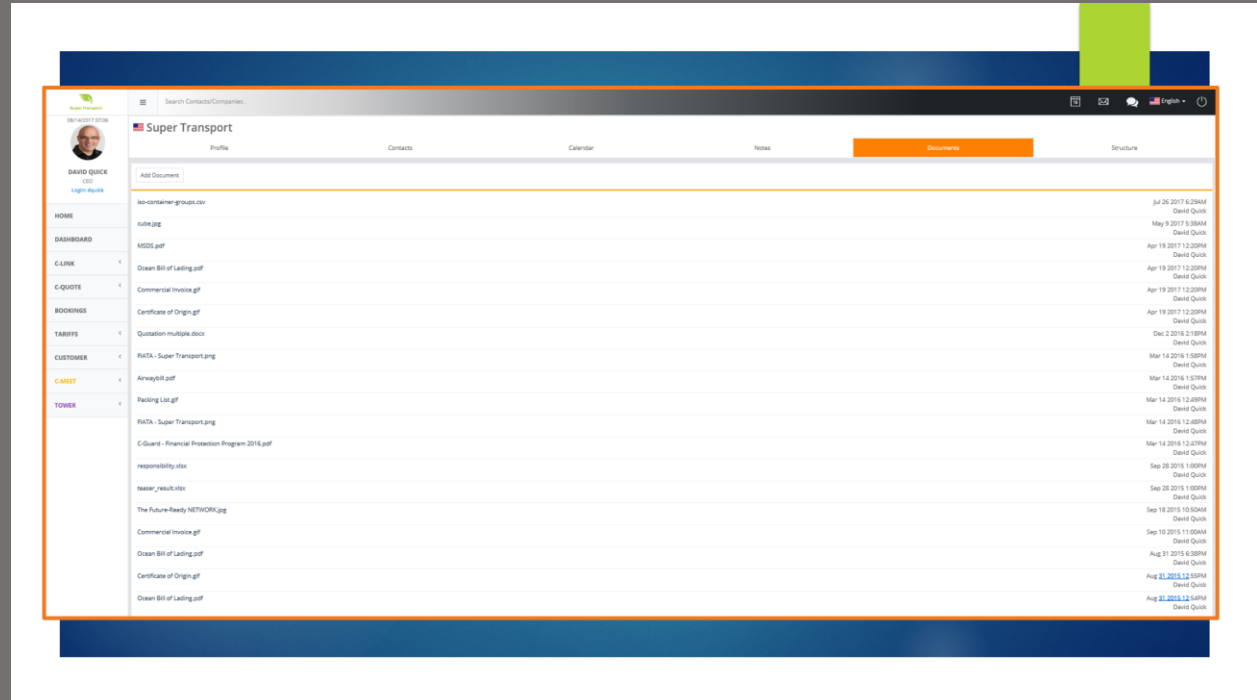


- ❖ Notes will be able to be sorted by date, first name and last name.

## C-Link/c-Us/Documents:

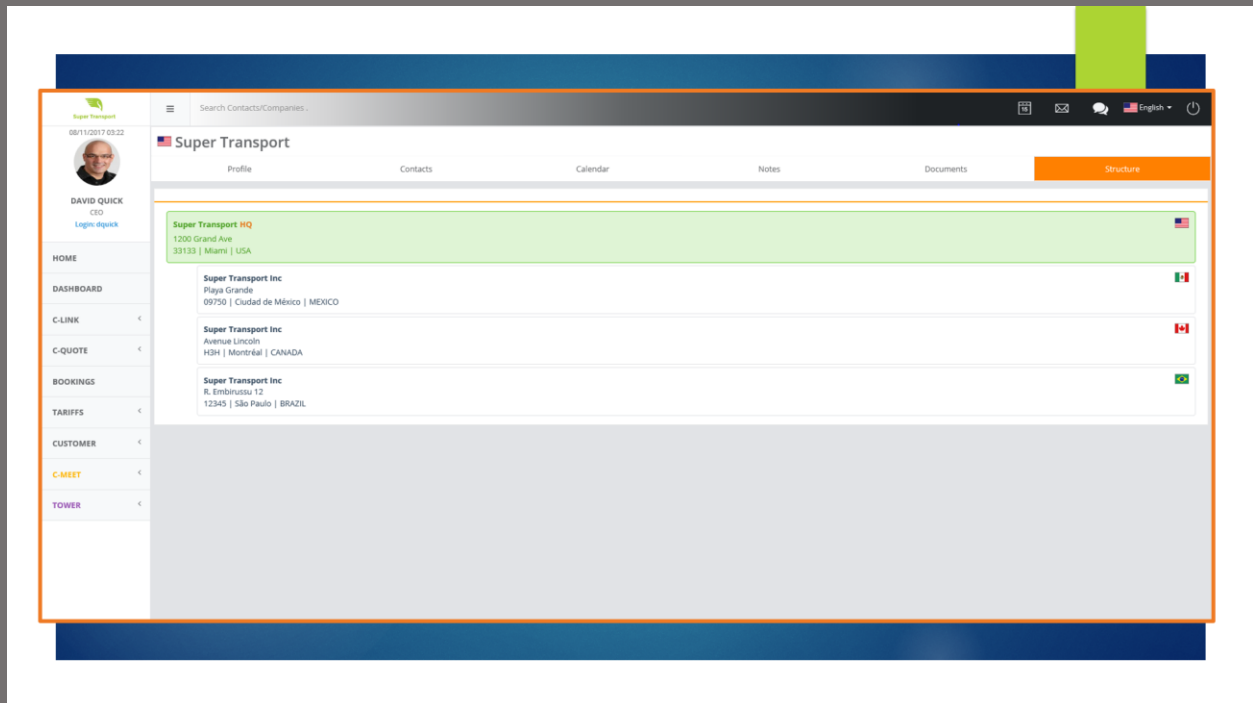
Cross documentation functionality. You can go into the document section of specific agent to upload important documents that you do not wish to miss out or as a back-up. Example: Shipping documents, quotations, legal documents, etc.

Every staff in your company who have C-Link account can view it.



## C-Link/c-Us/Structure:

You can go into the structure section of specific agent to view the arrangement of and relations between the headquarter and its subsidiaries.

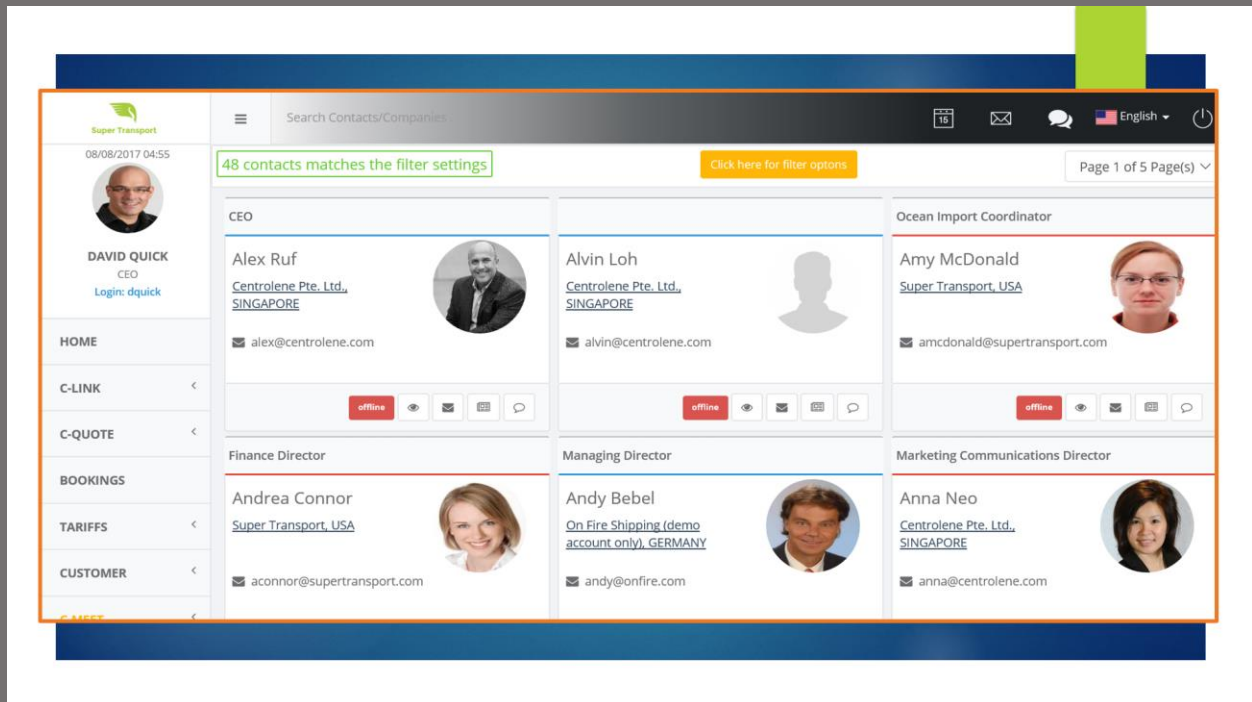


❖ [Hyperlink to headquarter and/or other subsidiaries.](#)



## C-Link/Contacts:

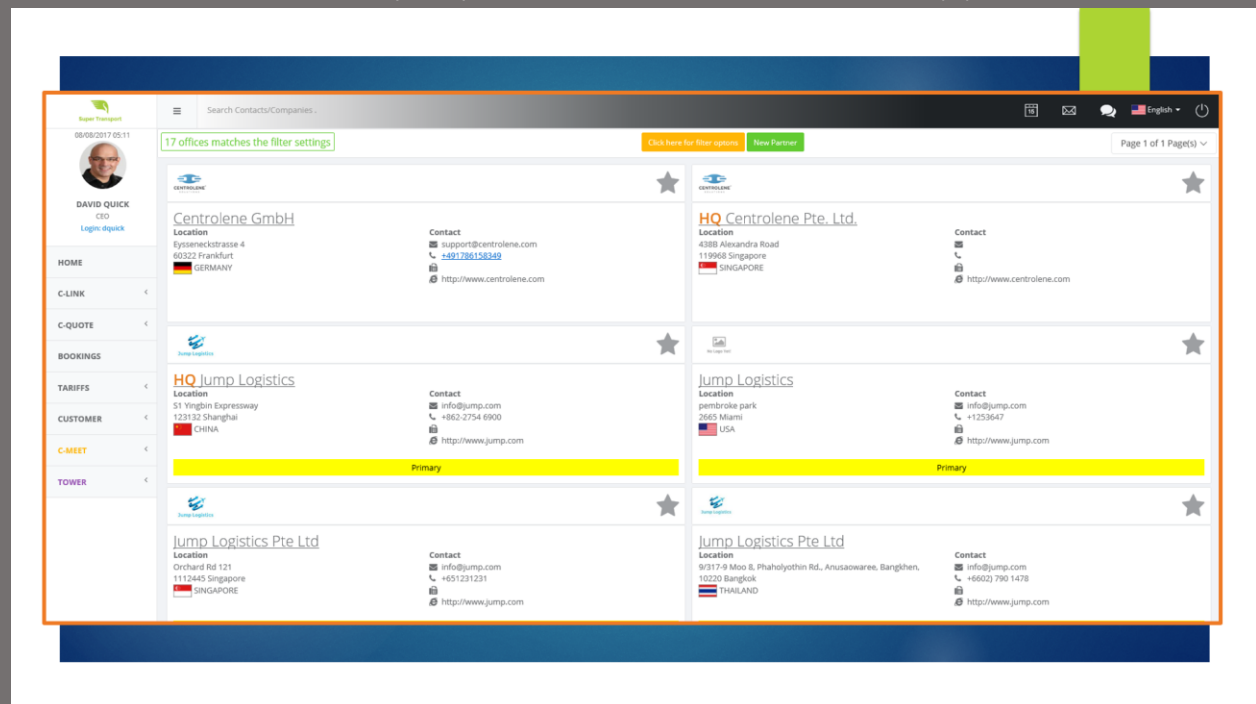
You will access to all contacts details within the network(s).



- ❖ You will be able to view profile, send email, get vCard and send chat message to your contacts.
- ❖ You will be able to put a name to a face for contacts that you have not met before in person.
- ❖ There is a filter option where you can filter your requirements.
  - Example: If you have shipment from Singapore to Germany, you can just go into search and filter function, key in Germany under country field and you can see the list of agents who have operation in Germany. You can start to send email or via chat to discuss with the agents.
- ❖ Mailing list function for your sales & marketing campaign:
  - You may start your mailing list by clicking on blue button "Start mailing list".
  - You may filter your requirement(s) before starting your mailing list.
  - To select, please click once on each contact that you wish to include in.
  - Once done, save list or copy to clipboard. You may send email using the eMail function in Centrolene C-Suite or your Microsoft outlook.

## C-Link/Network:

You will access to company details within the network(s).



- ❖ View rating of each company.
- ❖ Main contact details of the company will be listed.
- ❖ You can view the internal status such as preferred, back-up, blacklisted, etc. of each agent within the network and/or your own agent/partner. (click [here](#) to find out what is internal status)
- ❖ What is Agent/Partner?
  - Agent/Partner that do not belong to any network. It is created just for your company therefore no members can access it. It will be in a closed environment in your company structure.
  - You can filter agent/partner by clicking on filter options, select agent/partner under companies.
- ❖ You can view the favorite agents list set by company admin.

**Filter Companies**

**Companies:**

Agent/Partner

- ❖ **For Company Admin:**
  - **Company Admin can set internal status to each member of Centrolene and/or create your own agent/partner.**
  - **Click on the name of the member and/or agent/partner.**
  - **Click on Edit on the top right-hand corner.**

- Select the status from the dropdown box and save.
- Company Admin can add new partner but will need to set an internal status to the new partner as this will be the company agent/partner.
- Company Admin can add members of Centrolene to favorite to make C-Quote (pricing) process easier.

### Set Internal Status

Internal Status:

- NO STATUS -

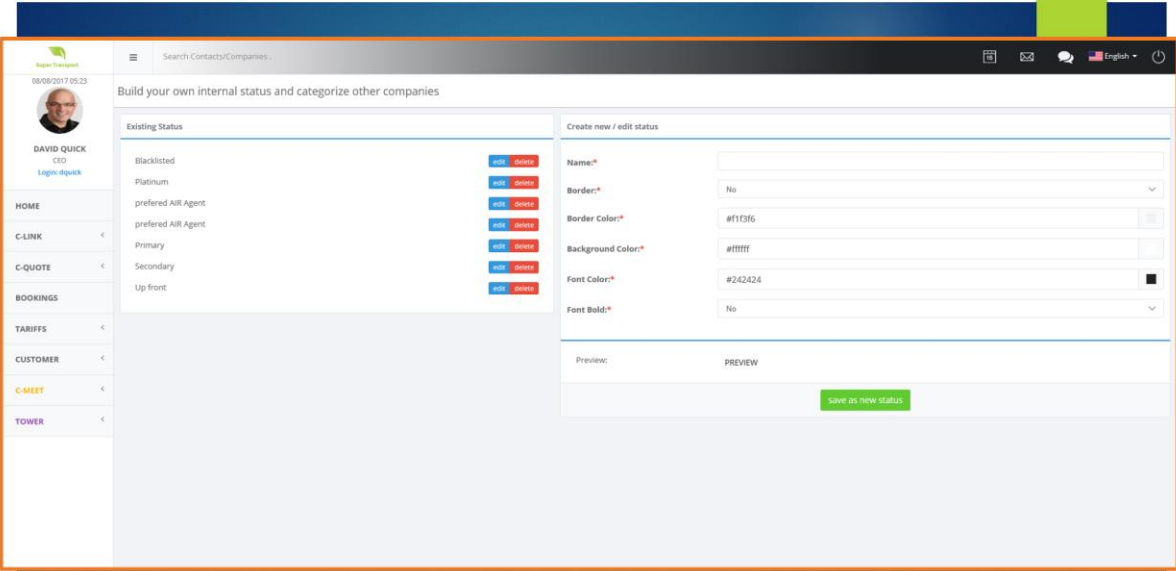
Close Save

## C-Link/Internal Status:

Internal status will only visualize under C-Link/Network if your company admin has set up different status such as preferred, back up, blacklisted, etc.

### ❖ For Company Admin:

- Build your own internal status and categorize other companies.
- Company Admin will create and/or edit status accordingly.
- Suggested status: Preferred, Back up, Blacklisted, Primary, Secondary, etc.



The screenshot displays the 'Build your own internal status and categorize other companies' interface. On the left, a sidebar shows the user profile for David Quick, CEO, and a navigation menu with options like HOME, C-LINK, C-QUOTE, BOOKINGS, TARIFFS, CUSTOMER, C-MEET, and TOWER. The main content area is divided into two sections: 'Existing Status' and 'Create new / edit status'. The 'Existing Status' section lists various status types such as Blacklisted, Platinum, preferred AIR Agent, preferred AIR Agent, Primary, Secondary, and Up front, each with 'edit' and 'delete' buttons. The 'Create new / edit status' section contains a form with fields for Name, Border, Border Color, Background Color, Font Color, and Font Bold, along with a 'Preview' section and a 'save as new status' button.

## C-Link/Settings:

Notifications for New Requests, Accepted Requests, Replies on Requests, New Bookings and New eMails will be pop up on screen.

