

Email not displaying correctly? [View it online](#)

**FLEXIVAN™**

Powered by **AIM360**

## **ONE PLATFORM FOR ALL YOUR CHASSIS NEEDS**

# **AIM360™**

FlexiVan's **AIM360™** customer portal is the single point of entry to your customer account information, plus an array of chassis management tools that can help you better manage your flow of cargo.

Book a chassis, pay your bill, track chassis movements, or request a repair, you can find it all now on AIM360. It's a powerful platform you don't want to miss!

**Starting Saturday, November 27th, all FlexiVan customers will have access to AIM360.** This date marks FlexiVan's full integration of all prior systems into one centralized and streamlined AIM360 customer platform.

All customer account information from former FlexiVan systems such as "CSM" or "Payment Portal" will be migrated to AIM360 and no longer accessible on these systems starting Jan. 7, 2022. Several applications you may currently be used to finding on our FlexiVan website under "Customer Tools" will also be moved to AIM360, such as "Pay A Bill," "FCCP Login," "Dispute a Bill," and "Street Turns."

Going forward, please begin using only AIM360 for your FlexiVan chassis needs. You'll find the single platform quicker and easier to use, with only one login and one process now to reach your account information. And if you're already familiar with AIM360, don't miss learning about new AIM360 features and enhancements detailed below!

## New to AIM360?

Current FlexiVan customers that don't have AIM360 login credentials will soon receive this information via separate email (be sure to check your spam folder if not received by Nov. 25<sup>th</sup>). Go to the "[Login & Register](#)" button located at the top header of our [FlexiVan.com](#) website to enter this information. Once you've logged-in to AIM360 and changed your password, you can begin using AIM360.

For your convenience, we've added a few tools to help you learn how to navigate AIM360. They're located on the top menu bar at the right once you're logged in. Click the question mark icon for the **AIM360 User Guide**, which outlines step-by-step "how-to" information about AIM360's various applications. Meanwhile the phone icon takes you to our **Customer Support** contact information, available nearly 24/7 to help you with any questions.

## ***Here's what you can do in AIM360:***

**Access Your Customer Dashboard** – View a quick snapshot of your current and historical FlexiVan chassis activity on one centralized dashboard for greater insight on trends in your supply chain. This includes graphed data on such things as chassis usage levels, average idle days, utilization rates and average turn/dwell times.

**Manage Invoices** – AIM360 gives you the ability to view, pay and dispute invoices in one single platform – quickly and easily.

- **Payments** – With greater data timeliness and account visibility you can now check on the status of your account with even more precision.
  - Pay monthly invoices, partially or in full, via credit card or bank transfer
  - Payment activity is reflected on accounts within 24 hrs.
  - Review your “Invoice Summary” for a comprehensive look at your account status, including chassis usage details, unbilled usage, outstanding balances due and status of any current disputes
  - View/download graphed invoice trends and other historical account detail
- **Disputes** – It’s now easier to submit invoice disputes\* with a more guided process and account visibility in AIM360 (*\*UIIA-registered customers only*).
  - Dispute invoices by single line-item usage movement or entire invoice level
  - Upload supporting documentation and view the status of disputes 24/7

- Submit disputes within 30 calendar days from invoice issue date and FlexiVan will respond within 30 days

**Manage Street Turns** – Both initiating and receiving motor carriers\* can now fully manage the transfer of pool and daily rental chassis directly on AIM360 (*\*UIIA approved and registered with FlexiVan*).

**Book Daily Rentals** – Book available chassis by the day from our premium fleet of standard and specialty equipment at various locations across the US. This booking platform details all tariff rates, depot hours of operation and Google map pick-up locations. Confirmations are sent via email and a summary of your bookings can also be viewed or downloaded.

**Book Pool Chassis** – FlexiVan’s Central Chassis Pool (FCCP) booking platform is also now located on AIM360! See what’s available by equipment size and terminal, rail ramp or container yard location. You can also make all FCCP payments now using AIM360.

**Make Requests for Repair** – Submit requests for roadside assistance directly in AIM360 for expedited service, as well as Incident Reports in the event of lost, damaged or stolen FlexiVan chassis.

**Access Chassis Reports** – View all gate activity within a date range, including on-hire fleet summaries and in-gate/out-gate details for a given chassis.

**View Chassis Details** – View key information about each FlexiVan chassis like license plate, VIN and equipment numbers, as well as view usage moves, current location and out-gate activity information.

**Track Chassis** – Get a quick snapshot of where exactly your GPS-equipped FlexiVan chassis are in near real-time ...at all times. You can pinpoint and track movements on US roadmap or satellite views, as well as total assets by specific location. With this visibility to each step of your cargo's journey, you're better able to plan and manage your supply chain with much greater insight into your network.

**View Gate Cams** – Plan before you go to marine terminals and ensure there's no traffic that will keep you waiting in lines at the gate! Login to AIM360 to see a live snapshot of gate activity in Los Angeles, Oakland, Seattle and Houston.

## REMINDERS

- Access to FlexiVan's "CSM" and "Payment Portal" will no longer be available as of midnight **January 7, 2022 (CST)**.
- Motor carriers that are not registered with the UIIA will not have access to all features available on the AIM360 platform, including submission of disputes.
- If you no longer locate the "Customer Tools" you're used to finding on our website, (i.e. "Pay A Bill," "FCCP Login," "Dispute a Bill," "Street Turns") login to AIM360 and review the main landing page to find what you're looking for.
- Refresh your bookmarks to the new AIM360 URL address.
- Contact **FlexiVan Customer Support** for any assistance using AIM360. They're available nearly 24/7 to ensure you know how to use our customer portal.

[LOGIN TO AIM360 >](#)

# FLEXIVAN™

Powered by **AiM360**



CONNECT WITH US



DOWNLOAD OUR MOBILE APP



Download on the  
App Store



ANDROID APP ON  
Google play

7320 E. Butherus Dr. Scottsdale, AZ 85260  
1-866-883-5394

[Preferences](#) - [Unsubscribe](#)