

## SUPPLIER PORTAL

ptconnect.protrans.com

Frequently Asked Questions

[SupplierPortalTraining@protrans.com](mailto:SupplierPortalTraining@protrans.com)

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### **What is the purpose of the New Supplier Portal?**

The new Supplier Portal enhances our existing platform to simplify shipment creation, improve tracking visibility, and reduce manual processes. While the look and feel have been updated for a more user-friendly experience, all core functionality and business rules such as special handling, remain the same.

#### ***Please Note:***

- No functionality from the original portal was removed.
- All existing business rules, such as special handling, continue to apply.

### **Do I need a login?**

Suppliers will need a Supplier Login to access the portal. Will be the same as the original portal. If a supplier already has a login, there will be no need to create a new login. Logins to the Optimiz system are separate and will not give access to the supplier portal.

### **Is training available for the new portal?**

Yes, we have created help documentation, training videos, and a comprehensive FAQ page. These resources are available through our help site: <https://myoptimizhelp.protrans.com/supplier/content/welcomepage-suppliertop-en.htm>. Spanish documentation and videos (with Spanish captions) are available by selecting "Versión en Español" within the help site.

### **What if I have questions about the new portal?**

For any questions you have about the new supplier portal or the training and help documents available, please reach out to [SupplierPortalTraining@protrans.com](mailto:SupplierPortalTraining@protrans.com) to reach our team.

### **What will happen while both portals are running parallel?**

The current portal and new portal will operate simultaneously for approximately 30 days. Entries made in one portal will automatically populate in the other—there is no need to enter shipments in both systems. Both systems are live and will communicate directly into Optimiz.

At the end of the 30-day period, the original portal will be retired, and all activity will move exclusively to the new Supplier Portal.

### **What happens if my company does not transition to the new portal?**

After the 30-day transition period, the original portal and OEM documents inbox will no longer support shipment entry or document submission. All suppliers must use the new Supplier Portal moving forward.



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### Can I continue emailing shipment documents?

During the 30-day transition period, documents sent to the OEM documents inbox will continue to be processed. However, suppliers are strongly encouraged to upload BOLs, PULs, customs documents, and other shipment paperwork directly through the Supplier Portal. Uploading directly through the portal will help reduce delays, improve visibility, and prevent missed documentation requirements.

### Why is supplier adoption important?

Using the Supplier Portal as the primary method for order entry and document submission will help reduce delays, improve processing speed, and enhance shipment visibility for all stakeholders.

### What will I see when I log in?

Active shipments will automatically be listed on the screen with no need to run any filters or searches first. Colored filtered buttons will be at the top right to filter results by "Pickups," "In Route," "Needs Attention," and "Historical."

- Pickups will show anything due to be picked up within 48 hours.
- In Route will show current shipments in transit.
- Needs Attention will be any current shipments that are missing requirements.
- Historical will show closed shipments from the last 30 days.

### What if I have a shipment that Needs Attention?

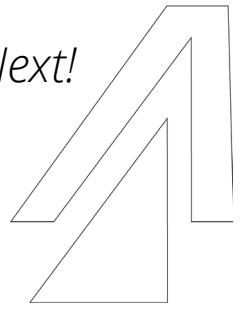
Click the red **"Needs Attention"** button at the top right. This will filter shipments that require additional action. In the third column, **"Required References / Attachments,"** click the link to view details about missing requirements (such as a BOL image). You can then upload documents directly in the portal by dragging and dropping files. Once completed, the shipment will no longer appear under "Needs Attention."

### How Do I Create a Shipment?

In the top left corner, click on **"Create Order"** to open the Create Shipment wizard. Select an Origin and Destination. Same day cutoffs will show in local time. Ready and Close times can be changed by the supplier, if needed. Fill out the fields, click **"Next"** to provide additional shipment information. Once the order is saved, the portal will provide the Shipment ID and a button to print the BOL, if needed.

Please Note:

- BOL – available before a load is picked up
- Master Bill – only available after the load is tendered
- Email notifications, such as SPN, will continue as they do today.
- Shipment documents can be uploaded during or after order creation directly within the portal.



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### **Can I Create a Same Day Shipment if it's after the cutoff?**

The supplier portal does not allow shipments to be created after a cutoff time. If a shipment is needed for same day and it is after the cutoff time, you will need to contact our team directly to make arrangements.

### **What if I Need to Make Changes?**

Users cannot make changes, such as "Delivery Date", in the supplier portal. They can only view information that is in the Optimiz system.

### **What if I Can't Create a Shipment?**

In very select cases, specific customers or plants do not allow shipments to be created by a supplier and only be able to view documents. In those cases, the functionality will not be available in the portal. Shipments will then need to be created by contacting our teams directly.

### **Can I view shipments older than 30 days?**

Yes, while clicking on "Historical" will show you any closed shipments from the last 30 days, you can click on the Filters button to search for older shipments by the Shipment ID.

### **Once I filter shipments, how do I go back to the full list of shipments?**

Under the colored filtered buttons and to the left of "Filters," there is a button that says "Clear." If you click on that button, it will clear the filters applied and go back to the original full list of shipments that populated when you logged into the portal.

### **What are the Next Steps for ProTrans?**

We are excited to announce that we will be working to update our customer portal next and then the carrier portal.