TRANSPORT PRO

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Customer Portal:
Enterprise

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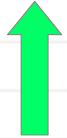
Customer Portal Overview

Transport Pro offers a customer web-portal that allows your customers to see currently dispatched loads, load tracking data, past load activity, and proof of delivery documents. Each customer is given a unique username and password for your custom customer portal URL. Your custom URL is provided to you by a Transport Pro representative.

Setup Information

To set up customer accounts for portal access you first need to check with your Transport Pro account representative to make certain the portal is activated. Once the portal is active, portal access is managed directly on the Customer's portal.

Edit Customer Information

Navigate to any given customer by following the path in the menu Customers>Search Customers. Filter the desired criteria and click Search. Click on the appropriate ID number. A Customer Summary window will open. To edit the customer's information, click on the Edit Information link in the upper right-hand corner.
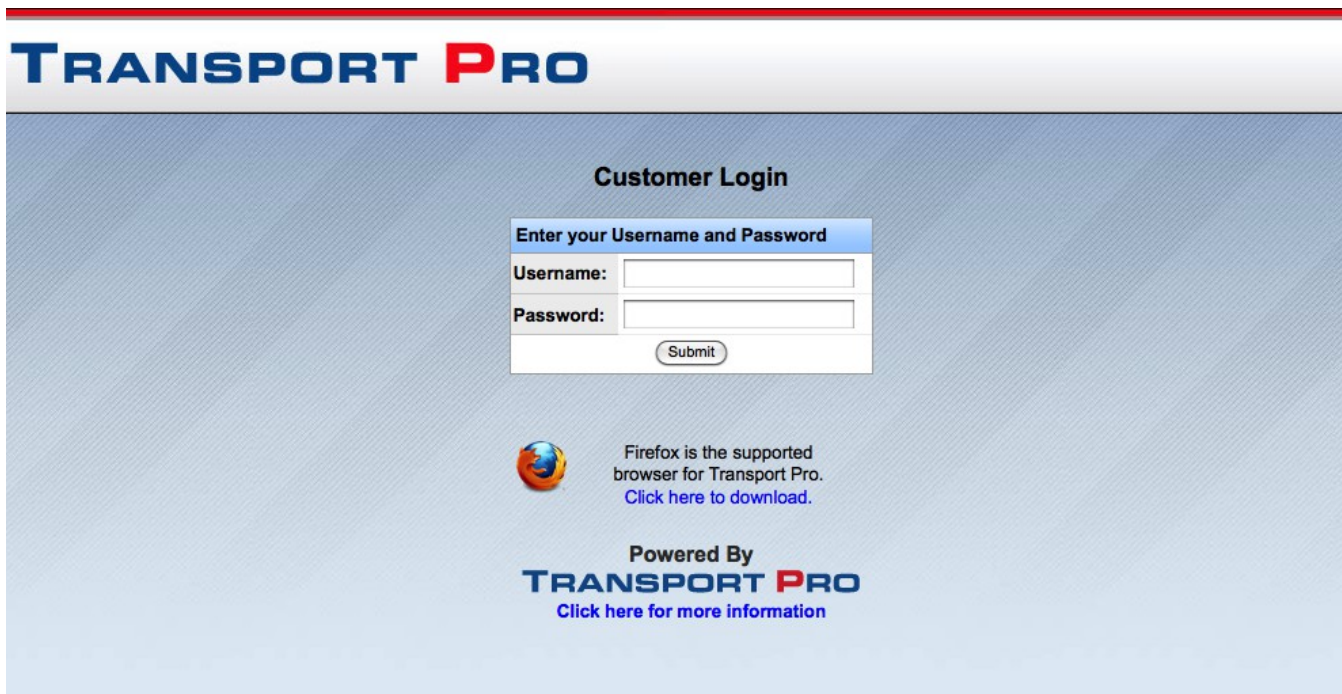
NOTE: In the first column on the Customer Information form, a field titled Portal Password will appear when you click Edit Information. The system requires you to enter a strong password, as indicated on the password strength gauge. Once you enter the desired password for the customer, click Save Record. Once you click Save Record, the customer will have portal access. The customer's username is their Transport Pro customer assigned ID.

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Customer Portal Access

In order for your customers to access the portal, you need to provide them with the URL, username and password. Again, your Transport Pro account representative will supply you with the URL.

Once you have the URL, your customer portal login page will look similar to the following screenshot with your custom logo at the top.

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Upon logging into the system, the customer is presented with a simple dashboard, which shows a section for Dispatched Loads and Billed Loads.

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Log out

Welcome ABC Transportation Service
Click the blue load number for more information

- Enter Load # or BOL # -

Dispatched Loads

Load #	Status	Origin	Destination	Pickup Date	Delivery Date	Miles	Weight	Commodity	Driver	Tractor #	Trailer #
983128	Dispatched	Arlington, TN	Janesville, WI	12/03/2013	12/04/2013	601		Steel	Jeff Smith	7797	99720
983115	Dispatched	ARLINGTON, TN	RYDAL, GA	12/03/2013	12/04/2013	381		Steel	Roy Flynn	10019	99498
983127	Dispatched	Arlington, TN	Janesville, WI	12/03/2013	12/04/2013	601		Steel	Robert Lawson Hollingsworth	9647	5130
983120	Loaded	ARLINGTON, TN	RYDAL, GA	12/03/2013	12/04/2013	381		Steel	Donald Shreve	10210	99761
983103	Dispatched	ARLINGTON, TN	LAKELAND, FL	12/02/2013	12/03/2013	832		Steel	Nathan Lee Cox	10094	88632

Billed Loads

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Load #	Status	Origin	Destination	Pickup Date	Delivery Date	Billing Date	Miles	Weight	Commodity	Driver	Tractor #	Trailer #
983111	Delivered	ARLINGTON, TN	Corsicana, TX	12/02/2013	12/02/2013	12/03/2013	532	44,267	Steel Beam	Darrick Brooks	8008	48075
982244	Delivered	ARLINGTON, TN	MORGANTOWN, PA	11/25/2013	12/02/2013	12/03/2013	962	45,135	Steel	Marlon Knight	10252	99743
980486	Delivered	Morgantown, PA	Lakeland, FL	11/20/2013	11/22/2013	11/22/2013	1053	28,050	Steel	Edward Bruce Collins	10264	85947
981196	Delivered	Arlington, TN	Janesville, WI	11/19/2013	11/20/2013	11/20/2013	601	44,913	Steel	Robert Lawson Hollingsworth	9647	5130
981209	Delivered	ARLINGTON, TN	RYDAL, GA	11/19/2013	11/20/2013	11/20/2013	381	29,291	Steel	Roy Flynn	10019	99498
981195	Delivered	Arlington, TN	Janesville, WI	11/19/2013	11/20/2013	11/20/2013	601	45,727	Steel	Brian Michael Walls	9424	40659
980483	Delivered	ARLINGTON, TN	MORGANTOWN, PA	11/18/2013	11/20/2013	11/20/2013	962	42,822	Steel	Henry Brooks	9481	53386
980807	Delivered	ARLINGTON, TN	DENVER, PA	11/18/2013	11/20/2013	11/20/2013	954	22,509	Steel	Edward Bruce Collins	10264	85947
980473	Delivered	ARLINGTON, TN	Corsicana, TX	11/14/2013	11/15/2013	11/15/2013	532	44,092	Steel Beam	Edward Bruce Collins	10264	85947
979249	Delivered	ARLINGTON, TN	RYDAL, GA	11/11/2013	11/11/2013	11/12/2013	381	39,177	Steel	Roy Flynn	10019	99498
979020	Delivered	Morgantown, PA	Rydal, GA	11/08/2013	11/11/2013	11/11/2013	765	24,760	Steel	Joseph Varner	9898	99478

Clicking on a blue load id link will display more information about the load. The detailed information shows all of the load information along with the tracking information, billing information, and any available images. These images include Proof of Delivery documents along with your Freight Bill.

Demo Company, Inc
P.O. Box 12343
Nashville, TN 37200

Load #982244

🖨 **Print Page**

Delivered, Documents Received, Billing complete

Load Number: 982244
Pick-Up Date: 11/25/2013
Delivery Date: 12/02/2013
Commodity: Steel
Commodity Value:
# of Pieces: 37

Sales Rep: Kenneth Kloeppel
Terminal: 101
Phone: 555-555-5555
Fax: 555-456-7899
Email: support@transportpro.net

Bill Of Lading: 14770
PO Number:
Trailer Req: Flat
Weight: 45,135
Min Weight:

Seal Number:
Pick Number: 303569G
Container:
Reference Number: 30359
Manifest Number:

Shipper
    Name: MFT
    Address: 11445 Gulfstream Rd
    City/St/Zip: ARLINGTON, TN
    Phone:

Pick-Up Date: 11/25/2013
Commodity: Steel
Weight: 45,135

Consignee/Final Destination
    Name: MORGAN
    Address: 113 Morgan Way
    City/St/Zip: MORGANTOWN, PA
    Phone:

Delivery Date: 12/02/2013

Location Information

Date/Time	Location	Source	Comment
12/02/2013 10:00	MORGANTOWN, PA	Amburgey, P.	Auto location from dispatch (consignee address)
12/02/2013 06:48	Harrisburg, PA	Qualcomm	
12/02/2013 05:58	Herndon, VA	Qualcomm	
12/01/2013 21:48	Winston-Salem, NC	Qualcomm	
12/01/2013 20:48	Knoxville, TN	Qualcomm	
12/01/2013 13:45	Nashville, TN	Qualcomm	
12/01/2013 12:47	Clarksville, TN	Qualcomm	
11/25/2013 12:00	ARLINGTON, TN	Runions, J.	Auto location from dispatch (shipper address)

Billing Information

Bill-To:
ABC Transportation Service
1236 W Main
Nashville, TN 37200

Billing Charges

Description	Total
Freight Charge	2,830.00
Total:	2,830.00
Amount Paid:	0.00
Balance Due:	2,830.00

Load Documents

File	Indexed	Indexed By	Comments	Download
Freight Bill	12/03/2013	Tiffany S.	Freight Bill for batch - 982244	✅
Bill of Lading	12/03/2013	Tiffany S		✅
Delivery Receipt	12/03/2013	Tiffany S		✅
Rate Confirmation	12/02/2013	JoAnn H		✅

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If a customer does not remember their Transport Pro load id, they can use the search option at the top of the screen where the customer can search by their Bill of Lading, Pickup #, etc. The search results will show loads containing a match of the search value, and clicking on the blue load id will open the load detail screen.

Welcome ABC Transportation Service
Click the blue load number for more information

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Dispatched Loads

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983103	Dispatched	ARLINGTON, TN	LAKELAND, FL	12/02/2013	12/03/2013	832		Steel	Nathan Lee Cox	10094	88632

Log out

There are multiple loads matching your search criteria. Please click on a Load # below or close this window to search again.

Load #	Origin	Destination	Pickup Date	Delivery Date	Bill Of Lading
958602	Arlington, TN	Janesville, WI	08/05/2013	08/06/2013	14350
911788	Arlington, TN	Janesville, WI	12/17/2012	12/18/2012	13509
911782	Arlington, TN	Janesville, WI	12/13/2012	12/17/2012	13500
903658	Arlington, TN	Janesville, WI	11/05/2012	11/05/2012	13350