TRANSPOREON
Delivering connections

Frequently asked questions about Transporeon

1. What is Transporeon?

Transporeon is a logistics platform that builds a collaborative network connection between shippers and their logistics partners for smarter, more transparent and cost-effective movement of goods around the world.

2. How does my cooperation with the shipper change?

Instead of previously complex communication methods via email, telephone and fax, Transporeon allows you to accept loads, schedule a time slot and send status messages simply over the Transporeon platform. Transporeon is not an open freight exchange, but a closed logistics platform.

3. What are the benefits of using the Transporeon platform?

Logistics processes run easier, faster and more efficiently via the Transporeon platform:

- Easier communication with the shipper
- More satisfaction with shippers and customers
- Reduction of waiting times at loading and unloading sites
- Fewer empty miles and more efficient use of your staff
- Optimized routing
- Improved efficiency and cost sharing

4. How does the application process work with Transporeon?

If your shipper approached you because the company wants to optimize its logistics processes, t hen you only need to register your company online. Your shipper customer will request the registration link from Transporeon customer services. The registration link will be sent via email to the point of contact provided from your shipper customer. The customer services team will send any additional user agreements that need to be signed, including shipper-specific contracts and our EDI implementation agreement (optional).

5. What can I expect during the registration process?

The registration link you receive via email will take you to the online registration center where you will input your company information, choose a bank payment option (check or EFT) and provide an accounting point of contact. You will also include contact information for the users who will need to log in to Transporeon on a daily basis. These are all standard registration requirements to get your company set up on the Transporeon platform.

6. Do you host any training webinars and how can I log in

After receiving your company's registration and all signed user agreements, Transporeon customer services will inform you of webinar training dates. In these webinars, you will learn how to use our system in detail. Training usually lasts 30 - 60 minutes.

If you have any questions afterwards, we are here to help you. Our Transporeon North American customer services team is available to assist you Monday - Friday from 8:00 a.m. to 6:00 p.m.

To reach us in the United States, call +1 267 281 6980, or email us at **customerservices.americas@transporeon.com**. Our contact information is also available online in the U.S. "Help & Contact" section.

After you complete a training session, login information is sent to your email address. You will receive a password set up link directly after training is completed and before the go-live date. Check with your administrator if you need additional logins created for your company. After the go-live date has passed, all carrier users will be able to log in to the website at **https://login.transporeon.com/login/**.

7. Am I able to use the Transporeon platform on any computer?

Yes. Since the application is accessible via the web and there is no installation needed, you can log on to the Transporeon platform from any computer with internet access.

8. Which requirements does my PC need to be able to use Transporeon-Web?

- Internet Explorer with version 7.0 or higher
- Mozilla Firefox with version 5.0 or higher
- Google Chrome with version 63.0.3239 or higher
- Flash Player version 10.2 or higher

9. Can I connect Transporeon to our own software or programs?

Yes, you have the ability to connect Transporeon via interface directly to your IT system to collaborate even more easily and efficiently with your partners. If you are interested or would like more information, our customer services team will be happy to help you.

10. I have a lot of regions without return freight or backhauls. Can Transporeon help me with this?

There is no substitute for good collaboration with your shipper partner. If you have loads available in a region where your shipper is not active, we can help you contact other shippers. We regularly present new shippers in our newsletter with a short company profile so you can contact those shippers to introduce yourself. You can register to receive our carrier newsletter on our website.

11. What are my costs for using Transporeon?

A small transaction fee may apply and is only charged if the transaction is completed successfully. There is no subscription fee. You will see complete details about the fees upon completing registration. If you are interested in connecting to Transporeon via EDI, there is an annual fee. Please see the EDI agreement for further information. EDI connection is optional.

12. Do my costs depend on the number of users?

No, our fees are not determined by individual users.