

Dear Customer,

RE: PBT eService Enhancements and Migration into the PBTOne Customer Portal

We have some exciting news to share with you.

On Monday 2nd October we're updating the PBTOne Customer Portal and our PBT Web eServices will migrate into the PBTOne Customer Portal.

This will significantly enhance the way you interact with PBT. In preparation of this, we outline below the key changes for you.

All existing PBT Web eServices will be available in PBTOne, including:

<u>PBT Web eService</u>	→	<u>PBTOne Customer Portal</u>
- Ordering a Pickup:	→	Job Booking – Book a PBT Driver
- Freight Forwards:	→	Job Booking – Freight Forward
- Order PBT Products:	→	Job Booking – Ticket & Stationery Orders
- My PBT Account Settings:	→	Admin – Manage Users

You will have access to additional PBT eServices in PBTOne, including:

- Obtain a quote:
- Lodge an invoice query:
- Request a credit:
- Lodge a claim:

Enhanced Track & Trace and Proof of Delivery (POD) visibility will be available in PBTOne:

- Pickup, Milestone and Delivery scan information will allow you to track your shipment in more detail.
- You can view these details at both a Consignment Level and an individual Item Level.
- You can print, download or email a copy of the POD.

From Monday 2nd October you will be able to **seamlessly access the PBTOne Customer Portal**:

- From Monday 2nd October you will be redirected from the PBT Web eServices page to the PBTOne Customer Portal login page (and from this date eServices will no longer be available on PBT's Web eServices pages).
- You will use your existing PBT Web eServices username and password the first time you log into the PBTOne Customer Portal from 2nd October, and you will then be required to update your password within PBTOne.
- Chatbot, User guides and how-to videos are available within PBTOne at the Support tab.

If you use PBLink you can migrate to the PBTOne Customer Portal for Job Booking and other enhanced functionality:

- The PBTOne user interface is significantly better and more user-friendly than PBLink.
- API's are available to replace any legacy EDI interfaces you may use in conjunction with PBLink.
- Being a web-based Portal, PBTOne gives you automatic access the latest upgrades and features.
- Please contact your Account Manager or Branch Manager, at any time, to schedule the migration of your PBLink account onto the PBTOne Customer Portal. While PBLink will remain in service after 2nd October 2023 we envisage that we will be advising all PBLink users that this legacy service will be closing down in early 2024.

If you use PBT Prepaid products:

- From 2nd October you will be redirected to the PBTOne Customer Portal to order PBT Prepaid products. This functionality is in the Job Booking tab under Ticket & Stationary Orders.

Your customers will still be able to track their shipments via the PBT public website Tracking tool using the Consignment Number you provide them with.

We look forward to delivering you an enhanced PBT eServices experience from 1st October.

Yours sincerely,
PBT