



STARBOARD HOLDINGS, LTD.

STARTRACK

Vendor Portal User Guide

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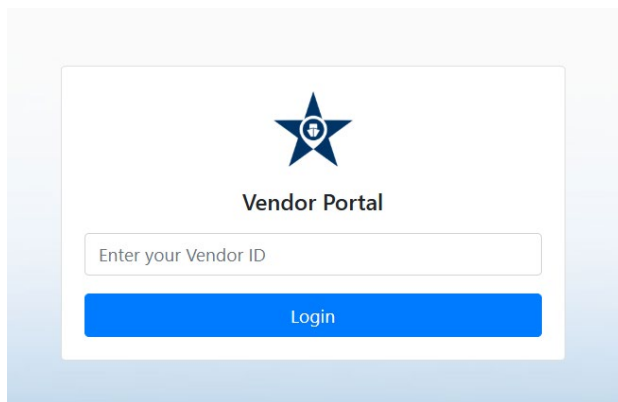
Routing a Group for Transportation

1. Accessing the Vendor Portal

1. Open **Google Chrome**.
2. Copy and paste the Vendor Portal link into the browser's address bar.
3. The login screen will appear.

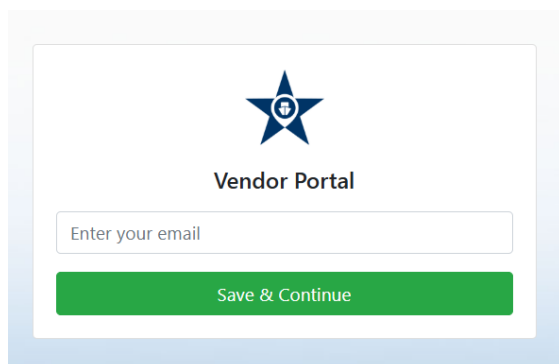
2. Logging In

1. Enter your **assigned Vendor Number**.
2. Click on **Login**.

A screenshot of the Vendor Portal login interface. At the top center is a blue star logo with a white 'V' inside. Below the logo, the text 'Vendor Portal' is displayed. Underneath is a white input field with the placeholder text 'Enter your Vendor ID'. At the bottom is a blue button with the text 'Login' in white.

3. Email Entry for Fulfillment Contact

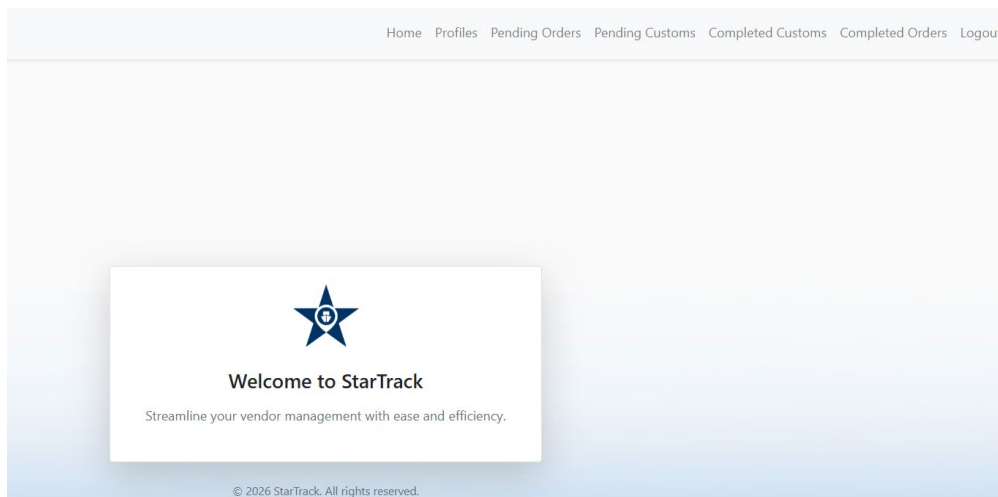
1. You will be prompted to enter the **email address** of the department or employee responsible for handling the boxes or pallets.
 - This may be a distribution center or an internal team.
 - More than one email can be added
2. Click on **Save & Continue**.

A screenshot of the Vendor Portal email entry interface. At the top center is a blue star logo with a white 'V' inside. Below the logo, the text 'Vendor Portal' is displayed. Underneath is a white input field with the placeholder text 'Enter your email'. At the bottom is a green button with the text 'Save & Continue' in white.

4. Vendor Portal Main Screen

You are now in the Vendor Portal. The top menu has four main options:

- **Home:** Returns to the main dashboard.
- **Profiles:** Allows you to save frequently used information that can be automatically applied during the routing of multiple PO groups.
- **Pending Orders:** Displays grouped purchase orders (POs) that are pending routing for the Transportation Department.
- **Pending Customs:** Displays grouped purchase orders (POs) that are pending to upload Customs documentation.
- **Completed Customs:** Displays POs where the required Customs documents have been uploaded, submitted through the platform, and reviewed and approved by the Customs Compliance Team.
- **Completed Orders:** Shows POs already routed by the vendor and reviewed by Starboard's Transportation Department.
- **Logout:** Ends your session.



5. Profile

1. Click on the **Profile** menu option.
2. Select **Add Profile**
3. Fill out all mandatory fields
4. Click **Save Profile**

My Vendor Profiles
Add Profile

Profile Name	Created At	Updated At	Actions
You do not have vendor profiles yet. Create a profile to save reusable contact and address information for future shipments.			

Create Vendor Profile

Profile Name *

Contact Details

Shipper

Pick up address

City

Country

State

Postal code

Contact name

Pick up email

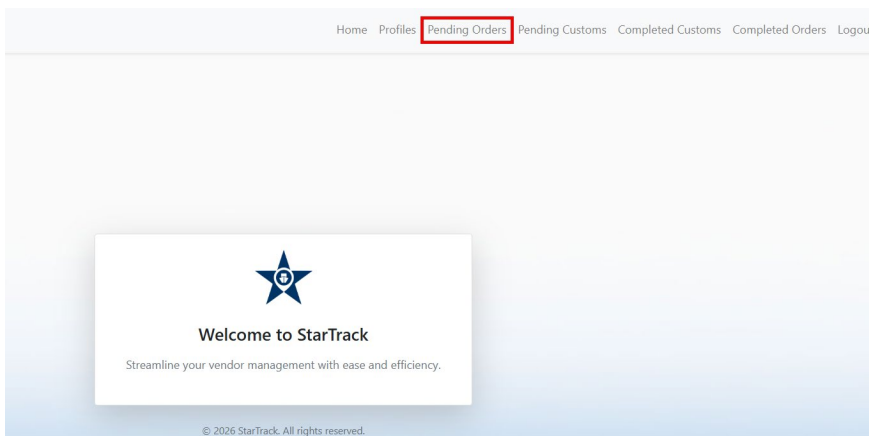
Phone 1

Phone 2 (optional)

Cancel Save Profile

6. Working with Pending Orders

1. Click on the **Pending Orders** menu option.
2. The portal will display all **grouped POs** that are ready to be routed.



PO Grouping Criteria

Purchase orders will be grouped together for routing if they share identical values for the following:

- A. Location
- B. PO Status
- C. Duty Free flag

- D. Start Date, Stop Date, and Expected Receipt Date
- E. Shipment Method
- F. Prepaid/Collect designation

3. Click on **Work with this group** next to the group you are ready to route.

Group 1: 1eb587b2ff261db0931e6a738efea58a6315acfe038fbad52a2706d7e5b29f9e

Location: DC

PO Status: Open

Start Ship Date: 2025-07-05

Stop Ship Date: 2025-07-08

Expected Receipt Date: 2025-07-16

Duty Free: Yes

Hazmat: Yes

PO Number
Vendor Name
Budget Category
Vendor Number
Contact
Address
Email
Locked/Unlocked
Actions

⚠ Note: Once POs are locked for routing, your Starboard Planning Coordinator will no longer be able to make changes. However, the vendor can unlock the group while routing is still in progress if the Planning Coordinator requests it. Once the routing is completed and submitted, the group will disappear from the **Pending Orders screen**.

You may select **Save and continue later** at any point to pause and resume the process later.

7. PO Group Locking Confirmation

1. A confirmation message will appear.
2. Click **Yes** to proceed. The PO group will be locked at this point.

📦 For Prepaid shipments marked as **Duty Free**, StarTrack will prompt you to enter the **Pick-Up ZIP Code**. If the Pick-Up ZIP Code is within the Miami area, additional transportation information must be provided. After the PO group is submitted, **Starboard's Transportation Department** will review the submission and coordinate the cargo pickup.

Confirm Action ✕

Are you sure you want to work with this group and lock it for editing?

Enter your Pick Up Zip Code

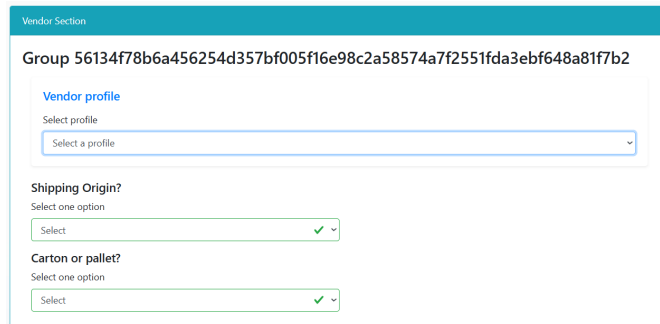
Yes
No

 **Avoid simultaneous access to the same PO group:** Once a group of POs is locked and the routing process has started, it becomes unavailable to other users. To prevent conflicting changes, vendors should establish an internal process to coordinate access. If another team member needs to continue the routing, the current user can save the entered information and unlock the group, allowing others to proceed.

8. Vendor Section

This section displays the fields that must be completed to route the shipment.

- Select the desired profile.
- Enter the Shipping Origin.
- Indicate whether the shipment is being routed as loose cartons or pallets.

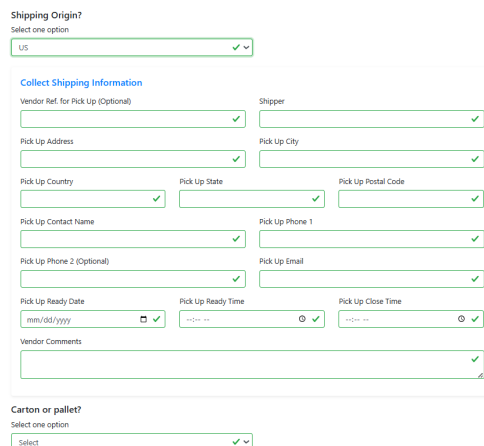


The screenshot shows the 'Vendor Section' form. At the top, it displays a long alphanumeric group ID: 'Group 56134f78b6a456254d357bf005f16e98c2a58574a7f2551fda3ebf648a81f7b2'. Below this, there are three main sections: 'Vendor profile' with a dropdown menu labeled 'Select a profile'; 'Shipping Origin?' with a dropdown menu labeled 'Select'; and 'Carton or pallet?' with a dropdown menu labeled 'Select'. Each dropdown menu has a green checkmark icon on the right side.

Note: After selecting the Carton or pallet, additional fields will appear.

9. Complete all required fields.

1. Information such as the Contact Name, Shipper, Address, Phone Number, and Email Address will be populated automatically based on the selected profile.
2. Please enter **N/A** to any mandatory field that does not apply to your routing.



The screenshot shows the 'Shipping Origin?' section with a dropdown menu labeled 'US' and a green checkmark. Below this is the 'Collect Shipping Information' section. It contains several fields: 'Vendor Ref. for Pick Up (Optional)' and 'Shipper' (both with green checkmarks); 'Pick Up Address' and 'Pick Up City' (both with green checkmarks); 'Pick Up Country' (with a green checkmark), 'Pick Up State' (with a green checkmark), and 'Pick Up Postal Code' (with a green checkmark); 'Pick Up Contact Name' (with a green checkmark), 'Pick Up Phone 1' (with a green checkmark), and 'Pick Up Phone 2 (Optional)' (with a green checkmark); 'Pick Up Ready Date' (with a green checkmark), 'Pick Up Ready Time' (with a green checkmark), and 'Pick Up Close Time' (with a green checkmark); and 'Vendor Comments' (with a green checkmark). At the bottom, there is a 'Carton or pallet?' section with a dropdown menu labeled 'Select' and a green checkmark.

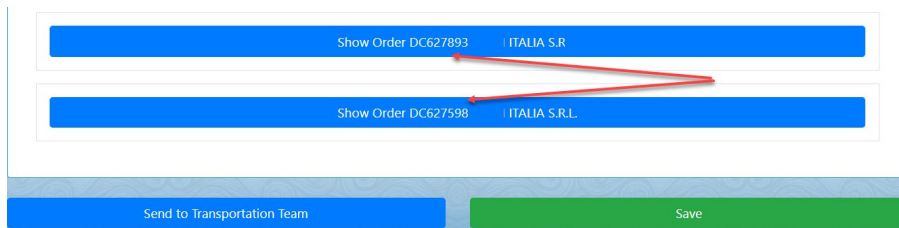
📌 These fields apply to **all POs within the group**, based on the grouping criteria listed on page 2.

📦 If the **Pick-Up ZIP Code** is outside the Miami area, carrier information must be provided. If the Purchase Order is marked as DAP or DAT, additional fields for the Port Agent and Port of Origin will also be displayed and must be completed.

Carrier Name	PRO/Waybill/BOL#
Port Agent	Port Of Origin
DC - Starboard Cruise Services	Search or select a port...

10. Entering PO-Level Details

1. Click on the **blue banner** for each PO to enter details at the PO level.
2. This must be done for **each PO** in the group.



⚠️ **Note:** The **Total Quantity** and **Total Purchase Amount (USD)** must match the original order. If discrepancies exist, the system will display an error message and advise you to contact your Planning Coordinator.

Total Quantity	Total Purchase Amount (USD)
98	
Total Quantity must match Navision value (756). Please contact your Planning Coordinator	Total must be >= 0.01

11. Uploading Required Documents

- Upload all **required documents** associated with each purchase order.
- The portal will not allow you to proceed until all necessary documents are uploaded.

PO: DC627893

Commercial_Invoice

Packing_List

Msdms

Other

12. Final Submission

- Once all fields and documents have been entered for the entire PO group, click on **Send to Transportation Team**.

Send to Transportation Team Submit when you have completed all group information.	Save Save your progress temporarily to continue later.
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- ✓ This completes the routing process on your end.
- ✉ An automatic notification will be sent to Starboard's Transportation Team for review.

13. Routing Rejections and Revisions

For Collect purchase orders. If the Transportation Team identifies an issue:

- The routing will be **rejected**.
- You will receive an **email notification**.
- To revise and resubmit:
 - Log in to the portal.
 - Go to **Pending Orders**.
 - Locate the PO group to make necessary corrections and resubmit.

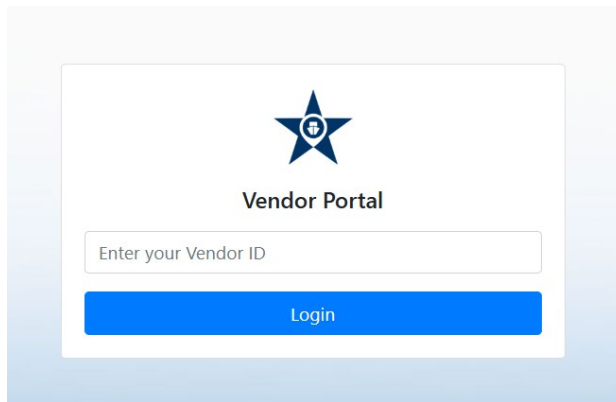
Submitting Customs Documents

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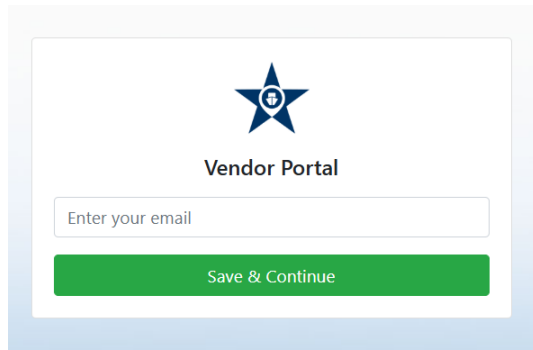
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 - More than one email can be added
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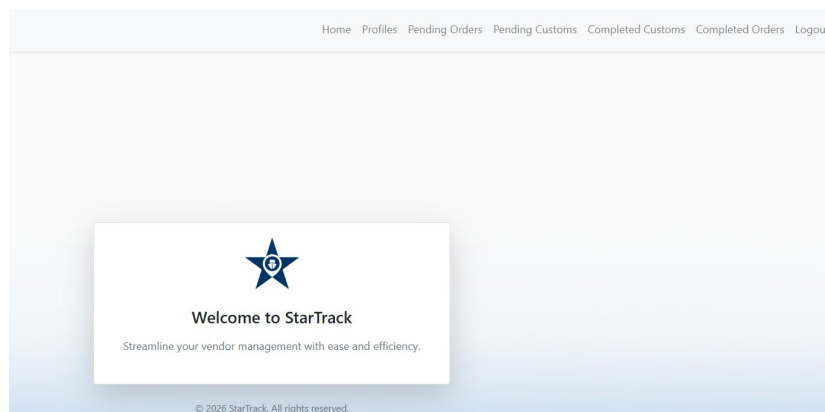


The image shows a login screen for the Vendor Portal. At the top center is a blue star logo with a white 'S' inside. Below the logo, the text 'Vendor Portal' is centered. Underneath is a text input field with the placeholder 'Enter your email'. At the bottom is a green button with the text 'Save & Continue'.

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4. Click **Save Profile**

My Vendor Profiles
Add Profile

Profile Name	Created At	Updated At	Actions
You do not have vendor profiles yet. Create a profile to save reusable contact and address information for future shipments.			

Create Vendor Profile

Profile Name *

Contact Details

Shipper

Pick up address

City

Country

State

Postal code

Contact name

Pick up email

Phone 1

Phone 2 (optional)

Cancel Save Profile

6. Working with Pending Customs

1. Click on the **Pending Customs** menu option.
2. The portal will display all **grouped POs** that are ready for Customs documentation to be uploaded.

Home Profiles Pending Orders Pending Customs Completed Customs Completed Orders Logout



Welcome to StarTrack

Streamline your vendor management with ease and efficiency.

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PO Grouping Criteria

Purchase orders will be grouped together for routing if they share identical values for the following:

- G. Location
- H. PO Status
- I. Duty Free flag
- J. Start Date, Stop Date, and Expected Receipt Date

- K. Shipment Method
- L. Prepaid/Collect designation

4. Click on **Upload Documents** next to the group you are ready to route.

Customs Group 3: febf3758-7eef-4ed4-ad0d-31c2a91fb341
 Original Transport Group: e49990ebb773615c2243c500dd167076114e83fbc675c8bbd5665227f815e145

Upload Documents

Location: DC
PO Status: In Progress Transp.
Customs Status: In Progress
Prepaid/Collect: COLLECT

Start Ship Date: 2026-06-23
Stop Ship Date: 2026-07-15
Expected Receipt Date: 2026-07-31

Shipment Method: FCA
Shipping Agent Service Code: OCEAN
Duty Free: Yes
Hazmat: No

PO Number	Vendor Name	Budget Category	Vendor Number	Contact	Address	Email
-----------	-------------	-----------------	---------------	---------	---------	-------

⚠ Note: Once POs are locked for routing, your Starboard Planning Coordinator will no longer be able to make changes. However, the vendor can unlock the group while routing is still in progress if the Planning Coordinator requests it. Once the routing is completed and submitted, the group will disappear from the **Pending Customs** screen.

You may select **Save Progress** at any point to pause and resume the process later.

7. Vendor Section

This section displays the purchase orders associated with the selected PO group for validation purposes. It also allows vendors to upload all required Customs documents for the selected PO group.

Vendor Section

Customs Group febf3758-7eef-4ed4-ad0d-31c2a91fb341
 Original Group: e49990ebb773615c2243c500dd167076114e83fbc675c8bbd5665227f815e145

Purchase Orders

1 POs

DC643790
Watches

Customs Documents

Choose Files

Submit Customs Documents

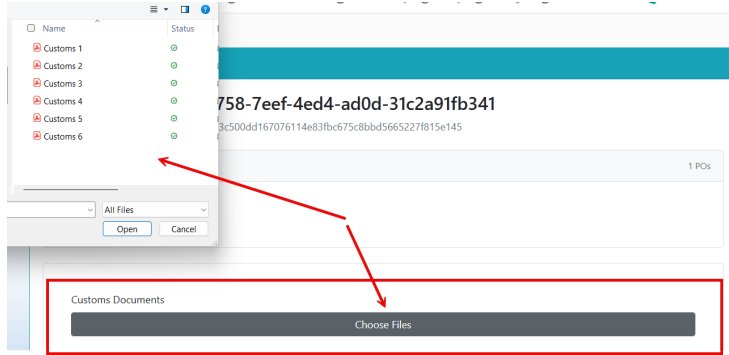
Save Progress

Submit when you have uploaded all required customs documents.

Save your progress temporarily to continue later.

8. Upload all required Customs documents for each purchase order.

Click on "Choose Files." Multiple documents can be uploaded at the same time. Additional documents can be added later without losing any previously uploaded documents by clicking on **Choose Files** again.



9. Final Submission

- Once all documents have been uploaded for the entire PO group, click on **Submit Customs Documents**.



- ✓ This completes the routing process on your end.
- ✉ An automatic notification will be sent to Starboard's Customs Team for review.

10. Routing Rejections and Revisions

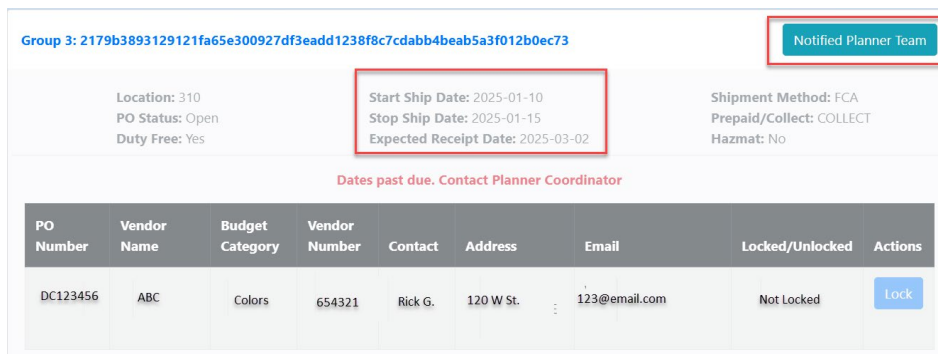
If the Customs Compliance Team identifies an issue:

- The routing will be **rejected**.
- You will receive an **email notification**.
- To revise and resubmit:
 - Log in to the portal.
 - Go to **Pending Customs**.
 - Locate the PO group, make the necessary corrections to the documents, and resubmit them.
 - If you need assistance from your Planning Coordinator, please contact them for support.

Frequent Questions and Answers

1. Q: The group I am routing has past due dates.

A: Click the "Notified Planning Team" button. This will generate an automated email to the Planning department associated with the relevant Budget Category, with you copied on the message. Once the dates are updated, refresh the page or log back into the portal to continue.



Group 3: 2179b3893129121fa65e300927df3eadd1238f8c7cdabb4beab5a3f012b0ec73

Location: 310
PO Status: Open
Duty Free: Yes

Start Ship Date: 2025-01-10
Stop Ship Date: 2025-01-15
Expected Receipt Date: 2025-03-02

Shipment Method: FCA
Prepaid/Collect: COLLECT
Hazmat: No

Dates past due. Contact Planner Coordinator

PO Number	Vendor Name	Budget Category	Vendor Number	Contact	Address	Email	Locked/Unlocked	Actions
DC123456	ABC	Colors	654321	Rick G.	120 W St.	123@email.com	Not Locked	Lock

2. Q: The Planning department needs to update quantities or the shipping window.

A: Save any changes already made in StarTrack, then unlock the group in the **Transportation** and **Customs** menus and log out. Both groups must be unlocked before the Planning Coordinator updates the ERP system. Remain logged out of StarTrack until you receive a notification to log back in.

3. Q: The Planning department needs to update quantities or the shipping window, that is already in the Customs or Transportation queue pending to be routed.

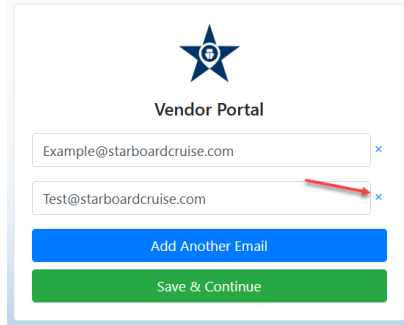
A: The Planning Coordinator must contact the department that is currently reviewing the routing, and request that the order be rejected. This will return the group to the vendor's queue. Once the group is back in the vendor's queue, it can be unlocked so the required updates can be made. The same steps outlined in question 2.

4. Q: A PO needs to be added to an existing group that is already in the Customs or Transportation queue pending to be routed.

A: The Planning Coordinator must contact the department that is currently reviewing the routing, and request that the order be rejected. This will return the group to the vendor's queue. Once the group is back in the vendor's queue, it can be unlocked so the required updates can be made. The same steps outlined in question 2.

5. Q: I added an extra email by mistake.

A: Click the "X" next to the email you want to remove. Then click **Save** to apply the change and continue.



6. **Q: I uploaded a document, but I don't see it. The field is still blank.**

A: First, click on the **Remove** button. Then click **Save**. After that, log out of the portal and log back in. Once you're logged in again, try uploading the document one more time.

7. **Q: How do I enter the Pickup Country and Pickup State?**

A: These fields accept only two-letter codes. Please enter the standard two-letter abbreviation for the country (e.g., *US* for United States) and the state (e.g., *FL* for Florida).

Pick Up Country	Pick Up State
US ✓	FL ✓