Vendor Port-Out Portal (VPOP)

1. Enable the Vendor Port-Out Portal in Your PortControl Account

Sign up at: https://www.porting.com/portcontrol-with-vpop/

Our admin team will update your Trading Partner Profile (TPP) in PortControl. We will also send you a confirmation email letting you know that your profile has been updated and you're ready to start requiring vendors to use the portal for their port-out requests.

2. Send New Port-Out Requirements to Your Vendors

To have carriers use the Vendor Port-Out Portal, you will need to send your vendors new requirements for submitting port-out requests.

Example email:

Hello,
We recently changed our port-out process and now require all port-out requests to be submitted through our Vendor Port-Out Portal.

If you have not registered in the portal yet, you will need to sign up for a free PortControl account to begin.

Sign up here: https://app.porting.com/#/Signup
Vendor knowledge base: https://atlc.zendesk.com/hc/en-us/sections/4407860671635-VPOP-Vendor-Portout-Portal

New registrations typically take one business day to activate before you can start submitting port-out requests in the portal. Please be sure to register as soon as possible to avoid any interruption in our process.

If you have any questions about our new process, please let us know.

Sincerely,

Your Company Name

3. Update Internal Documents and Public-facing Messages

Please update any internal and external documents with your new port-out requirements. If you have your trading partner details displayed on your website, you can use the written example below to update your port-out requirements. In addition, if you continue to receive port-out requests via email, you can set up an autoreply in your porting email inbox using the example text below.

Example website update:

For CSR/LSR Port Out Requests:
All port-out requests must be submitted through our Vendor Port-out Portal:
https://app.porting.com/#/Signup

Requests submitted outside of this standard method may incur significant delays in process or may not be processed at all.

Port-Out Requirements (Example of required fields below)

User Name
Account Number
Account Pin
List of Numbers

Example email autoreply:

Hello,

Thank you for submitting your port-out request.

We have changed our port-out process and now require all port-out requests to be submitted through our Vendor Port-Out Portal.

Sign up here: https://app.porting.com/#/Signup
Vendor knowledge base: https://atlc.zendesk.com/hc/en-us/sections/4407860671635-VPOP-Vendor-Portout-Portal

Carriers that have not yet registered will need to click the link above and sign up in the portal. New registrations typically take one business day to activate before you can begin submitting port-out requests.

Requests submitted outside of this new standardize method may incur significant delays in process or may not be processed at all.

For additional port-out requirements, please visit: {Insert a link to your trading partner details web page}

Sincerely,

Your Company Name

4. Start Viewing/Managing Port-Outs in PortControl

These orders will show in the PortControl order dashboard. You can also create notifications to be notified of the new Port-Out requests.