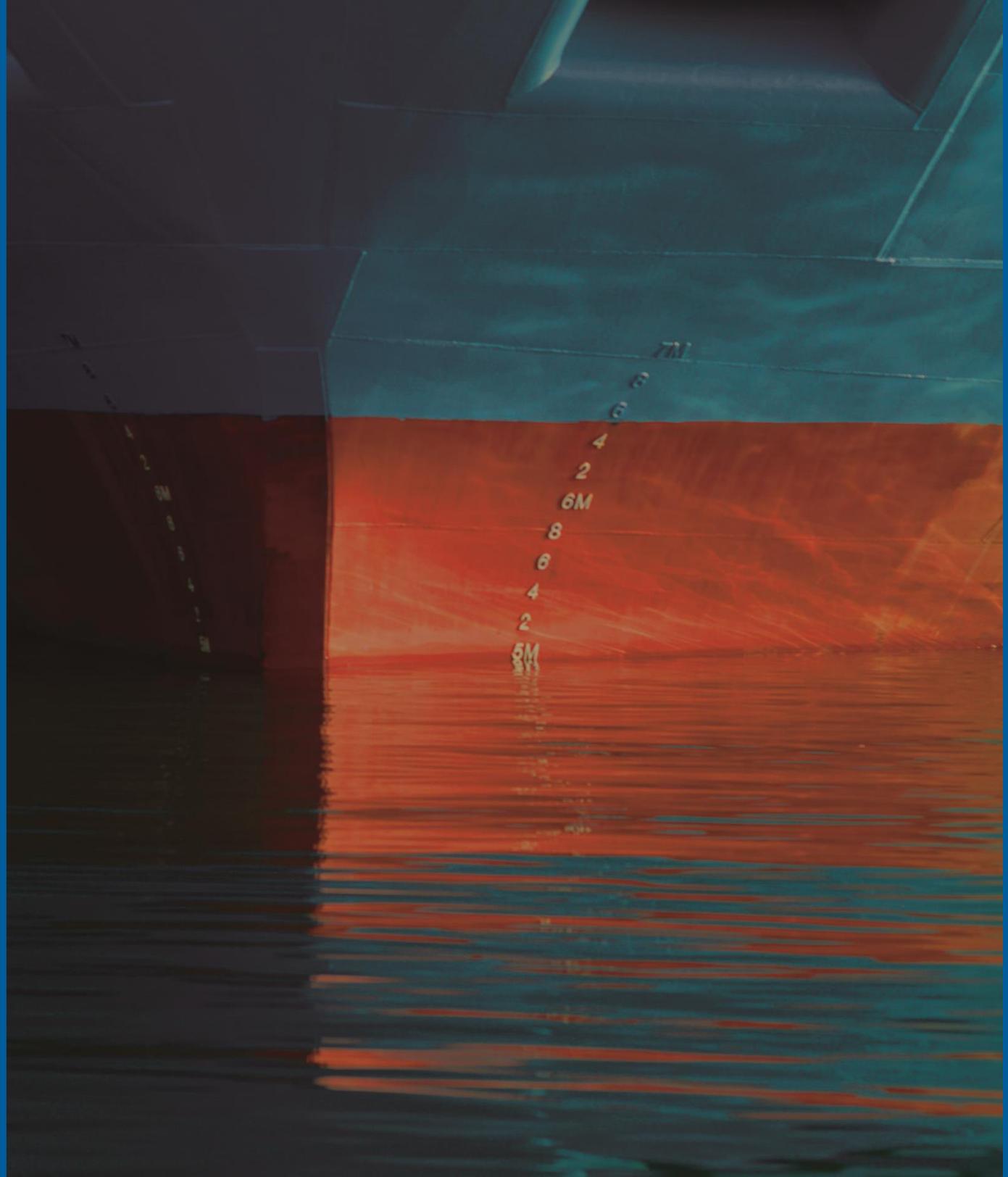


# Genoa User Guide

## Shipment Clientside

4.2.4



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# Accessing the Shipment Screen

You can access a saved shipment several ways.

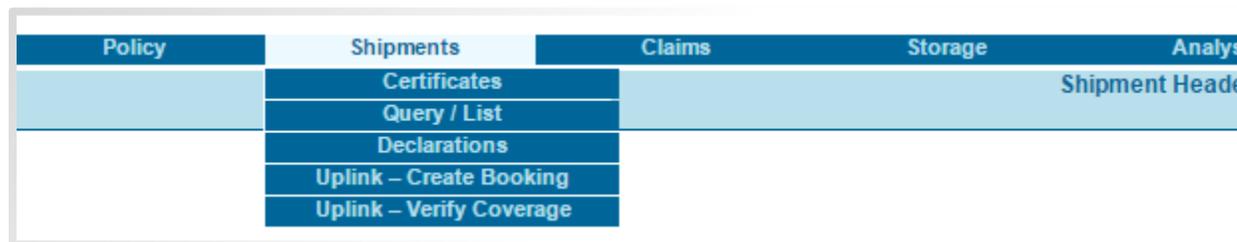
## Searching for an Existing Shipment

### Before Getting Started

- You are logged into the system
- You are assigned the View Shipment security right

### Steps

1. Hover your mouse over **Shipment** in the main menu at the top of the screen; click **Query/List**. The system displays the **Shipment Search** screen.



2. Optionally, enter search criteria to narrow your search.
  - To search for a specific shipment enter its Certificate Number
  - To search for Incomplete shipments or Templates use the Type of Shipment field
  - To search for a shipment of a particular status, check one or more of the relevant Status checkboxes

Shipment Search

▼ Search Criteria

Certificate Number <span style="font-size: 0.8em;">?</span>	<input style="width: 95%;" type="text"/>
Reference Number	<input style="width: 95%;" type="text"/>
Type Of Shipment	<input checked="" type="radio"/> Booked <input type="radio"/> Incomplete <input type="radio"/> Template <input type="radio"/> Quote
Status	<input checked="" type="checkbox"/> Booked <input type="checkbox"/> Referred <input type="checkbox"/> Cancelled <input type="checkbox"/> Request Pending <input type="checkbox"/> Payment Pending <input type="checkbox"/> Referral Rejected <input type="checkbox"/> Sanction Referred <input type="checkbox"/> Sanction Confirmed <input type="checkbox"/> Sanction Rejected
Created By Me	<input type="checkbox"/>
Policy	<div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>-- Please Select Or Enter --</span> <span>▼</span> </div>
Primary Assured	<input style="width: 95%;" type="text"/>
Named Assured	<input style="width: 95%;" type="text"/>
Search Vessel By <span style="font-size: 0.8em;">?</span>	<input checked="" type="radio"/> Name <input type="radio"/> Carrier <input type="radio"/> IMO Number
Vessel <span style="font-size: 0.8em;">?</span>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>-- Please Select Or Enter --</span> <span>▼</span> </div>
Date of Departure	<div style="display: flex; align-items: center; gap: 10px;"> <input style="width: 150px;" type="text" value="M/d/yyyy"/> <input type="text" value="to"/> <input style="width: 150px;" type="text" value="M/d/yyyy"/> </div>
Date Created *	<div style="display: flex; align-items: center; gap: 10px;"> <input style="width: 150px;" type="text" value="1/6/2017"/> <input type="text" value="to"/> <input style="width: 150px;" type="text" value="7/6/2017"/> </div> <div style="font-size: 0.8em; margin-top: 2px;"> <span>Friday, January 06, 2017</span>                      <span>Thursday, July 06, 2017</span> </div>
	<a href="#" style="font-size: 0.8em; color: #0070c0; text-decoration: none;">Access Shipment Reports and Data Output Templates</a>

3. Click [**Search**]. The system refreshes to display the matching shipment results at the top of the page.



**Note:** If only one result is found, the system automatically displays the **Shipment** screen loaded with that shipment's details.

4. In the Shipment column, click the certificate number hyperlink for the shipment you wish to access.

Shipment Search									
<input type="checkbox"/>	Certificate Number	Reference Number	Policy Name	Policy Number	Status	Date of Departure	Date Created	Primary Assured	Named Assured
<input type="checkbox"/>	<a href="#">3523559000003</a>		<a href="#">Shipping Demo Policy</a>	SH1234567	Booked	15-Jan-2017	25-Jan-2017	<a href="#">ABC Cargo Inc.</a>	<a href="#">ABC Cargo Inc.</a>
<input type="checkbox"/>	<a href="#">3523559000002</a>		<a href="#">Shipping Demo Policy</a>	SH1234567	Booked	24-Jan-2017	25-Jan-2017	<a href="#">ABC Cargo Inc.</a>	<a href="#">ABC Cargo Inc.</a>
<input type="checkbox"/>	<a href="#">3523559000001</a>		<a href="#">Shipping Demo Policy</a>	SH1234567	Booked	25-Jan-2017	25-Jan-2017	<a href="#">ABC Cargo Inc.</a>	<a href="#">ABC Cargo Inc.</a>

Loaded 3 of 3

## Result

The system opens the **Shipment** screen displaying the saved values of the selected shipment

# Accessing a Shipment via the Status Screen

## Before Getting Started

- You are logged into the system
- You are assigned the View Shipment security right

## Steps

1. Hover your mouse over **Policy** in the main menu at the top of the screen
2. Click on a policy from the list of available policies. The system displays the **Status** screen with your queue of transactions to review or process depending on your security rights. “Outstanding Referrals, Quotes, Change & Cancellation Requests and Payment Pending Shipments”
3. Click the hyperlink in the Shipment/Reference column for the shipment you wish to view or manage.

## Result

The system opens the **Shipment** screen displaying the saved values of the selected shipment.

# Creating a Shipment Certificate

## Creating a New Shipment

### Why would I create a new shipment?

- In order to [book the shipment](#) so you can [generate a certificate of insurance](#)
- To [request a quote](#)
- To [create a shipment template](#) that can be reused when booking similar shipments in the future

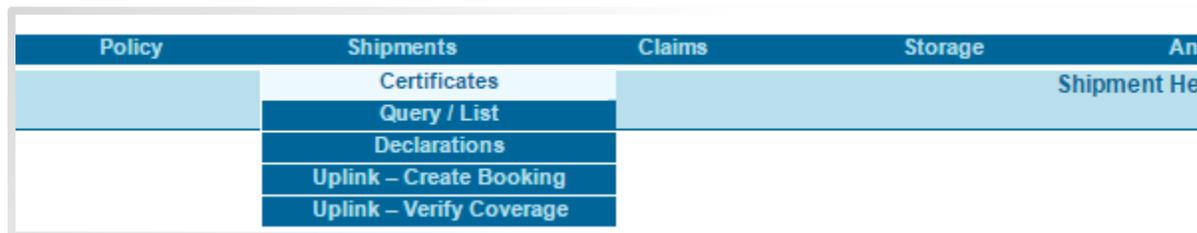
### Before Getting Started

- You belong to a company that has access to at least one policy
- You are assigned the Create Shipment security right

### Steps

Navigate to **Shipments** in the main menu.

Using the dropdown, select **Certificates** by left-clicking it with your mouse. The system displays the **Shipment** screen



Policy	Shipments	Claims	Storage	And
	Certificates			Shipment He
	Query / List			
	Declarations			
	Uplink – Create Booking			
	Uplink – Verify Coverage			

Complete, at minimum, the required fields. Required fields are indicated by \* following the field label. Some fields become mandatory, conditional to the other shipment fields you complete so they are not marked with a red asterisk. If you skip a conditionally mandatory field, the system will notify you if it is required when it validates all of the data you provided.

Below are the details for specific shipment fields that may require immediate clarification.

**Date Of Departure:** Type or use the calendar lookup to select the date on which the insured shipment is scheduled to depart. The system will use this date to determine which policy record the shipment data is validated against.

**Primary Assured:** If there is only one option available it is automatically selected for you. If you have access to multiple options, choose the appropriate value by clicking the arrow to open the dropdown.

You may have multiple options when:

- A third party, such as a freight forwarder or broker, is insuring shipments on behalf of the insurance policy's actual assured.
- You are insuring a shipment on behalf of a primary assured within your administrative scope. This would be any company in the system for which you have the right to issue insurance.
- Depending on the primary assured you select, the bill to party options may change.



The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled "Primary Assured \*" and the second is labeled "Bill To Party \*". Both dropdowns are currently closed, showing a downward-pointing arrow on the right side of the input field.

**Bill to Party:** If there is only one option available it is automatically selected for you. The list of available values for this field is filtered by the Primary Assured you select above.



**Important:** The shipment's Primary Assured and Bill to Party do not usually appear on the shipment's certificate of insurance.

**Reference Number:** Optional field. Populate with an internal tracking number or other identifying information. The reference number may be used to search for shipments once they have been saved. When creating a shipment template this field is required.

**Named Assured:** The certificate of insurance is issued in favor of this company. The Named Assured is:

- The company's name that appears on the certificate of insurance
- The beneficiary of the insurance coverage, who is granted the right to make a claim against the shipment in case of loss or damage

Select Named Assured \*    -- Please Select --

To create a new Named Assured to use on your shipment, refer to Managing Named Assureds.

### Defining the Insured Value

This section is used to declare the sum for which the cargo is to be insured. The two most common ways to express the shipment's insured value are:

- Straight insured value declaration
- Insured Value with CIF Markup and the option to declare Freight & Other Expenses and Duty values.

**Insured Value:** If the policy is configured with a single field to capture the insured value, enter the total amount insured for the shipment.



The screenshot shows a form with two fields. The first field is labeled 'Insured Value Currency \*' and has a dropdown menu with 'U.S. Dollars' selected. The second field is labeled 'Insured Value \*' and is currently empty.

If the policy has been configured to support **CIF Markup**, enter the actual value of the goods in the **Invoice Amount** field and the system automatically calculates the **Total Sum Insured** based on the invoice and markup amounts. As required, you can also specify the values for **duty insured** and/or **freight and other expenses**.

Note: The markup applies to Freight and Other Expenses but not to the Duty value.

**Commodity:** Select the option that best describes the goods you are shipping. The system uses this value to help determine the rate it applies when it verifies coverage for the shipment. Further towards the bottom of the form you will have the opportunity to enter a detailed description of the goods, in the Full Description of Cargo field.

**Packing/Shipment Method:** Select the packing/shipment method used for the shipment. If only one packing/shipment method is available, it is displayed automatically. The menu provides options only if the insurance coverage, premium charged or other conditions or exclusions vary based on the packing/shipment methods available for the selected commodity.

**Coverage Option:** The insurance policy may provide a choice of insuring terms or coverage options for the selected commodity. The insuring conditions vary according to coverage option, and in some cases the premium charged also varies. Select the coverage option to be associated to the selected commodity. If only one coverage option is available, it is selected automatically. The menu provides options only if the insurance coverage, premium charged or other conditions or exclusions vary based on the coverage options for the selected commodity.

**Conveyance:** Select the conveyance from the available options as defined in the policy. This reflects the primary means of transport for the voyage.

**Select Vessel from List:** This option is selected by default if the policy has been configured with:

- A predefined list of vessels, and
- A setting that forces you to select a vessel from the pre-defined list of vessels

**Cannot Locate Vessel:** If you are required to select the Vessel from a predefined list, but you are unable to find the vessel you need, select 'Cannot Locate Vessel' so you can free-type the desired vessel name in the Vessel field. This checkbox only appears if the policy requires you to pick a vessel from a third-party vessel list.

When you verify coverage for the shipment, if you have selected 'Cannot Locate Vessel', the system triggers a referral if the policy is configured to force the user to select from a predefined list; the system sends the shipment to an insurance representative for review due to the policy's settings and the fact that the system cannot validate the vessel you manually entered the way it would if you picked a vessel from a list.

**Vessel:** Depending on the Conveyance you select, the Vessel field may become available. You can select a vessel from a pre-defined list, or type the vessel name yourself depending on the policy's configuration. Type in at least one character to begin searching for results. The Vessel lookup returns matching results as you enter characters. You can search for a vessel by the vessel's "Name", the "Carrier", or "IMO Number". The system compares the characters you enter to the start of the chosen search criterion. By default, up to one hundred matching vessels will be returned. If you are unable to find the vessel you are looking for scroll down or click on the down arrow at the bottom of the results to load additional vessels.



**Tip:** If you try to select a vessel from the list but cannot find the desired vessel, try reducing the number of letters you enter in the Vessel field to broaden the possible matches in case there is a typo, an extra space, or different spellings of the vessel name.

To find an exact match try searching by typing in the vessel's IMO Number if you know it. Select the IMO Number radio option and then type in the Imo number in the Vessel field.

Search Vessel By ?

Name  Carrier  IMO Number

Vessel ? -- Please Select Or Enter --

Carrier

Voyage Number

**Carrier:** Type in a value for the Carrier.

If the Vessel field appears and a third-party list of vessels is configured, and you select a vessel from the pre-defined list, the carrier is automatically populated based on the selected vessel. However, if the carrier name linked to the chosen vessel is different than expected you can delete the auto-populated carrier name and type the desired value.

If the system forces you to select a vessel from a list and you cannot find the carrier when searching for a vessel by 'Carrier':

- Select the 'Cannot Locate Vessel' checkbox to bypass the forced lookup and generate a referral to the insurance representative

**Voyage Number:** Optionally enter a voyage number, flight number, or a transit reference number, if necessary.

**With Transshipment:** Check this box if the shipment involves more than one connecting conveyance. This checkbox only appears if the policy calls for an additional premium to be levied on transshipments.

**Route information:** Enter the locations for the cargo origin and destination, as well as the ports or airports where the cargo was loaded and unloaded from the chosen transport.

**Origin Country:** Select the country where the insurance coverage starts. The drop-down lists all active countries in the world, including aliases.

**State/Province:** Some countries may require the selection of a state, province or other sub-division if the policy is set up to exclude certain parts of the country from being insured.

**City/Place:** Enter the place or city where the insurance takes effect.

**Loading Country:** Select the country where the cargo is loaded onto the chosen transport. The drop-down lists all active countries including aliases.

**Loading Facility:** Depending on the selected conveyance, a port or airport may need to be selected from the lookup . A free-text entry may be made when the lookup is not required (per the policy's configuration).

**Text to Appear on Certificate:** The system automatically populates these fields with the values you specify for the route details (origin and destination respectively). This calculated value appears on the Certificate of Insurance. However, if you are granted the Change Certificate Text security right, you can edit the contents of this field to change what is printed on the certificate.

For example, if you cannot find the desired port in the system but the policy is configured so you are forced to use the lookup to select a value from the predefined list, you can overwrite any selected value in the Text to Appear on Certificate so the route details are displayed accurately on the certificate of insurance.

**No Risk Prior to Loading:** Check this box if the coverage is to begin only when the cargo is loaded onto the specified conveyance. This information will appear in the printed certificate.

Destination Information Specifies the location where the insurance coverage ends.

**Destination Country:** Select the country where the insurance coverage ends. The drop-down lists all active countries in the world, including aliases.

**State/Province:** Some countries may require the selection of a state, province or other sub-division if the policy is set up to exclude certain parts of the country from being insured.

**City/Place:** Enter the place or city where the insurance coverage ends.

Discharge Information Specifies the location where the cargo is unloaded from the chosen transport.

**Discharge Country:** Select the country where the cargo is unloaded from the chosen transport. The drop-down lists all active countries including aliases.

**Discharge Facility:** Depending on the selected conveyance, a port or airport may need to be selected from the lookup. A free-text entry may be made when use of the lookup is not required.

**Text to Appear on Certificate:** The system automatically populates these fields with the values you specify for the route details (origin and destination respectively). This calculated value appears on the Certificate of Insurance. However, if you are granted the Change Certificate Text security right, you can edit the contents of this field to change what is printed on the certificate.

For example, if you cannot find the desired port in the system but the policy is configured so you are forced to use the lookup to select a value from the predefined list, you can overwrite any selected value in the Text to Appear on Certificate so the route details are displayed accurately on the certificate of insurance.

**No Risk After Discharge:** Check this box if the coverage is to cease at the time the cargo is unloaded

**Claim Settling Agent:** Select a claim settling agent for the shipment from a list of pre-approved agents. The list is populated based on the countries referenced by the shipment's voyage. If you have not selected all four countries (Origin, Loading, Destination and Discharge) the Claim Settling Agent list will be empty.

**Full Description of Cargo:** Provide a complete description of the cargo, including amounts.

**Marks and Numbers:** Enter specifics of the cargo being shipped for example (1 X 40 ft container containing 25 pallets of new goods, Serial Numbers, seal).

**Letter of Credit Conditions:** Enter any special terminology, required by a letter of credit. The terms and conditions entered in this section must not be broader than those offered by the policy.

**Common Extended Data Fields: Loss Payee, Place of Issue, Date of Issue**

The following custom fields may appear. Complete them if required to support Letter of Credit conditions:

- Loss Payee
- Place of Issue
- Date of Issue

Click [**Verify Coverage**] once you have provided all of the required details. The system compares the shipment details you provided to the policy rules.

## Result

- The shipment is insurable
  - The system displays the insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated
  - The system locks the shipment details displaying all values as read-only

- You can then either [book the shipment](#) or [edit the shipment](#) if you have to change any details before booking it or [save an incomplete shipment](#) if you are not ready to book it immediately

Or

- The shipment generates a referral
  - The system displays one or more referral reasons
  - The system locks the shipment details displaying all values as read-only
  - You can then either [submit the referral](#) for review or [edit the shipment](#) if you can change any shipment details and verify coverage again or [save an incomplete shipment](#) if you are not ready to submit the referral immediately or [print a draft certificate](#) to review the shipment details with the appropriate parties offline.

## Managing Named Assureds

---

### Creating a New Named Assured

#### Why would I create a new named assured?

- When the necessary named assured does not appear in the shipment's list of available named assureds (does not exist in the system yet or you do not have access to it.)
- To create a named assured you need for the current shipment but does not need to be available every time you are creating a new shipment

#### Before Getting Started

- You are [creating a new shipment](#) or [modifying a saved shipment](#) (i.e. You have already accessed the Shipment screen)
- You are assigned the Manage Additional Named Assured security right

## Steps

1. Above the Named Assured Name field, select the **Create New** option. The system displays additional fields where you specify the named assured's details.
2. Enter in the named assured's required details such as Named Assured Name and Country along with any other relevant contact details.
3. Continue [creating a new shipment](#) or [modifying an existing shipment](#).

## Result

The new named assured is created for the shipment.



**Important:** The new named assured is only created for the current shipment and gets saved when you book the shipment.

## Saving a New Named Assured

### Why would I save a new named assured?

To make the new named assured available for reuse on future shipments

### Before Getting Started

- You are [creating a new shipment](#) or [modifying a saved shipment](#) (i.e. You have already accessed the Shipment screen)
- You are assigned the Manage Additional Named Assured security right

### Steps

1. Check the **Save Company (to use on future shipments)** checkbox. The system displays an additional checkbox.
2. Check **Allow all policy users to select the Named Assured** checkbox if you want to make the named assured available to other users creating shipments for this policy **using the same Primary Assured you selected.**
3. Continue [creating a new shipment](#) or [modifying an existing shipment](#).

### Result

- The new named assured will be added to the list of possible named assureds you can select from when creating new shipments
- Optionally, the new named assured will be available to other users creating shipments for the same policy, depending on your selection

## Modifying a Named Assured via the Shipment Form

Why would I modify a named assured from the shipment screen?

To update or correct a named assured's details from the shipment form directly.



**Important:** Any changes you make to the Named Assured company from the Shipment Form will apply to the company going forward.

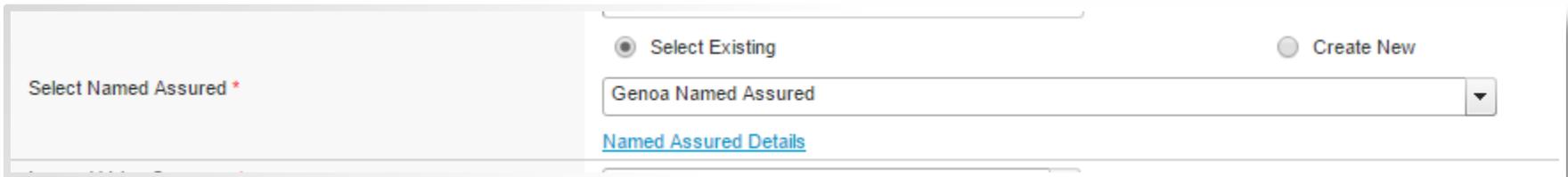
### Before Getting Started

- You are [creating a new shipment](#) or [modifying a saved shipment](#) (i.e. You have already accessed the Shipment screen)
- You are assigned the Manage Additional Named Assured security right

## Modifying the Shipment's Named Assured's Details

### Steps

1. Click the **Named Assured Details** hyperlink appearing just under the 'Select Named Assured' field. You must have already selected a named assured for the shipment and have the appropriate security right in order to see this link.



Select Named Assured \*

Select Existing  Create New

Genoa Named Assured

[Named Assured Details](#)

- 2.
3. Modify the named assured's details as required.
4. Click [**Save**].

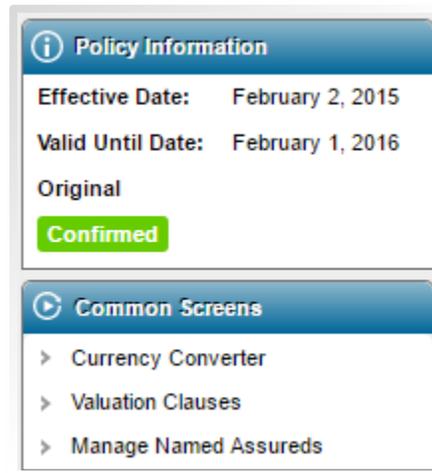
### Result

The system saves your changes.

## Modifying the Details for any Named Assured via the Shipment Form

### Steps

1. Click the **Manage Named Assureds** link in the Common Screens widget on the right side of the screen to modify a Named Assured not selected on the enabled shipment.



2. Click View Details for the Named Assured you wish to modify.
3. Modify the details as required.
4. Click [**Save**] to update the named assured and remain on the page, [**Save and New**] if you wish to add a new named assured without returning to the **Named Assured** list, [**Save and Close**] if you are done updating the named assureds or [**Close**] to return to the **Named Assured** list without saving the changes.

### Result

The system saves your changes.

# Creating an Incomplete Shipment

## Why would I create an incomplete shipment?

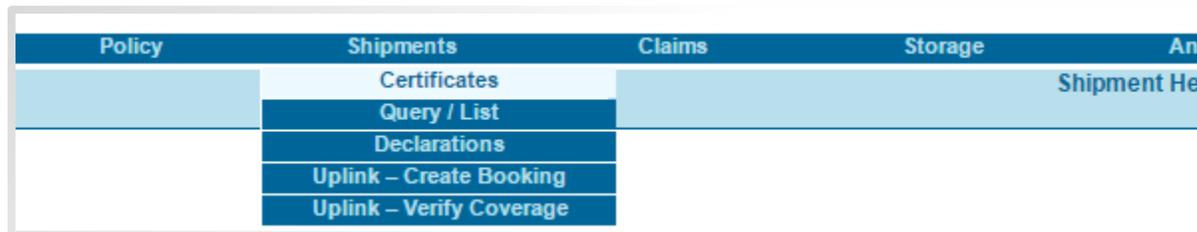
- You are missing some of the required shipment details and need to come back later to complete it
- Your work is interrupted by an important meeting or phone call and you must finish the booking later

## Before Getting Started

- You belong to a company that has access to at least one policy
- You are assigned the Create Shipment security right
- The policy status is 'Confirmed'

## Steps

1. Navigate to **Shipments** in the main menu.
2. Using the dropdown, select **Certificates** by left-clicking it with your mouse. The system displays the **Shipment** screen



3. Select a Primary Assured.
4. Optionally, complete any shipment fields you wish to fill in.
5. Click [**Save**].

## Result

- The system saves the shipment as 'Incomplete'
- You can [search for the incomplete shipment](#) to complete the details and generate a certificate for thirty days. Daily, the system automatically deletes incomplete shipments that have not been modified for 30 days.

# Copying a Shipment

After one shipment is created and saved, it can then be copied. You can modify each copy as necessary and then book it.

## Why would I copy a shipment?

- If a shipment needs to be duplicated, but will not be needed again, then you should use the copy feature
- It is a quick way to create a new shipment

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of Confirmed
- You are assigned the Create Shipment security right
- You belong to a company that has access to at least one shipment



**Note:** You can copy from any existing shipment, regardless of the shipment's status.

## Steps

1. [Search for an existing shipment.](#)
2. In the **Common Shipment Actions** widget on the left side of the screen, Click the **Copy Shipment** hyperlink to create a new shipment based on the selected one.

## Result

- The system displays a new shipment populated with all of the data from the shipment you are copying (except for the Date of Departure).
- The shipment fields are editable, for you to modify as required
- You can verify coverage to proceed with [booking the new shipment](#)



**Important:** When copying a shipment the system does not copy:

- The Date of Departure
- The coverage information generated post-verify coverage, (e.g. premiums, additional charges, conditions)
- Shipment documents

# Creating a Shipment from a Shipment Template

## Why would I create a shipment from a shipment template?

- The new shipment is very similar to a template that exists with all required shipment details pre-populated
- To save time when entering in a new shipment

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right
- You belong to a company that has access to at least one shipment template

## Steps

1. Navigate to **Shipments** in the main menu.
2. Using the dropdown, select **Query/List** by left-clicking it with your mouse. The system displays the **Shipment Search** screen.
3. In the Shipment Search criteria panel, for the Type of Shipment field, check the **Template** option.
4. Optionally check 'Created by Me' if you wish to search for only the templates you created.
5. Click [**Search**]. The system returns the **Shipment Search Results**.
6. Click the **Shipment** hyperlink for the shipment template you wish to use. The system displays the **Shipment** screen, populated with the template's data.
7. Click [**Copy Template**] to create a new shipment based on the selected template. The system displays a new shipment with the template data populated- except for the new shipment's Date of Departure field.
8. Specify the Date of Departure.
9. Modify any other shipment values if required.

10. Click [**Verify Coverage**]. The system compares the shipment details entered to the related policy.

## Result

- The shipment is insurable
- The system displays the insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated
- The system locks the shipment details displaying all values as read-only.
- You can then either:
  - [Book the shipment](#),
  - [Print a draft certificate](#), or
  - [Edit the shipment](#) if you wish to modify any details before booking it.

Or

- The shipment generates a referral
- The system displays one or more referral reasons.
- The system locks the shipment details displaying all values as read-only.
- You can then either:
  - [Submit the referral](#) so it can be reviewed and approved by an insurance representative, or
  - [Edit the shipment](#) if you wish to modify any shipment details and verify coverage again

## Copy Shipment vs. Shipment Template vs. Save Incomplete Shipment

There are many circumstances where it is necessary to create multiple shipments with similar information. For example, it may be a regular shipment that occurs once a month, or a large consignment that is divided into several shipments. To avoid having to enter the same shipment details multiple times, new shipments may be booked as copies of one shipment or from a template.

If a shipment needs to be duplicated, but will not be needed again, then copying may be the more efficient solution. One complete shipment is created and booked, then copied. You can modify each copy as necessary and then book the new shipment.

A template is created once, and then saved in the system. It can then be used to create each shipment. This is intended to be kept and reused, so it is very suitable for recurring shipments.

Save an incomplete shipment when you are creating a shipment but you are missing some information or do not have time to complete the booking. Saving an incomplete shipment allows you to save your work in progress. Incomplete shipments do not require any required data be completed except for the shipment's Primary Assured.

# Booking a Shipment

## Why would I book a shipment?

- To book insurance coverage for the shipment's cargo
- To generate a certificate of insurance
- To record your policy's shipment activities

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right

## Steps

1. You [create a new shipment](#) or [create a shipment from a template](#). The shipment is insurable.
2. Click [Confirm Booking].

## Result

- The system saves the shipment and sets its status to 'Booked'
- The system generates a certificate number
- You can now [print a certificate](#)

# Submitting a Referral

If the shipment details do not meet the coverage specified in the policy or the shipment violated the sanction scanning configuration, the system generates a referral and provides you with the reasons for the referral.



**Important:** The steps below apply whether the shipment triggered a policy referral, a sanction referral or both types of referrals.

## Why would I submit a referral?

To save the shipment, and request that an insurance representative reviews and approves it.

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right

## Steps

1. You [create a new shipment](#) or [create a shipment from a template](#). The shipment triggers a referral.
2. If the referral is due to an error in the shipment information, [edit the shipment](#) to correct the error, verify coverage and book the shipment [D2HLink\\_26799](#).

If the shipment information is accurate, click [**Submit Referral**] to send the shipment to the insurance company for review.

## Result

- The system saves the shipment and sets its status to 'Referred', 'Sanction Referred' or 'Sanction Referred + Referred'
- The system generates a certificate number
- The system sends an email to the appropriate parties per the policy's related notification list, to notify them a referral has been submitted



**Important:** If the shipment status is 'Referred', you cannot print a certificate or modify any shipment details the shipment until the referral has been approved.

# Editing a New Shipment

After you verify coverage for a new shipment, the system automatically locks the shipment details since the generated premiums, terms and conditions are based on the specific details you entered in the Shipment form. Modifying the shipment details after you verify coverage can change the resulting premiums, taxes, fees and conditions as well as the shipment's insurability.

## Why would I edit a new shipment?

- After verifying coverage for the shipment you realize one or more of the shipment values you specified is incorrect
- You want to compare the cost of insurance across different coverage types

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right
- You click [**Verify Coverage**] when [creating a new shipment](#) or [creating a new shipment from a template](#)

## Steps

1. Click [**Edit Shipment**]. The system unlocks the **Shipment** screen and displays the Shipment Details for you to edit.
2. Edit one or more of the values as required.
3. Click [**Verify Coverage**]. The system compares the latest shipment details to the related policy.

## Result

- The shipment details are modified (without saving the shipment)
- The shipment is insurable
  - The system displays the insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated.

- The system locks the shipment details displaying all values as read-only.
- You can then either [book the shipment](#) or edit the shipment again if you have to modify any additional details before booking it.

Or

- The shipment generates a referral
  - The system displays one or more referral reasons.
  - The system locks the shipment details displaying all values as read-only.
- You can then either [submit the referral](#) so it can be reviewed and approved by an insurance representative or edit the shipment if you can modify any shipment details and verify coverage again.

# Printing Certificates

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Print certificates from the system as proof of insurance for each shipment you book.

## Printing a Draft Certificate

### Why would I print a draft certificate?

- To verify the certificate's format and content is accurate
- To verify with the bank if the certificate meets the letter of credit requirements
- To review the details with a supervisor who is required to approve or sign off on the shipment details

### Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right
- The Conveyance you select for the shipment has at least one certificate template linked to it based on the associated policy's setup

### Steps

1. [Create a new shipment](#) or [create a shipment from a template](#) or access a saved shipment where the option to Print Draft Certificate has been enabled.
2. Below the shipment's Insuring Conditions, select a Certificate Template if there is more than one available.
3. Click [**Print Draft Certificate**]. Your browser displays a prompt to download the certificate.
4. Click [**Open**] to view the draft certificate in Adobe Acrobat (The prompt appears somewhere towards the bottom of the screen but differs based on the browser you are using). The system opens the draft certificate in a separate tab or window.
5. Click the adobe [**Print**] option.

- In Internet Explorer, use the Adobe Menu at the top of the window and select **File > Print**
- In Chrome, move/point your mouse to the bottom right of the screen and when icons appear click 

6. Click [**Print**] in the **Print** modal window.

## Result

The system prints a draft version of the shipment certificate based on the selected template.

# Printing an Original Certificate

## Why would I print an original certificate?

- To prove legal title to the shipment's goods
- To present to the bank as part of a letter of credit requirements

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the Create Shipment security right
- You [book a shipment](#)

## Steps

1. Below the shipment's Insuring Conditions, select a Certificate Template if there is more than one available.
2. Click [**Print Certificate**]. Your browser displays a prompt to download the certificate.
3. Click [**Open**] to view the certificate in Adobe Acrobat (The prompt typically appears towards the bottom of the screen but varies based on the browser you are using).

## Result

- The system opens the certificate in a separate tab or window and it can then be managed as any other PDF document
- You cannot print another original certificate without assistance from your insurance representative.

## Printing a Copy of a Certificate

### Why would I print a copy of a certificate?

To have a version on file

### Before Getting Started

- You belong to a company that has access to at least one policy with a status of 'Confirmed'
- You are assigned the View Shipment security right
- You have access to at least one saved shipment that has a status of 'Booked'

### Steps

1. [Search for the booked shipment](#) for which you wish to print a copy of its certificate
2. Click [**Print Certificate Copy**]. Your browser displays a prompt to download the certificate.
3. Click [**Open**] to view the certificate in Adobe Acrobat (The prompt appears somewhere towards the bottom of the screen but differs based on the browser you are using). The system opens the certificate in a separate tab or window.
4. Click the adobe [**Print**] option.
  - In Internet Explorer, use the Adobe Menu at the top of the window and select **File > Print**
  - In Chrome, move/point your mouse to the bottom right of the screen and when icons appear click 
5. Click [**Print**] in the **Print** modal window.

### Result

The system prints a copy of the shipment certificate based on the selected template.



# Managing Shipment Templates

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## Creating a Shipment Template

### Why would I create a shipment template?

- So you and others in your company (if applicable) can quickly create new shipments when the shipment details are similar for multiple shipments
- So your shipment users can base new shipments on a pre-populated shipment screen to reduce their data entry errors

### Before Getting Started

- You belong to a company that has access to at least one policy with a Status of 'Confirmed'
- You are assigned the Create Shipment security right

### Steps

1. Complete the steps outlined in [Creating a New Shipment](#). Ensure you specify a **Reference Number**.
2. If the system determines the shipment is insurable after you verify coverage, click [**Save Template**].

### Result

- The system saves the shipment details
- The shipment template is available to copy from as required when searching for it from the Shipment Query screen

# Modifying a Shipment Template

## Why would I modify a shipment template?

- The template's details have changed and require an update.
- To update some incorrect data
- To create a new template from an existing template

## Before Getting Started

- You belong to a company that has access to at least one policy with a Status of 'Confirmed'
- You are assigned the Create Shipment security right
- You belong to a company that has access to at least one shipment template

## Steps

1. Navigate to **Shipments** in the main menu.
2. Using the dropdown, select **Query/List** by left-clicking it with your mouse. The system displays the **Shipment Search** screen.
3. In the Shipment Search criteria panel, for the Status field,
  - Check the **Template** checkbox
  - Uncheck the **Booked** checkbox.
4. Click [**Search**]. The system returns the Shipment Search Results.
5. Click the **Shipment** hyperlink for the shipment template you wish to use. The system displays the **Shipment** screen, populated with the template's data.
6. Click [**Manage Template**] to modify the template's details. The system refreshes the **Shipment** screen and unlocks the details.
7. Modify any shipment values as required.



**Tip:** To save the shipment details as a new template, change the Reference Number before you save it.

8. Click [**Verify Coverage**]. The system compares the shipment details entered to the related policy.

## Result

- The shipment is insurable
  - The system displays the insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated.
  - The system locks the shipment details displaying all values as read-only.
  - You can then either:
    - [Book the shipment](#),
    - [Print a draft certificate](#), or
    - [Edit the shipment](#) if you wish to modify any details before booking it.

Or

- The shipment generates a referral
  - The system displays one or more referral reasons.
  - The system locks the shipment details displaying all values as read-only.
  - You can then either:
    - [Submit the referral](#) so it can be reviewed and approved by an insurance representative, or
    - [Edit the shipment](#) if you wish to modify any shipment details and verify coverage again

# Deleting a Shipment Template

## Why would I delete a template?

The template is no longer needed and you do not want it to remain in the system.

## Before Getting Started

- You belong to a company that has access to at least one policy with a Status of 'Confirmed'
- You are assigned the View Shipment security right
- You belong to a company that has access to at least one shipment template

## Steps

1. Search for a shipment template Select 'Template' for the Type of Shipment field on the **Shipment Search** screen. The system returns all available shipment templates within your administrative scope.
2. Click the hyperlink for the shipment template you wish to delete. The system opens the **Shipment** screen displaying the saved shipment template values.
3. Click [**Delete**].

## Result

The shipment template is deleted from the system and can no longer be used.

# Deleting Multiple Shipment Templates

## Why would I delete multiple templates?

The templates are no longer needed and you do not want anyone to use these templates to create new shipments.

## Before Getting Started

- You belong to a company that has access to at least one policy with a Status of 'Confirmed'
- You are assigned the View Shipment security right
- You belong to a company that has access to at least one shipment template

## Steps

1. Search for a shipment template Select 'Template' for the Type of Shipment field on the **Shipment Search** Screen. The system returns all available shipment templates within your administrative scope.
2. Refer to Deleting Grid Rows in Batch.

# Managing Shipment Documents

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Any user who has access to view a particular shipment can view any of the documents attached to the shipment.

## Attaching a Document to the Shipment

You can attach relevant, supporting files to the shipment as required.

### Why would I attach a document to the shipment?

You want to make relevant documents available to all users who can access the shipment

### Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one saved shipment
- You [access the Shipment screen](#) to view/manage an existing, saved shipment.

### Steps

1. Click **Shipment Documents** in the left side menu. The system displays the **Shipment Documents** screen
2. Click [**Add**] to attach a document to the shipment. The system opens the **Shipment Document** modal window.
3. Enter a Description for the file you wish to attach.
4. Click [**Choose File**] to browse for the document you wish to attach. The system opens the open file modal window so you can search through your available files to find the appropriate one.
5. Click on the file name to highlight the document you wish to attach.
6. Click [**Open**]. The system closes the open file modal and populates the Document field with the name of the file you selected.

7. Click [**Save**] to add the file and remain on the page, [**Save and New**] if you wish to add more files without returning to the Document list, [**Save and Close**] if you are done adding files or [**Close**] to return to the Shipment Document list without adding the selected file.

## Result

The system saves your changes.

# Modifying a Document Attached to the Shipment

## Why would I modify a document attached to the shipment?

To update the document's description so it is more clear

## Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one saved shipment
- There is at least one document already attached to the shipment
- You [access the Shipment screen](#) to view/manage an existing, saved shipment.

## Steps

1. Click **Shipment Documents** in the left side menu. The system displays the **Shipment Documents** screen
2. Click the **View Details** hyperlink for the document you wish to manage. The system opens the **Shipment Document** modal window.
3. Edit the document's Description and/or click [**Choose File**] to select a different document, to overwrite the attached file.
4. Click [**Save**] to save the changes and remain on the page, [**Save and New**] if you wish to add more files without returning to the Shipment Documents list, [**Save and Close**] if you are done modifying the document or [**Close**] to return to the Shipment Documents list without saving the latest changes.

## Result

The system saves your changes.

# Deleting a Document from a Shipment

## Why would I delete a document from a shipment?

- The wrong document was mistakenly added to the shipment
- The document has become out of date or is no longer relevant to the shipment

## Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one saved shipment
- There is at least one document already attached to the shipment
- You [access the Shipment screen](#) to view/manage an existing, saved shipment.

## Steps

1. Click **Shipment Documents** in the left side menu. The system displays the **Shipment Documents** screen
2. Click the **View Details** hyperlink for the document you wish to delete. The system opens the **Shipment Document** modal window.
3. Click [**Delete**].

## Result

The system removes the document from the shipment.

# Deleting Multiple Documents from a Shipment

## Why would I delete multiple documents from a shipment?

- The wrong documents were mistakenly added to the shipment

- The documents have become out of date or are no longer relevant to the shipment

## Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one saved shipment
- There is at least one document already attached to the shipment
- You [access the Shipment screen](#) to view/manage an existing, saved shipment

## Steps

1. Click **Shipment Documents** in the left side menu. The system displays the **Shipment Documents** screen
2. Refer to Deleting Grid Rows in Batch.

# Viewing a Document Attached to the Shipment

If there are already documents attached to a particular shipment you can view them, as necessary.

## Why would I view a document attached to the shipment?

- To review information related to the shipment that is relevant to you and your task
- To preview a document you attached to ensure it renders as expected

## Before Getting Started

- You are assigned the View Shipment security right
- You have access to at least one saved shipment
- There is at least one document already attached to the shipment
- You [access the Shipment screen](#) to view/manage an existing, saved shipment

## Steps

1. Click **Shipment Documents** in the left side menu. The system displays the **Shipment Documents** screen
2. Click on the hyperlink in the File Name column for the document you wish to view. The system downloads the file.



**Important:** The steps to open a file attachment differ based on the internet browser you are using.

## Result

The system opens the file for you to view.

# Submitting Referrals

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Refer to [Submitting Referrals](#) under [Creating a Shipment Certificate](#) for more information about what to do when you are creating a new shipment that triggers a referral.

## Verifying the Status of a Referral

### Why would I verify the status of a referral?

To determine if anyone has begun to review the referral

### Before Getting Started

- You are assigned the View Shipment security right
- You have access to at least one shipment with a Status of 'Referred'

### Steps

1. [Search](#) for the referred shipment.



**Note:** When searching for a shipment, make sure to select **Referred** or **OFAC Referred** in the Status section of the **Shipment Search Criteria** screen. If you search using the full certificate number, it is not necessary to select a status.

The referral reason and status are displayed at the top of the page. When the shipment status is 'Referred' or 'Referral in Process', the shipment information cannot be modified but you may attach documents to it as required if your security rights permit.

2. If the shipment is not found, the status may have changed. Perform another search, checking the Status boxes for **Booked** and **Rejected Referral**.



**Note:** If the **Referral and Change Request** table has been activated in your user's **Profile** page, all available shipments currently in referral will be displayed on the **Status** screen. The **Status** screen can be accessed by selecting the appropriate policy from the **Policy** menu.

## About Referrals

A referral can occur for several reasons. Some examples include:

- The date of departure is outside the effective date range of the currently selected policy.
- One or more details of the shipment are not covered by the policy.
- A value exceeds the limits of the policy, such as a high insured value, or extended backdating of the date of departure.
- Certain dangerous cargos, or shipping to areas with a war risk, could be flagged for automatic referral.
- A country, company, or person involved with the shipment is not in compliance with trade restrictions, such as the United States Office of Foreign Asset Control (OFAC).

Generating a referral indicates that an insurance representative must review some aspects of the shipment before approving and booking the shipment or declaration.

When a shipment is referred, an email notification is sent to the insurance representatives, who then make a decision. The representatives may accept and book the shipment, reject the shipment, or accept the referral and book the shipment but with a different premium and/or additional conditions of insurance or accept the referral, modify the terms of the shipment and issue a quote. Depending on the policy's set up, the system will send out an email notification once any decision is made.

Once a shipment is in referral, it cannot be changed and the certificate of insurance cannot be printed until the shipment is approved. The certificate number may be used to find the shipment in the system and verify the status of the referral.

# Managing Changes to Saved Shipments

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After a shipment has been saved you can make changes to the shipment directly depending on your security rights and the policy's set up or you can request changes as required.



**Important:** You can only modify an existing shipment when its Status is 'Booked'. Only brokers and insurers with the appropriate security rights can modify a saved shipment when the shipment's Status is 'Referred'.

## Modifying Shipment Details (Coverage-Impacting)

The **Shipment** screen's fields can be categorized into two types: coverage impacting and non-coverage impacting.

Coverage impacting fields are the shipment details that determine the applicable rate and/or conditions for the shipment. For a complete list of coverage-impacting shipment fields refer to Appendix 2. Non-coverage impacting fields are the details that are informational that do not affect the rate or conditions the shipment is subject to.

### Why would I modify shipment details (coverage-impacting)?

- Some of the shipment's details have changed
- Some of the details were entered incorrectly

### Before Getting Started

- You are assigned the Edit Booked Shipment security right
- You have access to at least one existing shipment
- The policy is configured to allow changes to booked shipments (Consult with your policy's administrator)

### Steps

1. [Search for an existing shipment](#)



**Tip:** When searching for an existing shipment, be sure to check off **Booked** for the Status field in the Shipment Search Criteria panel. You are unable to modify a shipment whose Status is 'Referred' or 'Cancelled'.

2. Click [**Manage Shipment**]. The system refreshes the **Shipment** screen and unlocks the fields so they can be modified as required.



**Note:** Depending on the policy, you may not be allowed to modify any shipment fields after the original certificate of insurance has been generated and printed.

You cannot modify the Primary Assured or Bill to Party values if the shipment's Status is 'Booked' and it has been invoiced. To check if the shipment has been invoiced, refer to the Invoice Number field in the Shipment Status panel.

3. Modify one or more shipment fields as required.
4. Click [**Verify Coverage**]. The system compares the latest shipment details to the related policy to determine the rates the shipment is subject to and whether the shipment meets the policy's constraints.
  - The shipment is insurable
    - The system displays the applicable insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated.
    - The system locks the shipment details displaying all values as read-only.

Or

- The shipment generates a referral
    - The system displays one or more referral reasons
    - The system locks the shipment details displaying all values as read-only
5. Click:
    - [**Cancel Changes**] to discard your changes
    - [**Save Changes**] if the shipment is insurable and you are satisfied with the changes
    - [**Submit Referral**] (if the shipment generates a referral) so the shipment can be reviewed and approved by an insurance representative

## Result

- The system saves your changes
- The system refreshes the **Shipment** screen and all fields appear as read-only

# Modifying Non-Coverage Impacting Shipment Details

The **Shipment** screen's fields can be categorized into two types: coverage impacting and non-coverage impacting.

Coverage impacting fields are the shipment details that determine the applicable rate and/or conditions for the shipment. For a complete list of coverage-impacting shipment fields refer to Appendix 2.

Non-coverage impacting fields are the details that are informational that do not affect the rate or conditions the shipment is subject to.

Users that are granted the right to edit booked shipments and who access policies that are configured to allow changes, can modify any type of shipment field as required (Refer to [Modify a Booked Shipment](#)).

Users that do not have the right to modify booked shipments may be granted permission to change non-coverage impacting fields (based on a policy setting), to reduce the number of change requests, without compromising the underwriting of the shipment risk.

## Why would I modify non-coverage impacting shipment details?

- To correct some typos or basic mistakes
- Some shipment details have changed
- The policy is configured so that I can make these minor changes myself

## Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one booked shipment
- The related policy is configured to allow users to make these types of changes.

## Steps

1. [Search for an existing shipment.](#)



**Tip:** When searching for an existing shipment, be sure to check off **Booked** for the Status field in the Shipment Search Criteria panel. You are unable to modify a shipment whose Status is 'Referred' or 'Cancelled'.

2. Click [**Manage Shipment**]. The system refreshes the **Shipment** screen and unlocks the fields that do not impact the coverage for the shipment.



**Note:** Depending on the policy, you may not be allowed to modify any shipment fields after the original certificate of insurance has been generated and printed.

3. Modify one or more non-coverage impacting fields as required.
4. Click [Save Changes].

## Result

- The system saves your changes
- The system locks the **Shipment** screen so all of the fields are read-only

# Submitting a Change Request

## Why would I submit a change request?

One or more details must be updated on the shipment but you do not have the right to modify the shipment directly.

## Before Getting Started

- You are assigned the Create Shipment security right
- You have access to at least one booked shipment
- The related policy allows changes or change requests against booked shipments

## Steps

1. [Search for an existing shipment.](#)



**Important:** You can only submit a change request for a Shipment with a status of 'Booked'.

2. Click [**Submit Change Request**]. The system opens the **Submit Change Request** modal window.



**Important:** If there is no [**Submit Change Request**] or [**Manage Shipment**] buttons, you will need to contact your insurance representative for more information.

3. Enter the details about the desired changes. Be sure to include which fields to change and what each field should be changed to
4. Click [**Proceed**].

## Result

- The shipment's status is updated to 'Change Request Pending'

- The system submits your change request and displays it with the shipment
- The system sends an email to the appropriate parties, to notify them a change request has been submitted
- The shipment remains locked and you cannot take any further action for the shipment until the change request is reviewed

# Cancelling a Shipment

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Under certain circumstances it may be necessary to cancel a shipment after it has been booked. Depending on your security rights, you may be able to cancel a shipment directly or you can submit a request that the shipment be cancelled by your insurance representative.

## Submitting a Cancellation Request

### Why would I submit a cancellation request?

- If you do not have the appropriate permission to cancel the shipment yourself, but the shipment is no longer covered by the related policy.
- If you do not have the appropriate permission to cancel the shipment yourself, the shipment was post-dated and logged in advance but never actually occurred

### Before Getting Started

- You do not have the Cancel Booked Shipment right
- You have access to at least one booked shipment
- The related policy is configured to Allow Cancellation via Request (Consult with your policy's administrator)

### Steps

1. [Search for an existing shipment.](#)
2. Click [**Submit Cancel Request**]. The system opens the **Cancellation Request** modal window.
3. Select a Reason, only if one is available.
4. Enter in a Description explaining why you are asking to cancel the shipment.
5. Click [**Proceed**].

## Result

- The shipment's status is updated to 'Cancel Request Pending'
- The system submits your cancellation request and displays it with the shipment
- The system sends an email to the appropriate parties, to notify them a cancellation request has been submitted
- The shipment remains locked and you cannot take any further action for the shipment until the cancellation request is reviewed



**Note:** Cancelled shipments remain in the system. Retrieve those shipments for review by checking off **Cancelled** and/or **Change/Cancellation Pending** for the Status field in the **Shipment Search** screen.

A cancelled shipment may [be copied to create a new shipment](#).

# Cancelling a Shipment

## Why would I cancel a shipment?

- The shipment is no longer covered by the related policy
- The shipment was post-dated and logged in advance but never actually occurred

## Before Getting Started

- You are assigned the Cancel Booked Shipment security right
- You have access to at least one booked shipment
- The related policy is configured to Allow Cancellations (Consult with your policy's administrator)

## Steps

1. [Search for an existing shipment.](#)
2. Click [**Cancel Shipment**]. The system opens the **Cancel Shipment** modal window.
3. Select a Reason, only if one is available.
4. Enter in a Description explaining why you are cancelling the shipment.
5. Click [**Proceed**].

## Result

- The shipment's status is updated to 'Cancelled'
- The system displays the cancellation reason with the shipment
- The system sends an email to the appropriate parties, to notify them that the shipment has been cancelled
- The shipment remains locked and you cannot take any further action for the shipment



**Note:** Cancelled shipments remain in the system. Retrieve those shipments for review by checking the **Cancelled** and/or **Change/Cancellation Pending** checkboxes for the Status field in the Shipment Search Criteria.

You can [copy a shipment](#) that is cancelled to create a new shipment.

# Cancelling and Replacing a Certificate

A booked shipment certificate can be cancelled and replaced with a new one. This new shipment certificate will contain the same information as the former certificate, and can be edited before booking.

## Why would I cancel and replace a certificate?

The related policy does not permit you to modify a booked shipment, so if you have to update or correct some shipment data you are forced to cancel the shipment and create a new one. This prevents you from having to create a brand new, replacement shipment.

## Before Getting Started

- You are assigned the Cancel Booked Shipment security right
- You have access to at least one booked shipment
- The related policy is configured so you are allowed to cancel and replace booked shipments (Consult with your policy's administrator)

## Steps

1. [Search for an existing shipment](#).
2. Click [**Cancel and Replace**]. The system opens the **Cancel and Replace** modal window.
3. Select a Reason, only if one is available.
4. Enter in a Description explaining why you are cancelling the shipment.
5. Click [**Proceed**]. The system displays a new shipment populated with the same details as the shipment you just cancelled. (The system clears the Date of Departure field so it is blank).
6. Enter or select the shipment's date of departure.
7. Modify the new shipment's details as required.

8. Click [**Verify Coverage**]. The system compares the shipment details entered to the related policy. The system returns the verify coverage result:
  - The new shipment is insurable
    - The system displays the insuring conditions along with any generated premiums, taxes and fees, depending on your security rights and whether the related policy is rated
    - The system locks the shipment details displaying all values as read-only

Or

- The new shipment generates a referral
    - The system displays one or more referral reasons.
    - The system locks the shipment details displaying all values as read-only
9. If the shipment is insurable and you are satisfied with the changes, click [**Confirm Booking**].

If the shipment generates a referral you can click [**Submit Referral**] so the shipment can be reviewed and approved by an insurance representative

## Result

- The system saves the new shipment with a new certificate number and sets its status
- If the shipment's status is Booked, the system includes a link to the original certificate number this shipment replaces
- The system updates the original shipment's Status to 'Cancelled' and includes a link to the new shipment that replaces it
- The system saves and displays the cancellation reason with the original shipment you cancelled
- The system sends an email to the appropriate parties, to notify them that the shipment has been cancelled and replaced



**Note:** Cancelled shipments remain in the system. Retrieve those shipments for review by checking the **Cancelled** and/or **Change/Cancellation Pending** checkboxes for the Status field in the Shipment Search Criteria.

A cancelled shipment [may be copied to create a new shipment](#).



# Managing Quotes

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## Requesting a Quote

### Why would I request a quote (RFQ)?

- If you are shipping goods that are not part of your recurring business and you need your insurance representatives to review it and provide you with their best quote. Likewise when requesting a quote you can choose whether to accept or reject the quote you are issued.
- You need special terms that are not part of the standard policy for a particular shipment so you request a quote from your insurance representatives for their best possible terms
- You have a special case shipment or client that requires more competitive pricing in order for you to secure the business

### Before Getting Started

- You belong to a company that has access to at least one policy
- You are assigned the Request Quote security right
- You select a policy with a status of 'Confirmed', by hovering your mouse over **Policy** in the main menu

### Steps

1. Prepare a new shipment by [creating a brand new one](#), [creating one from a template](#), or by [copying an existing shipment](#).
2. Click [**Verify Coverage**] after you have specified all of the required details. The system compares the shipment details entered to the related policy.



**Note:** The option to request a quote is always available regardless of the outcome of Verify Coverage; you can request a quote whether your shipment is deemed insurable or triggered a referral.

3. Click [**Request a Quote**]. The system opens the **Request Quote** modal window
4. Enter the reason you are requesting a quote.
5. Click [**Proceed**] to submit the RFQ.

## Result

- The system saves the shipment and sets its status to 'Quote Requested'
- The shipment is locked and cannot be changed until the RFQ is actioned by an insurance representative
- The system sends an email to the appropriate parties, to notify them you have submitted an RFQ



**Note:** You will be notified via email when your insurance representative either issues a quote or declines your request for quote.

## Searching for a Quote

Once a request for quote (RFQ) has been submitted you can find it using the Shipment's Query/List.

### Why would I search for a quote?

- To review the details of the RFQ
- To get an update on the status of the quote
- An insurance representative issued a quote for your shipment and you have to accept it or reject it, before the quote expires

### Before Getting Started

- You belong to a company that has access to at least one policy with a status of Confirmed
- You are assigned the View Shipment security right
- You have access to at least one shipment/quote

### Steps

1. Navigate to **Shipments** in the main menu.
2. Using the dropdown, select **Query/List** by left-clicking it with your mouse. The system displays the **Shipment Search** screen.
3. In the Shipment Search Criteria panel, for the Status field, select one or more options:
  - Referred/RFQ Submitted: Quotes that have been submitted but have not yet been handled by an insurance representative
  - RFQ Declined: Requests that have been reviewed by insurance representatives however they have chosen to not provide a quote. You can copy the shipment to create a new one so you can accept the original premium.
  - Quote Issued: Quotes that have been reviewed by the insurance representatives where they have provided a quote with different premium and terms for the shipment details you submitted. You can [accept](#) or [reject](#) these quotes.

- Quote Rejected: Quotes that have been issued by an insurance representative but that the user booking the shipment has rejected the quoted terms and conditions



**Note:** You can enter a Certificate Number or Reference Number to find one specific quote. Other search criteria may also be specified to find the quote. See [Searching for Shipments](#) for more details on using the **Shipment Search** screen.

4. Click [**Search**]. The system returns the Shipment Search Results.
5. Click the **Shipment** hyperlink for the shipment/quote you wish to view.

## Result

The system displays the **Shipment** screen where you can review the shipment's status and action it as required.

# Accepting a Quote

## Why would I accept a quote?

You decide that the quote your insurance representative issued is fair and suitable and you wish to book the shipment.

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of Confirmed
- You are assigned the Create Shipment security right
- You have access to at least one shipment/quote with a Status of 'Quote Issued'

## Steps

1. [Search for a quote](#) that has been issued. Make sure that you checked off **Quote Issued** for the Status field.
2. Click [Accept Quote].

## Result

- The system updates the shipment's Status to 'Booked'
- The shipment is locked and read-only
- The system sends an email to the appropriate parties, to notify them you have accepted the quote
- You can now [print the certificate of insurance](#)



**Important:** You must accept the quote before the quote's expiration date, indicated at the top of the **Shipment** screen. Once this date has passed, the system automatically cancels the quote. You can then [copy the original shipment/RFQ](#), if necessary.



**Note:** If you access an issued quotation but you do not have permission to request a quote, you can accept or reject the quote however you cannot request a new quote for the same shipment (with updated terms).

# Rejecting a Quote

## Why would I reject a quote?

You do not consider the quote issued by your insurance representative to be fair or competitive; you are never obligated to accept a quote.

## Before Getting Started

- You belong to a company that has access to at least one policy with a status of Confirmed
- You are assigned the Create Shipment security right
- You have access to at least one shipment/quote with a Status of 'Quote Issued'

## Steps

1. [Search for a quote](#) that has been issued. Make sure that you checked off **Quote Issued** for the Status field.
2. Click [Reject Quote].

## Result

- The system updates the shipment's Status to 'Quote Rejected'
- The shipment is locked and read-only
- You can no longer action this shipment except to copy it if required
- The system sends an email to the appropriate parties (per policy configuration), to notify them you have rejected the quote



**Important:** You must reject the quote before the quote's expiration date, indicated at the top of the **Shipment** screen. Once this date has passed the system automatically cancels the quote. You can copy the original shipment/RFQ, if required.



**Note:** If you access an issued quotation but you do not have permission to request a quote, you can accept or reject the quote however you cannot request a new quote for the same shipment (with updated terms).

# Generating a Shipment Report

## Why would I generate a shipment report?

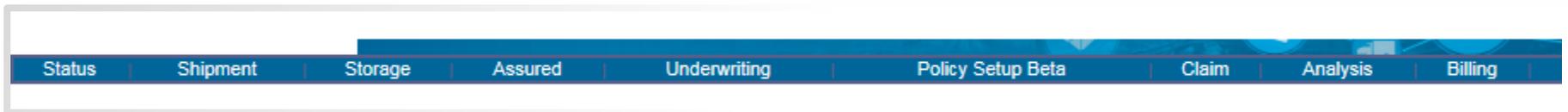
To generate a custom output containing the necessary data to review and manage shipment activity, especially if the dataset is fairly large

## Before Getting Started

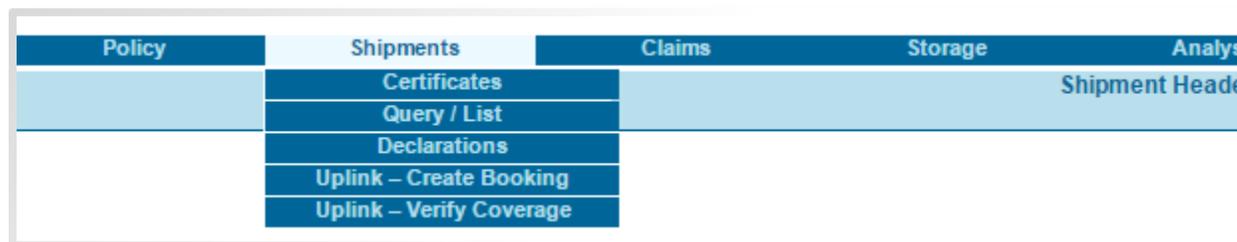
- You are logged into the system
- You are assigned the View Shipment security right

## Steps

1. Click **Shipment** in the main menu at the top of the screen.



2. Hover your mouse over **Shipment** in the main menu at the top of the screen; click **Query/List**. The system displays the **Shipment Search** screen.



3. Enter the filter criteria for the report within the Search Criteria section of the screen.

The screenshot shows the 'Shipment Search' interface. The 'Search Criteria' section is expanded and contains the following fields and options:

- Certificate Number:
- Reference Number:
- Type Of Shipment:  Booked,  Incomplete,  Template,  Quote
- Status:  Booked,  Request Pending,  Sanction Referred,  Referred,  Payment Pending,  Sanction Confirmed,  Cancelled,  Referral Rejected,  Sanction Rejected
- Created By Me:
- Policy:
- Primary Assured:
- Named Assured:
- Search Vessel By:  Name,  Carrier,  IMO Number
- Vessel:
- Date of Departure:  to
- Date Created:  to   
Tuesday, January 17, 2017 Monday, July 17, 2017  
[Access Shipment Reports and Data Output Templates](#)

The 'Generate Report' section is also expanded and contains:

- Report Template:
- Report Name:

A 'Search' button is located at the bottom right of the form.

4. In the Generate Report section select a Report Template.

The screenshot shows the 'Generate Report' section of the form, which is expanded. It contains the following fields:

- Report Template:
- Report Name:
- Premium Date Range:  to

A 'Search' button is located at the bottom right of the form.

5. Optionally, enter a Report Name if you wish to specify a file name for the report when it is generated. This report name will appear in the Data Output Center (where you can access all your DOT reports). If you do not specify a Report Name the system automatically names the file with the date of when the report is generated.
6. Click [**Search**].

## Result

- The system submits your request to generate the report based on the filter criteria you specify. The request is put in the system's job queue to be processed. It can take several minutes until the report output is ready. You can continue to work in the system in the meantime.
- Once the report has been generated it can be accessed via the Data Output Center under **Tools** in the main menu.

# Pay-As-You-Go

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Consult your Oceanwide account representative for further details on this functionality.

# Glossary

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## **Additional Charges**

Additional charges include taxes, fees, and premiums which are all system-calculated based on pre-defined formulas, configured in the Administration module. Once linked to the policy the system will apply these additional charges whenever calculating premium according to the "triggers" and parameters defined in Administration and at the policy-level.

## **Annual minimum premium amount**

When the system generates the bill to party's final invoice for the policy term, the system calculates all premium invoiced for the bill to party plus the uninvoiced premium included on the final invoice and compares that to the annual minimum premium per term configured. If the total premium for the bill to party is less than the minimum, the system charges a minimum premium adjustment.

## **Assured portal**

The branded client side the assureds will access in order to create and manage shipments, report on system activity and to execute other system functions for which they have been granted rights.

## **Billing Period**

The time period from which the system selects premium and transactions to include on each invoice. Configuring billing period data for the policy (and its bill to parties) determines the billing periods the system uses when it generates an invoice.

## **Client side**

The branded client side the assureds will access in order to create and manage shipments, report on system activity and to execute other system functions for which they have been granted rights.

## Co-Licensee

A company that is a licensee of the system, that works with another system licensee on a policy. Both licensees can access the same policy from their respective portals.

## Compound Additional Charge

A compound charge is a tax, fee, charge or premium calculated on an amount which already includes another calculated tax, fee, charge or premium amount.

## Control

Also known as a user interface control. A user interface control is any element of the graphical user interface (GUI) such as a button or a textbox that a user interacts with directly, to read or edit the system data. Each of the screens in the system is built with various types of controls.

## Country Restriction

Using the Country Restrictions screens you can restrict certain countries for the policy so that when booking shipments through these countries the system adds an additional risk premium.

## Extended Data Fields

Also known as EDFs. Custom fields each licensee company can create and make available to other companies in the organization (via the Administration module) to capture additional information within the various system modules.

## Owner Company

The broker or insurer licensee office of record

## **Policy Default Additional Charge**

Policy default additional charges apply to every available bill to party included in the policy as of today or any bill to parties added to the policy in the future. Any additional charge configured as a policy default will be applied to every bill to party associated to the policy whenever the additional charge is triggered. You can override the default setup for a particular additional charge for a specific bill to party if required by adding a Bill to Party specific additional charge. Configuring policy default additional charges reduces the setup and maintenance when a single additional charge applies to every bill to party on the policy (when there are multiple bill- to-parties for the policy).

## **Policy Owner**

The broker or insurer licensee office of record

## **Policy Participant Contacts**

Any system users that belong to any organization linked to the selected policy.

## **Policy Participants**

Brokers, insurers and assured participants linked to the policy.

## **Policy Template**

A policy that can be reused as the basis for other policies that share common details, and require a similar setup.

## **Policy's Owner Company**

The broker or insurer licensee office of record

## Proprietary Company

A partner company that works on one or more policies with a system licensee but does not license the system directly. A proprietary company's users can be granted access to the system (via the licensee company's portal) and can be granted specific rights to view and interact with the policies, shipments, storage declarations and claims they have scope to.

## Rating Dimensions

The variables that rating is based on in the system. For standard policy rating the system uses a five variable matrix of: Route, Conveyance, Insured Interest, Coverage Option and Packing Method to determine rates and conditions. For special rating the system still uses the five variables above but also differentiates based on the Primary and Named Assured.

## Security Role

A grouping of one or more security rights within the system that can be assigned to companies or users depending on the security role's setup. Security roles are used to grant system users access to the various system modules and features, on a per policy basis.

## Special Rate

A special rate overrides the standard policy rates set in the policy, specifically for one or more primary assureds and named assureds. With a special rate you can introduce a preferential rate for clients who insure all their goods with you, because of the large amount of business they bring. Conversely, you can set a higher (special) rate for clients who make numerous claims, due to of the losses they incur.

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