



Quick Start Guide

Version 2.1

This guide walks you through booking a shipment using the Redkik Broker Portal which can be found at:

<https://app.redkik.com/>

// howden

Email

Password

[Forgot password](#)

Sign In

Login with your credentials.

Click 'Forgot password' if you've forgotten.

You'll be taken directly to the Bookings page.

// howden



[Bookings](#) [Booking Holders](#) [Users](#) [Organizations](#) [Policies](#) [Finance](#) [Config](#)

[Home](#) / [Bookings](#)

Saved Offers

Commodity	Total Cost	Created At	Organization
IQON EV Charging Stations	\$445.54	12/12/2022	ILG Logistics

Bookings

[+ New](#) [Filters](#) [Search](#)

Reference	Status	Commodity	Total Cost	Purchased	Organization
RED-AM-00216	Active	Machinery	\$256.80	12/09/2022	Firehouse Freight LLC
RED-AM-00214	Active	General Goods &/or Merchandise	\$40.00	12/09/2022	Porch Enclosure Systems

Note: Some tabs are not available to all users.

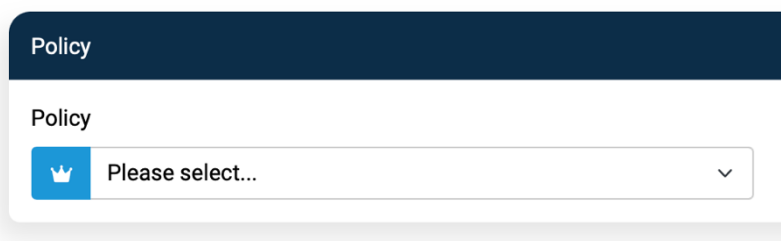
How to create a booking:

+ New

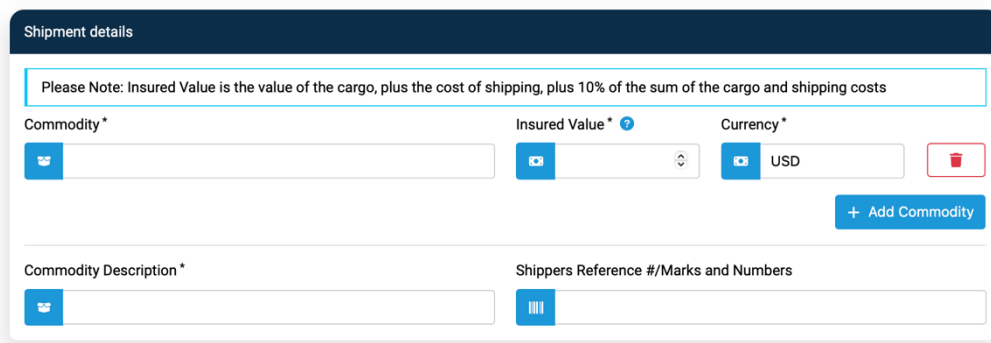
At the top of the Bookings page, you'll find the "New" button. Click here to begin the process.

Step 1: Policy & Details

If there are multiple policies available to your organization, you will see a drop down menu at the top of the booking page. Select your desired policy here.



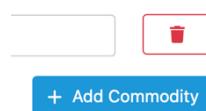
The screenshot shows a dark blue header with the word "Policy" in white. Below the header is a white dropdown menu with a blue crown icon on the left and the text "Please select..." in the center. A small downward arrow is visible on the right side of the dropdown.



The screenshot shows a "Shipment details" form with a dark blue header. Below the header is a light blue box containing a "Please Note" message: "Please Note: Insured Value is the value of the cargo, plus the cost of shipping, plus 10% of the sum of the cargo and shipping costs". The form has several input fields: "Commodity *" with a blue crown icon, "Insured Value *" with a blue crown icon and a help icon, "Currency *" with a blue crown icon and a dropdown menu showing "USD" and a red trash can icon, and a blue "+ Add Commodity" button. Below these fields are two more input fields: "Commodity Description *" with a blue crown icon and "Shippers Reference #/Marks and Numbers" with a blue crown icon.

Enter the shipment details:

- **Commodity** – You can either scroll through the list of available commodities or simply begin typing and the list will filter for you.
- **Insured Value** - The maximum value which will be covered to the end customer in the event of 'total loss' i.e., if the entire shipment is destroyed or lost. This is calculated using the formula $(\text{Cargo Value} + \text{Cost of Freight}) + 10\%$. **IMPORTANT: Do not use punctuation of any kind in this field. No commas or decimal points.**
- To add additional commodities, click this button:



The screenshot shows a white input field with a blue crown icon on the left and a red trash can icon on the right. Below the input field is a blue button with a white plus sign and the text "+ Add Commodity".

Use the red trash can icon to delete a line.

- **Commodity Description** - This is a free form, but required, field. Be as accurate as possible in your description of the cargo. This information will be important should you need to file a claim.
- **Shippers Reference#/Marks and Numbers** – Another free form field for a tracking or reference code that the shipper has assigned to the shipment. *Not a required field.*

The image shows two identical form sections. The top section is titled 'Origin address' and the bottom section is titled 'Destination address'. Both sections contain a search prompt 'Search for an address *' and a text input field with a magnifying glass icon and a dropdown arrow on the right.

Enter the origin/destination details:

As you type, the system will search addresses for you; or you may use the down arrow at the right to open all address fields.

The image shows a form section titled 'Journey details'. It contains four fields: 'Start Date (mm/dd/yyyy) *' with a calendar icon and date '12/14/2022', 'End date (mm/dd/yyyy) *' with a calendar icon and date '12/15/2022', 'Transport type *' with a dropdown menu showing 'Please select...', and 'Carrier' with a dropdown menu.

Enter the Journey details:

Start and End dates – Your start date will be the date your policy is effective. The end date must be after the start date.

Transport type – Choose from Land, Sea, or Air.

Carrier – Enter carrier name here. *Not a required field.*

If you choose Sea or Air, there are fields to enter Exit/Entry ports and Vessel

Transport type*	Carrier
<input type="text" value="Sea"/>	<input type="text"/>
Exit port	Entry port
<input type="text"/>	<input type="text"/>
Vessel	
<input type="text"/>	

Booking holder details (The Insured Party)

Existing booking holder *

Booking Holder type *

Email *

Additional Emails

Phone

Reference

Search for an address *

Additional Beneficiary Information

Enter the Booking Holder details (for the Insured Party):

Select the customer type, either

- Organization/Company or
- Private Individual

Then simply fill out the customer information fields. The 'Reference' field is free form and not required. The address field works in the same manner as earlier described.

Once you have entered information for a customer, that customer will be saved and available to you in a drop down. No need to re-enter data

 Submit

After filling in all the required details, click the 'Submit' button at the bottom to continue with the booking process.

Step 2: Offers

Home / Bookings / Request a Quote

Step 1 Details Step 2 Quotation Step 3 Confirmation

Quotation

Insurance Premium	€90.00
Technology Fee	€90.00
Booking Fee	€18.00
Tax	€0.00
<hr/>	
Total Cost	€198.00

[Return](#) [Save](#) [Send Quote](#)

Our system will give you a quote within 30 seconds...

Should changes need to be made, simply click the 'Return' button. Click 'Save' to save the quote for a later purchase. To accept the quote, just click the 'Send Quote' button.

Step 3: Complete

Thank you! Your payment has been processed and you'll receive an email detailing your cover

The insurance was successfully purchased and is now referenced by RED-HOW-00218

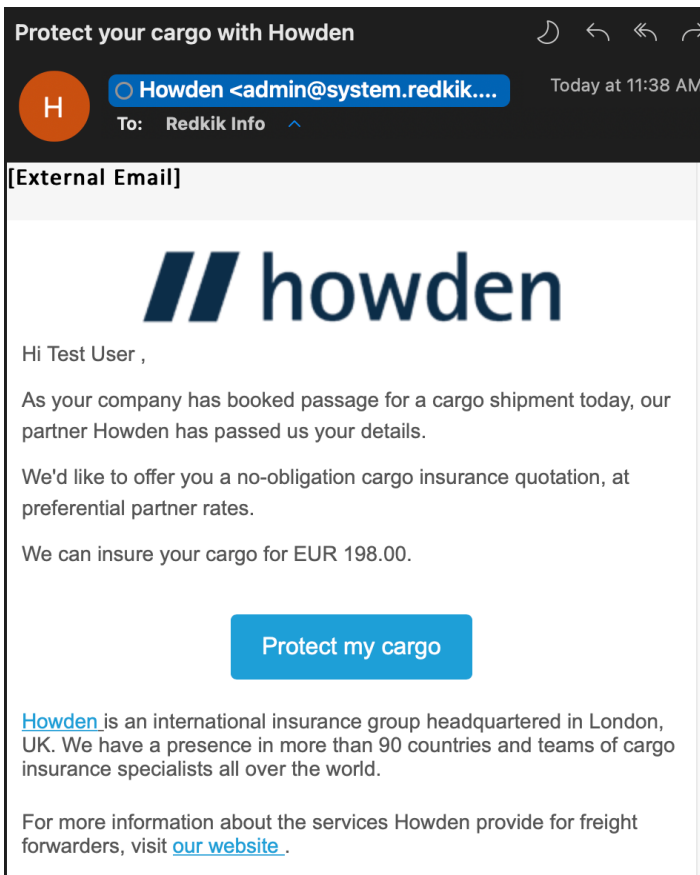
A booking confirmation email was sent to the provided contact email address.

[View booking details](#) [Start new quote](#)

After a successful purchase, the system will show you the reference number assigned to the shipment and a purchase confirmation email is automatically sent to the booking holder. You can then choose to either [View Booking Details](#) of the booking you just made or [Start New Quote](#) to purchase another booking.

Quotation Email


The status of the booking is set to "Pending" until confirmed by the customer. The owner of the shipment will receive a quotation email from Howden admin@system.redkik.com which informs them who the insurance provider is and the total cost of insurance for the shipment.




To proceed, the customer needs to click "Protect My Cargo". They will then be taken to a page which summarizes the shipment details and the terms and conditions of the coverage offered.

After agreeing to the terms and conditions, clicking "Continue" takes them to the payment page. If they choose to Pay Now, they are directed to a secure page to provide payment details. Or they may choose to Pay Later via invoice. After finishing payment, they will receive a purchase confirmation email, including the certificate of insurance.

Please review your cargo insurance certificate


 **Howden** <admin@system.redkik....> Saturday, December 10, 2022

To: Redkik Info

 binder.pdf
64.2 KB

[Download All](#) · [Preview All](#)

[External Email]



Thank you for choosing Howden - your cargo is now protected

If anything changes before the shipping date, it's important you let us know as soon as possible by clicking the button below. (Office hours Mon-Fri 9-5)

[Click Here to Download Certificate](#)

To avoid problems later, please check the following details are correct on your certificate

- Individual or Company Name
- Address
- Email address
- Commodity | Description
- Insured Value
- Source | Destination
- Start Date | End Date
- Deductible

Please note that your shipment is insured from the Start Date to 30 calendar days after the End Date. If you have made your purchasing by credit card, you are eligible for fast track claims handling through Chubb Insurance.

Making a claim

If you wish to make a claim with Chubb Insurance, you will need to provide the following documentation:

- Dated before and after photos of your shipment
- Completed bill of lading signed by you and your service provider
- Repair estimate (if available)
- Shipment appraisal prior to transport (if available)
- Inventory and value of all items in the shipment

Failure to provide the above documentation could lead to a delay in the claims process or denial of your claim. Concealed losses/damages must be reported within 10 days of delivery.

For more information about Howden, specialist insurance brokers delivering bespoke solutions in key insurance markets and territories all over the world, visit <http://www.howdengroup.com/>.

[Click Here to Make a Claim](#)

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Thank you.