

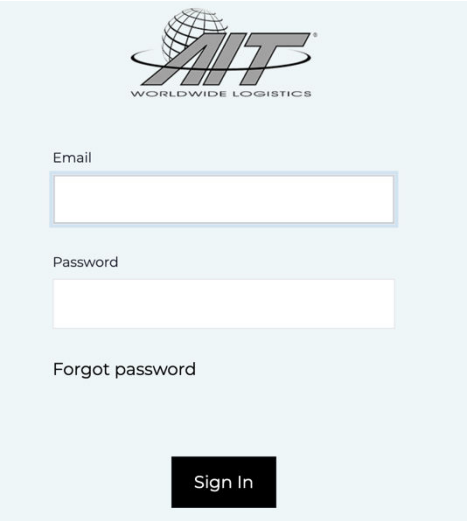


User Guide

Version 3.6 March 2026

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

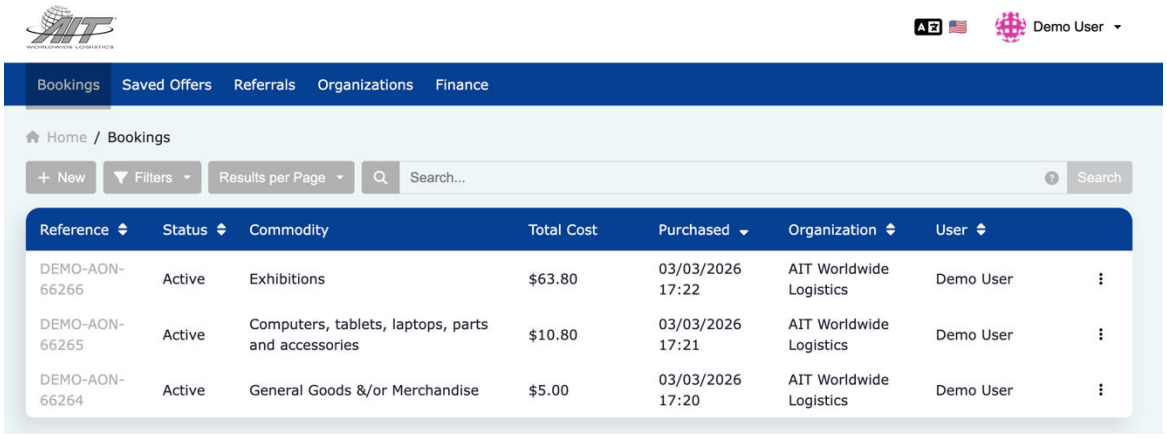
https://ait.app.redkik.com/



Login with your credentials.

Click 'Forgot password' if you've forgotten.

You'll be taken directly to the Bookings page.



Note: Some tabs are not available to all users.

Click on the flag icon at the top of the screen to change the language



How to create a booking:

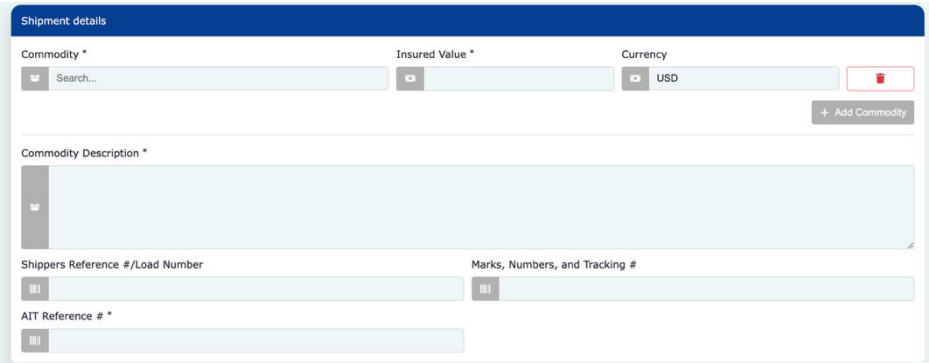


At the top of the Bookings page, you'll find the "New" button. Click here to begin the process.

Step 1: Policy & Details

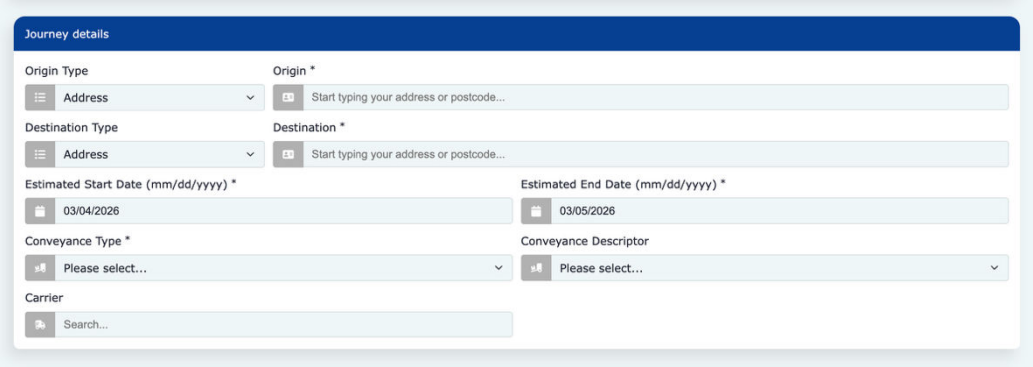
If there are multiple policies available to your organization, you will see a drop down menu at the top of the booking page. Select your desired policy here.





Enter the shipment details: ***(required fields are marked with "*")***

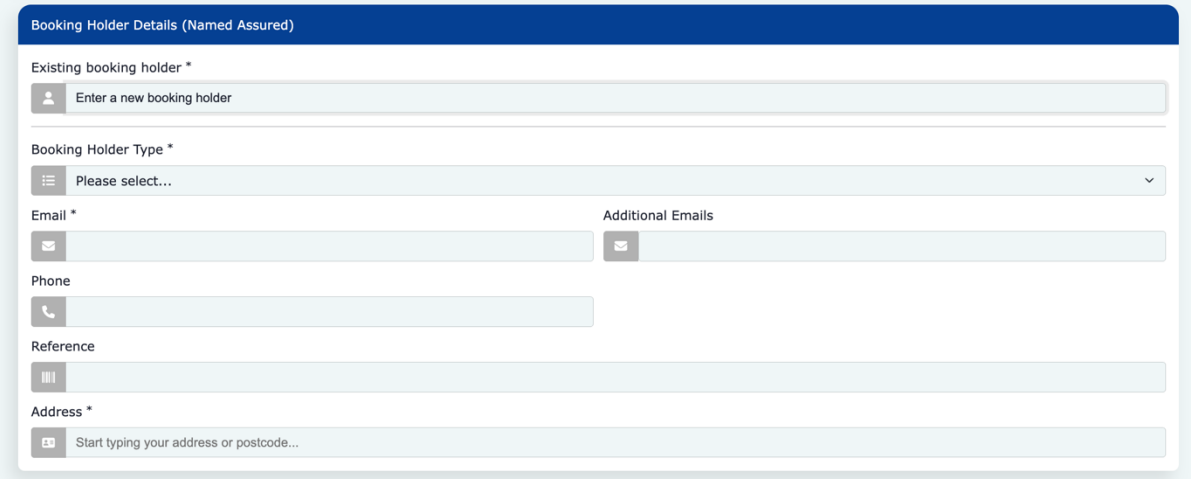
- **Commodity –** You can either scroll through the list of available commodities or simply begin typing and the list will filter for you.
- **Insured Value -** The maximum value which will be covered to the end customer in the event of 'total loss' i.e., if the entire shipment is destroyed or lost. *IMPORTANT: Do not use commas in this field. Decimal points may be used*.
- **Currency –** select desired currency type.
- **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 #/Load Number/Marks, Numbers and Tracking –** Additional free form fields for a tracking or reference code that the shipper has assigned to the shipment. *Not required fields*.
- **AIT Reference # –** Please note this is a required field. Use this space for your File #.



Enter the journey details:

- **Origin/Destination –** These can be a street address or simply a city name.
- **Estimated Start and End dates –** Your start date will be the date your policy is effective. The end date must be after the start date.

- **Conveyance type –** Choose from Road/Rail, Sea, or Air. Based on your choice, there can be fields to add loading/discharge ports and vessel/flight numbers.
- **Conveyance descriptor** – depending on conveyance type, selections are offered, but not required.
- **Carrier** – If desired, choose from a list of carriers or you may enter a new one.



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

Select the customer type, either

- **Organization/Company or**
- **Private Individual**

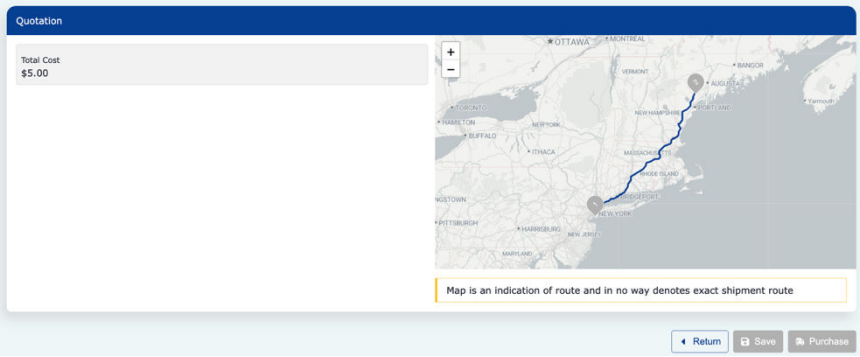
Then simply fill out the customer information fields. *NOTE*: For the Email field, please enter an AIT email address and not the client address. The 'Reference' field is free form and not required. The address field works in the same manner as earlier described.

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



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

Step 2: Offers



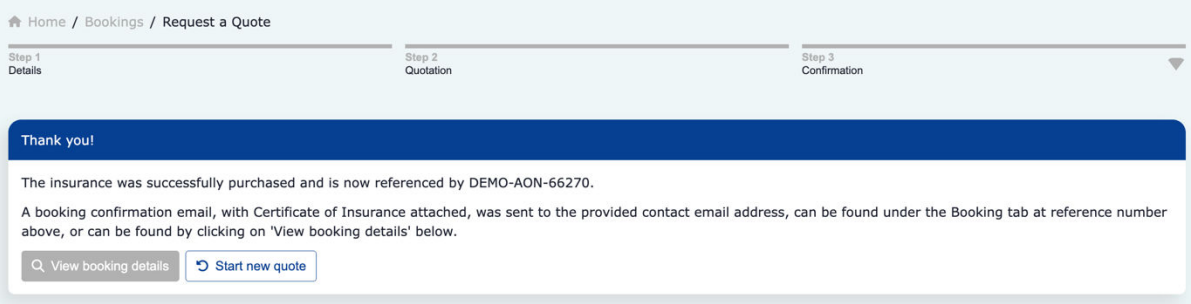
Our system will give you a quote within 30 seconds…
Should changes need to be made, simply click the 'Return' button. To accept the quote, just click the 'Purchase' button. Click 'Save' to save the quote for later purchase.

A word about Compliance:

- We use ComplyAdvantage to perform real-time checks on booking holders against OFAC, UN Sanctions lists, and other global databases at the time of booking.
- For vessels, sanctions checks are conducted using Lloyd's List, but this process is not live and relies on periodic updates to the list.

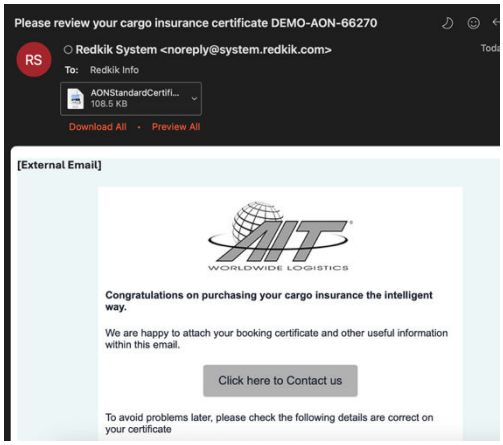
If a booking holder or vessel fails to pass the compliance check, no offer can be quoted.

Step 3: Complete

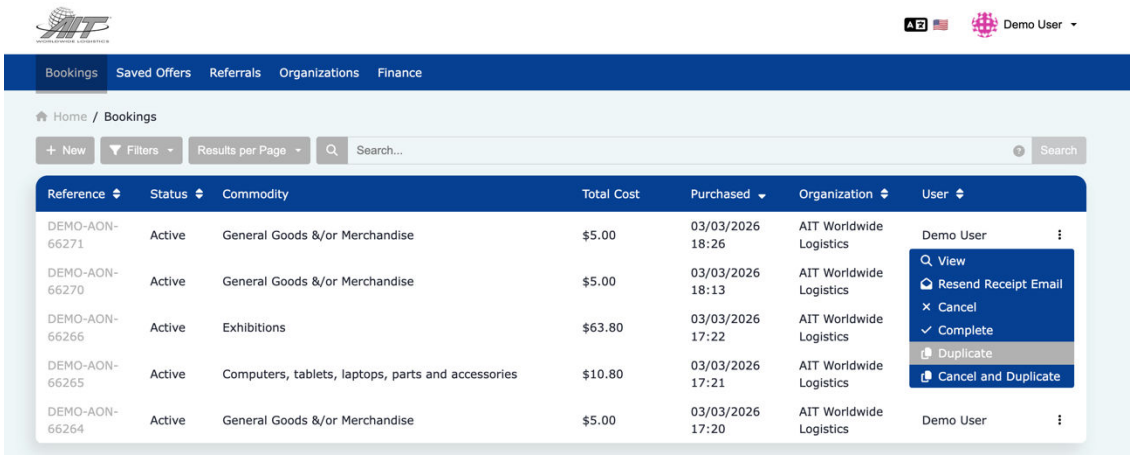


After a successful purchase, the system will show you the reference number assigned to the shipment and a purchase confirmation email is automatically sent to the booking holder. You can then choose to either View Booking Details of the booking you just made or Start New Quote to purchase another booking.

Example purchase email with COI attached:



The 3 Dots Menu

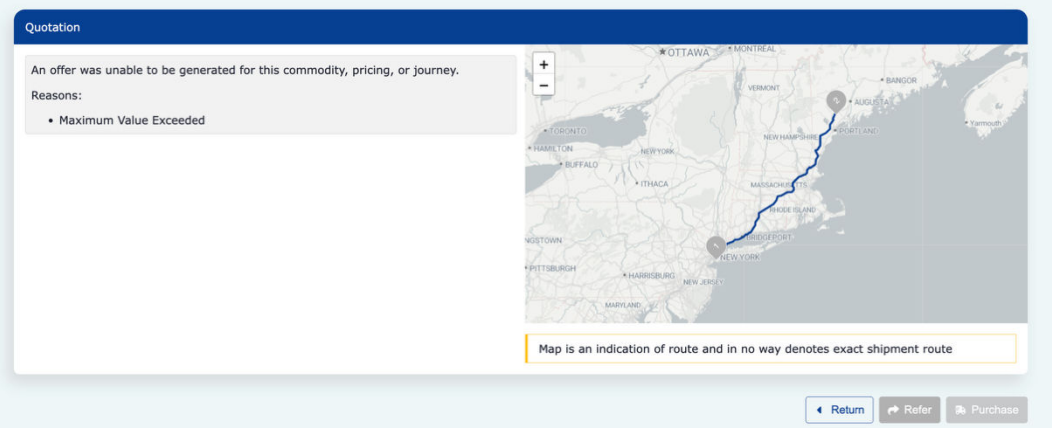


From the booking screen, the 3 dots to the right of any booking offer you a few options for managing your bookings.

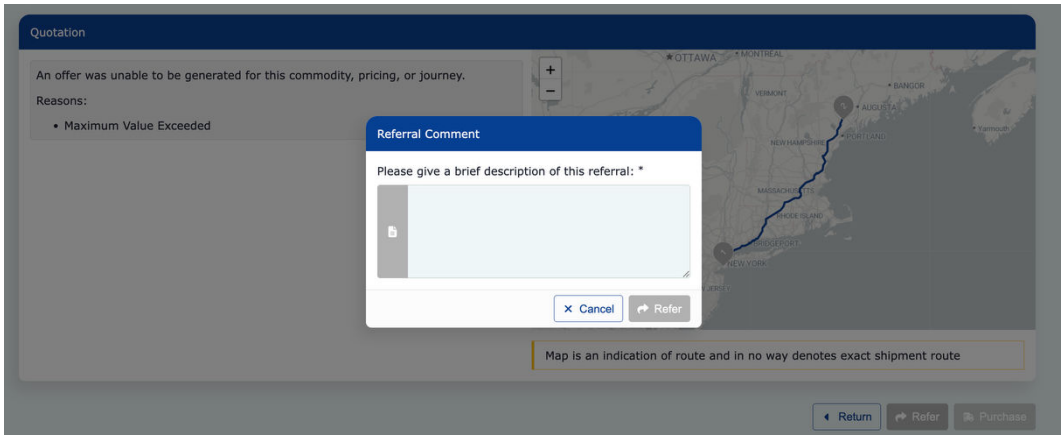
- **View –** To see the booking details
- **Resend Receipt Email –** to send another copy of the purchase confirmation email to the booking holder
- **Cancel** – you can cancel a booking up to the day before the day of departure, but not on the day or after. For example, if a shipment leaves May 24, you can still cancel on May 23 but not after that.
- **Complete** – you can mark bookings as Complete if desired once the journey is completed. This would remove them from your home screen. Turn the filter for "Complete" on to see them.
- **Duplicate** – click here to copy everything from a booking into a new one. This is convenient if you make multiple, similar shipments, saving you from having to enter all details again.
- **Cancel and Duplicate** - combines those two actions in one click

Referrals

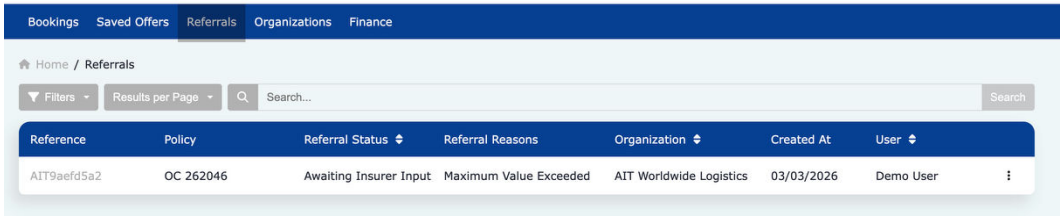
In some cases, an offer cannot be quoted because the shipment details fall outside the parameters of the insurance policy. Perhaps, the insured value is too high or a particular commodity triggers an automatic referral. If that happens, you may be offered the chance to submit your booking to the underwriter for approval. *(Referral rules are dictated by the insurer/policy, not by Redkik)*



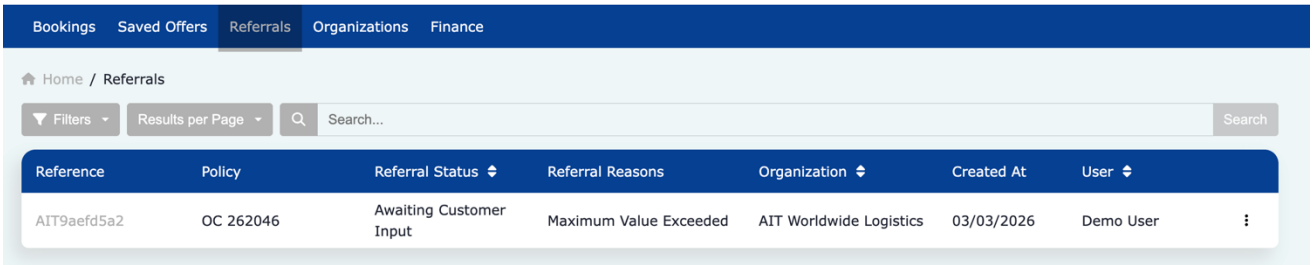
Click on the "Refer" button. You'll be prompted to give a brief description.



Your referral will then be submitted directly to the underwriter. From the Referrals menu, you will see your referral with a status of "Awaiting Insurer Input"



Once the Insurer has reviewed the referral, you will receive an email notification that your referral is waiting for your review. The status will change to "Awaiting Customer Input".



Click on the reference number to review. You will see the latest offer. Click on the Actions menu to either Accept or Reject the offer.

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Thank you.