

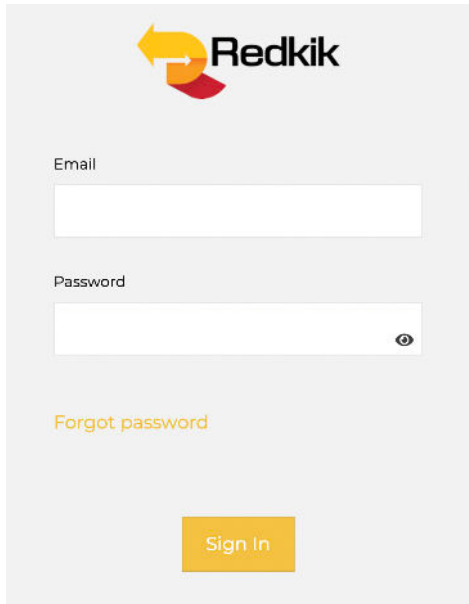


User Guide

Version 3.5

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

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

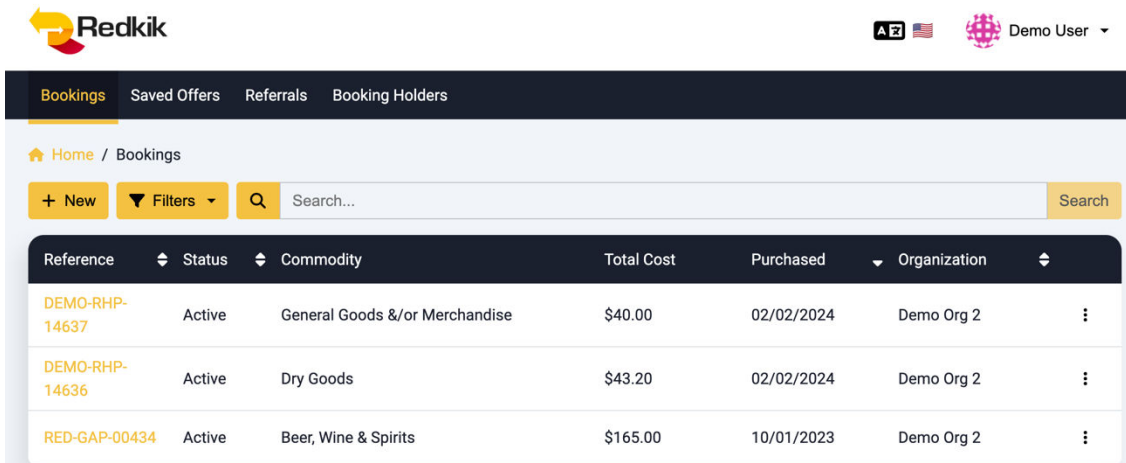


The login form features the Redkik logo at the top left. Below it are two input fields: 'Email' and 'Password'. The 'Password' field includes a toggle icon for visibility. A 'Forgot password' link is positioned below the password field. At the bottom center is a yellow 'Sign In' button.

Login with your credentials.

Click 'Forgot password' if you've forgotten.

You'll be taken directly to the Bookings page.



The screenshot shows the Redkik Bookings page. At the top right, there are navigation elements for 'AZ' with a US flag and 'Demo User'. The main navigation bar includes 'Bookings', 'Saved Offers', 'Referrals', and 'Booking Holders'. Below this is a breadcrumb trail 'Home / Bookings' and a toolbar with '+ New', 'Filters', a search bar, and a 'Search' button. The main content is a table with the following data:

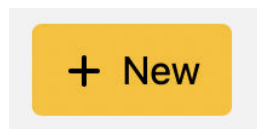
Reference	Status	Commodity	Total Cost	Purchased	Organization	
DEMO-RHP-14637	Active	General Goods &/or Merchandise	\$40.00	02/02/2024	Demo Org 2	⋮
DEMO-RHP-14636	Active	Dry Goods	\$43.20	02/02/2024	Demo Org 2	⋮
RED-GAP-00434	Active	Beer, Wine & Spirits	\$165.00	10/01/2023	Demo Org 2	⋮

Note: Some tabs are not available to all users.

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



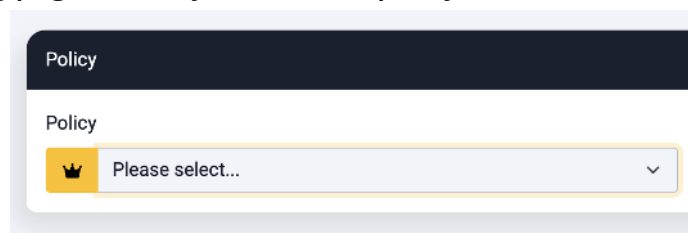
How to create a booking:



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.

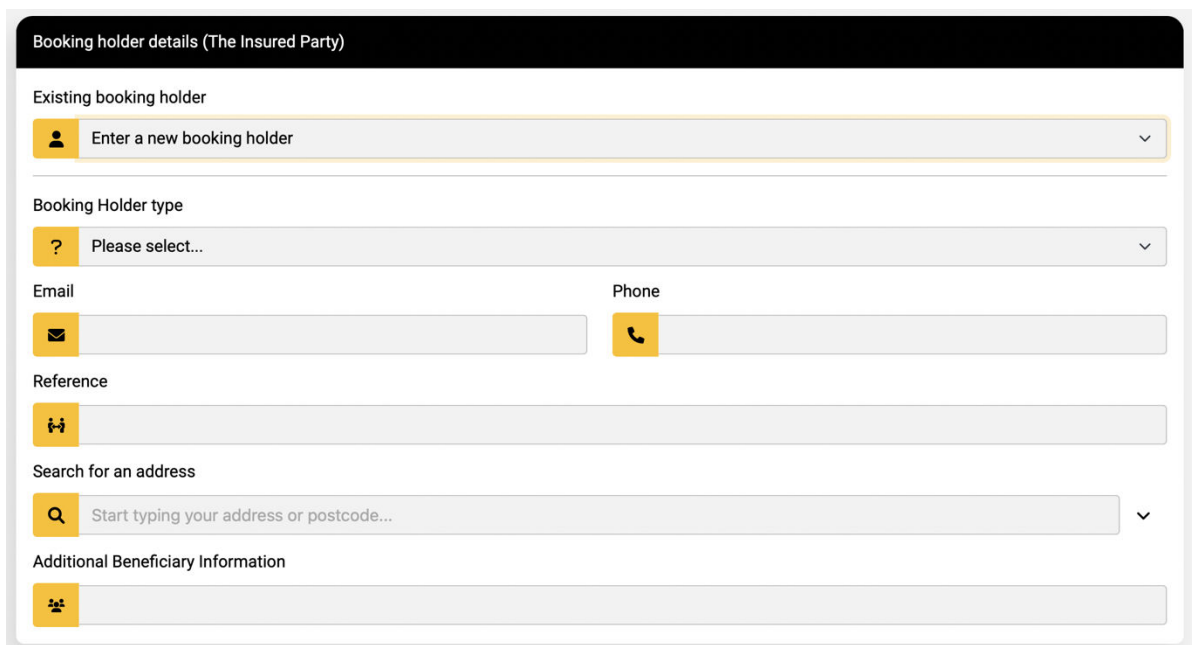


Enter the shipment details: (required fields are marked with “*”)

- **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 punctuation of any kind in this field. No commas or decimal points.**
- **Duty Value** – available if needed, if not leave blank (*do not enter “0”*)
- **Currency** – select desired currency type.
- To add additional commodities, click the “Add commodity” button. 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 #/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.*

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.



Booking holder details (The Insured Party)

Existing booking holder

Enter a new booking holder

Booking Holder type

Please select...

Email Phone

Reference

Search for an address

Start typing your address or postcode...

Additional Beneficiary Information

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

Select the customer type, either

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

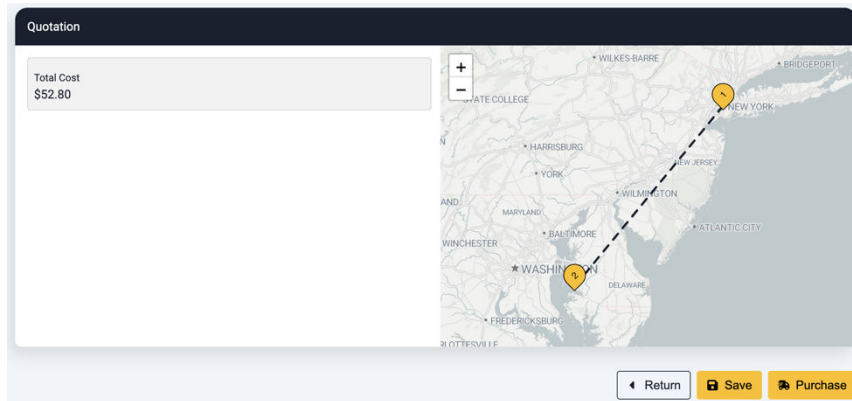
Then simply fill out the customer information fields. The 'Reference' field is free form and not required. The address field works in the same manner as earlier described.

Once you have entered information for a customer, that customer will be saved and available to you in a drop down the next time you create a booking. 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



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

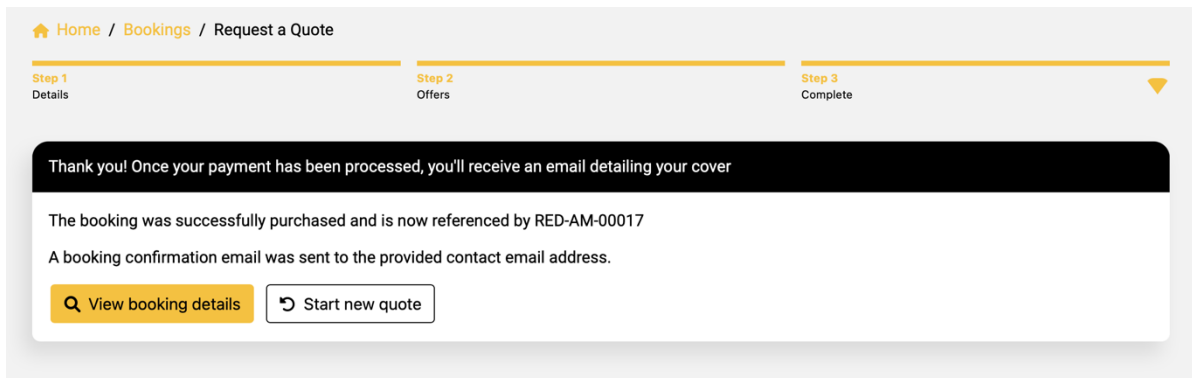
Should changes need to be made, simply click the 'Return' button. To accept the quote, just click the 'Purchase' button. Click 'Save' to save the quote for later purchase.

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.

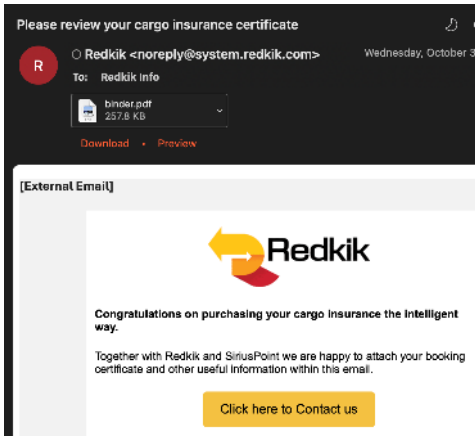
If a booking holder or vessel fails to pass the compliance check, no offer can be quoted.

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

DEMO-RHPC-34178-DEMO	Active	General Goods &/or Merchandise	\$40.00	11/21/2024	Redkik Web Services
DEMO-TLI-34177	Active	General Goods &/or Merchandise	\$32.00	11/21/2024	⋮
DEMO-RHPC-34174-DEMO	Active	General Goods &/or Merchandise	\$40.00	11/21/2024	View
DEMO-RHPC-34173-DEMO	Active	Automobiles	\$40.00	11/21/2024	Resend Receipt Email

The table shows a list of bookings. The last row has a 3-dot menu open with options: View, Resend Receipt Email, Cancel, Complete, File a Claim, and Duplicate.

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.
- **File a Claim** – you can initiate the Claims process here (explained further below)
- **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.

To file a claim

There are two ways to reach the Claims portal.

1. From the purchase confirmation email:

Making a claim

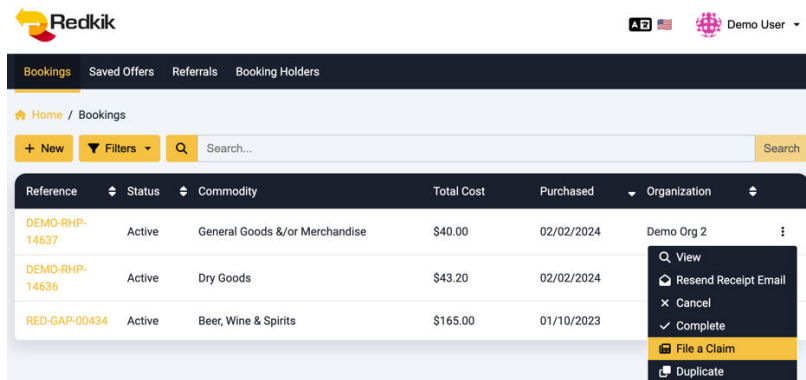
If you wish to make a claim, you will need to provide the following documentation:

- Dated before (if available) 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

In case of loss of or damage to the goods insured which may become a claim under this policy, same shall be reported promptly in writing to the nearest office of the Insurer or to the nearest approved Claim Agent of the Insurer and proof of interest shall be filed with them as soon as practicable thereafter. Failure to report physical loss or damage promptly shall invalidate any claim under this policy.

[Click here to Make a Claim](#)

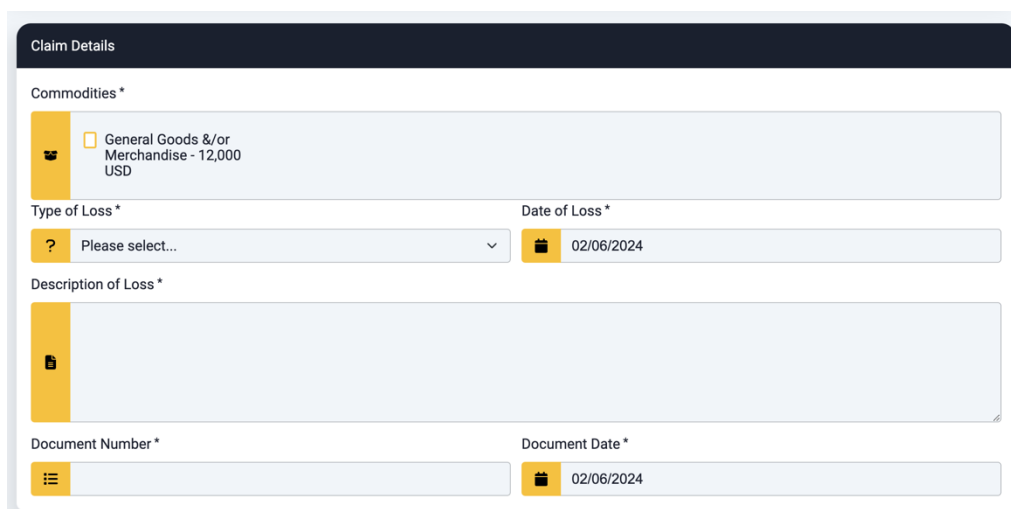
2. From the "3 Dots" menu



The screenshot shows the Redkik interface with a table of bookings. The table has columns for Reference, Status, Commodity, Total Cost, Purchased, and Organization. A dropdown menu is open for the 'RED-GAP-00434' booking, showing options like View, Resend Receipt Email, Cancel, Complete, File a Claim, and Duplicate.

Reference	Status	Commodity	Total Cost	Purchased	Organization
DEMO-RHP-14637	Active	General Goods &/or Merchandise	\$40.00	02/02/2024	Demo Org 2
DEMO-RHP-14636	Active	Dry Goods	\$43.20	02/02/2024	
RED-GAP-00434	Active	Beer, Wine & Spirits	\$165.00	01/10/2023	

Either method will bring you to this screen:



The screenshot shows the 'Claim Details' form with the following fields:

- Commodities *: General Goods &/or Merchandise - 12,000 USD
- Type of Loss *: Please select...
- Date of Loss *: 02/06/2024
- Description of Loss *: (Empty text area)
- Document Number *: (Empty text field)
- Document Date *: 02/06/2024

Here you'll fill out the details of your claim along with a description. Below that, in the Documents section, upload any required documentation.

The screenshot shows a 'Documents' section with two main categories: 'Bill of Lading *' and 'Photos *'. Each category has a file upload field with a 'Choose File' button and a 'No file chosen' status. To the right of each field is a red trash icon. Below each upload field is a yellow button labeled '+ Add Another File'.

Payout details can be provided to the underwriter if you desire, but are not required.

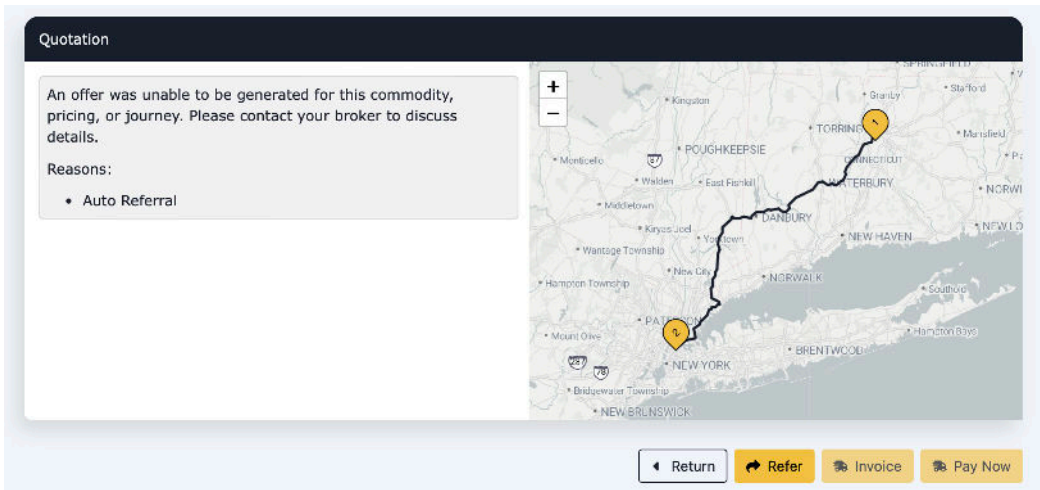
The screenshot shows a 'Payout Details' section with two columns of input fields. The left column includes: Bank Name, Bank Country, Sort Code, Account Holder Name, Correspondent Bank Name, and Correspondent Bank Swift. The right column includes: Bank Address, SWIFT, IBAN, Account Holder Country, Correspondent Bank Branch, and Correspondent Bank Account. Each field has a small icon to its left (e.g., bank building, globe, person) and a light blue input area.

Hit "Submit" and your claim is forwarded to the underwriter.

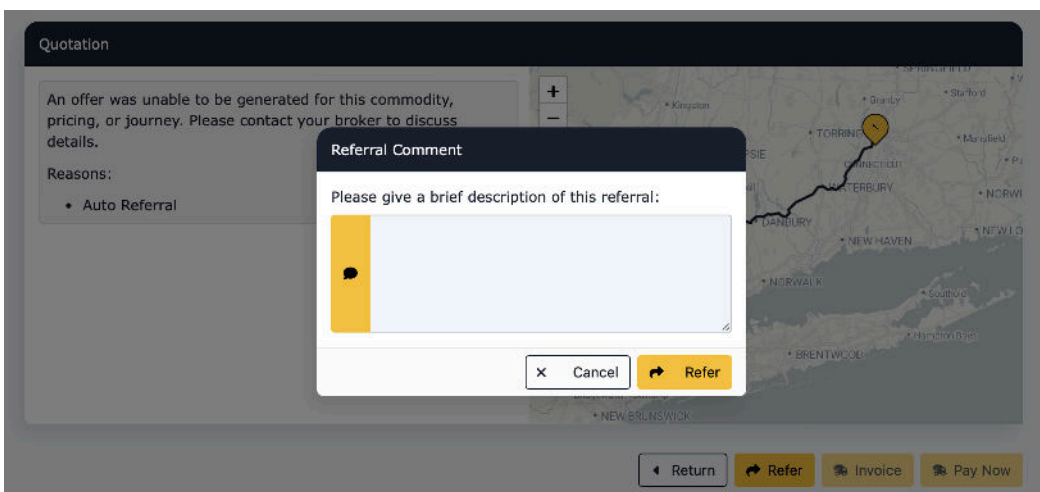
The screenshot shows a 'Claim Submitted' success message. It features a dark header with the text 'Claim Submitted' and a white body with the text 'Success' and 'Your claim has been received and your underwriter has been notified by email.'

Referrals

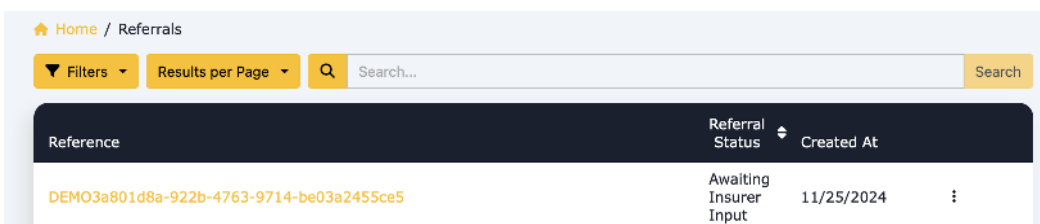
In some cases, an offer cannot be quoted because the shipment details fall outside the parameters of the insurance policy. Perhaps, the insured value is too high or a particular commodity triggers an automatic referral. If that happens, you may be offered the chance to submit your booking to the underwriter 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”.

Home / Referrals

Filters Results per Page Search... Search

Reference	Referral Status	Created At
DEMO3a801d8a-922b-4763-9714-be03a2455ce5	Awaiting Customer Input	11/25/2024

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.

Home / Referrals / DEMO3a801d8a-922b-4763-9714-be03a2455ce5

Actions

- Reject Referral
- Accept

Risk

Journey details

Booking holder details (The Insured Party)

Latest Offer

Comments

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Thank you.