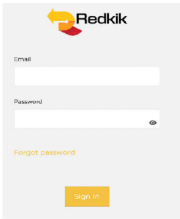


Apps Redkik App



Apps Redkik App User Guide

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3 Documents / Resources

3.1 References

4 Related Posts



Apps Redkik App




Email

Password

[Forgot password](#)

[Sign In](#)

This guide walks you through booking a shipment using the Redkik Portal which can be found at: <https://app.redkik.com/>



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.

Bookings Saved Offers Referrals Booking Holders						
Home / Bookings						
<div> <div>+ New</div> <div>Filters ▾</div> <div>Q Search...</div> <div>Search</div> </div>						
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.

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.

Policy

Policy

👑

Please select...

▼

Shipment details

Commodity *

Insured Value *

Duty Value

Currency

📦 Search...

📦

📦

📦 USD

🗑️

+ Add Commodity

Commodity Description *

📦

Shippers Reference #/Load Number

Marks, Numbers, and Tracking #

📦


📦

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 that 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.

Journey details


Origin *

 Start typing your address or postcode...


Destination *

 Start typing your address or postcode...



Estimated Start Date (mm/dd/yyyy) *

 02/06/2024



Estimated End Date (mm/dd/yyyy) *

 02/07/2024


Conveyance Type *

 Road/Rail 

Conveyance Descriptor

 Please select... 

Carrier



 Search...

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

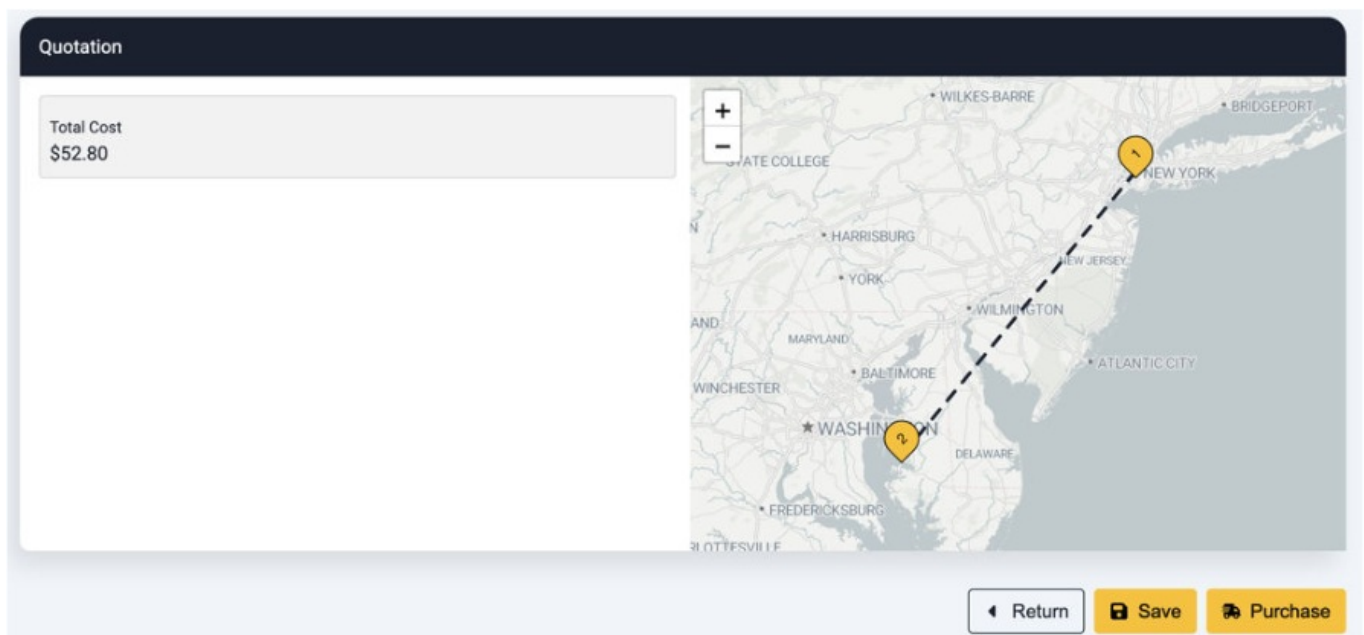
- Private Individual

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.



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

Step 2: Offers



Quotation

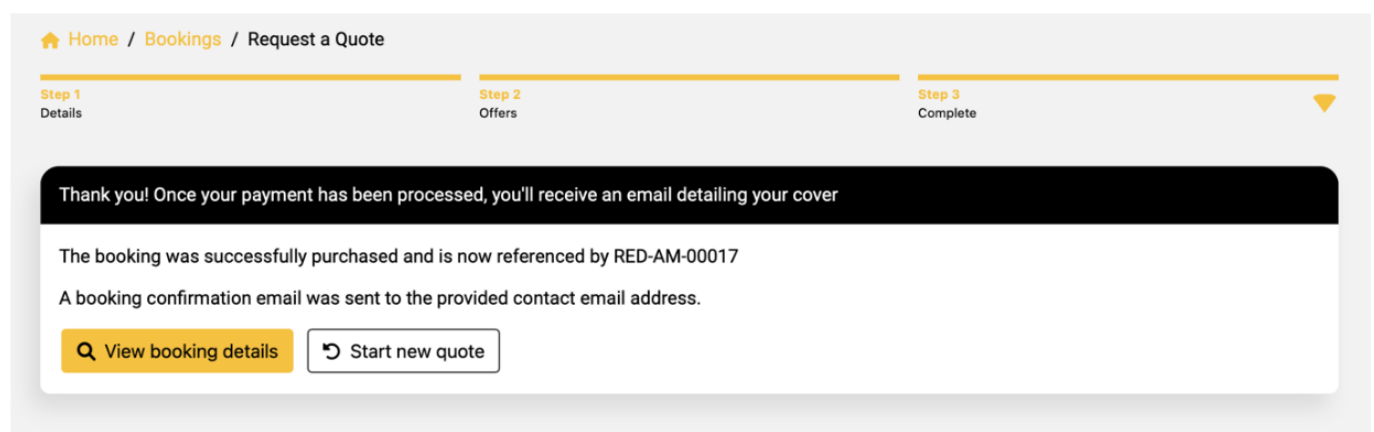
Total Cost
\$52.80

Map showing route from Washington to New York.

Return Save Purchase

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.

Step 3: Complete



Home / Bookings / Request a Quote

Step 1 Details Step 2 Offers Step 3 Complete

Thank you! Once your payment has been processed, you'll receive an email detailing your cover

The booking was successfully purchased and is now referenced by RED-AM-00017

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.

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:

AE  Demo User

Bookings

Saved Offers

Referrals

Booking Holders

Home / Bookings

+ New

Filters

Search...

Search

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	

View

Resend Receipt Email

Cancel

Complete

File a Claim

Duplicate

- Either method will bring you to this screen:

Claim Details

Commodities *

General Goods &/or Merchandise - 12,000 USD

Type of Loss *

?

Please select...

▼

Date of Loss *

02/06/2024

Description of Loss *

Document Number *

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.

Documents

Bill of Lading *

Choose File

No file chosen

+ Add Another File

Photos *

Choose File

No file chosen

+ Add Another File

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

Payout Details

Bank Name

Bank Address

Bank Country

SWIFT

Sort Code

IBAN

Account Holder Name

Account Holder Country

Correspondent Bank Name

Correspondent Bank Branch

Correspondent Bank Swift

Correspondent Bank Account

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


Claim Submitted

Success


Your claim has been received and your underwriter has been notified by email.

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Documents / Resources

 Quick Start Guide <small>Version 1.0</small>	Apps Redkik App [pdf] User Guide Redkik App, App
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References

-  app.redkik.com/
- [User Manual](#)

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