

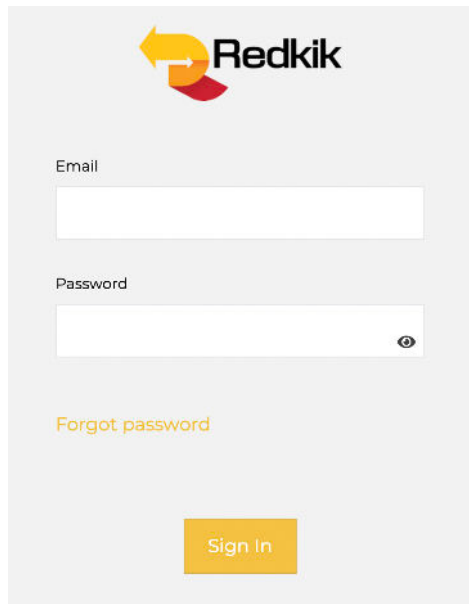


# Quick Start Guide

Version 3.5

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

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

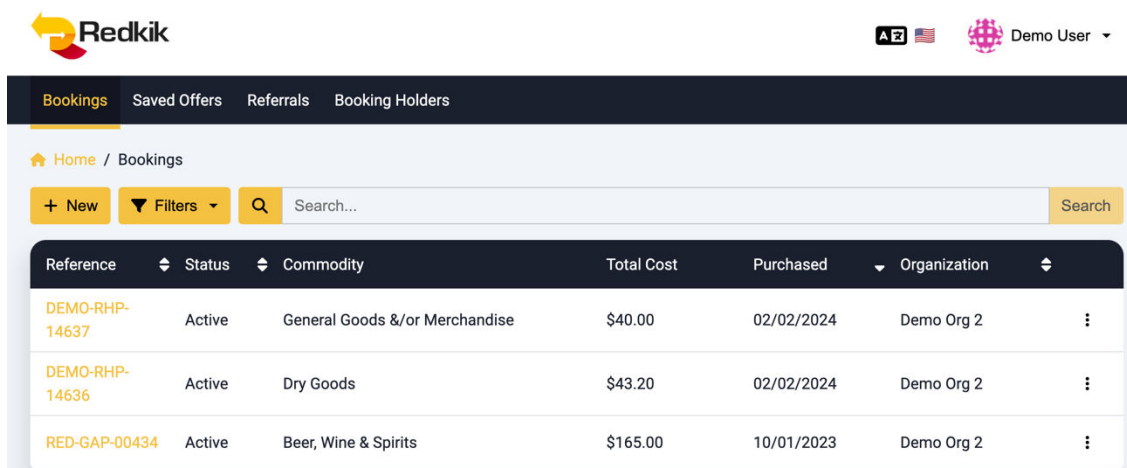


The login form features the Redkik logo at the top. Below it are two input fields: 'Email' and 'Password'. The 'Password' field includes a toggle icon for visibility. A 'Forgot password' link is positioned below the password field. At the bottom is a yellow 'Sign In' button.

**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. The top navigation bar includes 'Bookings', 'Saved Offers', 'Referrals', and 'Booking Holders'. The 'Bookings' tab is active. Below the navigation bar is a breadcrumb trail 'Home / Bookings'. A toolbar contains '+ New', 'Filters', a search bar, and a 'Search' button. The main content area displays 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.

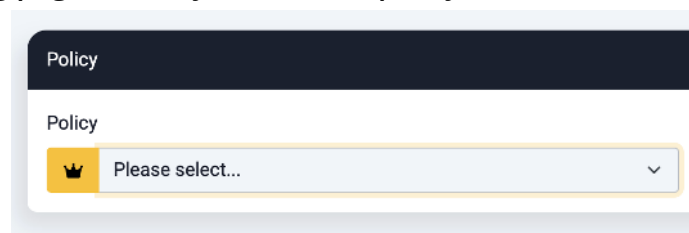
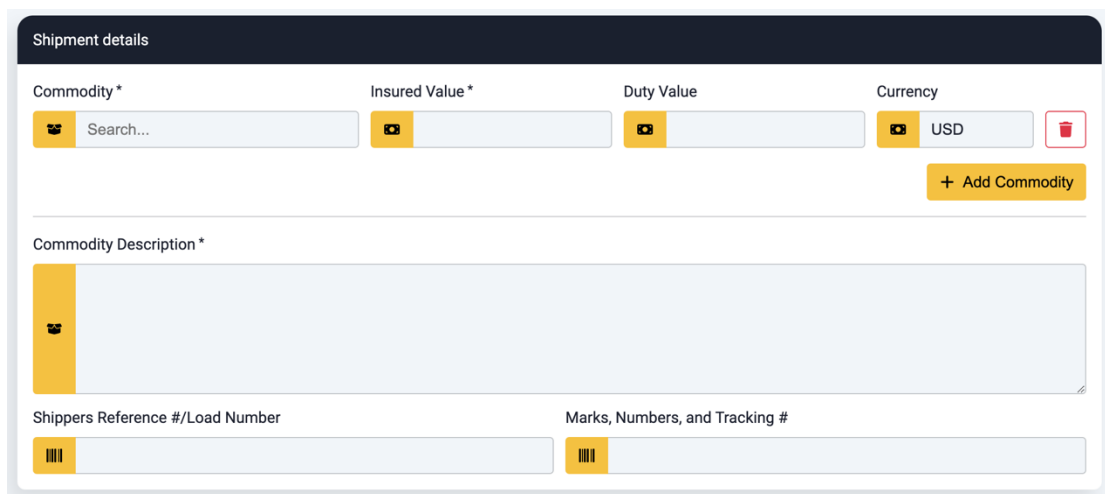
## How to create a booking:

+ 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.

A screenshot of a web interface showing a 'Policy' dropdown menu. The menu is open, displaying a search bar with a crown icon and the text 'Please select...'. The background is a dark blue header with the word 'Policy' in white.A screenshot of a 'Shipment details' form. The form has a dark blue header with the title 'Shipment details'. Below the header, there are four input fields: 'Commodity\*' (with a search icon and 'Search...' text), 'Insured Value\*' (with a camera icon), 'Duty Value' (with a camera icon), and 'Currency' (with a dropdown menu showing 'USD' and a trash can icon). To the right of the 'Currency' field is a yellow button labeled '+ Add Commodity'. Below these fields is a large text area for 'Commodity Description\*' with a search icon on the left. At the bottom, there are two more input fields: 'Shippers Reference #/Load Number' (with a barcode icon) and 'Marks, Numbers, and Tracking #' (with a barcode icon).

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.*

The screenshot shows a 'Journey details' form with the following fields:

- Origin \***: A text input field with a location pin icon and placeholder text 'Start typing your address or postcode...'.
- Destination \***: A text input field with a location pin icon and placeholder text 'Start typing your address or postcode...'.
- Estimated Start Date (mm/dd/yyyy) \***: A date input field showing '02/06/2024'.
- Estimated End Date (mm/dd/yyyy) \***: A date input field showing '02/07/2024'.
- Conveyance Type \***: A dropdown menu with 'Road/Rail' selected.
- Conveyance Descriptor**: A dropdown menu with 'Please select...'.
- Carrier**: A text input field with a location pin icon and placeholder text '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

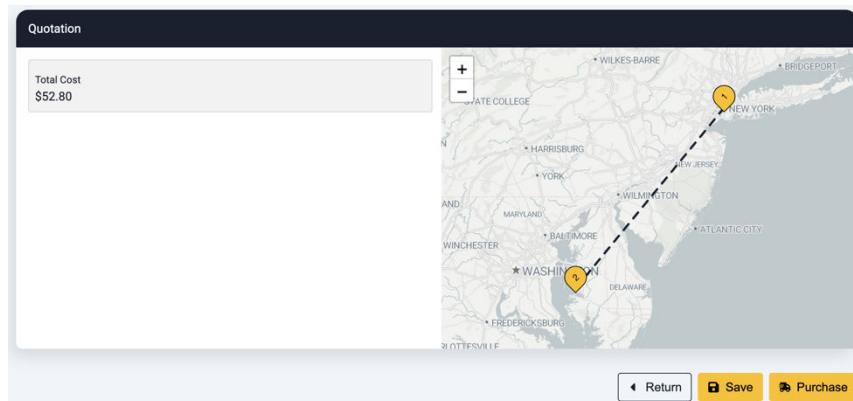
Then simply fill out the customer information fields. The 'Reference' field is free form and not required. The address field works in the same manner as earlier described.

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.

 Submit

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

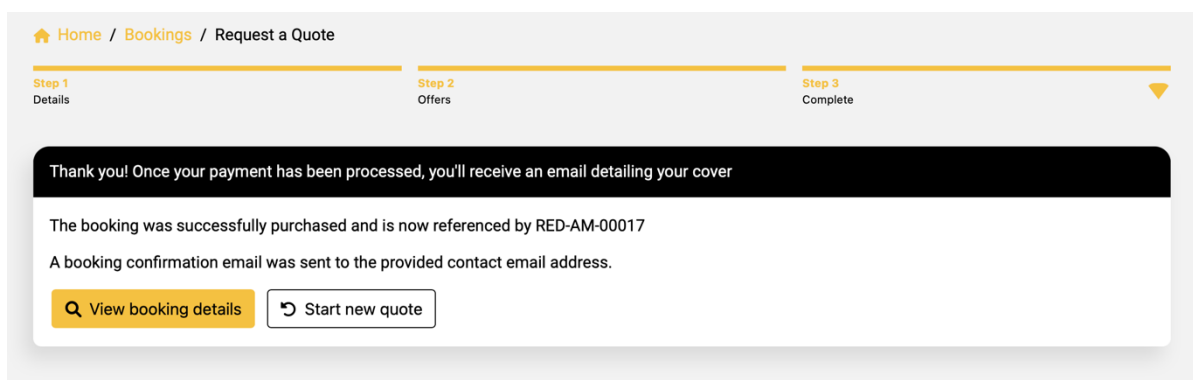
## **Step 2: Offers**



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.

## **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.

## To file a claim

There are two ways to reach the Claims portal.

### 1. From the purchase confirmation email:

**Making a claim**

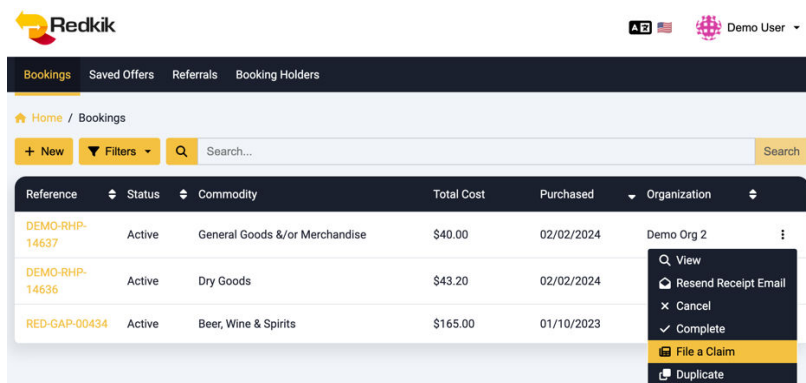
If you wish to make a claim, you will need to provide the following documentation:

- 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](#)

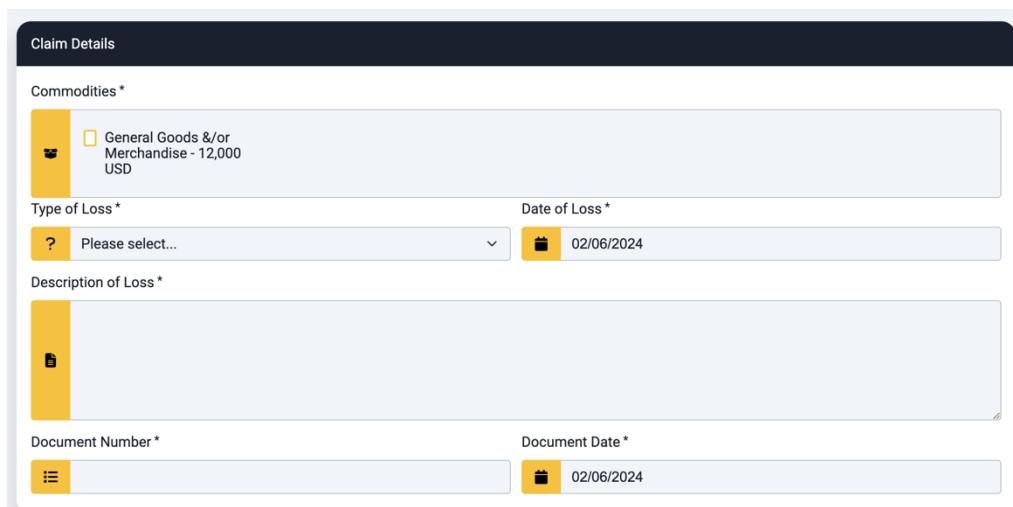
### 2. From the “3 Dots” menu



The screenshot shows the Redkik interface with the 'Bookings' tab selected. A table lists three bookings. The third booking, 'RED-GAP-00434', is selected, and a dropdown menu is open, showing options: View, Resend Receipt Email, Cancel, Complete, File a Claim (highlighted), 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 'Claim Details' form contains the following fields:

- Commodities \***: A dropdown menu showing 'General Goods &/or Merchandise - 12,000 USD'.
- Type of Loss \***: A dropdown menu with a question mark icon and the text 'Please select...'. The selected option is 'General Goods &/or Merchandise - 12,000 USD'.
- Date of Loss \***: A date field showing '02/06/2024'.
- Description of Loss \***: A large text area for describing the loss.
- Document Number \***: A text field for the document number.
- Document Date \***: A date field showing '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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