



Client User Guide – Basics

January 2014 Edition

Need assistance?

Contact us for more information at coveragedock@roanoketrade.com or 800-762-6653 and ask for CoverageDock™ support.



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Using CoverageDock™

Login to CoverageDock™ at www.coveragedock.com. The secure login system ensures that only authorized users have access. We recommend that user accounts not be shared. Note that CoverageDock™ works only with Microsoft Internet Explorer browser.

Initial Account Setup

When logging on for the first time, you must create a password. You'll receive an email from the CoverageDock™ system administrator (postmaster@oceanwide.com) containing a hyperlink. Click on the link or copy and paste it into your browser address bar.

From: postmaster@oceanwide.com
To: Angie Hansen
Cc:
Subject: Genoa Confidential Email

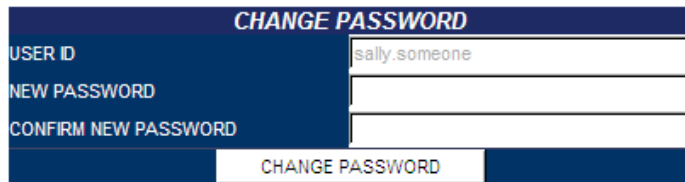
Sent: Wed 3/2/2011 10:55 AM

Sally Someone, Please click the following link to create your password for CoverageDock:

["https://www.coveragedock.com/UserAuthentication.axd?ID=dG9rZW49WwXJWEN5Y2RkYTY3SUdL044Y3RhQlZHM1h1Z2Jk2Nga2x0bHFRcitUUmJOMzFDQ2c3c01sVlpVT0h6d2d0b0c1UIVQWU9tc3ptb2srVG9odHhUkE9PTtsb2dwbkIEPYNhbGx5LnNhbWVwbmU7ZlhwaxJ5RGF0ZT0yMDExLTAzLTA1VDE2QlU0QjU1"](https://www.coveragedock.com/UserAuthentication.axd?ID=dG9rZW49WwXJWEN5Y2RkYTY3SUdL044Y3RhQlZHM1h1Z2Jk2Nga2x0bHFRcitUUmJOMzFDQ2c3c01sVlpVT0h6d2d0b0c1UIVQWU9tc3ptb2srVG9odHhUkE9PTtsb2dwbkIEPYNhbGx5LnNhbWVwbmU7ZlhwaxJ5RGF0ZT0yMDExLTAzLTA1VDE2QlU0QjU1)

The Change Password screen appears.

Please change your password for security concern.



| CHANGE PASSWORD | |
|----------------------|---------------|
| USER ID | sally.someone |
| NEW PASSWORD | |
| CONFIRM NEW PASSWORD | |
| CHANGE PASSWORD | |

Your User ID is pre-filled. Enter a password of your choice in the *New Password* field. Passwords are case-sensitive, and may be composed of letters, numbers, and special characters.

Re-enter the same password in the *Confirm New Password* field. Click *Change Password*. Your password is now set.

Note on password requirements:

- Must be at least 8 combined characters, letters, numbers, and/or symbols.
- Should be entirely new. The system will not accept a password that has already been used recently.
- May not contain your User Name.
- A character may not be repeated three times in a row.
- If other rules apply, a message will appear when you try to change the password. The message will detail what must be changed in the new password.

The first time you log into the system you will be prompted to accept the User License Agreement before proceeding.

Forgot Your Password? Using the Forgot Your Password Option

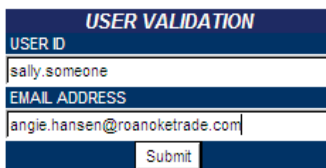
If at any time you forget your password click on the *Forgot Your Password?* link on the login page.

1. In the Log On window, click *Forgot your Password*.



2. Enter your User ID and email address and click *Submit*. If you have more than one email address or if your email address has changed, be sure to enter the email address that was used in your account setup.

To reset your password, please enter your Roanoke PROD Live Client Side UserID and Email Address.



3. A message will appear confirming that an email has been sent to your email address.

NOTE: If you experience difficulty using the *Forgot Your Password* feature, the password may need to be reset by an administrator. Contact CoverageDock™ support for assistance.

Suspended Accounts

When you try to login to a suspended account, you will receive the following error

Your account has been suspended. Please click on 'Forgot Your Password' to revoke suspension and receive a new password link.

As a security measure to protect your account, access will be locked if anyone tries to access your account with invalid login information.

- Repeatedly entering the wrong password on the login page
- Several unsuccessful attempts to change the password

Follow the steps above for *Forgot Your Password*.

Navigating in CoverageDock™

When you login you will be directed to the Welcome screen. It contains the Navigation Bar and the Active Policy Bar. Use the system *Navigation Bar* (in blue) across the top of the screen to move to different sections of CoverageDock™. The gray bar below it displays your policy information. If you have more than one policy, select *Policy* from the *Navigation Bar* to change policies.

The screenshot shows the top of the CoverageDock application. On the left is the Roanoke Trade logo with the tagline 'International Insurance Brokers Since 1935' and the user ID 'sally.someone'. To the right are navigation links for 'HOME', 'ABOUT US', and 'SUPPORT'. Below this is a blue navigation bar with buttons for 'Policy', 'Shipments', 'Claims', 'Storage', 'Analysis', 'Tools', 'Help', and 'Log Off'. A gray bar below the navigation bar displays the active policy: 'CoverageDock Demo Policy (10RTS9999) - effective 9/1/2009 to 8/31/2011'.

The banner features the text 'EXPERIENCE STABILITY PROGRESS' in large blue letters. Below this is the Roanoke Trade logo and the text 'International Insurance Brokers Since 1935'. Underneath is the heading 'OUR MISSION' followed by the text: 'To set the industry standard in delivering quality insurance, surety and risk management services to businesses, particularly those involved in importing, exporting or transporting goods.'

| SHIPMENTS | | | | | | | | | | | |
|--|----------------------|-------------------|--|------------|-----------------|---------------|-------------------|-----------------|-----------------|-------------|-----------------------|
| SHIPMENT / REFERENCE | STATUS | DATE OF DEPARTURE | PRIMARY ASSURED / NAMED ASSURED | CONVEYANCE | ORIGIN | DESTINATION | TOTAL SUM INSURED | BASIC PREMIUM | STORAGE PREMIUM | WAR PREMIUM | TOTAL TAXES & CHARGES |
| 7753308000071 Bill's Shipping Template | Booked and Confirmed | 3/2/2011 | CoverageDock Demo Company Billy's Shipping & Storage Co | Vessel | Chicago, U.S.A. | Paris, FRANCE | 568,540.00 USD | 1,421.35 USD | | | |
| 7753308000073 testing end date | Booked and Confirmed | 2/25/2011 | CoverageDock Demo Company CCW Shipping Co | Aircraft | Elgin, U.S.A. | ddd, MEXICO | 385,000.00 USD | 2,887.50 USD | | | |
| 7753308000072 testing end date | Rejected Referral | 1/25/2011 | CoverageDock Demo Company CCW Shipping Co | Aircraft | Elgin, U.S.A. | ddd, MEXICO | 385,000.00 USD | 2,887.50 USD | | | |
| 7753308000075 testing end date | Rejected Referral | 1/25/2011 | CoverageDock Demo Company CCW Shipping Co | Aircraft | Elgin, U.S.A. | ddd, MEXICO | 385,000.00 USD | 2,887.50 USD | | | |
| TEMPLATES No Data Available. | | | | | | | | | | | |
| OUTSTANDING REFERRALS, CHANGE & CANCELLATION REQUESTS No Data Available. | | | | | | | | | | | |

NOTE: Depending on your security rights some options on the *Navigation Bar* may vary from user to user.

A brief description of the items found on the Navigation Bar follows.

- Policy:** Provides the ability to change the active policy if there are multiple policies attached to your account.
- Shipments:** This section is where you will issue Certificates and Declarations.
- Claims:** Provides the ability to report new claims and query existing claims.
- Storage:** This section will track storage reports.

- Analysis:** Provides the ability to generate reports.
- Tools:** Provides the ability to view documents attached to the active policy and to access User Profiles.
- Help:** Provides the ability to access Quick Start Guides and manuals provided by the software vendor.
- Log Off:** Use this to exit CoverageDock™.

You can modify the Status page to show a list of recent *Shipments, Templates, or Outstanding Referrals, Change & Cancellation Requests*. Go to your *User Profile* to do so.

Click on a shipment/reference number to open the shipment detail.

| SHIPMENTS | | | | | | | | | | | |
|---|----------------------|-------------------|---|------------|-----------------|---------------|-------------------|---------------|-----------------|-------------|-----------------------|
| SHIPMENT / REFERENCE | STATUS | DATE OF DEPARTURE | PRIMARY ASSURED / NAMED ASSURED | CONVEYANCE | ORIGIN | DESTINATION | TOTAL SUM INSURED | BASIC PREMIUM | STORAGE PREMIUM | WAR PREMIUM | TOTAL TAXES & CHARGES |
| 7753308000071 Billy's Shipping Template | Booked and Confirmed | 3/2/2011 | CoverageDock Demo Company Billy's Shipping & Storage co | Vessel | Chicago, U.S.A. | Paris, FRANCE | 568,540.00 USD | 1,421.35 USD | | | |
| 7753308000073 testing endt date | Booked and Confirmed | 2/25/2011 | CoverageDock Demo Company CCW Shipping Co | Aircraft | Elgin, U.S.A. | dddd, MEXICO | 385,000.00 USD | 2,887.50 USD | | | |

| TEMPLATES | | | | | | | |
|--|----------|-------------------|---|------------|---------------|--------------|-------------------|
| SHIPMENT / REFERENCE | STATUS | DATE OF DEPARTURE | PRIMARY ASSURED / NAMED ASSURED | CONVEYANCE | ORIGIN | DESTINATION | TOTAL SUM INSURED |
| XXXXXXXXXX testing endt date | Template | 2/25/2011 | CoverageDock Demo Company CCW Shipping Co | Aircraft | Elgin, U.S.A. | dddd, MEXICO | 385,000.00 USD |

| OUTSTANDING REFERRALS, CHANGE & CANCELLATION REQUESTS | | | | | | | |
|---|----------|---|---------------|--------------|-------------------|-------------------------|--|
| SHIPMENT / REFERENCE | STATUS | PRIMARY ASSURED / NAMED ASSURED | ORIGIN | DESTINATION | TOTAL SUM INSURED | REFERRAL / REQUEST DATE | REFERRAL REASON(S) / REQUEST |
| 7753308000075 testing endt date | Referred | CoverageDock Demo Company CCW Shipping Co | Elgin, U.S.A. | dddd, MEXICO | 385,000.00 USD | 3/7/2011 | date of departure being more than backdating tolerance |

Analysis and Report Tools

CoverageDock™ provides an array of flexible reporting functions where you may select from a number of combinations of search criteria to generate specific reports. The system provides the below primary reporting tools.

| | |
|------------------------------|---|
| <i>Analysis Reports:</i> | These are predefined reports where the format and search fields are set by the system. |
| <i>Query/Search Reports:</i> | These reports are used through the use of the Shipment Search screen and allow for the exporting of all fields captured during the shipment creation process to download into Microsoft Excel file. |

Analysis Reports

There are three types of predefined reports available. These are:

- Premium-Claim Analysis
- Claim Analysis
- Shipment Analysis

The Premium-Claim Analysis is useful only if you are reporting your entire cargo premium through CoverageDock™ (certificates and/or declarations).

The Claim Analysis summarizes claim activity by Primary Assured.

The Shipment Analysis provides information on shipments posted to your account.

Shipment Analysis

To generate a Shipment Analysis report from CoverageDock™ click on the *Analysis* link from the system navigation bar and the *Shipment Analysis* drop-down option. This will direct you to the Shipment Analysis screen to select the data variables you would like to include within your report.

| SHIPMENT ANALYSIS | |
|---|---|
| PRIMARY ASSURED | ABC Demo Company, Inc. |
| POLICY NUMBER | |
| POLICY NAME | |
| POLICY YEAR | |
| POLICY EFFECTIVE DATE | From [] To [] |
| NAMED ASSURED | |
| INSURED VALUES BETWEEN | [] And [] U.S. Dollars |
| DATE OF DEPARTURE | From [] To [] |
| DATE OF ISSUE | From [] To [] |
| CONVEYANCE CLASS | -- All Conveyance Classes -- |
| COMMODITY | |
| VESSEL | |
| ORIGIN COUNTRY | -- All Countries -- |
| DESTINATION COUNTRY | -- All Countries -- |
| STATUS | <input type="checkbox"/> Booked <input type="checkbox"/> Referred <input type="checkbox"/> Cancelled <input type="checkbox"/> Change/Pending <input type="checkbox"/> Rejected <input type="checkbox"/> Payment Pending |
| SUMMARIZE BY | Primary Assured |
| REPORT FORMAT | <input checked="" type="radio"/> Screen <input type="radio"/> Excel <input type="radio"/> PDF |
| <input type="button" value="Generate Report"/> <input type="button" value="Clear"/> | |

Enter any combination of criteria to define your report. When complete, click *Generate Report*. This may be sent to the screen, to an Excel spreadsheet, or in Adobe® pdf format.

Search/Query Function

To search for a shipment or template, open the *Shipments* menu, and select *Query/List*. The *Shipment Search Criteria* page opens in the basic format. Click the *Advanced Search* button to view additional search options, detailed in the next section.

| SHIPMENT SEARCH CRITERIA | |
|--------------------------|---|
| NAMED ASSURED | |
| REFERENCE NUMBER | |
| CERTIFICATE NUMBER | |
| POLICY YEAR | |
| DECLARATION PERIOD | All Periods |
| INSURED VALUE RANGE | From [] To [] |
| | All Currencies |
| STATUS | <input checked="" type="checkbox"/> Booked <input type="checkbox"/> Referred/RFQ Submitted <input type="checkbox"/> Cancelled <input type="checkbox"/> Change/Cancellation Pending <input type="checkbox"/> Rejected Referral <input type="checkbox"/> Template <input type="checkbox"/> RFQ Declined <input type="checkbox"/> Quote Issued <input type="checkbox"/> Quote Rejected |
| TYPE OF SHIPMENT | <input checked="" type="checkbox"/> Certificates <input type="checkbox"/> Declarations |

DATA OUTPUT OPTIONS

OUTPUT TYPE: Shipment

OUTPUT FORMAT: Screen Excel

OUTPUT TEMPLATE: All Owner Companies | Select a Template | [Manage Template](#)

Search Clear

Enter any combination of search options, or leave all fields blank and click *Search* to view all available booked shipments. All fields are optional.

Select the appropriate Output Format. The search results may be viewed on screen, or opened in an Excel document. When Excel is selected as the Output Format, the report template can be selected here if more than one option exists.

Using the Data Output Center

When sending a report to Excel, the search is run in the background, and a message will appear once the report is ready. When ready, it will be available in the *Data Output Center* found under the *Tools* menu.

| DATA OUTPUT CENTER | | | | | | |
|--------------------|---|----------------------|-------|--------------|-----------------|--|
| Data Output Type | File Name | Creation Date | Size | Hold For | Hold Until Date | |
| Shipment | 09-22-2010-Shipment-DEFAULT - Shipment Detailed.xls | 22-Sep-2010 09:29:11 | 15 KB | 30 Days | 22-Oct-2010 | |
| Claim | 09-20-2010-Claim-DEFAULT - Claim Detailed.xls | 20-Sep-2010 13:39:03 | 13 KB | Indefinitely | 21-Sep-2110 | |

Ready. Page 1 of 1

To access a report, click the link in the File Name column. The option will appear to open or save the file.

You may sort the listed reports by clicking the header in the appropriate column.

If there is more than one page of stored reports, use the navigation buttons to move between pages.

Reports in the Data Output Center can be saved for a period of time, saved permanently, or deleted.

| DATA OUTPUT CENTER | | | | | | |
|--------------------|---|----------------------|-------|--------------|-----------------|--|
| Data Output Type | File Name | Creation Date | Size | Hold For | Hold Until Date | |
| Shipment | 09-22-2010-Shipment-DEFAULT - Shipment Detailed.xls | 22-Sep-2010 09:29:11 | 15 KB | 30 Days | 22-Oct-2010 | |
| Claim | 09-20-2010-Claim-DEFAULT - Claim Detailed.xls | 20-Sep-2010 13:39:03 | 13 KB | Indefinitely | 21-Sep-2110 | |

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Remove
7 Days
30 Days
90 Days
365 Days
Indefinitely

By default, reports will be stored for 30 days. To change that, select the *Hold For* field for a particular report.



- Remove:** Sets the report to be deleted from the list immediately.
- Number of Days:** Will save the report for the specified number of days. The Hold Until Date column displays the date the report will be deleted.
- Indefinitely:** The report will not be deleted.

A user may also save as an excel document on their personal computer and give the report any name they wish.

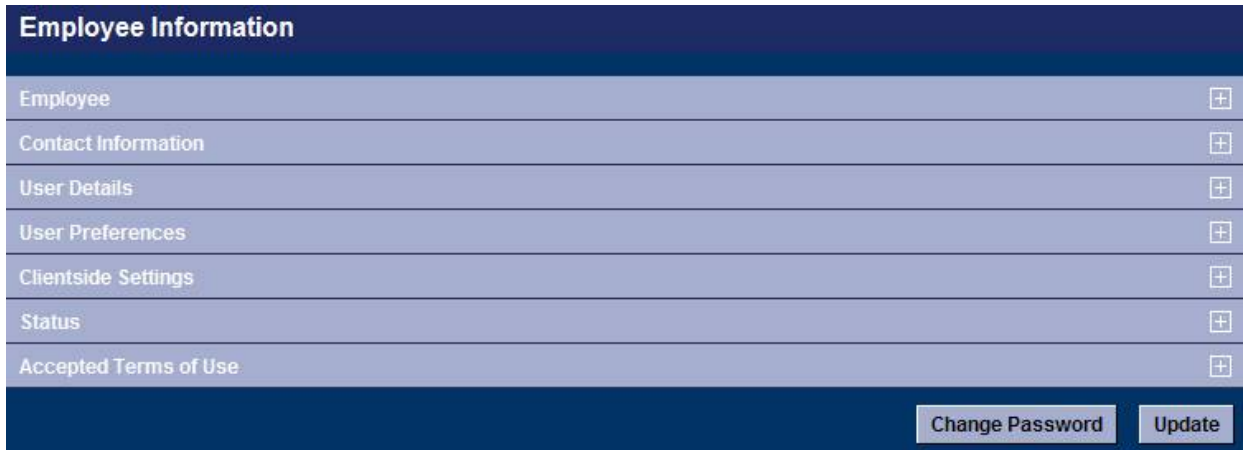
Additional Features

The *Tools* section provides access to a range of features for administration of accounts, searching for system information, and viewing reports and policy information.

Setting Your Account Profile

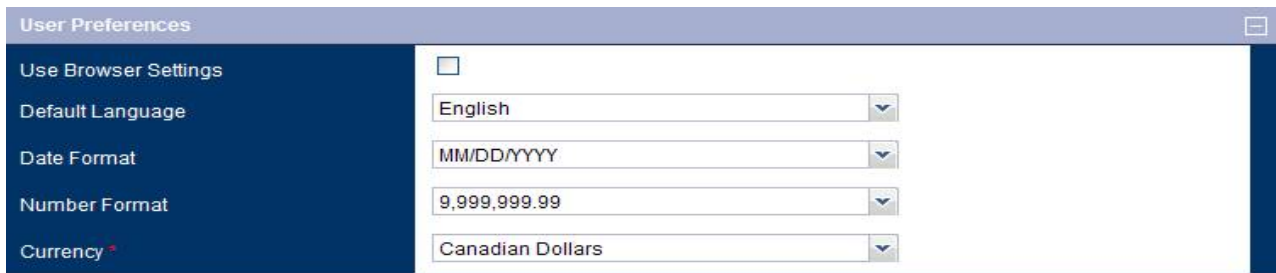
The *Profile* page is used to maintain your account settings, including name and contact information, regional settings, and what tables will be shown on the Status page. Click the expand icon  to open and edit each section, and use the collapse icon  to hide them.

To change your password, click on *Change Password* at the bottom of the screen.



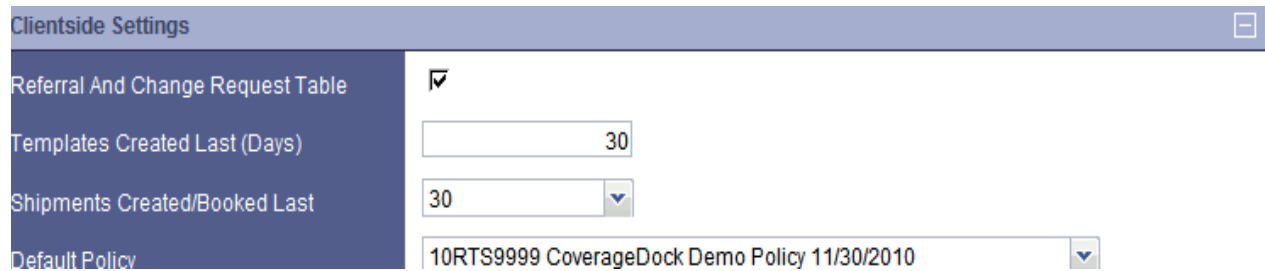
The screenshot shows a dark blue header titled "Employee Information". Below it is a list of seven expandable sections, each with a plus icon on the right: "Employee", "Contact Information", "User Details", "User Preferences", "Clientside Settings", "Status", and "Accepted Terms of Use". At the bottom right of the panel are two buttons: "Change Password" and "Update".

In *User Preferences*, you may change language, date format, and number format and default currency. Click Use Browser Settings to match those defined in your browser.



The screenshot shows a "User Preferences" panel with a dark blue sidebar on the left containing the following options: "Use Browser Settings", "Default Language", "Date Format", "Number Format", and "Currency". The main area contains a checkbox for "Use Browser Settings" (which is unchecked), and four dropdown menus: "Default Language" (set to "English"), "Date Format" (set to "MM/DD/YYYY"), "Number Format" (set to "9,999,999.99"), and "Currency" (set to "Canadian Dollars").

Change the appearance of your Status Page in *Clientside Settings*. Set the tables and time frames you want to view.



The screenshot shows the 'Clientside Settings' window with a sidebar on the left containing the following items: 'Referral And Change Request Table', 'Templates Created Last (Days)', 'Shipments Created/Booked Last', and 'Default Policy'. The main area contains a checked checkbox, a text input field with '30', a dropdown menu with '30', and a dropdown menu with '10RTS9999 CoverageDock Demo Policy 11/30/2010'.

Sanction Screening

The *Sanction Screening* window is used to search for people, organizations, or countries that have been restricted by selected sanctions lists including the Office of Foreign Assets Control.

Under *Tools*, select *Sanction Screening*.



The screenshot shows the 'SANCTION SCAN RESULTS' window. It features a table with columns: 'SanctionList', 'Score', 'EntityName', 'BestName', 'EntityType', 'Listing', and '-'. The table is empty, with the message 'There are no rows in this view.' below it. Below the table is a status bar showing 'Ready.' and 'Page 1 of 1'. The 'SANCTION LIST SELECTION' section contains a text box with instructions: 'Select the sanction list that apply. To select more than one list, hold down the CTRL or SHIFT key and select the additional items within the list.' Below this is a list of sanction lists: 'Australia Dept of Foreign Affairs and Trade', 'Bank of England Consolidated List', 'Bureau of Industry and Security', 'Chiefs of State and Foreign Cabinet Members', 'Commodity Futures Trading Commission Sanctions', 'DTC Debarred Parties', and 'EPLS'. The 'SANCTION SCAN CRITERIA' section has two input fields: 'FULL NAME/ORGANIZATION/VESSEL' and 'COUNTRY', both with dropdown menus. The 'COUNTRY' dropdown is currently set to '-- Please Select --'. A 'Scan' button is located at the bottom right.

Hold down the CTRL key and select each list that you want to screen. Enter the name or country in *Full Name/Organization/Vessel*.

Vessel Search Tool

From the *Tools* link on the system navigation bar, under *Vessel Search*, you can access a database of detailed vessel information. Enter the desired criteria from the search screen, select *Fairplay* from the Lookup Group field and click *Search* to locate the desired vessel information.

The screenshot shows a web form titled "VESSEL SEARCH CRITERIA". On the left is a dark blue sidebar with a list of search criteria: CARRIER NAME, VESSEL NAME, LOOKUP GROUP, INCLUDE LAST EX-NAME, INCLUDE DEAD VESSELS, IMO NO., YEAR OF BUILD, TYPE, SUB-TYPE, ISM/SMC CERTIFICATE EXPIRY, CLASSIFICATION SOCIETY NAME, FLAG, and WEIGHT. The main form area contains input fields for each criterion: CARRIER NAME and VESSEL NAME are text boxes; LOOKUP GROUP is a dropdown menu with "-- Select a Conveyance Group --"; INCLUDE LAST EX-NAME has a checked checkbox; INCLUDE DEAD VESSELS has an unchecked checkbox; IMO NO. is a text box; YEAR OF BUILD has "From" and "to" text boxes; TYPE and SUB-TYPE are dropdown menus; ISM/SMC CERTIFICATE EXPIRY has "From" and "to" text boxes with calendar icons; CLASSIFICATION SOCIETY NAME is a dropdown menu; FLAG is a dropdown menu; and WEIGHT has "From" and "to" text boxes and a "DWT" dropdown menu. At the bottom right are "Search" and "Clear" buttons.

Policy Documents

In *Documents*, you can access any attachments or documents that have been uploaded by Roanoke Insurance Group or your insurance company. Click on the applicable link you would like to open and either open or save to your local computer.