



Client User Guide — Shipments

May 2014 Edition



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Welcome to CoverageDock™

Roanoke Insurance Group's online cargo insurance management system allows you to report and monitor your claims, issue certificates, and report shipment and storage declarations online. This system provides reporting, query capabilities, and customized settings enabling a higher level of service and faster communication turnaround.

As for management capabilities, CoverageDock™ can help you and Roanoke Insurance Group to analyze your insured shipment patterns and get a clear picture on shipment or claim ratios for specific commodities or locations. It may ultimately assist you in meeting broader loss control objectives by identifying areas in the shipment process that may be causing claims.

- Issue and rate Certificates instantaneously – no additional reporting needed!
- File shipment and storage declarations online.
- Report first notice of loss online 24/7.
- Check up-to-the-minute status of pending claims.
- Communicate electronically with all the parties involved in the claim settlement process.
- Attach and share documents, photos, and other images.
- Generate reports on-screen and export them to PDF or Microsoft® Excel formats.
- Work in a secure environment.

SYSTEM REQUIREMENTS

Hardware Requirements

- Microsoft® Windows® XP, Vista, 7 & 8
- Laser or Inkjet Printer
- High-Speed Internet Connection

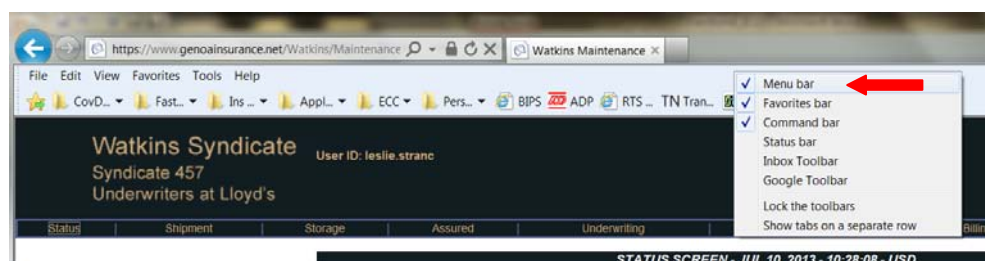
Software Requirements

- Microsoft® Internet Explorer 8 or higher (however CoverageDock™ works best with 9)
- Google Chrome
- Mozilla Firefox
- Adobe® Acrobat® Reader 8.0 or higher

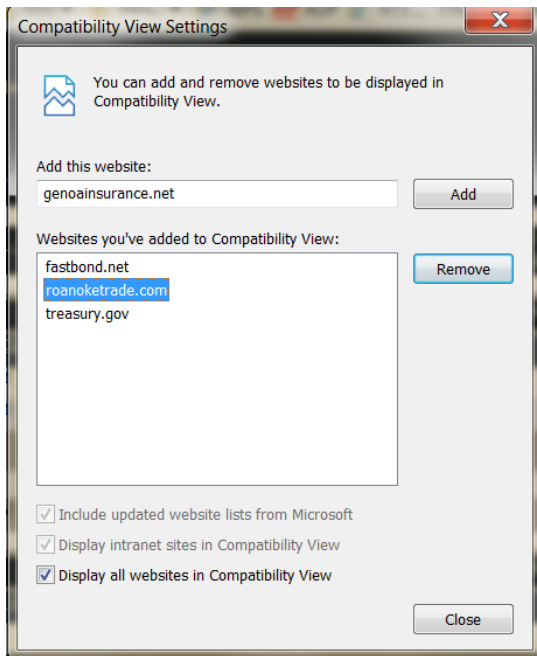
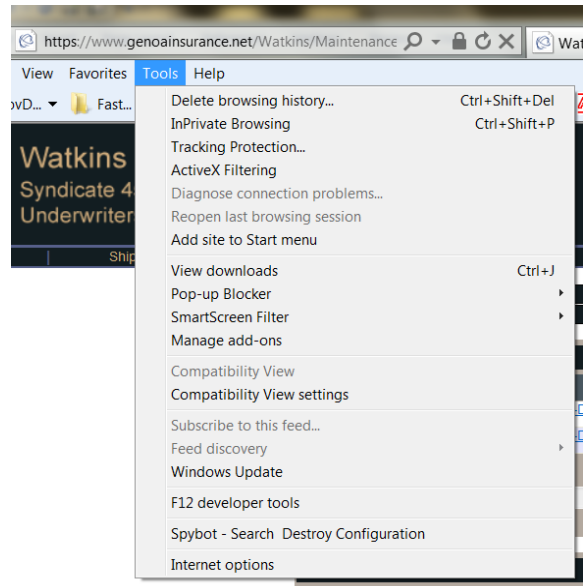
SETTING UP COMPATIBILITY VIEW

For users who are utilizing Internet Explorer 8, 10, 11 you may experience compatibility issues between Internet Explorer and CoverageDock™.

You must ensure that you have the Internet Explorer Menu bar active. If you are missing the menu bar, please do the following. With Internet Explorer open, right click anywhere at the top of the screen for the Menu Dialog box to appear. Highlight the Menu bar option and left click to select the feature so it appears on the top of your screen.



1. Open Internet Explorer and from the Menu bar at the top of your screen, select *Tools*.
2. Select *Compatibility View Settings*.



3. Type *genoainsurance.net* in the *Add this Website* text box and press the *Add* button. Repeat for *covereddock.com*.
4. Press the *Close* Button.

Account Setup

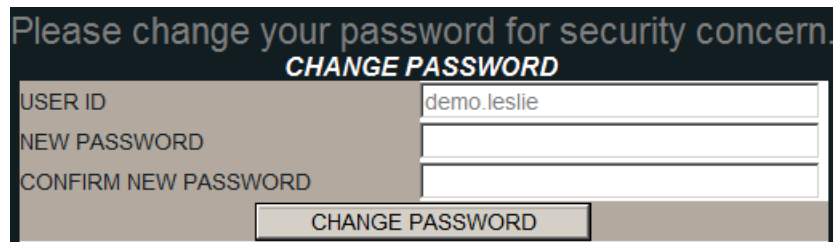
When logging on for the first time, you must create a password. You'll receive an email from the CoverageDock™ system administrator (postmaster@oceanwide.com) containing a hyperlink. Click on the link or copy and paste it into your browser address bar.

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=dG9rZW49WkxJmWEN5Y2RkYTY3SUdrL044Y3RhQlZHM1h1Z2JlK2Nqa2x0bHFRcitUUmJOMzFDQ2c3c01sVlpvT0h6d2d0b0c1U1VQWU9tc3ptb2srVG9odHlnUkE9PT1sb2dybklEPXNhbGx5LnNvbWVkbmU7Z3hwaXJ5RGF0ZD0yMDExLTAzLTA1VDE2OjU0OjU1"](https://www.coveragedock.com/UserAuthentication.axd?ID=dG9rZW49WkxJmWEN5Y2RkYTY3SUdrL044Y3RhQlZHM1h1Z2JlK2Nqa2x0bHFRcitUUmJOMzFDQ2c3c01sVlpvT0h6d2d0b0c1U1VQWU9tc3ptb2srVG9odHlnUkE9PT1sb2dybklEPXNhbGx5LnNvbWVkbmU7Z3hwaXJ5RGF0ZD0yMDExLTAzLTA1VDE2OjU0OjU1)

The Change Password screen appears.



Please change your password for security concern.
CHANGE PASSWORD

USER ID demo.leslie
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 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.

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.

Note: If you have never logged into CoverageDock™ you must contact CoverageDock™ support to have a new password link sent to you.

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



The screenshot shows a login form with two input fields. The first field is labeled 'USER ID' and the second is labeled 'PASSWORD'. Below these fields is a 'Log On' button. At the bottom of the form, there is a link labeled '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.



The screenshot shows a password reset form. It has two input fields: 'User ID' with the text 'leslie.testuser' and 'Email Address' with the text 'abc123@somecompany.com'. Below these fields is a 'Submit' button. At the bottom of the form, there is a link labeled 'Home'.

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 black) 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 Coverage Dock™ Technical Support Team contact information is in the center of screen for your convenience.



Welcome to CoverageDock™ — The Safe Harbor for Cargo Insurance

Select Support at the top of your screen for training demos and user guides. For assistance with the software, please contact the **CoverageDock™** Technical Support Team at 1-800-ROANOKE (762-6653) or email us at coveragedock@roanoketrade.com. Call your account management team for questions about coverage.

HOURS	SUPPORT TEAM	PHONE
7:30AM - 4:00PM CT M-F	Angie Hansen	+1 800-762-6653 Ext. 1282
8:30AM - 5:00PM CT M-F	Leslie Anderson	+1 800-762-6653 Ext. 1234
8:30AM - 5:00PM CT M-F	Mary Walden	+1 800-762-6653 Ext. 1238
5:00PM - 7:00PM CT M-F	Long Beach Marine Dept.	+1 800-421-9324
After Hours	Angie Hansen	+1 630-337-2507

You may modify the Status screen to display a list of recent Shipments, Templates, or Outstanding Referrals, Change & Cancellation Requests. Go to your *User Profile* (found in [Setting Your Account Profile](#)) and select *Clientside settings* to make adjustments as necessary.

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
9975290000024 Test Template	Booked and Confirmed	3/11/2014	Leslie's Test Policy Template Leslie's Test Policy Template	Vessel	Elgin, Sydney, U.S.A. AUSTRALIA	60,500.00 USD	133.10 USD			

TEMPLATES

SHIPMENT / REFERENCE	STATUS	DATE OF DEPARTURE	PRIMARY ASSURED / NAMED ASSURED	CONVEYANCE	ORIGIN DESTINATION	TOTAL SUM INSURED
XXXXXXXXXX Test Template	Template	3/18/2014	Leslie's Test Policy Template Leslie's Test Policy Template	Vessel	Elgin, U.S.A. Sydney, AUSTRALIA	60,500.00 USD

OUTSTANDING REFERRALS, QUOTES, CHANGE & CANCELLATION REQUESTS AND PAYMENT PENDING SHIPMENTS

SHIPMENT / REFERENCE	STATUS	PRIMARY ASSURED / NAMED ASSURED	ORIGIN DESTINATION	TOTAL SUM INSURED	REFERRAL / REQUEST DATE	REFERRAL REASON(S) / REQUEST
9975290000025 Test Template	Referred	Leslie's Test Policy Template Leslie's Test Policy Template	Elgin, Moscow, U.S.A. RUSSIAN FEDERATION	60,500.00 USD	003/18/2014	lack of coverage for inland transit in the countries involved in the shipment

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 pre-existing 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™.

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.

ANALYSIS REPORTS:	These are predefined reports where the format and search fields are set by the system.
QUERY/SEARCH REPORTS:	These reports are accessed through the Shipment Search screen and allow for the exporting of all fields captured during the shipment creation process to download into Microsoft Excel.

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	Leslie's Test Policy Template
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

Use this feature to search for a specific shipment, template, or a group of shipments. Open the *Shipments* menu, and select *Query/List*. The *Shipment Search Criteria* page opens in the basic format.

Advanced Search	
SHIPMENT SEARCH CRITERIA	
POLICY	<input type="text"/>
POLICY NUMBER	<input type="text"/>
POLICY YEAR	<input type="text"/>
CERTIFICATE NUMBER	<input type="text"/>
REFERENCE NUMBER	<input type="text"/>
PRIMARY ASSURED	<input type="text"/>
NAMED ASSURED	<input type="text"/>
VESSEL	<input type="text"/>
DATE OF DEPARTURE	From <input type="text"/> To <input type="text"/>
DATE OF ISSUE	From <input type="text"/> To <input type="text"/>
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"/> Payment Pending <input type="checkbox"/> Template <input type="checkbox"/> RFQ Declined <input type="checkbox"/> Quote Issued <input type="checkbox"/> Quote Rejected <input type="checkbox"/> Quote Expired
TYPE OF SHIPMENT	<input checked="" type="checkbox"/> Certificates <input type="checkbox"/> Declarations
DATA OUTPUT OPTIONS	
Output Type	Shipment
Output Format	<input checked="" type="radio"/> Screen <input type="radio"/> Excel
Output Template	All Owner Companies <input type="text"/> Select a Template <input type="text"/> Manage Template
<input type="button" value="Search"/> <input type="button" value="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.

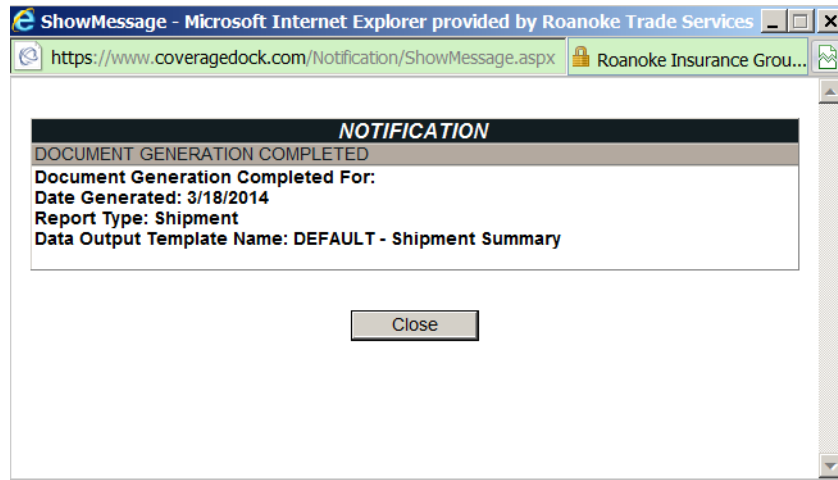
POLICY/POLICY NUMBER	Filters by your company name or policy number. Lookup feature is available.
POLICY YEAR	Effective year of your policy.
CERTIFICATE NUMBER	Certificate number generated by CoverageDock™ when the shipment was created. Enter the entire number.
REFERENCE NUMBER	Your reference number identifying the shipment or template.
PRIMARY ASSURED	Your company name. Lookup feature is available.
NAMED ASSURED	Certificate holder. Lookup feature is available
VESSEL	Name of the vessel (ocean shipments only). Lookup feature is available.
DATE OF DEPARTURE	Enter a date range to find shipments with a shipping date during that period. The dates may be entered manually or by using the calendar.
DATE OF ISSUE	Enter a date range to find shipments created in CoverageDock™ within the range. The dates may be entered manually or by using the calendar.
STATUS	Current status of your certificate. Check any combination of boxes.
TYPE OF SHIPMENT	Identifies whether shipment was entered as a certificate or a declaration. Check any combination of boxes.

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, use *Select a Template* to choose a format if more than one option exists. The Excel report will then generate to the Data Output Center.

The search request has been queued for processing. A notification window will be displayed when the report is available through the Data Output Center option of the Tools section.

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. Completed reports are 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	3-18-2014-Shipment-DEFAULT - Shipment Summary.xls	18-Mar-2014 17:56:18	10 KB	30 Days	17-Apr-2014

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	3-18-2014-Shipment-DEFAULT - Shipment Summary.xls	18-Mar-2014 17:56:18	10 KB	30 Days	17-Apr-2014

Ready. Page 1 of 1

By default, reports will be stored for 30 days. To change, 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 <i>Hold Until date</i> column displays the date the report will be deleted.
INDEFINITELY	The report will not be deleted.

You may also save as an excel document on your computer.

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

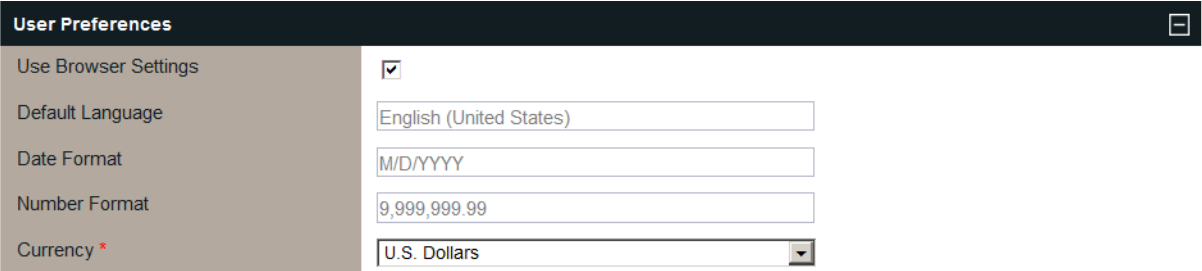
The *Profile* page is used to maintain your account settings, including name and contact information, regional settings, and what tables will be shown on the Status page. Click the expand icon  to open and edit each section, and use the collapse icon  to hide them.

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



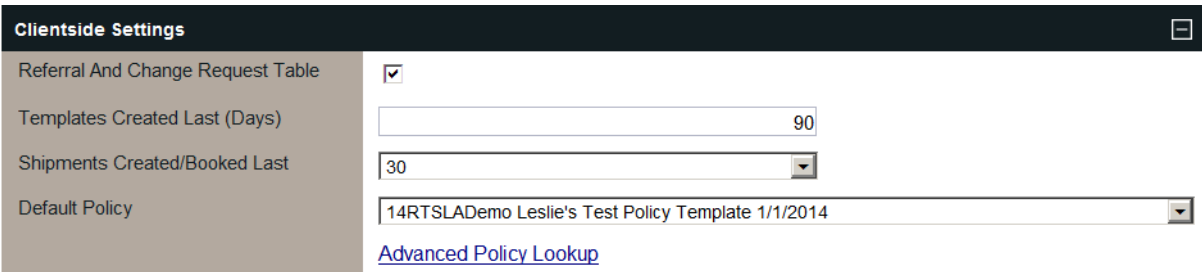
The **Employee Information** panel is shown with a dark header. It contains a list of settings on the left and expand/collapse icons on the right. The settings are: Employee, Contact Information, User Details, User Preferences, Clientside Settings, Status, and Accepted Terms of Use. At the bottom right, there 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 **User Preferences** panel is shown with a dark header and a collapse icon. It has a table-like structure with settings on the left and input fields on the right. The settings are: Use Browser Settings (checked), Default Language (English (United States)), Date Format (M/D/YYYY), Number Format (9,999,999.99), and Currency (U.S. Dollars).

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



The **Clientside Settings** panel is shown with a dark header and a collapse icon. It has a table-like structure with settings on the left and input fields on the right. The settings are: Referral And Change Request Table (checked), Templates Created Last (Days) (90), Shipments Created/Booked Last (30), and Default Policy (14RTSLADemo Leslie's Test Policy Template 1/1/2014). There is also a link for [Advanced Policy Lookup](#).

SANCTION SCREENING

The *Sanction Screening* feature is used to screen individuals, organizations, or countries that have been restricted by various governmental entities such as the Office of Foreign Assets Control.

Under *Tools*, select *Sanction Screening*.

Hold down the CTRL key and select each list that you want to screen. Enter the name or country in *Full Name/Organization/Vessel*. Roanoke typically screens from the following lists:

- Bank of England Consolidated List
- OFAC Non-SDN entities
- OFAC Sanctions
- OFAC SDN
- Primary Money Laundering Concern
- Primary Money Laundering Concern – Jurisdictions
- UK FSA

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 *Informa* from the Lookup Group field and click *Search* to locate the desired vessel information.

POLICY DOCUMENTS

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

Issuing a Certificate

The first step in issuing a certificate is to confirm you are using the correct policy. The gray bar below the navigation bar lists your default policy. If you have more than one policy, select *Policy* to choose from a list. **Important:** Be sure to select the policy term that your shipment date fits into.

Select *Certificates* from the navigation bar under the Shipment drop-down menu.



Policy	Shipments	Claims
	Certificates	
	Query / List	
	Declarations	

The Shipment Information page opens. Complete all required fields in the shipment form. Required fields are marked with an asterisk.

Shipment Information	
Date Of Departure (On Or About) *	<input type="text" value="03/15/2012"/> Thursday, March 15, 2012
Policy Effective Date	Effective: 03/01/2012 - 02/28/2013
Named Assured	<input type="text" value="Begin typing or select ↓ to enable the list of available options"/>
Country	<input type="text" value="U.S.A."/> ▼
	<input type="checkbox"/> Save Assured Information
Reference Number (Template Name For Templates)	<input type="text"/>
Commodity *	<input type="text" value="-- Please Select --"/> ▼
Packing/Shipment Method *	<input type="text" value="-- Please Select --"/> ▼
Coverage Option *	<input type="text" value="-- Please Select --"/> ▼
Insured Value Currency *	<input type="text" value="U.S. Dollars"/> ▼ Currency Converter
Commercial Invoice Amount *	<input type="text"/>
Freight & Other Expenses	<input type="text"/>
CIF Markup	<input type="text" value="10.00"/> %

Duty Insured Value	<input type="text"/>	
Insured Value *	<input type="text"/>	Valuation Clause
Method Of Conveyance *	-- Please Select --	<input type="checkbox"/> With Transshipment
Vessel Name	<input type="text"/>	<input type="checkbox"/> Override Vessel Validation
Carrier/Airline (Do Not Use Lookup)	<input type="text"/>	
Voyage/Flight Number	<input type="text"/>	
Origin Information		
Country *	U.S.A.	
State/Province	<input type="text"/>	
City / Place *	<input type="text"/>	
Text To Appear On Certificate	U.S.A.	
Loading Information		
Country *	Same As Country of Origin	
Loading Facility	<input type="text"/>	
Text To Appear On Certificate	<input type="text"/>	
No Coverage Prior To Loading	<input type="checkbox"/>	
Destination Information		
Country *	-- Select a Country --	
State/Province	<input type="text"/>	
City / Place *	<input type="text"/>	
Text To Appear On Certificate	<input type="text"/>	
Discharge Information		
Country *	Same As Country of Destination	
Discharge Facility	<input type="text"/>	
Text To Appear On Certificate	<input type="text"/>	
No Coverage After Discharge	<input type="checkbox"/>	
Claim Settling Agent	<input type="text"/>	Show Contact Details...
Full Description Of Cargo	<input type="text"/>	
Mark & Numbers	<input type="text"/>	
Letter Of Credit Conditions	<input type="text"/>	
Additional Information		
Override Date Of Issue With BL Date	<input type="checkbox"/>	
Loss Payee	<input type="text"/>	
Verify Coverage		

DATE OF DEPARTURE	Enter the date on which the insured shipment is scheduled to depart, or select it from the calendar lookup.
NAMED ASSURED	<p>This is the Assured/certificate holder. Use the dropdown list to select from a list of existing assureds, or begin typing to create a new named assured.</p> <p>Check <i>Save Assured Information</i> to save the Assured for future use by you and/or others in your company.</p>
REFERENCE NUMBER	Enter an internal reference number to enable quick and easy retrieval of saved quotes and booked certificates. If you save the shipment as a template, this field will become the template name.
COMMODITY	Select the Commodity being shipped from the drop-down menu. The list includes restricted commodities and those that require special insuring conditions. Choosing restricted commodities will create a referral.

PACKING/SHIPMENT METHOD	Select the packing/shipment method used for the shipment. If only one packing/shipment method is available, it is displayed automatically.
COVERAGE OPTION	Your policy may provide a choice of insuring conditions for the selected commodity. For example, <i>All Risk</i> provides broad coverage with only a few exclusions; <i>FPA</i> is limited to specific perils. Some Coverage Options may generate a referral.
INSURED VALUE CURRENCY	Select the currency in which the values are declared. The currency you choose will appear on the actual certificate.
INSURED VALUE	Enter the following: commercial invoice amount, freight charges, and duty value (if any). The CIF markup is brought in from your policy. The software will calculate the correct insured value based on your input.
CONVEYANCE	Select the conveyance type from the drop-down menu. Check <i>With Transshipment</i> if the shipment involves more than one main conveyance.
VESSEL	This field is required only when you select <i>Vessel</i> or <i>Vessel On Deck</i> as a conveyance. Type in the vessel name and use the lookup feature  after typing in the first few letters of the desired vessel. This will list only those vessels that are in commission. If the vessel required cannot be found, check the Override Vessel Validation box to bypass the lookup and generate a referral.
CARRIER	For Vessel shipments, the <i>Carrier name</i> will automatically fill in. You may overwrite this field if the voyage is being operated by a different carrier. For Air shipments type in the Airline name. For domestic transit shipments, type in the trucking company or railway name.
VOYAGE/FLIGHT NUMBER	Enter a voyage/flight number, or any other transit reference number.
ORIGIN AND DESTINATION	Select the country of origin and destination. Some countries require an entry in the City/Place field.
TEXT TO APPEAR ON CERTIFICATE	You may overwrite the <i>Text to Appear on Certificate</i> field to match wording required by a Letter of Credit.
LOADING/DISCHARGE FACILITIES	The software will automatically pre-fill " <i>Same as Country of Origin</i> ". If the loading and discharge locations are a different country, please select from the Country drop down list Optionally, use the lookup feature  (if applicable) to choose a loading facility. <ul style="list-style-type: none"> • Aircraft - select the airport by airport name • Vessel - select the seaport Check <i>No Risk Prior to Loading</i> and/or <i>No Risk after Discharge</i> if applicable. This information will appear on the printed certificate.
CLAIM SETTLING AGENT	Select a claims settling agent from the drop-down list. If more than one option appears, choose any one.
FULL DESCRIPTION OF CARGO	Provide a complete description of the cargo, including number of pieces, weight, or other pertinent information.
MARKS & NUMBERS	Enter any identifying marks or numbers such as VIN, serial numbers, container number, etc.
LETTER OF CREDIT CONDITIONS	Optional field. Enter any special terminology required by a letter of credit. Important: Terms and conditions entered in this section may not be

	broader than those offered by your policy.
ADDITIONAL INFORMATION	<p><i>Quote Number</i> - If a quote is provided by the Roanoke office, type in the quote number in this field.</p> <p><i>Override Date of Issue with BL Date</i> – Put a check in the box if you require the issue date of the certificate to match the Date of Departure</p> <p><i>Loss Payee</i>: Enter in the name of the Loss payee if applicable if other than the Additional Named Assured.</p>

Click *Verify Coverage*. The system validates the shipment details against the conditions of the policy.

Quote Number
 Overwrite Settling Agent Country
 Override Date Of Issue With BL Date
 Loss Payee

Verify Coverage

If the shipment meets the conditions of the policy, CoverageDock™ will calculate and display the applicable premium, tax, and insuring conditions in the Premium Information section. These values will not display if the user does not have the necessary rights.

Premium Information			
	USD		
Cargo Premium	133.10		
Total Premium	133.10		
L1 FFIC TRIA 0.005%	3.03		
Total	136.13		
Conditions Of Coverage			
Conditions Of Insurance	Lloyd's Agents will locate the full wording for this cover under 'SPC 1815' on the Noticeboard on the Lloyd's Agency website. Goods insured are subject to the special insuring conditions described in Clause 15 Average Terms and Conditions of the policy. Where deductibles are listed, such deductibles shall not apply to claims for Total Loss, Constructive Total loss, General Average, Salvage Charges or claims recoverable under FPA conditions unless otherwise noted. USED GOODS AND/OR MERCHANDISE are insured: Warranted free from Particular Average unless the vessel or craft be stranded, sunk or burnt but notwithstanding this warranty		
Special And/Or Additional Conditions	NEW GOODS AND/OR MERCHANDISE EXCEPT WHILE ON DECK OF OCEAN VESSEL SUBJECT TO AN ON DECK BILL OF LADING ARE INSURED AGAINST ALL RISKS OF PHYSICAL LOSS OR DAMAGE FROM ANY EXTERNAL CAUSE.		

You have the opportunity to change information on the shipment screen. Click *Verify Coverage* each time to validate the new information.

To proceed with insuring the shipment, click *Confirm Booking*.

OTHER SHIPMENT OPTIONS

- *Save Template*: Saves the current shipment data as a template for use with frequently occurring shipments. Enter a description of the shipment in the *Reference* field, and click the *Save Template* button at the bottom of the page. You may retrieve this template later by using the QUERY/LIST screen to search on the Reference Number. Then modify the information to match your current shipment.

--Select Certificate Format --

Verify Coverage Confirm Booking Request Quote Save Template

- *Print Draft*: Prints a draft version of the final certificate document. You must choose a *Certificate Format* before printing. If only one is available, it will be selected automatically.

NOTE: Printing a draft does not save the shipment information. The shipment must be confirmed, submitted for a quote, or saved as a template to save the information.

- *Request Quote*: Optional terms and conditions may be requested. Click *Request Quote* to email the underwriter for a quote. Insurance is not in force at this time.

- **Confirm Booking:** Records the insurance transaction, and makes the final certificate of insurance available for printing.

You will then see a certificate number assigned to that shipment.

Certificate Number	9975290000024		
Status	Shipment Booked and Confirmed		
Certification	This is to confirm that Leslie's Test Policy Template is insured subject to the conditions of Policy No. 14RTSLADemo against which the interest insured hereunder has been declared. Confirmed on 3/11/2014. Issued By Leslie's Test Policy Template.		
Premium Information			
	USD		
Cargo Premium	133.10		
Total Premium	133.10		
L1 FFIC TRIA 0.005%	3.03		
Total	136.13		

SHIPMENT REFERRALS

A certificate referral indicates your shipment is outside of the terms of the policy and requires further review from the underwriter. After clicking on *Verify Coverage* a notification will appear advising you the reason for the referral.

Due to date of departure being more than 60 days of backdating tolerance, your shipment requires a referral to an underwriter. To proceed with the referral, please complete this form and click the Confirm Referral button. Your request will be sent to your Insurers immediately.

To proceed, click the *Confirm Referral* button, which will send an email notification to the appropriate underwriter. Once reviewed you will receive either a confirmed (accepted) or rejected email notification. If your referral is confirmed, use the QUERY/LIST feature to find and print your certificate.

Note: The most common referrals are for shipments that are outside the policy date range, backdating tolerance (shipments having a date of departure over 30 days or more from the date of entry), war risk for the country involved in the shipment, and lack of coverage for the specified voyage.

ATTACHING DOCUMENTS AND NOTES TO A SHIPMENT RECORD

Documents can be attached to certificates by using the *Attachments* field at the bottom of the screen. Type in a description of your document, select the file type of Document or Picture, and click the *Browse* button to locate the file on your computer. Click *Attach* to attach the file to the record.

To add a note to the shipment, click the *Add Notes* button.

NOTES & FOLLOW-UPS	
No note or followup is attached to the current Shipment.	
FOLLOW-UP DATE	<input type="text"/>
DESCRIPTION	<input type="text"/>
CLIENTCODE	<input type="text"/>
SCOPE	Open <input type="button" value="v"/>
OTHER RECIPIENTS (SEPARATE EMAIL ADDRESSES WITH COMMAS)	<input type="text"/>
SEND EMAIL NOW	<input type="checkbox"/>
<input type="button" value="Add"/> <input type="button" value="Clear"/>	

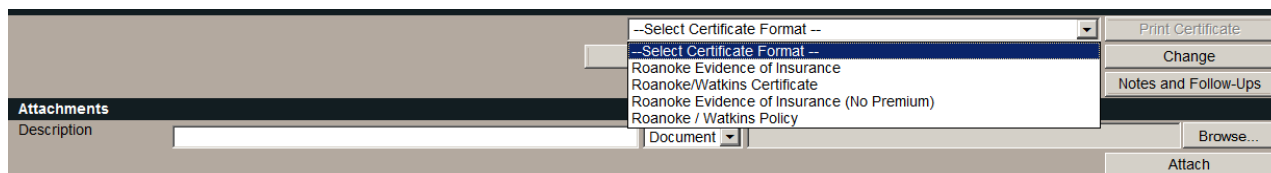
Below is a description of the fields found on the *Shipment Notes* screen:

FOLLOW-UP DATE	Enter a follow-up date to have this note flagged or sent by email on this date. Do not complete this field if your note is simply informational.
NOTE	Type the note content/text.
SCOPE	<p>Use the Scope to identify what parties should have security rights to view this note.</p> <p><i>Open:</i> Any users with extranet access and <i>View Shipment</i> rights for this policy can view.</p> <p><i>Insurer:</i> Any underwriters who have access to the policy can view. This is private between you and the insurer.</p> <p><i>Broker/Assured:</i> Any users from your company or Roanoke Insurance Group can view.</p> <p><i>Company:</i> Any users from your company can view.</p>
EDITABLE	Check Editable if you want to allow users to change this note.
RECIPIENT(S)	Type email addresses, separated by commas of individuals you would like to receive this note by email.
SUBJECT	Enter a subject line to the email/note.

PRINT A CERTIFICATE

Important: Adobe Reader will open in a separate window outside of your browser so it is extremely important you DO NOT have any pop-up blockers enabled. Please consult your browser or third-party pop-up blocker software instructions to learn more about disabling pop-up blockers on your computer.

To print a Certificate, select the proper certificate template from the drop-down menu, and click on *Print Certificate*.

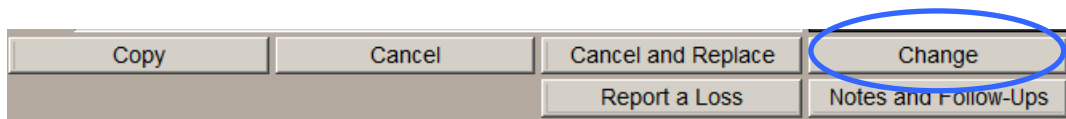
A screenshot of a software interface for selecting a certificate format. It features a dropdown menu labeled "--Select Certificate Format --" with a list of options: "Roanoke Evidence of Insurance", "Roanoke/Watkins Certificate", "Roanoke Evidence of Insurance (No Premium)", and "Roanoke / Watkins Policy". To the right of the dropdown are buttons for "Print Certificate", "Change", "Notes and Follow-Ups", "Browse...", and "Attach". Below the dropdown is a "Document" dropdown menu. On the left, there is an "Attachments" section with a "Description" label and a text input field.

CoverageDock™ will only allow for the printing of the original certificate (labeled original) once. If you have difficulties printing original certificates please email coveragedock@roanoketrade.com.

CHANGE A CERTIFICATE

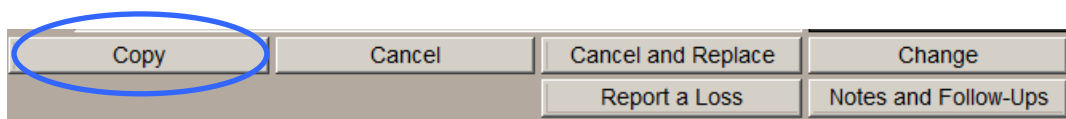
Use the *Change* button to make and/or request changes to an issued certificate. If you have not printed an original certificate, you will be able to edit the shipment on your own, confirm the change and print your corrected certificate.

If the certificate has been printed and requires changes, a text box will appear enabling you to enter in detail the changes required on the shipment. Confirming the change request will notify the appropriate underwriter via email that changes are necessary which they will process. Once the changes have been made and confirmed by the underwriter, an email will generate advising that you may now proceed to reprint an original certificate with those changes.

A screenshot of a row of buttons: "Copy", "Cancel", "Cancel and Replace", "Change", "Report a Loss", and "Notes and Follow-Ups". The "Change" button is circled in blue.

COPY A CERTIFICATE

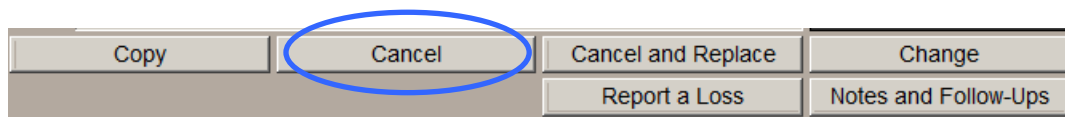
Use the *Copy* button to copy the data from one certificate into another. This is useful when entering several shipments for the same shipper at one time.

A screenshot of a row of buttons: "Copy", "Cancel", "Cancel and Replace", "Change", "Report a Loss", and "Notes and Follow-Ups". The "Copy" button is circled in blue.

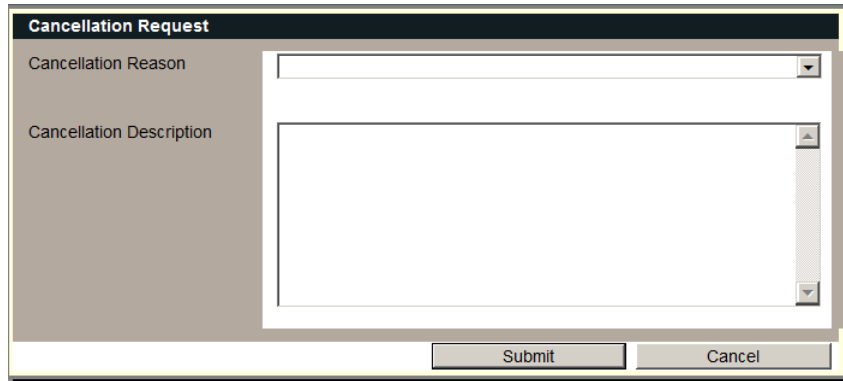
CANCEL AND/OR REPLACE A CERTIFICATE

Use the *Cancel* button to cancel a certificate. There are several reasons you may need to cancel a certificate.

- Certificate was booked and confirmed, but the shipment never moved
- Certificate was booked and confirmed, but changes are needed on the document

A screenshot of a row of buttons: "Copy", "Cancel", "Cancel and Replace", "Change", "Report a Loss", and "Notes and Follow-Ups". The "Cancel" button is circled in blue.

Enter a reason for cancellation (i.e., duplicate certificate, change in insured value, etc.). Click *Confirm Cancellation*.



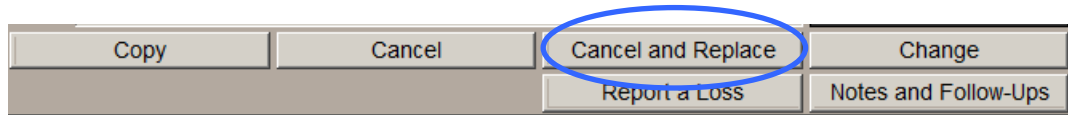
Cancellation Request

Cancellation Reason:

Cancellation Description:

Submit Cancel

Use the *Cancel and Replace* button to simultaneously cancel a certificate and create a new one – all the information will transfer from the old certificate to the new one enabling you to make appropriate changes to the certificate.



Copy Cancel **Cancel and Replace** Change
Report a Loss Notes and Follow-Ups

Shipment Declarations and Bulk Reporting

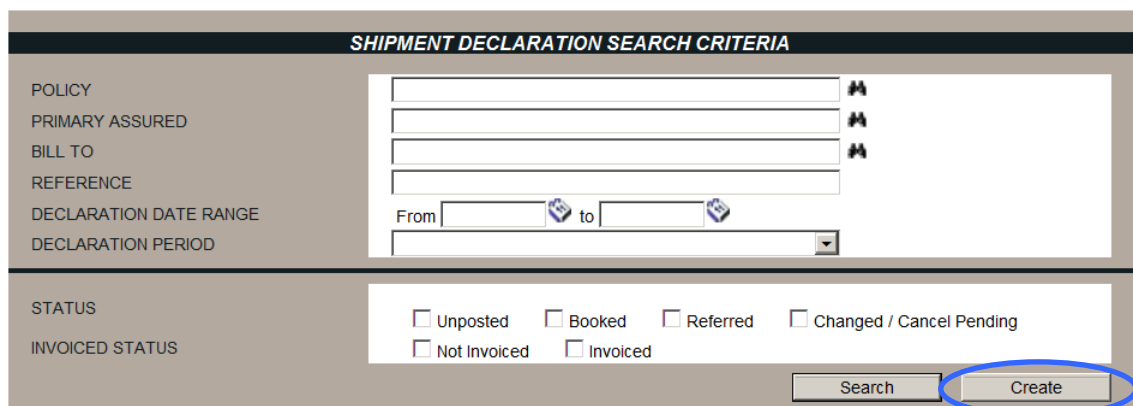
Use this section of CoverageDock™ to report individual shipments that do not require insurance certificates or to report bulk declarations (shipments grouped together based on conveyance, commodity or route).

Select *Shipments, Declarations* from the navigation bar.



Policy Shipments Claims
Certificates
Query / List
Declarations

To create a new declaration report, click on *Create* from the *Shipment Declaration Search*. To find an existing Shipment Declaration, enter any combination of criteria in the fields and select *Search*.



SHIPMENT DECLARATION SEARCH CRITERIA

POLICY

PRIMARY ASSURED

BILL TO

REFERENCE

DECLARATION DATE RANGE From to

DECLARATION PERIOD

STATUS ☐ Unposted ☐ Booked ☐ Referred ☐ Changed / Cancel Pending

INVOICED STATUS ☐ Not Invoiced ☐ Invoiced

Search **Create**

- At the *Shipment Declaration* screen, select from a drop-down list of Primary Assureds (only applies if there are multiples attached to your policy).
- Enter any desired reference number, the declaration date range, and the desired declaration period using the drop-down menu.
- Always set the declaration period from the 1st day of the month to the last day of the month or quarter. **Note:** *The declaration period (monthly, quarterly, etc.) will be defined by your policy.*
- When all of the required fields have been completed, click *Add*.

You will receive a message that your new declaration has been added successfully. You may now add individual shipments or bulk declarations to that report.

NOTE: We suggest creating the entire year of declarations at the beginning of each policy term. This will help you to attach individual shipments to the correct declaration period.

New Shipment Declaration Added Successfully.

To enter individual shipments select the *Individual Shipments* button and then the *Create* button

Follow the steps noted above in *Issuing a Certificate*. Once the shipment detail has been completed, click the *Add* button to report the shipment

*FULL DESCRIPTION OF CARGO	Stuff
QUOTE NUMBER	
<input type="button" value="Add"/>	

If your policy is set up for Bulk Declaration, select the *Bulk Declarations* button. Enter in the total *Insured Value* and applicable duty if necessary and then select the *Update* button. The applicable Total Premium and Taxes will be calculated.

<input type="button" value="Back To Summary"/>		
BULK SHIPMENT DECLARATION LESLIE'S TEST POLICY TEMPLATE - RENEWAL MARCH DECLARATION FROM 3/1/2014 TO 3/30/2014		
DESCRIPTION	INSURED VALUE	TOTAL PREMIUM & TAXES
Oil Well Equipment or Supplies Incl. Pipe, Tube & Rods - All Risk	Currency U.S. Dollars Insured Value 0.00	Duty Insured Value 0.00
1		
VALUATION CLAUSE		<input type="button" value="Update"/>

POSTING DECLARATIONS

When all shipments and/or bulk values have been entered for the Period, from the *Shipment Declaration* screen, click the *Post* button to post your Shipment Declaration to Roanoke. Do this within 30 days of the end of the period.

<input type="button" value="New Search"/>	
SHIPMENT DECLARATION	
PRIMARY ASSURED BILL TO REFERENCE DECLARATION DATE RANGE DECLARATION PERIOD REPORT FORMAT	Leslie's Test Policy Template Leslie's Test Policy Template March 2014 From 3/1/2014 to 3/30/2014 March <input checked="" type="radio"/> Screen <input type="radio"/> Excel <input type="radio"/> PDF
PREMIUM & TAX INFORMATION	
Cargo Premium FFIC TRIA Total	USD 621.80 3.03 624.83
<input type="button" value="Delete Shipment Declaration"/> <input type="button" value="Update"/> <input type="button" value="Individual Shipments"/> <input type="button" value="Bulk Declarations"/> <input type="button" value="Generate Report"/> <input type="button" value="Post"/>	

The screen will display the following message.

The Shipment Declaration for the period has been posted. The new status of the declaration is : Booked

VIEWING DECLARATIONS REPORTS

To view a list of items included in the Shipment Declaration, click the *Generate Report* button. The report will appear on your screen for viewing purposes.

SHIPMENT DECLARATION REPORT						
DECLARATION PERIOD	March					
DECLARATION DATE RANGE	3/1/2014 - 3/30/2014					
POLICY	Leslie's Test Policy Template (14RTSLADemo) Renewal (1/1/2014 - 12/31/2014)					
PRIMARY ASSURED	Leslie's Test Policy Template, Illinois, U.S.A.					
BILL TO	Leslie's Test Policy Template, Illinois, U.S.A.					
REFERENCE	March 2014					
STATUS	Booked					
BULK SHIPMENT DECLARATION						
CONVEYANCE	ROUTE	COMMODITY	PACKING CATEGORY	COVERAGE OPTION	INSURED VALUE	TOTAL PREMIUM & TAXES
All Conveyances	All Routes	Oil Well Equipment or Supplies Incl. Pipe, Tube & Rods	All Packing Categories	All Risk	350,000.00 USD	525.00 USD
1						
INDIVIDUAL SHIPMENT DECLARATION LIST						
DATE / REFERENCE	NAMED ASSURED	CONVEYANCE	ORIGIN / DESTINATION	INSURED VALUE	TOTAL PREMIUM & TAXES	STATUS
3/5/2014 Test	ABC Shipping	Aircraft	U.S.A. to UNITED KINGDOM	60,500.00 USD	99.83 USD	Booked
1						
						CLOSE

Click the *Close* button to close the report window.

Storage Reports

Use this section of CoverageDock™ to report values stored in warehouse locations listed on your cargo policy. Select *Storage* from the navigation bar under the *Storage* drop-down menu.

STORAGE DECLARATION SEARCH CRITERIA	
POLICY	<input type="text"/>
REFERENCE	<input type="text"/>
PRIMARY ASSURED	<input type="text"/>
BILL TO PARTY	<input type="text"/>
POLICY PERIOD	<input type="text"/>
STATUS	<input checked="" type="checkbox"/> Unposted <input type="checkbox"/> Referred <input type="checkbox"/> Booked and Confirmed
SEARCH RESULT FORMAT	<input checked="" type="radio"/> Screen <input type="radio"/> Excel
<input type="button" value="Search"/> <input type="button" value="Create"/>	

To create a new storage declaration report, screen click on *Create*. To find an existing Storage Declaration, enter any combination of criteria in the fields and select *Search*.

New Search

NEW STORAGE DECLARATION
LESLIE'S TEST POLICY TEMPLATE - RENEWAL (14RTSLADEMO)
 1/1/2014 12:00:00 AM - 12/31/2014 12:00:00 AM
STATUS: UNPOSTED

VALUE DATE: 3/26/2014

PRIMARY ASSURED: Leslie's Test Policy Template

BILL TO PARTY: Leslie's Test Policy Template

REFERENCE:

POLICY PERIOD: -- Select a Currency --

CURRENCY: -- Select a Currency --

Add Close

Most information will default into the fields based on your policy information. Select a Primary Assured from the drop-down menu (if applicable) and select the Policy Period (report period) from the drop-down menu and the appropriate currency and then Click *Add*.

At the *New Storage Declaration* page, the list of storage locations on your policy will appear. Enter the insured values for each location during the reporting period you specified.

VALUE DATE: 3/26/2014

PRIMARY ASSURED: Leslie's Test Policy Template

BILL TO PARTY: Leslie's Test Policy Template

REFERENCE:

POLICY PERIOD: February

CURRENCY: U.S. Dollars

Edit Summary Close

NAMED LOCATION	LOCATION REFERENCE	INSURED VALUE	PREMIUM + TAXES	STATUS
U.S.A. Warehouse: Test Loc. 1234 Main st Anywhere, Illinois 60000	350000	0.00	0.00 USD	

UNNAMED LOCATION	LOCATION REFERENCE	INSURED VALUE	PREMIUM + TAXES	STATUS
Add Unnamed Location Save Post				

Click *Save* to store your entries.

Click *Add Unnamed Location* if this feature is enabled on your policy AND you have storage values at a location not listed on the screen. You must enter the complete address of the location in addition to the insured values. Click *Add* when done.

LOCATION DETAILS
UNNAMED LOCATION

LOCATION NAME: -- Please select a location --

COUNTRY: -- Please select a location --

STATE: -- Please select a location --

ADDRESS:

CITY:

POSTAL CODE / ZIP:

LOCATION REFERENCE:

INSURED VALUE: 0

Add Close

Click *Post* to finalize your storage report. The report may not be edited after it's been posted.

VALUE DATE	3/26/2014
PRIMARY ASSURED	Leslie's Test Policy Template
BILL TO PARTY	Leslie's Test Policy Template
REFERENCE	
<div> <div>POLICY PERIOD</div> <div>February</div> </div> <div> <div>CURRENCY</div> <div>U.S. Dollars</div> </div>	
<div>Edit Summary</div> <div>Close</div>	
NAMED LOCATION	LOCATION REFERENCE INSURED VALUE PREMIUM + TAXES STATUS
U.S.A. Warehouse Test Loc. 1234 Main st Anywhere, Illinois 60000	65000 0.00 0.00 USD Insurable
UNNAMED LOCATION	LOCATION REFERENCE INSURED VALUE PREMIUM + TAXES STATUS
CANADA Canada Warehouse 1234 Somewhere Street Anywhere, Ontario H4C 7TE	250000.00 Subject To Referral
<div>Add Unnamed Location</div> <div>Save</div> <div>Post</div>	

IMPORTANT: You must file a report each month. If there are no values for a month, create a \$1 report and post it. No premium charge will be generated.

Querying Certificates/Reports








Use the SHIPMENT SEARCH SCREEN to access any previously entered shipment in the system. Select *Query/List* from the navigation bar under the Shipment drop-down menu.

Policy	Shipments	Claims
	Certificates	
	Query / List	
	Declarations	

The *Shipment Search Criteria* Screen will appear:

Advanced Search	
SHIPMENT SEARCH CRITERIA	
POLICY	
POLICY NUMBER	
POLICY YEAR	
CERTIFICATE NUMBER	
REFERENCE NUMBER	
PRIMARY ASSURED	
NAMED ASSURED	
VESSEL	
DATE OF DEPARTURE	From To
DATE OF ISSUE	From To
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"/> Payment Pending <input type="checkbox"/> Template <input type="checkbox"/> RFQ Declined <input type="checkbox"/> Quote Issued <input type="checkbox"/> Quote Rejected <input type="checkbox"/> Quote Expired
TYPE OF SHIPMENT	<input checked="" type="checkbox"/> Certificates <input type="checkbox"/> Declarations
DATA OUTPUT OPTIONS	
Output Type	Shipment
Output Format	<input checked="" type="radio"/> Screen <input type="radio"/> Excel
Output Template	All Owner Companies Select a Template Manage Template
<div>Search</div> <div>Clear</div>	

CoverageDock™ allows you to search using any combination of the criteria/fields provided. In general, the less information you provide the more broad your search results will be. Likewise, the more information you provide on the search screen the more specific your results will be. The following are searchable fields you can use to locate shipments:

POLICY	Use the system look-up feature  or type the desired policy name to locate shipments under a defined policy name.
POLICY NUMBER	Use the system look-up feature  or type the desired policy number to locate shipments under a defined policy number.
CERTIFICATE NUMBER	Type the certificate number assigned by the system to locate a specific shipment record.
REFERENCE NUMBER	Enter the shipment's reference number to locate a specific shipment record.
PRIMARY ASSURED	Use the system look-up feature  to locate a specific office if more than one office is attached to your policy or type the desired office name to locate shipments for that office.
NAMED ASSURED	Use the system look-up feature  or type the desired named assured (your shipper's name) to locate these shipment records.
VESSEL	Use the system look-up feature  or type is the desired vessel name to search by a specific vessel.
DATE OF DEPARTURE	Use the system look-up feature  or type the date ranges of departure for the shipments you are attempting to locate (MM/DD/YYYY).
DATE OF ISSUE	Use the system look-up feature  or type the date ranges of issuance for the shipments you are attempting to locate (MM/DD/YYYY).
STATUS	Select the desired status check box to include these shipments within your report. Available statuses include: booked, referred, cancelled, change/cancellation pending, rejected, payment pending, quoted, and templates.
TYPE OF SHIPMENT	Select the desired status check-box to include either certificate or declaration shipments within your search.

Note: Additional search options are available by selecting the *Advanced Search* button on the *Shipment Search Criteria* Screen

The *Data Output Options* allow you to view the shipments on screen or have them populate into an Excel report which is sent to the Data Output Center. Refer to [Using the Data Output](#) section for printing the report.