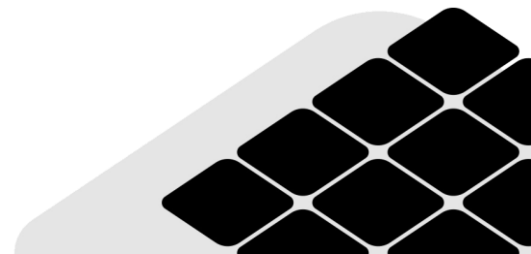




E2OPEN®

Carrier Value Added Services Help Guide



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What are Value Added Services and how do they help me?

INTTRA allows shippers and forwarders to select a carrier's additional services (Value Added Services) during booking submission. INTTRA offers these services over and above the standard carrier booking services to address your specific shipping needs such as cargo insurance, priority status of equipment release and space on board.

Value Added Services work only for a single line of cargo and container that is when one cargo-type is shipped in one container-type

Which carriers currently support Value Added Services?

Maersk and CMA CGM

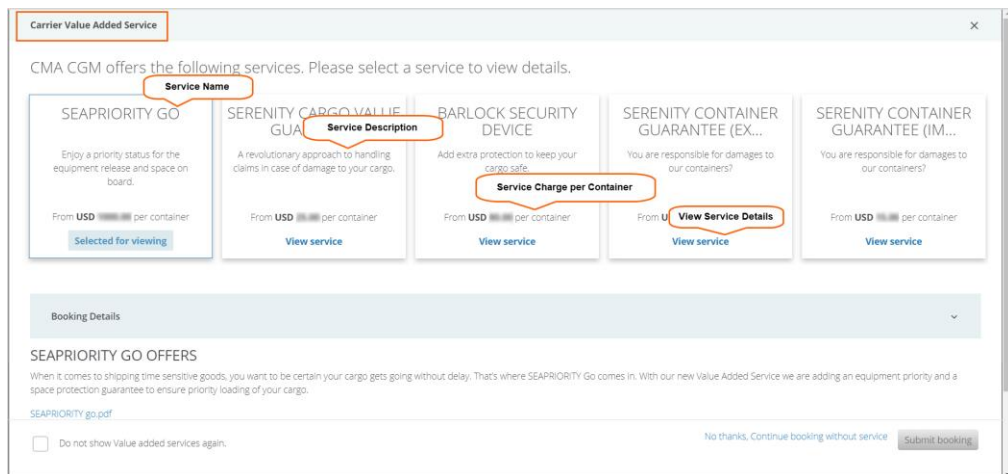
Hapag Lloyd is planned to go live by early June 2021.

Are the Value-Added Services available on all INTTRA by E2open channels?

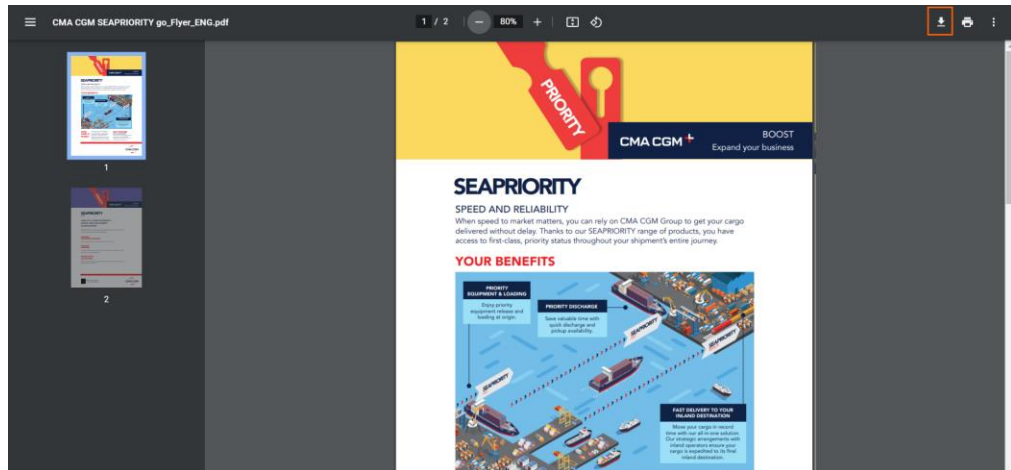
Currently, the Value Added Services are available when you submit your bookings on the Web.

How do I include a Value Added Service to my carrier booking?

1. Log in to your INTTRA account.
2. From the **Book** drop-down list, select **Create New** to create a new booking or click **My Bookings** to reuse an existing one.
3. Fill in the Booking Request form and click **Submit Booking**. This brings you to the **Carrier Value Added Service** page that displays the value added services offered by the carrier. These services appear in the order of popularity, that is, the most frequently used services appear first followed by the ones used less frequently. Each service contains the following information:
 - Service Name
 - A short description of the offered service.
 - Service charge per container or per shipment.
 - View Service link to know more about the service and add to your booking, if required.



4. Click **View service** or anywhere else on the specific service card. This action displays the following details that appear after the Booking Details section on the page:
 - Service Name
 - Extended description of the offered value added service.
 - A downloadable pdf link that provides you all the information you need about the service such as its benefits and how does the service work.
 - A radio button to select the service along with the service cost per container for your reference.



5. Select the radio button if you want to opt for the service.
6. Review the container details and price.
7. Go through the terms and conditions and select the check box **I agree with the terms and conditions.**
8. Click **Add Selected Service** button.
You can add multiple services to your booking as per your requirement.
9. Click **Submit booking** when done.

The Submit booking option activates only after you agree to the Terms & Conditions, and add the service,

If you have made the service selection but do not want to opt for it, click **No thanks, continue booking without service** and then **Submit Booking**.

If you do not want to visit the Value Added Service page again, select the check box **Do not show Value Added Services again**. This ensures that value added services do not appear on your screen for the next 30 days.

Booking Details

Value Added Services Selection

1. SEAPRIORITY go 20 Standard Dry (22G0) x 1 USD

***Please contact your carrier agent directly for questions related to these services.

Do not show value added services again.

[No thanks. Continue booking without service](#) **Submit booking**

On booking submission, your booking details appear along with the Value Added Service details.

INTRTRA
E2OPEN

Administration Support Test User

Plan Book Document Track Analyze

Booking Request Submitted Successfully

Your Booking Details Print

INTRTRA Reference Number	Submitted By	Date
2007236053	Test User	26-Mar-2021 02:50 GMT

Your booking request will be submitted for carrier confirmation.
If you need assistance, please contact INTRTRA Customer Service via [Live Chat](#) and refer to your INTRTRA Reference Number shown above.

Value Added Service	Container Type	Container Quantity	Estimated Total
SEAPRIORITY go	20 Standard Dry (22G0)	1	USD

View Refresh New Go to Search

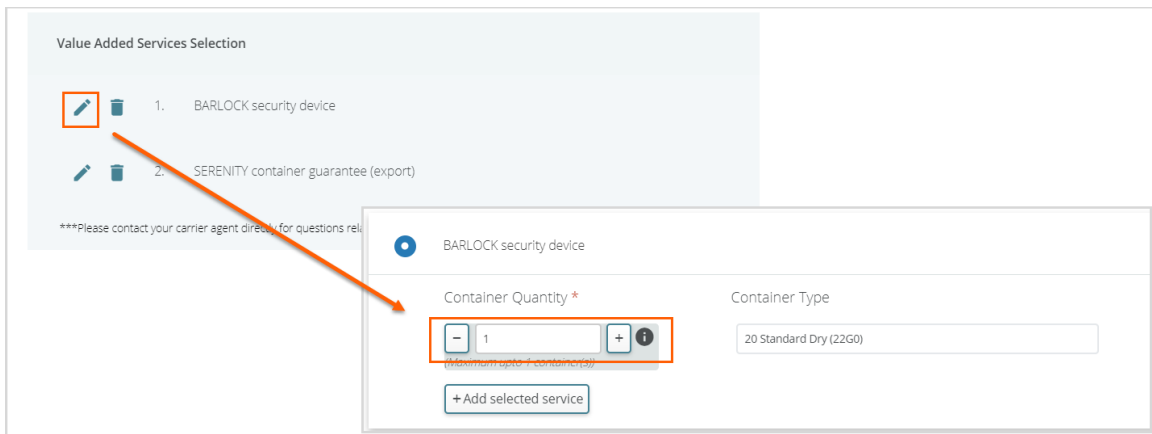
This booking response/confirmation is subject to the INTRTRA Legal Terms and Conditions, available at <http://www.intrtra.com/legal>. Additional carrier terms and conditions that are not displayed on the INTRTRA Platform. Bookings, booking responses/confirmations, shipment/carriage, value-added services, and any other service that a carrier performs for you are subject to the terms, conditions and exceptions of the selected carrier's contract of carriage or other agreement between you and the carrier which are available from the carrier, such as on the carriers website. Please ensure you read and understand these carrier terms and conditions issued by the carrier. INTRTRA is an independent third-party and does not set these carrier terms. Carrier rules and restrictions may include: the right to substitute the named and/or performing vessel(s) with another vessel or vessels at any time, the availability of space and equipment, that dates/times, schedules, arrival, berthing, departure, and transit times are estimated, given without guarantee, and subject to change without prior notice, and additional terms and conditions for value-added services. For bookings involving cargo destined for or carried/transshipped via the USA: Such booking confirmations are given subject to the Customer providing the correct cargo description in accordance with US Customs requirements.

Can I edit/delete a selected service?

Yes. You can edit and delete only during the booking submission process. Contact your carrier agency if you wish to make any adjustments to the selected service.

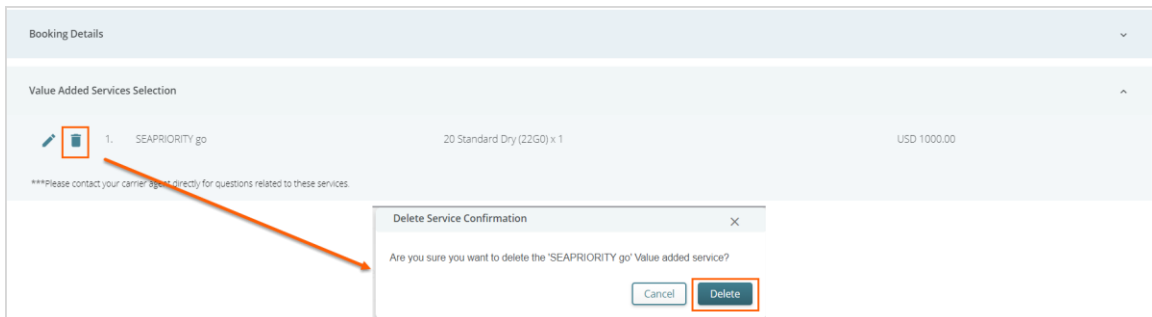
To edit the service,

1. Click the edit icon corresponding to the service.
2. Make updates to the selected service and add it again.



To delete the service:

1. Click the delete icon corresponding to the service.
2. In the **Delete Service Confirmation** dialog box, click **Delete**.



How can I receive notifications on my booking status?

1. Go to the **Comments & Notifications** section in the Booking Request form.
2. Enter one or more email addresses that should receive the notification. You can enter a maximum of nine email addresses.
3. Check the box **Notify me regarding the status and update of this booking.**

Payment Details

Charge Type Select One	Payment Term Select One	Payer Select One	Payment Location Enter Location...
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Comments & Notifications

Customer Comments Enter Comments...	Partner Email Notifications Enter Email... (You may specify up to nine (9) email addresses separated by commas)
	<input checked="" type="checkbox"/> Notify me regarding the status and update of this booking.

You will receive email notifications in the following format:

Booking Request, Intra Reference Number=2007237228

no-reply@booking-beta.intra.com

Expires: 3/27/2028

Booking - Requested
Provided Via INTRA - Web

The following Carrier Value Added Services were requested for this booking

Service Name	No of Containers	Container Size / Type	Estimated Total
SEAPRIORITY go	1	20 Standard Dry (20G)	USD
SERENTY cargo value guarantee	1	20 Standard Dry (20G)	USD

The following Booking Request was processed by INTRA on Monday, Mar 29, 2021 at 15:47 GMT

BOOKER INTRA ID: 862442 TEST User FORWARDER EDF-2 beta@beta.com Street's Test's Postal Code: 07054 916/W6 Country Code: US Country Name: UNITED STATES	SHIPPER Not Provided	CARRIER/INVOICING Agent INTRA ID: 800388 CMA CGM	INTRA REFERENCE NUMBER 2007237228
CONTACT Name: Test User - QA Forwarder EDF-2 Email Address: test@beta.com		CARRIER BOOKING NUMBER Not Provided	CUSTOMER SHIPMENT ID Not Provided
		REFERENCE NUMBERS CONTRACT NUMBER 394910	BOOKING OFFICE Not Provided

Which are some of the most popular value added services on offer?

Following are some of the most frequently used value added services currently offered by our carriers:

MAERSK

Maersk Spot Rates with loading guarantee and a fixed price at booking can be selected. See details here.

CMA CGM

SEAPRIORITY GO

Offers one exclusive service that provides first-class, priority status throughout your shipment's entire journey.

Learn more about Seapriority Go service.

SERENITY CARGO VALUE GUARANTEE

Offers three guarantee services to handle claims in case of damage to your cargo. You receive full compensation in the event of loss or damage to your cargo that brings in key benefits compared to a standard cargo insurance.

Learn more about Serenity Cargo Value Guarantee service.

BARLOCK SECURITY DEVICE

Offers protection to your valuable products against theft during transportation. You can add steel bar locks to your container's door to keep your cargo absolutely safe.

Learn more about Learn more about Barlock Security Device service.

To avail Barlock Security,

1. Select the service.
2. Enter the number of locks required.
The Barlock number cannot exceed the number of booked containers.
3. Click **Add Selected Service**.

To know more about the complete list of Value Added Services offered by CMA CGM., visit the CMA CGM's website.

Any new services coming up?

Yes. Hapag Lloyd's Shipping Guarantee service by early June 2021.