



INTRA FAQ

March, 2020

A. Account Maintenance

- Q. How do I change/update my email address for my INTTRA account?
- *If your user ID is your email address, this change/update will be possible only by adding a new user in your account for this new email address. If you don't have access to the option "add users," please contact your account administrator. If you are still unable to get in contact with your admin user, please reach out to the INTTRA by E2OPEN service team on their [chat](#) for further support.*
- Q. How do I change/update my company name/address for my INTTRA account?
- *To change a company address, you have to login to your account, click Administration, then click in My Company's account. You will be able to modify/change the address under Company Profile.*
 - *Alternatively, if the option above does not work for you, contact the INTTRA by E2OPEN service team on their [chat](#) for further support.*
- Q. How do I add/request carriers?
- *Login to your account. Under the Administration option, look for My Company's Account . Once you see the Company Profile, select Carrier Connections and + Request New Connection. Look for the carrier you want to add, enter the needed information in fields if mandatory, select the INTTRA Products. If you want to receive notification about this request, please select box in Step 4. Then click Submit.*
- Q. How to add users to my existing account?
- *If you are the administrator please follow instructions on our guide "add user" under <https://knowledge.e2open.com/knowledgecenter/inttra/inttra-onboarding/>*
 - *Alternatively, you can contact the INTTRA by E2OPEN service team on their [chat](#) for further support.*
- Q. How do I eliminate users from my account?
- *Please contact service@inttra.com*
- Q. How do I reset my password?
- *From your account, please select Company User's and once you locate the user id, click in Reset Password*
- Q. How do I update my login ID?
- *Please contact the INTTRA by E2OPEN service team on their [chat](#) for further support.*

- Q. Why can't I see the track and trace events associated to one of my container bookings?
- *It's either because INTTRA has not received the event from carrier or because there is no BK or SI found in INTTRA that is related to those transactions. Please contact service@inttra.com*
- Q. Why do I have to be mapped with a carrier to send transactions via INTTRA?
- *Because if you don't have any carriers mapped in your account, you will not be able to submit transactions to them.*
- Q. How long does it take INTTRA to map a customer?
- *It might take up to 72 business hours and is under carrier's decision.*
- Q. How do I switch companies to access my linked accounts?
- *Please refer to My Adm User Guide (page14) under the [INTTRA by E2OPEN knowledge center](#) for full details*
- Q. I received message "Either Shipper or Forwarder must be Registered in INTTRA" while submitting a booking via INTTRA Portal. Why?
- *Because, if you are submitting a BK request on behalf of your shipper you must select the Forwarder Role in order for the transaction to be submitted. The system must recognize the shipper and/or the forwarder as INTTRA registered in order to submit the transaction.*

B. Spot Rates Booking

- Q. What are spot rates?
- *Spot rates are dynamic pricing offers from carriers for a specific lane and validity date range to promote services and to quickly fill extra capacity. These rates can also be utilized by clients who already have negotiated contract rates for the same route and validity period.*
- Q. What is the benefit for using spot rates?
- *Spot rates offer key benefits to clients:*
 - *Spot rate visibility during the web booking process provides the most dynamic pricing options at the key decision step.*
 - *Clients do not need to lock into long term contract commitments for lanes where spot rates are consistently available.*
 - *Fully transparent all-in price eliminates accessorial variability - such as fuel costs – typical of contract rates which allow dynamic accessorial levels.*

- Q. Which carrier spot rates are being made available through the INTTRA portal?
- *Initially, INTTRA has partnered with Maersk to promote spot rates through an integrated experience within the web booking application and EDI booking processes. Maersk, Safmarine and Sealand are participating in the roll-out.*
- Q. What specific terms and conditions apply?
- *Please reference the Maersk Terms and Conditions page: <https://terms.maersk.com/terms-spot-booking>. The user must also accept the Terms and Conditions provided by the carrier, before they can submit a spot rate booking per below screenshot. The Submit Spot Booking button will not be enabled until the user clicks on the box.*

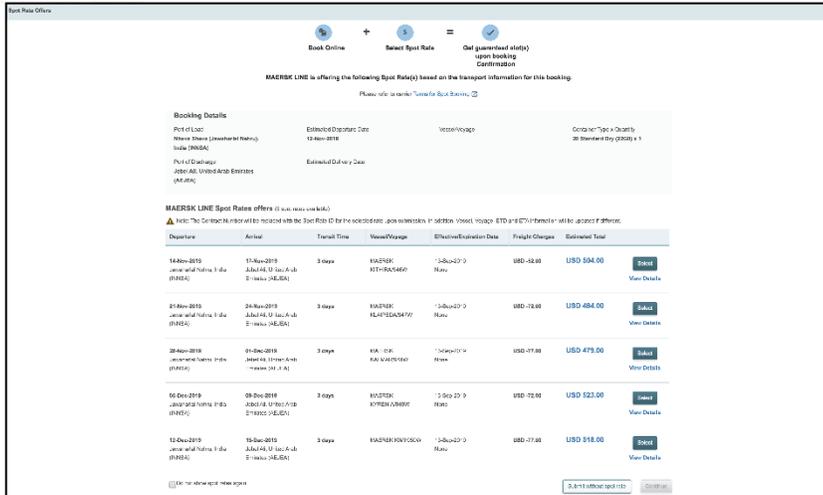
Spot Rate Terms and Conditions

I have read and accept the Maersk SPOT Terms & Conditions, terms of carriage and the Amendment/Cancellation/No-Show Terms.

Submit without spot rate Submit Spot Booking

- Q. Does using a spot rate in a booking request guarantee a carrier confirmation of guaranteed space?
- *Space will only be guaranteed once the booking is confirmed by Maersk through the standard confirmation processes as its it becomes a “two” way commitment per the Maersk [Terms and Conditions](#).*
- Q. What is the scope of rate availability supported?
- *Maersk Spot rates may be available for port-to-port dry-cargo for the following container types: 20’ Standard Dry, 40’ Standard Dry, 40’ High-Cube, and 40’ non-operating reefer. Spot rates are not available for moves inbound to or outbound from the US.*
- Q. How are spot rates accessible on the Intra site?
- *During the booking request creation process, available spot rates matching the booking details will be displayed after the booking review step. (Note: For some users, the booking review is not a step in this process flow.) The user may then select a spot rate to utilize for the booking request or continue to book against their contract rate (as they normally would). When the user selects to book using the spot rate, the spot rate ID will populate the Contract ID number field on the booking form. The Contract Number, vessel and voyage will be replaced if previously populated.*

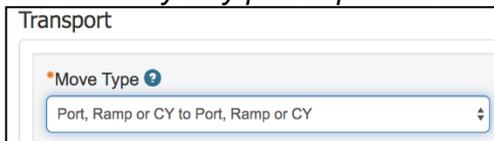
The user must also agree to the Terms and Conditions provided by the carrier before they can submit a spot rate booking request. The below page will be presented to the user when a spot rate offer is available based on the transport details and container type in the booking request.



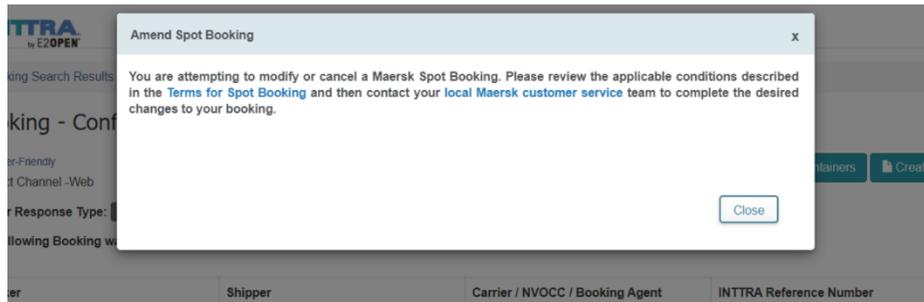
Q. There are users who create booking requests but do not have the authority to make pricing decisions for bookings. Can the user disable the display of spot rate offers?
 ➤ *The user will have the ability to opt out of viewing future spot rate offers for a period of 30 days by selecting the checkbox on the spot rates selection screen/page*

Q. How does a client booking through EDI utilize spot rates in a Booking Request?
 ➤ *The client can obtain the spot rate ID from the carrier's website or third-party Rate Management System (e.g., Cargosphere) and then supply the spot rate ID in the Contract ID field.*
Note: Due to the volatility of the spot rate pricing levels, the selected spot rate ID should be used immediately after retrieval or risk the possibility of a rejected booking request.

Q. Are spot rates available for all "Move" types?
 ➤ *No. Currently only port to port moves are supported.*



Q. What about the process for Amending or Canceling a spot rate booking?
 ➤ *The INTTRA booking system will refer the user to contact Maersk customer service team to discuss the need to modify the spot rate booking. Due to the two-way commitment - as noted in the Maersk terms and conditions - there are financial implications for amendment or cancel actions. The user will be prevented from amending or canceling this type of a booking made through the web interface. The below pop-up message will be presented to the user.*



Note: A spot rate booking created via EDI will not be prevented from being amended or canceled. Here again, it is important that users review the Maersk Terms and Conditions prior to submitting the booking request using a spot rate.

C. Booking

- How can I Amend, Cancel or Reuse my transaction?
 - *If you want to Amend a booking you will need to have the booking in Confirmed Status. Then you will see the option to Amend. For Shipping Instructions, you can submit amendment at any time.*

Q. How do I search my Bookings?

- *Login in your account, under Book click my Bookings. This will give you the list of your submitted transactions. If you want to want to look a specific booking, you might need to enter any reference as well as the period of time in which it was submitted, indicate for which carrier this transaction was sent to.*

Q. I am an exporter. Can my customer have visibility over all the bookings that I send via INTTRA?

- Yes. We can set the exporter as a business partner so you can then add his information in the booking by selecting My Partners under Lookup option

Q. How can I submit bookings?

- *Please refer to our booking guide under [INTTRA by E2OPEN knowledge center](#) for full details*



D. Shipping Instructions

- How to submit Shipping Instructions?
 - Please refer to our shipping instruction guide under [INTTRA by E2OPEN knowledge center](#) for full details



Q. How do I search my Shipping Instructions?

- Login in your account, under Document / Shipping Instructions click Search. You will be able to do a search using the INTTRA Ref #, or any other reference like booking number, forwarder reference. Then click SEARCH.

Q. How do I change the carrier in my Shipping Instructions?

- Click “REUSE” and you will be able to select a different carrier.

E. Product Support

- I have submitted a transaction (BK/Sl) from website but did not receive any email as of yet?
 - In order to receive email notification, you must enter your email address in the Partner Email Notifications for both, BK and Sl.

Q. How do I search for a UNLOC code?

- Once you log in your account, click Administration and then My Company's Account. Then click in the 2nd tab “search”. Select cities and add the required information. Then click Search

Q. Where can I get the Implementation Guides for different products?

- Please refer to our EDI Integration sections under [INTTRA by E2OPEN knowledge center](#) for full details

F. Track and Trace

- How can I track a container?
 - *Login to your account and click in Track option next to Document.*
 - *For a full training session, please refer to our track and trace section under [INTTRA by E2OPEN knowledge center](#)*

G. eVGM

- How can I submit an eVGM?
 - *Login to your account, select Document and then eVGM. Click Create new.*
 - *For a full training session, please refer to our eVGM section under [INTTRA by E2OPEN knowledge center](#)*

H. Administration

- How can I update INTTRA's portal's language?
 - *Before logging in, please click where you read English, located under the blue button (Log In). Selecte the language of your preference and then you can login with your used id and password.*