



## “Insuring Your Shipment” Cheat Sheet

Entry for coverage **must** be completed by midnight of the day your package ships. This is based on your time zone.

Double check that your shipment has been either professionally packed and/or double boxed with no movement of contents within the packaging, taped well over all seams and you have a signature required by the recipient.

Our system is easy to use and will take you about 20 seconds once you are familiar with it. The process is outlined, below:

- Login using your e-mail address for your username and then enter your password
- Be sure to check the home page rates/limits chart to be sure the means of shipment you are choosing is (1) allowed and (2) has a high enough limit for the value needed. Note that the chart on the home page is for domestic shipments only and that the international, freight, company car and armored car rates are found under “How It Works” and by clicking “Rates”.
- Click on “Members Home”, then select the appropriate button (“Domestic”, “International” or “Freight”) for your shipment(s). Please note that international shipments must be sent via FedEx or DHL only.
- The next screen contains a drop-down for your method of shipment as well as a field for the tracking #, to & from ZIP codes, value and the shipping date. There is an optional field to name your shipment for your own records. **\*\*Do not use commas, dollar signs or decimals in the value field (the system assigns these automatically, so any special characters would create an error and not allow entry to be completed)\*\***
- If you are entering multiple shipments with the same zip to & from, value and/or date of shipment, click on the “Add & Duplicate” (this permits speedy entry) and then modify the differences in the same fields - otherwise click on “Add to Cart”. Repeat this process if you have more shipments to enter. When finished, continue to the next step.
- Check the entries in your cart (in the upper right part of your screen) to see that all shipments are in the cart for processing. You have the option here to add, edit or delete entries. Be sure to double check your entry details before the next step!
- When you’re confident that your entries are accurate, click on “Checkout Now”

- Add your credit card information exactly as it appears on your card or click "Card on file" if you entered the information previously and click 'Continue'
- Verify that your card information entered is accurate and if so, click "Continue", then click 'Insure Now'
- After the order is processed, you will see a confirmation appear. You may print this out, but a confirmation will also be sent to your e-mail address
- Every package you insure with us will be available for your review under "Order History" located under the "Insure Shipment" buttons on the "Members Home" page.
- If you have made an error that was not noticed until after your shipment was submitted, you must forward the confirmation containing the error back to [admin@shipandinsure.com](mailto:admin@shipandinsure.com) with the notation of the incorrect information and what the correct information should be. We will manually mark the log of the needed modification(s), adjust the premium (if needed), credit/debit your account accordingly and acknowledge we have received your request and your continued coverage via email. Please keep this for your records in the case there is a loss on the modified shipment!
- FOR HIGHER LIMITS THAN SHOWN ON THE CHART: Override requests for higher limits can be done from the entry page by using the "Override Request" button and filling in the package information in that area. Overrides are ONLY allowed for the following means of shipment (you must have prior approval):
  - FedEx Ground – this may be approved for up to \$35K
  - FedEx Priority Overnight and FedEx Standard Overnight – these may be approved for much higher limits of up to \$500K and more. If shipping over \$125K, we prefer you use FedEx Priority Overnight. Please keep this in mind to avoid potential denial of an approval. Please allow for up to 2 hours for approval. If the request is for more than triple the regular limit of \$75K, please allow a day or more for approval by underwriters.

**IF YOU HAVE ANY QUESTIONS REGARDING INSURING YOUR SHIPMENT(S), PLEASE CALL THE OFFICE AT**

**(717) 393-5317**

**WE ARE ALWAYS HAPPY TO ASSIST YOU IN BEING PROPERLY COVERED**

