



STG Shield Shippers Insurance Guide

I. Purpose:

Carriers legally have limited liability riddled with exceptions when it comes to cargo damage. This limits the customer to accepting something other than actual insurance coverage often resulting in a long claim process and receiving a payment that is a fraction of the actual loss.

STG Shield is a first-party policy protecting your goods for up to their stated value in the event of physical loss or damage in transit.

The base door to door domestic insurance coverage is \$10,000 with no deductible. STG Shield responds regardless of shipper's ability to prove carrier's negligence, pays for losses outside carrier's control and it pays full value of lost or damaged goods.

II. Procedures:

The sections of this user guide will provide step-by-step instructions on how to accept or deny Shield Shippers Insurance.

1. Customer opens https://www.stgusa.com/ website and click on STG SHIELD button.



2. To log in directly to STG SHIELD click on link <u>https://www.stgusa.com/stg-shield</u> and select Ocean CFS from CUSTOMER LOGIN drop down menu.



3. Customer Login



a. Add Username and Password click LOGIN button.

STG Logistics	TRACK SHIPMEN	T ABOUT US	NEWS CARE	ERS CONTACT US
OCEAN CFS AIR CFS	CONTRACT LOGISTICS CUSTOMIZED TRANSPORTATION	ноw то	LOCATIONS	TECHNOLOGY
Search All Locatio	is 🗸 for House Bill Number 🗸		Go	
		_		
	LOGIN			
	Username mcardoso			
	Password			
	LOGIN			
	* Login is not required to track shipments.	-		

- b. Filling in Search area:
 - Select Location or leave All Locations
 - Select House Bill Number or any of the drop down listed
 - Add related number
 - Click Go

STG Logis	OCEAN CFS A	IR CFS CONTRACT	LOGISTIC	S CUSTOMIZED TRAN	TRACK SHIPMENT	ABOUT US TRACK SHI HOW TO	NEWS CA PMENT LOCATIONS	CONTACT US
	Search All Lo	cations	✓ for	House Bill Number House Bill Number AMS HBL Number Master Bill Number IT/Entry Number			Go	
		LOGIN		Load Number Container Number				
		Username	mcard	GO Number Job-Lot Number				
		Password		Customer Reference Tracking Number				
				LOGIN				

* Login is not required to track shipments.

4. Click on the AMS HBL Number to view container information.

Warehouse Collect	View Notes V	iew Ou	rtturn I	Report	Creat	e Alert View Pi	cture	8				
AMS HBL Number	HBL Number	Pcs	Pkg	Lbs	Cbm	Description	ITD	HL	Hold	Mks Hld	Ship Date	STG Delivery
YASVSGN0183966	SGNATL00733	358	CTN	3629	19.4	DSG - DICK	ATL				01-MAR-2021	
CGPN2800013897	SGNLAX04400	1	PKG	254	1	WOODEN FUR					03-MAR-2021	
CGPN2800013896	SGNLAX04537	826	CTN	27291	15.6	TRANSFORME					03-MAR-2021	
DSVFSGN0120170	SGNLAX04540	203	CTN	1975	11.7	203 CTNS 1					09-MAR-2021	
ECUWTLG23000881	SGNLAX04541	242	CTN	8995	22	MEN'S 100%					02-MAR-2021	



5. To view the charges on your invoice, click on the View Charges button Pick Up Requirements

Status	Shipped from STG See shipping information below for more details.	Print Proof of Pickup
Pick Up Number (Job-Lot Number)	3477245-01	View Charges
Customs Release	J2100894091 02/08/21	oDay Doppint
Freight Release	02/08/21	егау кесеірі
Delivery Order	Received	Guarantee Charges
Cargo On Hold	No	Unrelease
Marks Hold	No	Delease Marks Hold
Exchange Pallets	0	Keledoe Marko Hola
		Create Alert
		Insurance Certificate

6. Base Coverage fee is automatically added.

Charge	Amount
IMP SHIP INS FEE 🜓	\$25.00
IMPORT PIER CONG @ MINIMUM	\$10.00
CFS INBOND DOC	\$10.00
FORKLIFT FEES @ MINIMUM	\$50.00
TERMINAL FUEL @ MINIMUM	\$15.00
IMP WAGE ADJ FEE	\$5.00
IMP FACILITY FEE	\$55.00
Τα	tal \$170.00
Guarantee Charges Pay Now Back to lot Increase Insurance De	cline Insurance

The estimated charges for this lot are if pickup is on 04/07/21.

Charges are based on the best current information but may vary at actual time of warehouse pickup and do not reflect SPECIALTY charges that may apply.

NO PERSONAL CHECKS ACCEPTED. Payments exceeding \$1000.00 must be in the form of a CERTIFIED BANK CHECK or WIRE TRANSFER. We thank you for your kind cooperation in this matter.

FORKLIFT FEE as of pick up 8/2/2010

\$5.00 cbm/800 lbs (whichever is greater)

Minimum: \$50.00

Leave On Fee: \$50.00

Base insurance coverage is \$10,000 with zero deductible. Additional Insurance above \$10,000 will be subject to a deductible. Please refer to Insurance Certificate for details.



7. To add additional coverage, click on the Increase Insurance button. A pop-up will appear where you can add the amount of coverage you need. Click Get Price.

Charge		Amount
IMP SHIP INS		\$25.00
IMPORT PIER	Add Additional Insurance Coverage Above \$10,000	\$10.00
CFS INBOND		\$10.00
FORKLIFT FE	Additional Coverage Amount Above \$10,000:	\$50.00
TERMINAL FL	\$ 8000 •	\$15.00
IMP WAGE AI	Please read STG's claim policy via the following link: Terms & Conditions	\$5.00
IMP FACILITY	formal formation (\$55.00
	Cancel Get Phoe V	\$170.00

a. A second pup-up will show Additional Insurance Premium Cost, to add Additional Insurance Coverage click on the Add Additional Insurance green button, to cancel click on Cancel button.

Charge			4	4	200				Amount
IMP ADD INS	Add Ad	ditional	Insurance	Covera	ge Abov	≥ \$10,000		×	\$9.60
IMP SHIP INS	Alter								\$25.00
IMPORT PIER (Add	ditional (Overage A	mount A	bove \$1	0,000:			\$10.00
CFS INBOND D	\$	8000					.0	0	\$10.00
FORKLIFT FEE		Add	Second Lines		December	n Contr 60	60 D		\$50.00
TERMINAL FU		Addi	donal Inst	Irance	Premiui	n Cost: \$9	.60 0		\$15.00
IMP WAGE AD	Ple	ase read 5	TG's claim p	olicy via t	he followi	ng link: Term	s & Conditio	ns	\$5.00
IMP FACILITY									\$55.00
	Cancel					Add Additi	ional Insura	ice 🕖	\$179.60
Guarantee Ch	arges	Pay Nov	w Back t	to lot	Increase	Insurance	Decline	Insurance	



8. To opt out of all Shield Shippers Insurance, click on the Decline Insurance button, a pop-up will confirm your request, click on the Remove Insurance button. If you choose to keep Shield Shippers Insurance, click the Cancel button.

NOTE: Both Base and Additional Shield Shippers Insurance will be removed.

	Amount
Remove Insurance Coverage 🛛 🗙	\$25.00
	\$9.60
Are you sure you want to ont out of	\$10.00
STC Chield Insurance?	\$10.00
Sig Shield Insurance?	\$50.00
Opting out of insurance will limit STG's liability for claims for your cargo to	\$15.00
\$50. Please read STG's claim policy via the following link: Terms & Conditions	\$5.00
	\$55.00
Cancel Remove Insurance V	\$179.60
harman Bay Now Back to lot Increase Insurance Decline Insurance	1
	Remove Insurance Coverage X Are you sure you want to opt out of STG Shield Insurance? STG Shield Insurance? Opting out of insurance will limit STG's liability for claims for your cargo to \$50. Please read STG's claim policy via the following link: Terms & Conditions Cancel Remove Insurance V

View Total to confirm all Shield Shippers Insurance has been removed.
 NOTE: Base Shield Shippers Insurance can be added by clicking on the Add Insurance button.

Charge	Amount
IMPORT PIER CONG @ MINIMUM	\$10.00
CFS INBOND DOC	\$10.00
FORKLIFT FEES @ MINIMUM	\$55.00
TERMINAL FUEL @ MINIMUM	\$20.00
IMP WAGE ADJ FEE	\$5.00
IMP FACILITY FEE	\$55.00
Total	\$155.00
Guarantee Charges Pay Now Back to lot Add Insurance	

10. To open and view all charges click the PayNow button.

Charge		Amount
IMP SHIP INS FEE 🛛 👽		\$25.00
IMP ADD INS 🛛 🗘		\$9.60
IMPORT PIER CONG @ MINIMUM		\$10.00
CFS INBOND DOC		\$10.00
FORKLIFT FEES @ MINIMUM		\$55.00
TERMINAL FUEL @ MINIMUM		\$20.00
IMP WAGE ADJ FEE		\$5.00
IMP FACILITY FEE		\$55.00
	Total	\$189.60
Guarantee Charges Pay Now Back to lot Increase Insurance	Decline	Insurance



- 11. PayNow screen will show all charges including Shield Shippers Insurance, if chosen.
 - a. Fill in payment fields and click Submit Payment.

		Actallis		Tayment
	CFS Detail	8	Fransportation Detail	Address*: Test 1
File Lot: 2	2919398-04	Order Number		City# State* Zip*
HBL		Pickup From		Emplif
MEL: O	ONEYMUMB18898500	Deliver To	i i	
Entry No:		Signed by		Method of Payment
AMSEL A	ALP JNAVLAX06693	Ready Date		Credit Card ÖACH
Pieces:	22	Pickup Date		1999 Note: No convenience fee charged for ACH Payments 199
Weight	346	Delivery Date		
Cubic Meters:	1515		۰ ۱	Cradit Card Datail
-	100% LVOCELL SATEEN/			Cron Caro Detail
Commodity: 1				
Commodity: 1	IN A ETOOLLE SHIELDN			1754. CONT. 066.000 056.000
Commodity: 1	Pickup	Date		Card Holder Name
Commodity.	Pickup	Date		Card Holder Name
the pickup date is inci	Pickup correct, please select an alternate date and press	Date s calc	04/13/2021 Callo	Card Holder Name Cred Cead Cred Cead
the pickup date is incl	Pickup Correct, please select an alternate date and press	Date s calc	04/13/2021 Calk	Card Holder Man (and f) V (2021 V) CVV Number
the pickup date is incr	Pickup Pickup correct, please select an alternate date and press Charg	Date s calc ges	04/13/2021 Cxic	Card Holder Name Cede Card NUmber: Expiration Date: [an (1) v] [2221 v C/V Namber:
the pickup date is inco	Prokup Prokup correct, please select an alternate date and press Charg	Date s calc ges	04/13/2021 Cutc	Curd Holder Kara Curd Holder Kara Multicher Expression Dater (Jan ()) v (2021 v CVV Namber
the pickup date is inco	Pickup Pickup Correct, please select an alternate date and press Charg	Date s calc ges	[64/13/2021 cate \$25.00	Card Holder Name Card Holder Name NUmber Expiration Date: [an (1) v 2021 v C/V Namber: Stand Ayment
the pickup date is incl MP SHIP INS FEE MP ADD INS	Pickup Pickup correct, please select an alternate data and press Charg	Date s calc ges	[64/13/2021 Cak: \$25.00 \$25.00 \$25.00	Curd Holder Haar (1) - (2021 - CVV Namber:
the pickup date is incl MP SHIP INS FEE MP ADD INS	Pickup Pickup correct; please select an alternate date and press Charge	Date s câlc ges	(64/13/2021 Cole \$2.5.00 \$5.60	Cerd Holder Name Cerd Holder Name Cerd Cerd Number Number Supration Date: [an (1) v] 2021 v CV/ Number Fease do not advected Payment
the pickup date is inco MP SHIP INS FEE MP ADD INS CFS INBOND DOC	Wirk a rouced owned with the formation of the formation o	Date s calc ges	(\$4/13/28/21 cat: \$2.2 .0(\$5.9 .6(\$10.0(Conditional and a set of the
the pickup date is inci MP SHIP INS FEE MP ADD INS CFS INBOND DOC TORKLIFT FEES & MINIT	Pickup Pickup correct: please select an alternate date and press Charp	Date s calc	(64/13202) 225.00 59.60 510.00 5150.00 5150.00	Cord Holder Name: Cord Cord Number: Number: Supervision Date: [an (1)] 2021] CVV Number: Prace do not detected houses: Prace do not detected houses: Prace do not detected houses: Cord to debt cerl transactions will be assessed a 31 convenience fre on the total being pack. By agreeing to the terms of use, users are also Attended plags the assesse et of the convenience fre. Terms of late Prace Date. Terms of late Prace Date.
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12. Once Submit Payment is clicked customer will receive an email receipt with payment information and a link to their Insurance Certificate.

AFabrey Insurance Gr	NATIONAL SPECIALTY INSURA (a steed insurance company, hereinstree 100 L Dur book of b, setting (817) 285-2000	NCE COMPANY "the company") x 76021	Administered By: Fabry Insurance Group 66 Whitecap Drive, North Kingaburn, RJ 02852 Tel: 402-792-0144 Fac: 402-657-0573 Shineyshippers.com
Named Insured (Clause 3)	Borer - Simonis 17633 Birdie Drive	Issue (04/07/2021
	Larkinhaven, RI 043210 United States	Certificate F	AL-12000013-WNELXG-20210407100420
		Policy F Number:	AL-12000013
Shipment Info	Shipment "On/around" Date: 04/06/2021	Shipment ID	BOL / PO Number: 2916026-18
	Total Insured Value: 15,000.00	Total Cost: Total Cost Incl 13.00 in Progra	31.00 udes 18.00 in Insurance Premium and am Service Fees
	Loss Payee: Borer - Simonis 17633 Birdle Drive Larkinhaven, RI 043210 United States	Customer:	Borer - Simonis Kiarra Prosacco 17633 Birdie Drive Larkinhaven, RI 043210 United States
	Limit (Clause 5) 1,000,000.00 Max	Deductible (C	lause 6) 0.00
Merchandise Description	COSMETICS		
Duration of Insurance	Carrier: Vandervort, Casper and Vandervort Carrier		
	Origin: 187 Laurie Drives New Leonel NJ 07727 United S	tates	
	Destination: 92633 Anya Groves South Abagail NY 1010	0 United States	
Conditions (Clause 7) Excluded Items (Clause 8.1)	any rights of submipation against the Assured (CTE Logist boding) unicability and/or singing of the Insured Book's, the Assured for the loading/unicability and/or shipping of B. account, automotiki-information (clientical as formation COD payments, colins, colins, currency, desist, document (count) and the assured and the clientical as formation (count) and the assured assured as a statistical and count and the assured as a statistical assured as a peritabile good or similar property when not carrel or pharmaculcul drugs, plants, plantfat plass, salitostry in pages, kcicks, unite enginety motion without	tics) arising out o This walver shall it not limited to the the Insured Good d road worthy ve is, evidence of de se stones), gift o anuscripts, model ems, notes, origin stored in a temp notorized boats/y	If the Assured's negligence in 'no tatter, in any way, Underwriters' rights hird-party contractors contracted out by sol, bills, Buik products, cash, checks, bills, flowers, free hoods/products, ards, gold silver and other precious so (including but not limited to: ships, al/fine art valued over \$20, 000 per piece, rature controlled environment), achts, securities and other negotable
Currency	All references to currency reflect USD		
Contract Forms and Clauses This policy may be subject b taxes. This is to certify that i 20% with National Casualty proportions. The Underwrite part of its obligations.	Policy Form: SMP FV09A Decail Taxes not evident at the time of placing or confirmin the undersigned have arranged insurance as hereinatter sys- Company. The liability of the Underwriters is several and no is are not responsible for the subscription of any co-scribing	Program: S ng cover and ther ecified 80% with ot joint and is lim g Underwriter who	TG Logistics efore these terms will be net of any such National Specialty Insurance Company and ted solely to the extent of their o for any reason does not satisfy all or
Issued at North Kingstown, I	Rhode Island, as per authority granted Falvey Cargo Underv	writing, Ltd., this	day of April 06, 2021.
Signature J. M	i chael falory President		
FALVEY SHIPPERS INSURAN Questions relating to filing o	CE, a division of Falvey Cargo Underwriting, Ltd. f a claim, please contact claims@falveycargo.com Complain	ts to be reported	to complaints@faiveycargo.com
Terms and Conditions (Cla Ltd. and Underwriters from a misunderstanding, or failure ensuring the merchandise sh	use 10.1) The Insured agrees to indemnify and hold harmle any loss, liability, damage or costs, including court costs an to follow and adhere to the coverage requirements as per lipped is in accordance with terms and conditions of this pol	ess Falvey Shippe d attorney fees th this policy or as e licy and is not an	ers Insurance, Falvey Cargo Underwriting hat they may incur due to misreading, ndorsed. The Insured is responsible for excluded commodity.



- 13. If Shield Shippers Insurance is paid the Insurance Certificate button will remain blue.
 - a. Click on Insurance Certificate button and a PDF will appear to display Shield Shipper Insurance coverage information.

Pick Up Requirements		
Status	Not Available Items in red below must be cleared prior to pickup.	Print Arrival Notice
Pick Up Number (Job-Lot Number)	2919398-04	view Charges
Customs Release	Required	ePay Receipt
Freight Release	Required	Guarantee Charges
Delivery Order	No	Release
Cargo On Hold	No	
Marks Hold	No	Release Marks Hold
Exchange Pallets	0	Create Alert
		Delivery Quote
		Insurance Certificate

14. If Shield Shippers Insurance is not paid or customer opts out of the Shield Shippers Insurance, the Certificate button will remain gray.

Status	Not Available Items in red below must be cleared prior to pickup	Print Arrival Notice
Pick Up Number (Job J of Number)	2010208-04	View Charges
Fick op Multiber (Job-Lot Multiber)	2919390-04	
Customs Release	Required	ePay Receipt
Freight Release	Required	Guarantee Charges
Delivery Order	No	Release
Cargo On Hold	No	
Marks Hold	No	Release Marks Hold
Exchange Pallets	0	Create Alert
		Delivery Quote
		Insurance Certificate
		Insurance Certificate

Pick Up Requirements



Logged in User – Guarantee Charges

15. Click the Guarantee Charges button to open the Guarantee Charges screen.

Status	Not Available Items in red below must be cleared prior to	Print Arrival Notice	
	pickup.	View Charges	
Pick Up Number (Job-Lot Number)	2919398-04	view onlargeo	
Customs Release	Required	ePay Receipt	
Freight Release	Required	Guarantee Charges	
Delivery Order	No	Release	
Cargo On Hold	No		
Marks Hold	No	Release Marks Hold	
Exchange Pallets	0	Create Alert	
		Delivery Quote	
		Insurance Certificate	

16. Follow steps 6 to 9 then continue on step 17.

17. Fill in required fields and click Process button.

Guarantee for 2919398-04				
Location	Los Angeles			
Container Number	NYKU5720609	Charge		Amount
Master Bill of Lading	ONEYMUMB18898500	IMP SHIP INS FEE 0		\$25.00
AMS HBL Number	ALPJNAVLAX06693	IMP ADD INS 🔹		\$9.60
House Bill of Lading	NAVLAX06693	IMPORT PIER CONG @ MINIMUM		\$10.00
Customer Reference	NAVLAX06693	CFS INBOND DOC		\$10.00
Pieces (Man/Rec/Pit)	22 / PKG / 0 PLT	FORKLIFT FEES @ MINIMUM		\$55.00
Weight	346 Lbs	TERMINAL FUEL @ MINIMUM		\$20.00
Volume	1.515 CBM	IMP WAGE ADJ FEE IMP FACILITY FEE		\$5.00 \$55.00
Headload	No			
Free Time Expires			Total	\$189.60
Cargo Description	100% LYOCELL SATEEN(INVOICE NO. 2020/200408 DTD. 12.02.2	Increase Insurance Decline Insurance Bac	ik to lot	
odaramee charges				
Billing Reference	Required			
Dollar Amount* 0	Required (Limit: \$2500.00)			
Enter your name	Required			
Enter your phone number	Required			
Enter your email		Required		
Confirm your email		Required		
		and the second second		
Process Cancel				