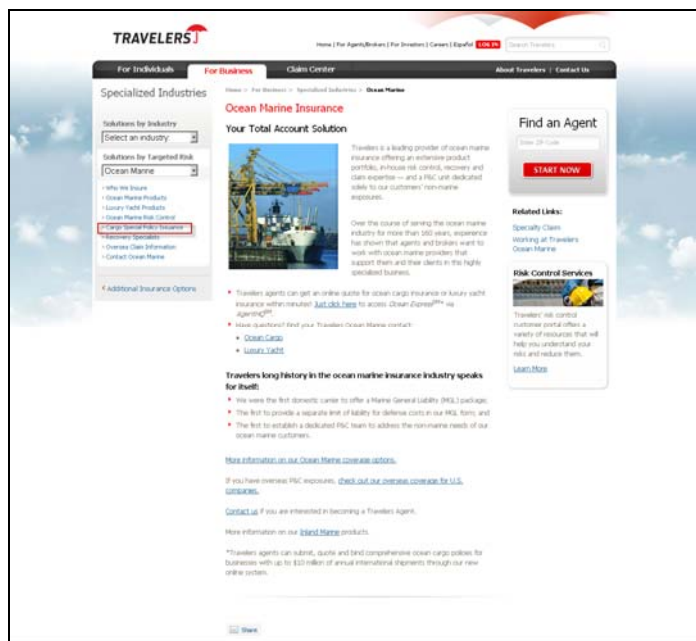


Accessing Ocean Cargo Special Policies

This quick guide shows how to access Ocean Cargo Special Policies from the Travelers Ocean Marine Web site, www.travelers.com/oceanmarine, and how to register the first time accessing the Ocean Cargo Policy application.

1. Travelers Ocean Marine Web Site



Enter www.travelers.com/oceanmarine in the address of your Internet Browser to go to the *Ocean Marine* page of the Travelers Web Site.

- Click **Cargo Special Policy Issuance** in the left navigation bar.

2. Cargo Special Policies

The *Cargo Special Policies* page displays.

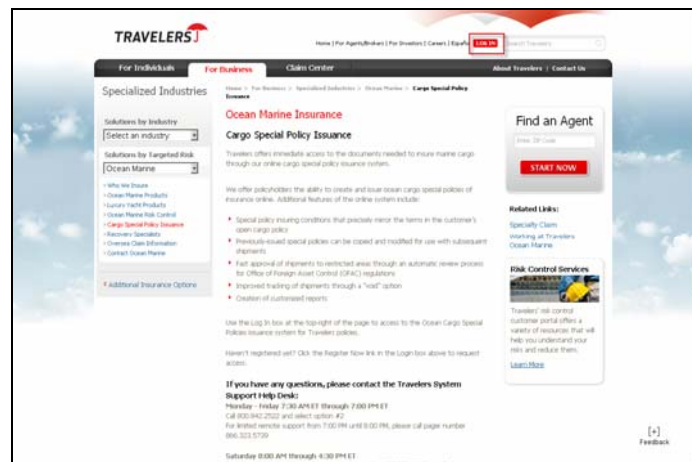
- **First Time Users** – Click Log in Box top right of page. Then click register now.
- **Existing Users** – Click Log in Box top right of page.

Note: If you experience technical difficulties or need reference material when using the system, Help Desk call numbers and Training Materials are listed on this page. Scroll down to view all materials.

How to Register - First Time Users

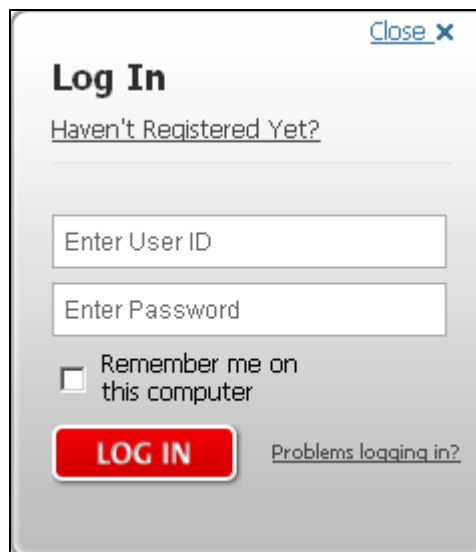
First time users will need to register prior to using the Cargo Special Policy System.

1. Cargo Special Policies



Register to use the system from the *Cargo Special Policies* page.

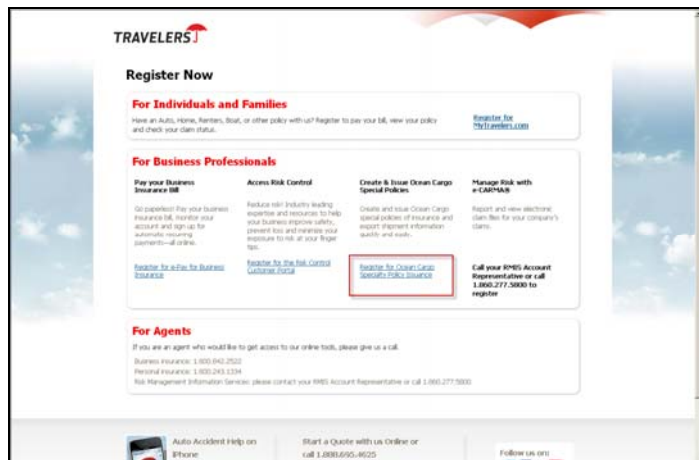
- Click the log-in box



Pop Up box displays click link: **Haven't Registered Yet?**

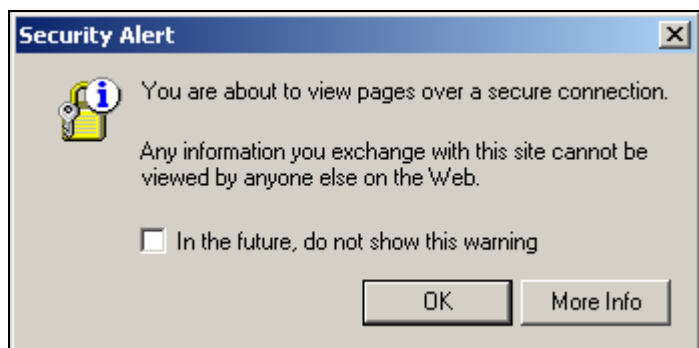
Note: If already registered click **Log on**.

2. Register Now



Register Now page displays.

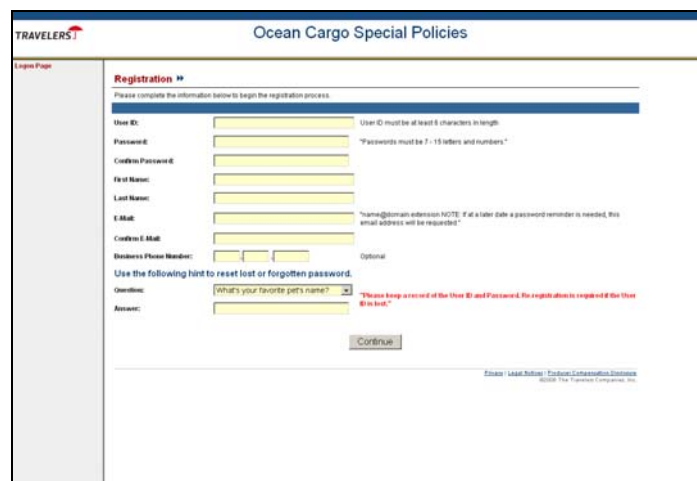
- Click **Register for Ocean Cargo Specialty Policy Issuance**.



Depending on your browser settings, the *Security Alert* window may display.

- Click **OK**.

3. Registration



The *Registration* Page displays. All fields other than Business Phone Number are mandatory.

- **User ID:** Enter a user name. User ID must be at least 6 characters long (letters and/or numbers).
- **Password:** Enter a password. Passwords must be 7-15 characters long (letters and/or numbers).
- **Confirm Password:** Re-enter the password. If the two password entries don't match, an error message displays to correct the password.
- **First Name:** Enter users first name.
- **Last Name:** Enter users last name.
- **Email:** Enter user's e-mail address.
- **Confirm Email:** Re-enter the e-mail address. If the two e-mail entries don't match, an error message displays to correct the e-mail.
- **Business Phone Number:** Optional field. Enter user's phone number, with area code.

Warning! As part of the registration process choose a question to answer as a prompt to e-mailing the password if forgotten during future entry.

- **Question:** Choose a question to answer.
- **Answer:** Enter an answer to the selected question.

Warning! Keep a record of the User ID. Re-registration is required if the User ID is lost.

- Click **Continue**

4. Internet Access Agreement

- Read the *Internet Access Agreement* in its entirety.

At the bottom of the *Agreement* page:

- Click **I Accept** to accept the agreement and continue to the *Policy Registration* page.
- Click **Cancel** to decline the Agreement and return to the *Registration* page.
- Click **Print** to print a copy of the Agreement as a MS Word document. You will still be required to also click **I Accept** or **Cancel**.

5. Policy Registration

- **Ocean Cargo Policy Number:** Enter Policy number to be registered.

- St. Paul Fire and Marine Ocean Marine Policies - enter the entire policy number.
- Travelers Property Casualty Policies- enter the last 8 digits of the policy number.

Note: The policy number is shown on the cargo policy. If you do not know the policy number, contact the person within your organization that is responsible for your Cargo Insurance, or contact the agent/broker you work with to provide your Cargo Insurance coverage.

- Click **Register** to complete the Registration process.
- Click **Cancel** to stop the Registration process. You will be returned to the *Registration* main page. You will not be registered to use the system.

6. Registration Confirmation

With registration complete, a letter will be mailed to you, as well as to the Company mailing address as stated on the Cargo Policy.

- Click **Continue**

The *Security Alert* window may display.

- Click **Yes**

7. Welcome Page



The *Ocean Cargo Special Policies – Welcome* page displays. The registered policy number displays in the grid on this page. Functions available on this page include:

- Begin processing the Cargo Special Policy for a listed policy number
 - Edit registration information
 - Contact Us, by e-mail, with questions.
- Click **Process** by the listed policy number to access the *Special Policy Summary* page and begin creating the Cargo Special Policy.
- Click **Profile** on the left navigation bar to change registration information. On the *My Profile-Change My Profile* page change:
- E-mail address
 - First Name
 - Last Name
 - Password hint
- When the information has been changed click **Update** to save changes and return to the *Welcome* page.
- Click **Contact Us** on the left navigation bar displays contact numbers if you have technical problems.
- Monday - Friday 7:30 AM ET through 7:00 PM ET - Call **800.842.2522** and select option **#2**
 - For limited remote support from 7:00 PM until 8:00 PM, please call pager number 866.323.5739
 - Saturday 8:00 AM through 4:30 PM ET For limited remote support, please call pager number 866.323.5739 or cell phone 443.850.7159

8. Special Policy Summary



After clicking **Process**, the *Special Policy Summary* page displays.

This page can be used to Create a new Cargo Special Policy; list existing work in progress, issued and voided policies; and export issued and voided data to MS Excel.