Accessing Ocean Cargo Special Policies – First Time Registration

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

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

1. Travelers Web Site

➢ Click Register now in the Log in Section of the page.

2. Registration for Travelers online tools

We value your business, and are excited to see you register to use our online tools!

FOR INDIVIDUALS
➢ Personal Insurance
  View and pay your bill, view your policies, report and check the status of claims for Auto, Home, Renters, Boat, etc.

FOR BUSINESS
➢ Small Business
  Pay your bill, access policy documents, report and check on claims, etc.

FOR LARGER BUSINESS
➢ Bill Pay
  Pay your business insurance bill, monitor your account and sign up for recurring payments – all online.

➢ Risk Control Portal
  Access Risk Control management modules and services to help your business improve safety, prevent loss, and minimize your exposure to risk.

➢ Financial Audit
  Access our online tool to complete periodic premium audits.

➢ Ocean Cargo
  Create and access Ocean Cargo special policies of insurance and export shipment information quickly and easily.

➢ Risk Management (e-CARGO)
  Contact your RMS Information Account Executive, or call: 800-277-5600

FOR AGENTS
To access our online tools, call Travelers:
➢ Business Insurance: 800-442-2032
➢ Personal Insurance: 800-442-3034
➢ RMS Information Account Executive, or call: 800-277-5600

➢ Click Ocean Marine

3. Registration

Registration Page displays. All fields are mandatory except Business Phone Number

➢ User ID: Enter a user name. User ID must be at least 6 characters in length. Special characters and spaces are not allowed. Examples of acceptable entry: JohnDoe or John1234

➢ 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 first name.

Last Name: Enter 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 phone number, with area code.

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.

Ocean Cargo Policy Number: Enter Policy number to be registered. Refer to the Registration screen for tips on policy number entry.

Click “Register” to complete the Registration process.

4. 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

5. Welcome Page

Ocean Cargo Special Policies – Welcome page displays. The registered policy number(s) 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 to change registration information

When the information has been changed, click Update to save changes and return to the Welcome page.

Click Contact Us to display contact numbers if you have technical problems.