



CNACargo.com Quick Reference Guide

Useful tips on getting started



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Cargo insurance at your fingertips

CNACargo.com, CNA's web-based automated cargo insurance system, is available to all CNA cargo customers worldwide, and provides you with a competitive edge for your business.

This User Guide is designed as a quick reference on how to use key features of CNACargo.com.

Screen 1 - Login

CNA

Home

a truly integrated cargo insurance solution
...managing your cargo insurance wherever you are

Members Login

Member ID :

Password :

Captcha : 18A781

[Having difficulty logging in?](#)

CNACargo.com is a truly integrated cargo insurance solution for the internet. It handles all aspects of the cargo system process providing an interactive and fi

If you need annual cargo cover this will allow you to take advantage of reporting and statistics on your acc

This site uses Adobe Acrobat Reader™. If you do not have the Adobe Reader in click here to download a free version from Adobe Systems™.

Supported browsers
CNACargo.com supports the following browsers: Internet Explorer, Microsoft Ed, Chrome and Firefox.

How to Recover Your Password

If you have forgotten your password, enter your Member ID on the Login Page and then click "Having difficulty logging in?".

A pop up window Reset Password will appear. Type in your answer to the Password Recovery Question to Reset Your Password and a new activation link will be sent to your email address.

Home Page

The **Home Page** displays all your shipment reports that are in **Draft** or **Referral** status. To access a shipment report, click on a **Record No** link and the report details screen will appear.

Screen 2 - Home Page

CNA

Home Search Insure an Item Reporting Maintenance Help Log Off

Hello John Smith
Welcome back to CNACargo.com
You currently have 1 Draft(s) pending within the last 2 years.
If you have Draft transactions, please make sure to finalize or delete them.

Record No.	Client Name	Assured	UWContact	Broker Contact	User Name
11198884	ABC Company	ABC Company	Jane Doe	Jane Smith	John Smith

You currently have 1 Referral(s) pending within the last 2 years.
To confirm that coverage is in place, please finalize the transactions with referral status "Referral Approved".

Record No.	Client Name	Assured	UWContact	Broker Contact	User Name	Referral Status
11198885	ABC Company	ABC Company	Jane Doe	Jane Smith	John Smith	Referral Pending

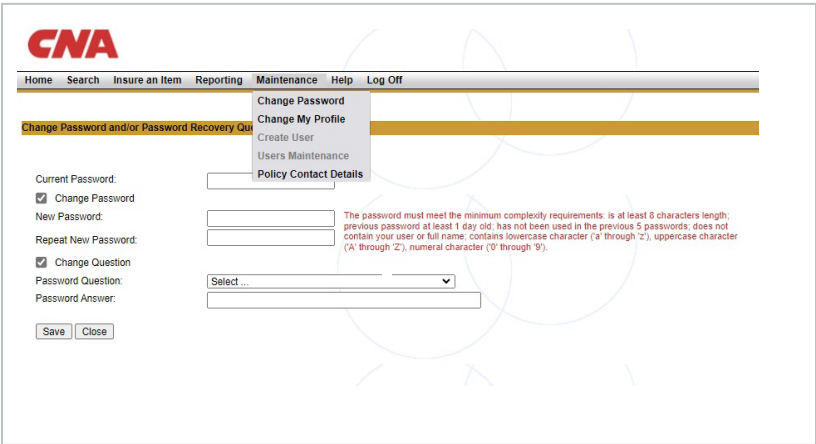
Marine Insurance Delivered to your Nearest Port.

News

How to edit user information

To change your Password, Password Recovery question and/or make changes to your Profile, login with your current **Member ID** and **Password** then click on the **Maintenance Tab**.

Screen 3 - Change Password or Password Recovery Question



How to Change Your Password and Password Recovery Question

To change password, ensure the Change Password check box is selected.

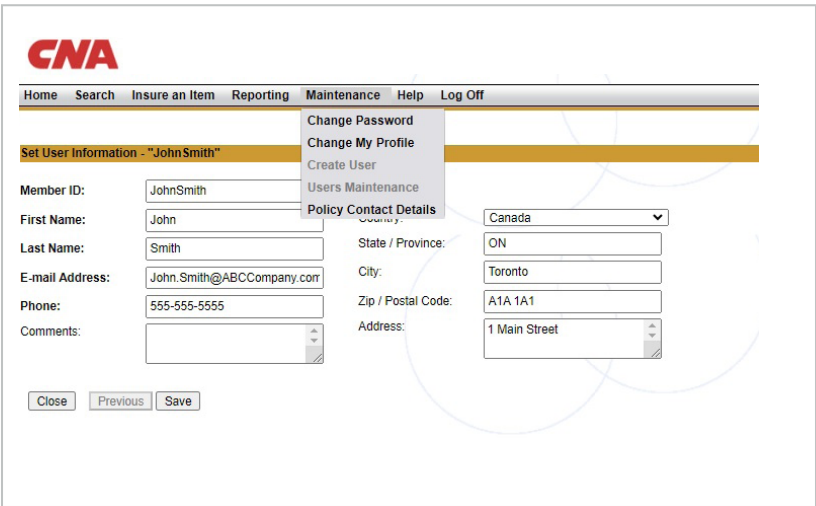
Enter your current password and then your new password.

Note: Follow the requirements for password complexity as described on screen.

To change the password recovery question, ensure the **Change Question** check box is selected. Select the question and type in the answer.

Click **Save** to implement the changes.

Screen 4 - User Information



How to Edit Your Member Details

From the **Maintenance** menu, select **Change My Profile**. This page is for editing your general contact details.

Edit the information.

Click **Save** to implement the changes.

How to obtain a quick quote for a cargo shipment

You can obtain a Quick Quote for a cargo shipment without entering all the details required to issue a Certificate/Declaration/Proof of Insurance.

Login with your Member ID and Password. From the **Insure an Item** menu, select **Quick Quote**.

Select **Shipment Date** and then click **Search**.

Screen 5 - Division & Documentation Type Selection

CNA

HomeSearchInsure an ItemReportingMaintenanceHelpLog Off

Insure an item

Division & DocumentationQuick Quote

Shipment Date:

7/10/2023

Search

Reset

Client CodeClient NamePolicy Number

27302ABC Company1234567

Client Name:

ABC Company

Policy Number:

1234567

Coverage:

Cargo

Division:

ABC Company

Continue

Close

Select a **Division**; then click **Continue** to advance to the next screen.

Screen 6 - Quick Quote Creation: Shipping Details

CNA

HomeSearchInsure an ItemReportingMaintenanceHelpLog Off

Quick Quote Creation: Shipping Details

Client Name

ABC Company

Policy No:

1234567

Note: items in Bold are required fields

(e.g. Baltimore, Maryland)

Country Shipment Commences

Please select a value

(e.g. London, England)

Country of Destination

Please select a value

Commodity

Please select a value

Insured Value

(Enter total Cost/Insurance/Freight + Increase % per Valuation Clause on your policy. Use format 10000.00 -- no commas or currency symbols.)

Duty Insured Value

(Tax/tariffs etc. assessed on goods by governments. Enter only additional charges. Duty will be included in the Total insured Value and will only be payable if incurred. Use format 10000.00 - no commas or currency symbols.)

Currency for Insured Value/Duty value Above

Canadian Dollar

Premium Currency

Canadian Dollar

Conveyance Type

Please select a value

Shipment Method

Approved

Continue

Back

After filling out the shipping details, click **Continue** to obtain a quote.

Note: Entries must be within policy parameters to generate premium or rates.

How to obtain a certificate

After completing Steps 1 to 5, the **Claims Agent** page will appear.

Screen 9 - Claims Agent

CNA

HomeSearchInsure an ItemReportingMaintenanceHelpLog Off

Certificate Creation: Select Claims Agent

There are multiple claims agents for the destination country selected. Please choose one that you wish to appear on your certificate:

☒ CNA Canada - Head Office Toronto Canada

ContinueClearBack

Select one of the options by clicking on the most relevant Claims Agent and then click **Continue**.

The **Report Summary** page shows the premium, rates, terms and conditions associated with the shipment.

Approval

Click **Approve** to finalize the report.

Note: Entries must be within policy parameters to generate premium, rates, terms and conditions. If the shipment must be referred to an underwriter, the reason will be displayed at the top of the screen. Please, verify that the information you entered is correct by clicking on **View Shipment Details**. To refer a shipment, see **Refer to Underwriter** on page 10.

Screen 10 - Shipment Report Summary

CNA

HomeSearchInsure an ItemReportingMaintenanceHelpLog Off

Client Name: ABC Company
Policy Number: 1234567
Shipment No: 11198095
Shipment Status: Draft
Insured Value: 10,000.00 US Dollar
Duty Insured Value: 1,000.00 US Dollar

Insured Value (Canadian Dollar)				Duty Insured Value (Canadian Dollar)			
	Rate	Sub-Total	Tax		Rate	Sub-Total	Tax
Marine	0.6	79.45			0.19995	2.85	
War	0				0		
TOTAL		79.45	0.00			2.85	0.00
Other							

Surcharge		Surcharge Tax		Surcharge Subtotal	
Discount %	Discount				
0				0.00	

GRAND TOTAL
Premium \$2.85
Tax
Discount 0.00
Surcharge
Total Premium 62.10 (Canadian Dollar)
Exchange Rate Applied 1.324290

Total Amount
ELEVEN THOUSAND AND 00/100
Adjusted Name
ABC Company

Coverage Selections for Shipment

Clauses attached to the shipment:
Subject to a \$250.00 deductible each and every claim.
Excluding theft, vermin, and gradual deterioration.
Excluding electrical or mechanical breakdown or disengagement unless caused by a peril insured against.

Owner
ApproveEmailRefer to UnderwriterHelpPrint ReportView Shipment DetailsClose

Other options available from this screen are:

Print Final

You can print an Original Certificate only for a finalized shipment report. When you click the **Print Final** button, the Original Certificate and receipt will be displayed in PDF format. Click the printer icon on the toolbar or select File and then Print to print the Original Certificate.

Emails

Click **Emails** to review the email correspondence on a given Certificate, Declaration, or Proof of Insurance.

Refer to Underwriter

Click **Refer to Underwriter**. This will bring you to an email screen. Enter the reason for referral. If the shipment was flagged for referral by the system, the reason will be automatically populated. Click the **Send Email** button to notify us of your request. You will receive an email from our underwriting staff that will inform you of the decision.

Negotiate

After you refer a shipment and receive approval from the underwriter, you may still modify the details and send for further consideration. To do this, click the **Negotiate** button, this will enable the **Refer to Underwriter** button. You can also modify shipment details by clicking **View Shipment Details**. Click the **Modify** button, edit the details and click **Continue** to return to the Premium screen. You must then follow the "Refer to Underwriter" procedure.

Void Request

If you require a shipment to be cancelled, click **Void Request**. Select a reason for void request from the drop-down list; enter void reason (if required) and then click **Continue**. Depending on the reason for void request, shipment will become void automatically, or an email screen will open. Click the **Send Email** button to notify us of your request. You will receive an email from the Underwriter when your request has been processed.

Copy

Click **Copy** to re-create the current details onto a new certificate.

View Shipment Details

Click **View Shipment Details** to navigate to the Certificate Details page.

How to obtain a declaration/proof of insurance

After completing Steps 1 to 5 in the **How to Insure an Item** section, you should now see the **Report Summary** page with the premium, rates, terms and conditions associated with the shipment/storage item.

Approval

Click **Approve** to finalize the report.

Note: Entries must be within policy parameters to generate premium, rates, terms and conditions. If the shipment must be referred to an underwriter, the reason will be displayed at the top of the screen. Please, verify that the information you entered is correct by clicking on **View Shipment Details**. To refer a shipment/ storage item, see Refer to Underwriter.

View/Print

Click **View/Print** after you finalize the transaction to view the record.

Other options available from this screen:

- **Refer to Underwriter**
- **Negotiate**
- **Void Request**
- **Emails**
- **Copy**
- **View Shipment Details**

For details on the above functions, please see **How to Obtain a Certificate**.

How to add policy contact details

You can include additional contacts for the policy and choose the primary contact. You can also select who will receive emails from the underwriter on referrals.

Screen 11 - Policy Contact Details

CNA

Home Search Insure an Item Reporting Maintenance Help Log Off

Policy Contacts Details

Policy Number: 1234567 Client: ABC Company

CNA

Select User:

Please Select...

Add

Additional Contact Name: E-mail:

Add

There are no contacts defined.

Broker

Select User:

Please Select...

Add

Additional Contact Name: E-mail:

Add

There are no contacts defined.

Client

Select User:

John Smith

Add

Additional Contact Name: E-mail:

Add

Remove

Name

E-mail

CC Referral

CC Delinquent

Primary

Remove

John Smith

john.smith@abc.com

☐

☐

Close

Save

To select a contact to be copied on the referral correspondence, select the applicable check box in the **CC Referral** column.

Click **Save** to implement your changes.

How to use the search facility

You can locate any records you have previously created. Various simple searches are available including Policy, Status, Record Number, and Date.

Screen 12 - Shipment/Storage Search

CNA

Home Search Insure an Item Reporting Maintenance Help Log Off

Shipment/Storage Search

Policy Number:

Record No.:

11190895

Status:

Please select

Shipment Date: From To

Approved Date: From To

Issued Date: From To

Search

Reset

All

Select

Record No.

Premium

Shipment Date

Approved Date

Status

Policy Number

Assured

Broker Name

Coverage

User Name

Description Of Goods

☐

11190895

62.10 Canadian Dollar

10 Jul 2023

Draft

1234567

ABC Company

XYZ Broker

CARGO

John Smith

HMG

Total number of Transactions: 1

Delete Multiple Records

Print Multiple Certificates

Login with your Member ID and Password. From the **Search** menu, select **Reporting**.

Select **Filter Criteria** and click **Search** to retrieve records that match the specified criteria.

To view/modify a record returned by the search facility, click the **Record Number** link.

Login with your Member ID and Password.

From the **Maintenance** menu, select **Policy Contact Details**.

Select the contact name from the **Select User** drop-down list in the Client section and click the **Add** button. The drop down list contains the names of the users previously created and sent a system generated email.

If the user is not in the list, type the name in the **Additional Contact Name** field and the email address in the **Email** field and click **Add**.

To designate a primary contact for the policy, select the corresponding radio button in the **Primary** column.

How to use the report facility

Reporting allows members to create reports on items captured in CNACargo. com. Reports can be generated in Excel and HTML format.

Screen 13a - Statistics Report

CNA

[Home](#) [Search](#) [Insure an Item](#) [Reporting](#) [Maintenance](#) [Help](#) [Log Off](#)

STATISTICS REPORT

SELECTION CRITERIA

Apply Date Selection To

Starting Date

Ending Date

Report Type

Please Select

Day

Month

Year

YTD

MTD

Reset

All

SHIPMENT INFO

Conveyance Type

Conveyance Name

Shipment Method

Commodity Class

Commodity

Description of Goods

GEOGRAPHIC

Place Shipment Commences

Country Shipment Commences

Country Port of Loading

Country of Destination

Country Port of Discharge

Final Destination

FURTHER CATEGORIZATION

Record Number

Client Reference Number

Total Insured Value

Value Currency

Premium

Premium Currency

Broker

Policy Number

Status

PLAY TOTALS BY

Grand Total

Total by SBU

Total by Branch

Total by Broker

Totals By Client

Totals by Client Division

Total by Assured

Totals by Originating Country

Totals by Country of Destination

Totals by Reporting Type

Totals by Commodity

Totals by Conveyance

Total by Shipping Method

Totals By Coverage

Reset

Display Transactions

Include All Details

None

Run Excel Report

Run HTML Report

USTOM REPORTS

port Name

Save Selection Criteria

port Description

Run Excel Report

Run HTML Report


Adjust

Remove

Statistics Report – a comprehensive report tool that allows you to enter a combination of reporting criteria to locate records that match the search conditions.

Shipment Report – based on the dates selected, produces a report of all activity that has been reported to the insurance company, including all items in final and void status.

Screen 14 - Policy Contact Details



HomeSearchInsure an ItemReportingMaintenanceHelpLog Off

SHIPMENT REPORT

SELECTION CRITERIA

Apply Date Selection To

Please Select

Starting Date

Day

Month

Year

Ending Date

Day

Month

Year

Report Type

All

Client Division

All

Assured

All

Policy Number

Record Number

PREMIUM TOTALS

Grand Totals☒

Client Totals☒

Client Division Totals☐

Assured Totals☒

YTD

MTD

Reset

Reset

Display Transactions

Include All Details

None

Run Excel Report

Run HTML Report

CNACargo.com uses three Date Types for reporting.
(Please refer to the Date Types on page 9.)

