



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.

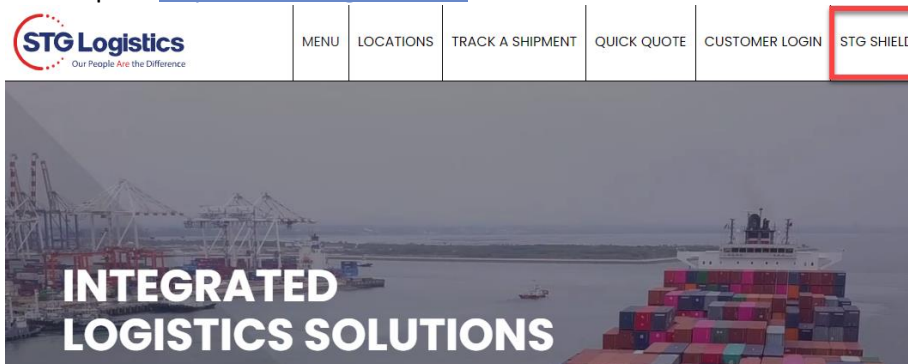
STG Shield is a first-party policy protecting your goods for up to their stated value in the event of physical loss or damage in transit.

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.

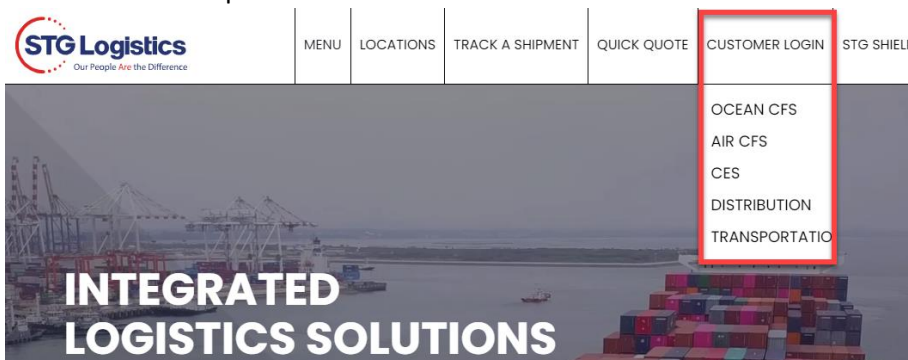
II. Procedures:

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.

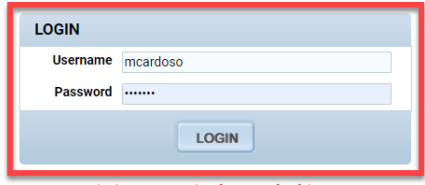
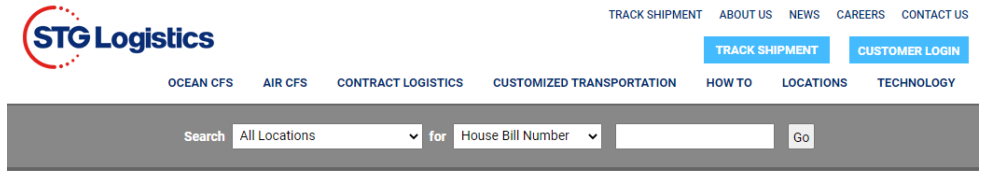


2. To log in directly to STG SHIELD click on link <https://www.stgusa.com/stg-shield> and select Ocean CFS from CUSTOMER LOGIN drop down menu.



3. Customer Login

a. Add Username and Password click LOGIN button.



* 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



* Login is not required to track shipments.

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

Warehouse Collect [View Notes](#) [View Outturn Report](#) [Create Alert](#) [View Pictures](#)


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	ePay Receipt
Freight Release	02/08/21	Guarantee Charges
Delivery Order	Received	Unrelease
Cargo On Hold	No	Release Marks Hold
Marks Hold	No	Create Alert
Exchange Pallets	0	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
Total	\$170.00

[Guarantee Charges](#)
[Pay Now](#)
[Back to lot](#)
[Increase Insurance](#)
[Decline 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

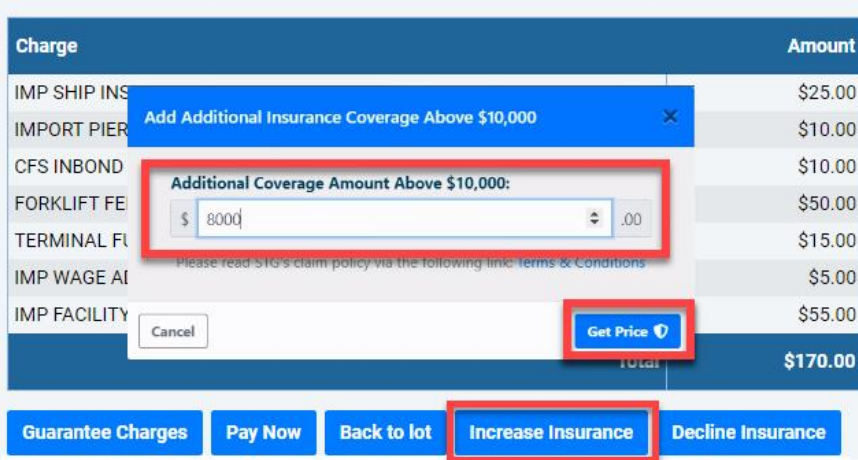
\$5.00 cbm/800 lbs (whichever is greater)

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	\$10.00
CFS INBOND	\$10.00
FORKLIFT FE	\$50.00
TERMINAL FU	\$15.00
IMP WAGE AI	\$5.00
IMP FACILITY	\$55.00
Total	\$170.00

Additional Coverage Amount Above \$10,000:

\$ 8000 .00

Please read STG's claim policy via the following link: [Terms & Conditions](#)

Buttons: Cancel, Get Price

Bottom navigation: Guarantee Charges, Pay Now, Back to lot, Increase Insurance, Decline Insurance

- 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	Amount
IMP ADD INS	\$9.60
IMP SHIP INS	\$25.00
IMPORT PIER	\$10.00
CFS INBOND	\$10.00
FORKLIFT FEE	\$50.00
TERMINAL FU	\$15.00
IMP WAGE AD	\$5.00
IMP FACILITY	\$55.00
Total	\$179.60

Additional Coverage Amount Above \$10,000:

\$ 8000 .00

Additional Insurance Premium Cost: \$9.60

Please read STG's claim policy via the following link: [Terms & Conditions](#)

Buttons: Cancel, Add Additional Insurance

Bottom navigation: Guarantee Charges, Pay Now, Back to lot, Increase Insurance, Decline Insurance

- 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.

Charge	Amount
IMP SHIP IN	\$25.00
IMP ADD INS	\$9.60
IMPORT PIER	\$10.00
CFS INBOND	\$10.00
FORKLIFT FE	\$50.00
TERMINAL F	\$15.00
IMP WAGE A	\$5.00
IMP FACILT	\$55.00
Total	\$179.60

Buttons: Guarantee Charges, Pay Now, Back to lot, Increase Insurance, Decline Insurance

- 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

Buttons: Guarantee Charges, Pay Now, Back to lot, Add Insurance

- 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

Buttons: 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.

The screenshot displays the PayNow interface with the following sections:

- Order Details:**
 - CFS Detail:** File Lot: 2919386-04, HBL, MBL: ONEVMIUMB1686850, Entry No., AMSBL: ALPUNAVLX06993, Pieces: 22, Weight: 346, Cubic Meters: 1.515, Commodity: 100% LYOCCELL SATEEN.
 - Transportation Detail:** Order Number, Pickup From, Deliver To, Signed By, Ready Date, Pickup Date, Delivery Date.
- Charges:**

IMP SHIP INS FEE	\$25.00
IMP ADD INS	\$9.60
CFS INBOUND 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
- Payment:** Address, City, State, Zip, Email, Method of Payment (Credit Card selected), Credit Card Detail (Card Holder Name, Credit Card Number, Expiration Date, CVV Number), and a **Submit Payment** button.

12. Once Submit Payment is clicked customer will receive an email receipt with payment information and a link to their Insurance Certificate.

The screenshot shows the policy certificate for National Specialty Insurance Company, administered by Falvey Shippers Insurance. Key details include:

- Named Insured (Clause 3):** Borer - Simonie, 17633 Birdie Drive, Larkinhaven, RI 043210 United States.
- Issue Date:** 04/07/2021
- Policy Number:** 2916026-18
- Shipment Info:** Shipment "On/around" Date: 04/06/2021, Total Insured Value: 15,000.00, Total Cost: 31.00.
- Loss Payee:** Borer - Simonie, 17633 Birdie Drive, Larkinhaven, RI 043210 United States.
- Customer:** Borer - Simonie, Klarra Proscacco, 17633 Birdie Drive, Larkinhaven, RI 043210 United States.
- Limit (Clause 5):** 1,000,000.00 Max
- Deductible (Clause 6):** 0.00
- Merchandise Description:** COSMETICS
- Duration of Insurance:** Carrier: Vandervort, Casper and Vandervort Carrier; Origin: 187 Laurie Drives New Leonel NJ 07727 United States; Destination: 92633 Anya Groves South Abagail NY 10100 United States.
- Special Insuring Conditions (Clause 7):** Notwithstanding anything contained herein to the contrary, Underwriters agree, for this policy period only, to waive any rights of subrogation against the Assured (STG Logistics) arising out of the Assured's negligence in loading/unloading and/or shipping of the Insured Goods.
- Excluded Items (Clause 8.1):** B, accounts, automobiles/motorcycles (defined as licensed road worthy vehicles), bills, Bulk products, cash, checks, COD payments, coins, cotton, currency, deeds, documents, evidence of debt, flowers, fresh foods/produce (excluding frozen foods in reefer trailers), gemstones (loose stones), gift cards, gold silver and other precious metals, grandfather/grandmother clocks, live animals, manuscripts, models (including but not limited to: ships, cars, airplanes and architectural), money orders, neon items, notes, original/fine art valued over \$20, 000 per piece, perishable goods or similar property (when not carried or stored in a temperature controlled environment), pharmaceutical drugs, plants, plate/flat glass, sailboats/motorized boats/yachts, securities and other negotiable papers, tickets, Used engines/motors, windows.
- Currency:** All references to currency reflect USD.
- Contract Forms and Clauses:** Policy Form: SMP FV09A, Program: STG Logistics.
- Signature:** Michael Falvey, President.

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	Release Marks Hold
Marks Hold	No	Create Alert
Exchange Pallets	0	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.

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	Release Marks Hold
Marks Hold	No	Create Alert
Exchange Pallets	0	Delivery Quote
		Insurance Certificate

Logged in User – Guarantee Charges

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

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	Release Marks Hold
Marks Hold	No	Create Alert
Exchange Pallets	0	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
Master Bill of Lading	ONEYMUMB18998500
AMS HBL Number	ALPJNAVLA06693
House Bill of Lading	NAVLA06693
Customer Reference	NAVLA06693
Pieces (Man/Rec/Plt)	22 / PKG / 0 PLT
Weight	346 Lbs
Volume	1.515 CBM
Headload	No
Free Time Expires	
Cargo Description	100% LYOCCELL SATEEN/INVOICE NO. 2020200408 DTD. 12.02.2

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

[Increase Insurance](#) [Decline Insurance](#) [Back to lot](#)

Guarantee 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

[Process](#) [Cancel](#)