DISCLAIMER

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WELCOME TO LLOYD’S ELECTRONIC CARGO CERTIFICATE (LECC)

Lloyd’s Electronic Cargo Certificate online system provides an interactive end-to-end solution that allows the entire market to capitalize in the Internet’s low communication cost by offering real-time collaboration to the Assured, Brokers and Underwriters through a centralized database. The system also allows you to issue certificates online and provides you with reporting and query capabilities.

- Lloyd’s Certificate Office can offer Lloyd’s, IUA Companies or Joint-Market certificate templates.
- Easy access 24x7 from any Internet browser.
- Shipment data validated against Policy restrictions.
- Real-time referrals for Clients and their Brokers.
- 3rd party verification of certificates by Banks, Consignees and Lloyd’s Agents.
- Generate real-time claims and shipment reports on-screen and/or export them to PDF or Microsoft® Excel formats.
- Simplified Endorsements and Renewals.
- Work in a secure environment.

Lloyd’s Electronic Cargo Certificates consists of three parts, ‘Extranet’, ‘Client side’ and ‘Verify Certificate’.

- **Client Side** – Access for Assureds to create Certificates of Insurance for Marine Cargo business.
- **Extranet** – For Brokers, Underwriters and Coverholders to access Insurance Contract and related information.
- **Verify Certificate** – For Banks and external parties to verify Certificates of Insurance issued through the site.

**Technical Support**

For Technical Support or enquires either contact:

Lloyd’s Agency – Certificates Department within UK business hours at cert-orders@lloyds.com or:

The Oceanwide Help Desk at support@oceanwide.com
## Minimum System Requirements

<table>
<thead>
<tr>
<th>Browsers</th>
<th>Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft® Edge®</td>
<td>The most current generally available version and one prior version</td>
<td>Oceanwide recommends that all current software updates are applied.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note this restriction: The Compatibility View feature in Internet Explorer is not supported.</td>
</tr>
<tr>
<td>Microsoft® Internet Explorer® 11</td>
<td>Oceanwide recommends that all current software updates are applied.</td>
<td>Note this restriction: The Compatibility View feature in Internet Explorer is not supported.</td>
</tr>
<tr>
<td>Mozilla® Firefox®</td>
<td>The most current generally available version and one prior version</td>
<td>Oceanwide recommends that all current software updates are applied.</td>
</tr>
<tr>
<td>Google Chrome™</td>
<td>The most current generally available version and one prior version</td>
<td>Oceanwide recommends that all current software updates are applied.</td>
</tr>
<tr>
<td>Apple® Safari®</td>
<td>The most current generally available version and one prior version</td>
<td>Apple Safari for iOS and OSx are supported.</td>
</tr>
</tbody>
</table>

- The most current generally available version refers to the most recent officially released version from the vendor.
- Oceanwide will provide support for new browser versions within 3 months of the general availability.
- The browser must have JavaScript enabled.
- The browser must support a minimum of 128-bit encryption with TLSv1.1 or TLS v1.2.
**Initial Account Set-up and Login**

The Web Address is:-

Your User ID and/or Password will be sent to you via email from postmaster@oceanwide.com.

The E-Mail will contain a Web Link, once clicked upon it will direct you to the Extranet side login page. The ‘USER ID’ field will automatically be populated with your User ID.

Simply create a new password which must:

- be at least 6 characters long
- not be reused within a cycle of 6 unique passwords
- not be the same as the user ID
- be changed every 60 days

Then check the box ‘I agree to the terms and conditions’ before clicking on the ‘Log On’ tab.

**Forgot Your Password?**

To reset your password please refer to the ‘Forgot Your Password’ link located on the login screen and enter your valid ‘User ID’ and ‘Email Address’.

You will automatically be sent a Web Link which will allow you to change your password.
NAVIGATION BAR

To maneuver within the different areas of Lloyd’s Electronic Cargo Certificate (LECC) website, use the Navigation bar displayed in light cyan blue toward the top of screen.

Note: Depending on your security rights some options on the Navigation bar may vary from user to user.

A brief description of each option found on the Navigation bar is described as follows:-

**Navigation Bar**

**Status:**
Displays the status screen dashboard which will show you a summary of all your accounts and their status, such as outstanding referrals.

**Shipment:**
This section will allow you to do a search on a or all shipments made by the Assured; create shipment reports and action referrals.

**Storage:**
Not used.

**Assured**
This section will enable you to query client login information.

**Underwriting/Policies Setup**
In both these tabs you will be able to view policy information. We suggest you use Policy Setup only for the latest updated screens.

**Claim:**
Not used.

**Analysis**
Provides the ability to run specific reports such as ‘Claims Analysis’ and ‘Shipment Analysis’ report.

**Administration:**
This section provides a variety of system setup functions as well as the ‘Company Hierarchy & Employee’ option.

**Profile**
This section holds your user profile information such as name, email address, phone number and system format defaults.

**Help:**
Provides the ability to access help guides provided by the software vendor.

**Log Off:**
Use this to exit LECC.

**STATUS SCREEN**

When you log onto LECC you are presented with the ‘Status Screen’, which is an information dashboard, separated into a series of tables which will allow you to view items that need to be addressed. See diagram below:-

---

**STATUS SCREEN - Mar 15, 2018 - 08:27:36 - GSP
STATUS SCREEN USER PREFERENCES**

---

**DATA OUTPUT CENTER**

```
<table>
<thead>
<tr>
<th>Data/Output Topic</th>
<th>File Name</th>
<th>Creation Date</th>
<th>Size</th>
<th>Wait For</th>
<th>Wait Until Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment</td>
<td>DFUEL/ACT - Shipment Detailed 2018431414128.ext</td>
<td>13-Mar-2018</td>
<td>12 KB</td>
<td>30 Days</td>
<td>13-Apr-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>DFUEL/ACT - Shipment Detailed 2018431439414.ext</td>
<td>13-Mar-2018</td>
<td>12 KB</td>
<td>30 Days</td>
<td>13-Apr-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>DFUEL/ACT - Shipment Summary 2018431475553.ext</td>
<td>09-Mar-2018</td>
<td>7 KB</td>
<td>30 Days</td>
<td>07-Apr-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>DFUEL/ACT - Shipment Detailed 2018431423434.ext</td>
<td>26-Feb-2018</td>
<td>25 KB</td>
<td>30 Days</td>
<td>30-Mar-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>DFUEL/ACT - Shipment Detailed 2018431423552.ext</td>
<td>26-Feb-2018</td>
<td>43 KB</td>
<td>30 Days</td>
<td>23-Mar-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>ReferralReport2041502475131.ext</td>
<td>15-Feb-2018</td>
<td>19 KB</td>
<td>30 Days</td>
<td>17-Mar-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>ReferralReport2041502110033.ext</td>
<td>14-Feb-2018</td>
<td>7 KB</td>
<td>30 Days</td>
<td>15-Mar-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>ReferralReport2041502151065.ext</td>
<td>14-Feb-2018</td>
<td>7 KB</td>
<td>30 Days</td>
<td>16-Mar-2018</td>
</tr>
<tr>
<td>Shipment</td>
<td>ReferralReport2041502152545.ext</td>
<td>13-Feb-2018</td>
<td>7 KB</td>
<td>30 Days</td>
<td>15-Mar-2018</td>
</tr>
</tbody>
</table>
```
To change the view or your ‘Status Screen’ dashboard, click on the drop down boxes for ‘Report Display’.
You will be presented with the option set-up your view of the ‘Status Screen’ dashboard in one of 3 ways and save those preferences as shown in the example below:-

A brief description of each option found in the ‘Report Display’ section is described as follows:-

**Status Screen**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy Activity</strong></td>
<td>Will show you all shipments made by your Assureds on a daily and monthly basis.</td>
</tr>
<tr>
<td><strong>Claims Requiring Action</strong></td>
<td>Not used. Will show you any new claims that have been submitted.</td>
</tr>
<tr>
<td><strong>Claims Report</strong></td>
<td>Not used. Will show claims that have been actioned and require updating or closure.</td>
</tr>
<tr>
<td><strong>Follow Ups</strong></td>
<td>Will show anything that requires a follow up or an action.</td>
</tr>
<tr>
<td><strong>Referrals, Change &amp; Cancellation Request, Request for Quote</strong></td>
<td>This will ONLY show any Referrals created by the Assured and requiring action by the Broker or Underwriter.</td>
</tr>
<tr>
<td><strong>Referred Storage Declarations</strong></td>
<td>Not used. This will ONLY show any Referrals created by the Assured and requiring action by the Broker or Underwriter.</td>
</tr>
</tbody>
</table>

Recommended viewing options on your ‘Status Screen’ would be:-

- Policy Activity
- Referrals, Change & Cancellation Requests, Request for Quote.
- Follow Ups

Select either 30, 60 or 90 days for data to show, as shown in the example below:-
The ‘Shipment’ screen allows you to specify the search criteria that best fit your needs to search for any shipments made by the Assured. Once the appropriate fields have been filled in then click on the ‘Search’ button to run your query.

It is also possible to create shipping reports for a specific Assured or for all of your Assureds that you have access to. These reports can be run on screen or downloaded as an Excel file in the following types:

- DEFAULT – Shipment Detailed
- DEFAULT – Shipment Summary

You will then have to click on the ‘Status’ tab in order to obtain your shipment report.

Your report will be in the ‘Data Output Centre’ as highlighted in red in the diagram below:

Click on the hyperlink in order to open the report in Excel format.
# Using Filters

If you are viewing your report on screen then you can manipulate the data by using the filter icons.

### Report Filter Options

<table>
<thead>
<tr>
<th>Filter Type</th>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Not Set</strong></td>
<td>No filter will be applied to the column.</td>
</tr>
<tr>
<td><strong>Equals To</strong></td>
<td>Only displays entries that match the filter text exactly.</td>
</tr>
<tr>
<td><strong>Does Not Equal To</strong></td>
<td>Only displays entries that do not match the filter text exactly.</td>
</tr>
<tr>
<td><strong>Like</strong></td>
<td>Displays all entries that start with the filter text.</td>
</tr>
<tr>
<td><strong>Does Not Like</strong></td>
<td>Displays all entries that do not start with the filter text.</td>
</tr>
<tr>
<td><strong>Contains</strong></td>
<td>Displays all entries that contain the filter text.</td>
</tr>
<tr>
<td><strong>Does Not Contain</strong></td>
<td>Displays all entries that do not contain the filter text.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Filter Type</th>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Is Null</strong></td>
<td>Displays entries that do not include the field being filtered.</td>
</tr>
<tr>
<td><strong>Is Not Null</strong></td>
<td>Displays entries that include the field being filtered, even if that field is empty.</td>
</tr>
<tr>
<td><strong>Is Empty</strong></td>
<td>Displays entries that include the field being filtered, but the field is empty.</td>
</tr>
<tr>
<td><strong>Is Not Empty</strong></td>
<td>Displays entries that contain any value in this column.</td>
</tr>
<tr>
<td><strong>Apply All Filters</strong></td>
<td>If the data has been changed, this option will refresh the filters.</td>
</tr>
<tr>
<td><strong>Clear This Filter</strong></td>
<td>Clears the filter text and sets the filter type to <strong>Not Set</strong>.</td>
</tr>
<tr>
<td><strong>Clear All Filters</strong></td>
<td>Clears all filter text on the current page and sets all filter types to <strong>Not Set</strong>.</td>
</tr>
</tbody>
</table>
Sorting Data
If you click in the column heading once it will sort the data out in ascending order, which will be marked by an up arrow, . If you click in the same column a second time it will sort the data out in descending order, marked by a down arrow, . Clicking the column a third time will restore the data to its default order. Alternatively, you can use various options by right clicking the column heading, which will present you with the following:-

Sorting Data Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort A to Z:</td>
<td>Sorts the column in ascending order.</td>
</tr>
<tr>
<td>Sort Z to A:</td>
<td>Sorts the column in descending order.</td>
</tr>
<tr>
<td>Group By This Field:</td>
<td>You can group data together into one field by simply selecting this option. However if you want to undo the action the right click the column to bring up the menu and you will notice an option Ungroup This Field.</td>
</tr>
<tr>
<td>Group by Box:</td>
<td>Gives you the option to summarise data by a single column.</td>
</tr>
<tr>
<td>Remove this Column:</td>
<td>Right click on the column and choose this option to delete it.</td>
</tr>
<tr>
<td>Best Fit:</td>
<td>Automatically sets the width when you select this option within the column.</td>
</tr>
<tr>
<td>Filter Bar:</td>
<td>Displays all entries that do not contain the filter text.</td>
</tr>
<tr>
<td>Select Columns:</td>
<td>Provides a list of available fields to build your report from.</td>
</tr>
<tr>
<td>Save Custom View:</td>
<td>Once the on-screen layout of your report is achieved you can save it so that the next time you log in you will not have to build it again.</td>
</tr>
<tr>
<td>Restore Default View:</td>
<td>If you want to re-customize your screen then click on this option to restore back to the default settings.</td>
</tr>
</tbody>
</table>
Exporting Data

To export data from the 'Shipment Search Results' screen, click on the following icon which is displayed at the bottom right hand corner of the search result table.

You will be presented with the following options as highlighted in the red box below:

The exported report can be viewed either 'Portrait' or 'Landscape'; furthermore you will have to select 'Export now' in order to run the report.

Important: In order to optimise sorting, grouping and filtering of data, the search results are limited to 500 records. If the query selected was to produce more than 500 records then the user will receive a warning at the top of the search results screen.

ANALYSIS

The Analysis section enables you to generate consolidated reports based on claims data, shipment data and premium information.

From the Navigation bar select the ‘Analysis’ tab and you will be presented with the following options:-

Analysis Options

Shipment Analysis: This report lists the number of shipments, the total insured value, the total marine premium, the average marine rate and average marine premium paid per shipment and the total war premium of the shipment. It will also display the overall totals for these sums.

Claim Analysis: This report lists the number of claims, the gross loss amount, the indemnities paid and reserve, the expenses paid and reserve, the recoveries and the total cost of the claim. It will also display the overall totals for these sums.

Premium - Claim Analysis: This report lists the number of shipments, the total insured value, the average insured value per shipment, the total premiums paid, the average premium paid per shipment, the total cost of claims and the premium-claim ratio (in percentage form).
Shipment Analysis

When you select the ‘Shipment Analysis’ option you will be presented with the following screen below:-

Fill the appropriate fields in order to run your analysis then click on ‘Generate Report’.

You will have the option to generate the report in either an ‘Excel’ or ‘PDF’ format as highlighted in red above.

POLICY SETUP

This section is used by the Certificates Office to set-up the details of the policy, it’s restrictions, shipping routes, conveyances, rates, general terms and conditions of the policy, certificate templates and additional information.

In order to view a policy set-up in LECC the Broker or Underwriter will have to search for the policy either by:-

- COMPANY NAME
- POLICY NAME
- POLICY NUMBER

Once the relevant field has been populated click on ‘Search’ tab to yield the results or you can leave all the fields blank and just click on ‘Search’.
This diagram shows a list of options when viewing a policy in the ‘Policy Setup section:

<table>
<thead>
<tr>
<th>Menu</th>
<th>Policy Set Up Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile</td>
<td>Participants – Brokers/Insurers/Assureds: Lists all parties attached and have access to the policy – Brokers, Underwriters, Coverholders and Assured users.</td>
</tr>
<tr>
<td></td>
<td>General Settings – Notifications: Will list the relevant e-mail addresses of the Broker, Coverholder or Underwriter who will receive a system generated e-mail notification stating that a certificate referral will require action.</td>
</tr>
<tr>
<td></td>
<td>Shipment – Shipment Settings: This lists the clauses/conditions that have been pre-entered by the Certificate Office that will show on every certificate.</td>
</tr>
<tr>
<td></td>
<td>Shipment – Routes: This lists the route that shipments are allowed to take. Any shipment outside of this route will cause a referral.</td>
</tr>
<tr>
<td></td>
<td>Shipment – Conveyances: Will show a list of conveyances as pre-entered by the Certificate Office as well as the 'Maximum Insurable Limit' for each conveyance. It will also specify the relevant databases attached, such as the Informa database for shipments made against the conveyance, Ocean Vessel.</td>
</tr>
<tr>
<td></td>
<td>Shipment – Certificate Templates: Will show the type of certificate templates attached to the policy. Clicking on one of the hyperlinks will launch Adobe Acrobat and will display particular details of the policy in a</td>
</tr>
</tbody>
</table>
Policy Rates: Shows a policy rate schedule if rates have been provided and requested for set up – incurs a charge.

Country Restrictions: Countries listed as restricted in the policy are added here. Any shipments to/from these countries will cause a referral.

CERTIFICATE REFERRALS

A Certificate Referral happens when the client has created a shipment that exceeds the bounds of policy terms and conditions as set-up on LECC.

The following list the reasons that will trigger an electronic referral:-

- **Policy date parameters** – If a certificate attempt is made, which is outside the parameter of the policy effective and valid date it will trigger a referral.

- **Vessel Validation** – If the client has overridden the Vessel Validation option, whereby they have not selected a registered vessel name from the search criteria drop down list then a referral will take effect.

- **Country Restrictions** – If the client selects a destination which is on the country restriction list then a referral will take effect.

- **Insured Value** – If the client creates a shipment which exceeds the total sum insured value of their policy then a referral will take effect.

- **Back Dating Tolerance** – If the client creates a shipment that exceeds the specified back dating tolerance then a referral will take effect.

An appointed Lloyd’s Broker and/or the insurance company will receive an e-mail notification from the website advising them that a referral is in progress.

They will have to log onto the Extranet side and action the referral which will be listed on the ‘Status Screen as shown highlighted in red in the diagram as over:-

Click on the ‘Ref / Cert Number’ in order to view details of the referral in full.

At the bottom of the ‘Shipment Maintenance’ screen there will be the following options:-
Referral Options

**Accept Referral:** Will allow the Broker to confirm the shipment upon authorisation from the Underwriter. Once this action is taken an automated e-mail is pinged back to the user who created the referral advising them of the confirmation thereby allowing them print off a certificate.

**Reject Referral:** Will allow the Broker to reject the shipment upon authorisation from the Underwriter as well as specifying the reason. Once this action is taken a system generated automated e-mail is pinged back to the user who created the referral advising them of the rejection and the reason for it.

**Referral In Process:** Will allow the Broker or Underwriter to notify the user that they have taken ownership of the referral and are in the process of dealing with it.

**Important:** Lloyd’s does not allow Brokers, Underwriters or Clients to make changes to a shipment once it has been booked and confirmed. The only way amendments can be made is for the Client to use the ‘Cancel and Replace’ functionality on the Client side.
ADMINISTRATION

The Administration section allows you to create/update/manage the data elements required for creating and using your policies in the system. The screens you can access depend on the system modules enabled for your organization and your specific security roles. If you cannot see the particular screen/data entity you wish to manage, check with the system administrator within your organization.

Claim Letter Templates:
Not used.

Company & Security – Policy Groups:
Provide users with specific combinations of access rights to multiple policies rather than to individual policies. In other words, policy groups grant users cross-hierarchy rights to specific policies.

Company & Security – Proprietary Company & Employees:
Shows the Broker company details, along with users within that company and all policies they are attached to.

New users can be added and managed here — see steps of adding users further down.

Policy, Shipment or Storage Setup – Policy Categories
Use policy categories to group policies for reporting purposes. You can associate only one policy to one policy.
**Tools – Vessel Search**

The ‘Vessel Search’ option allows you to search for a vessel which is listed on the Informa Database, also known as the Lloyd’s List Intelligence - www.lloydslistintelligence.com. You can search for a vessel by its ‘CARRIER NAME’, ‘VESSEL NAME’, ‘IMO NO.’

**Policy Group**

First and foremost, setting up the ‘Policy Group’.

Clicking on the ‘Policy Group’ option will take you into the ‘Policy Group Search’ screen.

In order to create a ‘Policy Group Name’ click on the ‘Create’ button and this will take you into the ‘Policy Group Name’ screen.

Create the name that you want to house your company’s polices and then click on the ‘Add’ button.

This could be a simple set-up, therefore ‘Global Group’ would suffice, or you could break it down into several groups such as Europe, Asia and America.

**Policy Category**

The next stage is to set-up the ‘Policy Category’.

Click on the ‘Policy Category’ option via the ‘Administration Menu’ screen and then click on the ‘Create’ button to set-up your Category name.

Create the name that you want to class your company’s category and then click on the ‘Add’ button.

This could be a simple set-up, such as ‘Marine Policy’, or you could create several categories depending on your requirements.
Proprietary Company & Employees – Adding Users

To create Employees for your company, whom you want to grant access to LECC.

Click on ‘Company & Security’ then select ‘Proprietary Company & Employees’ on the Administration Menu.

Click on ‘Employees’ from the left hand side menu, then select ‘Add’ at the bottom of the screen:

- First Name
- Last Name
- Email
- User ID
- Default Currency
- Security Roles

The following list shows the mandatory fields that will need to be filled in order to create a new user:-
• **Assign Security Roles** – Depending on your security rights you may have more than one option to select here. Majority of time the only option available will be ‘01. LOL Standard Broker/Insurers Rights’. Click this option and select the arrow to move it into the included section on the right. Select ‘Broker – View Only Rights’ if you want the user to only view shipments/policies but not authorised to confirm/decline referrals.

• **Status Screen Preferences** – Depending on your security rights you may have more than one option to select here. Majority of time the only option available will be ‘01. LOL Standard Broker/Insurers Rights’. Click this option and select the arrow to move it into the included section on the right. Select ‘Broker – View Only Rights’ if you want the user to only view shipments/policies but not authorised to confirm/decline referrals.

Once the profile is complete, select ‘Save’. Then you will need to issue a new password and/or User ID by clicking on the option, ‘Email New Password’ or ‘Email User ID and Password’.

An e-mail notification will be sent to the User advising them to click on the link which will direct them to the website’s login page. They will notice that their User ID will already be populated in the ‘User ID’ field therefore all that they will need to do is create a new password in order to log into the website.

Once you have saved a new user, a second tab will be available ‘Policy Groups’.

Here you can add specific Policy Group and Security Roles to a user.
**VESSEL SEARCH**

The ‘Vessel Search’ option allows you to search for a vessel which is listed on the Informa Database, also known as the Lloyd’s List Intelligence - [www.lloydslistintelligence.com](http://www.lloydslistintelligence.com)

You can search for a vessel by its ‘CARRIER NAME’, ‘VESSEL NAME’, ‘IMO NO.’ and so forth as shown in the diagram below:-

![Vessel Search Criteria Diagram](image)

Once you have found your vessel you will be able to drill into it to obtain further details of the vessel, showing you the ‘CASUALITY HISTORY’ and its ‘MOVEMENT HISTORY’.

**PROFILE**

Will show you details of your profile and will let you manage your password and settings.

**HELP**

Will provide you with a detailed user guide as provided by the software vendor and access to the Learning Center which contains further User Guides and helpful videos on how to use the system.