

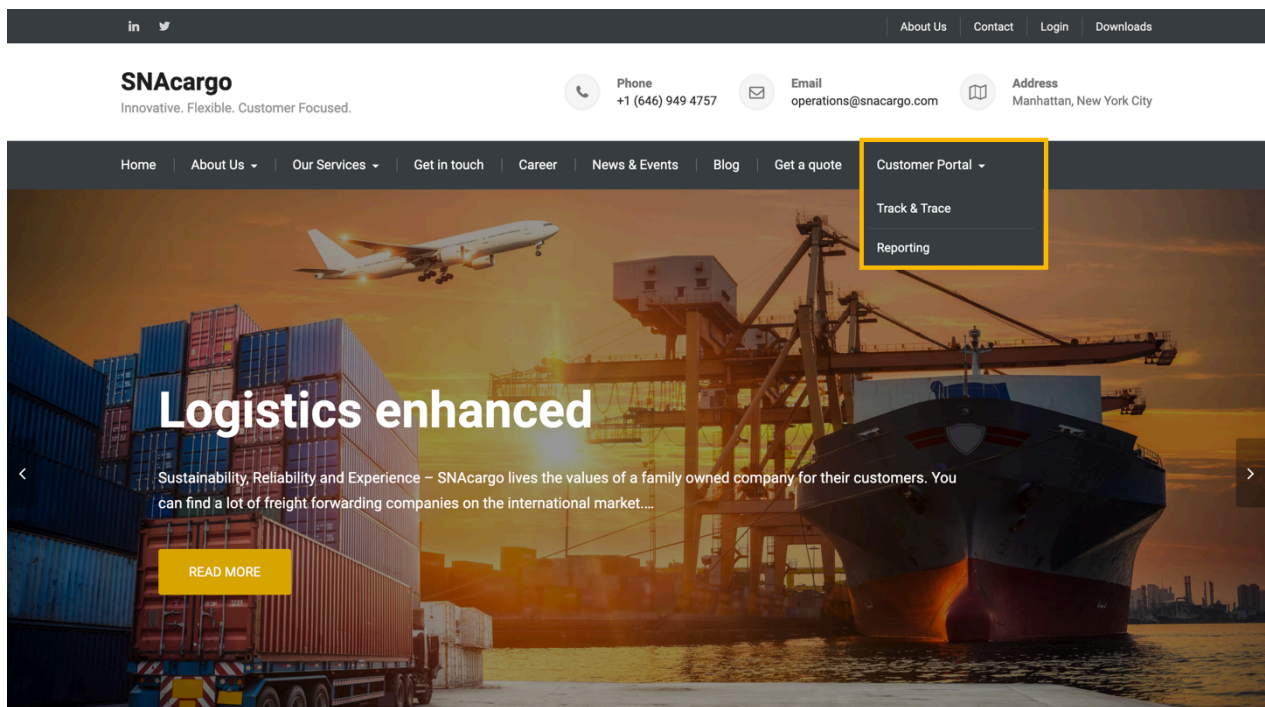
SNACARGO CUSTOMER PORTAL TUTORIAL

MAY 2019

ACCESS TO THE CUSTOMER PORTAL

WHERE TO FIND THE CUSTOMER PORTAL

Please visit www.snacargo.com and move your mouse to the menu 'Customer Portal'. In the dropdown you see two pages 'Track & Trace' and 'Reporting'.



Both pages contain customer specific data, therefore a login with username and password is necessary.

TRACK & TRACE

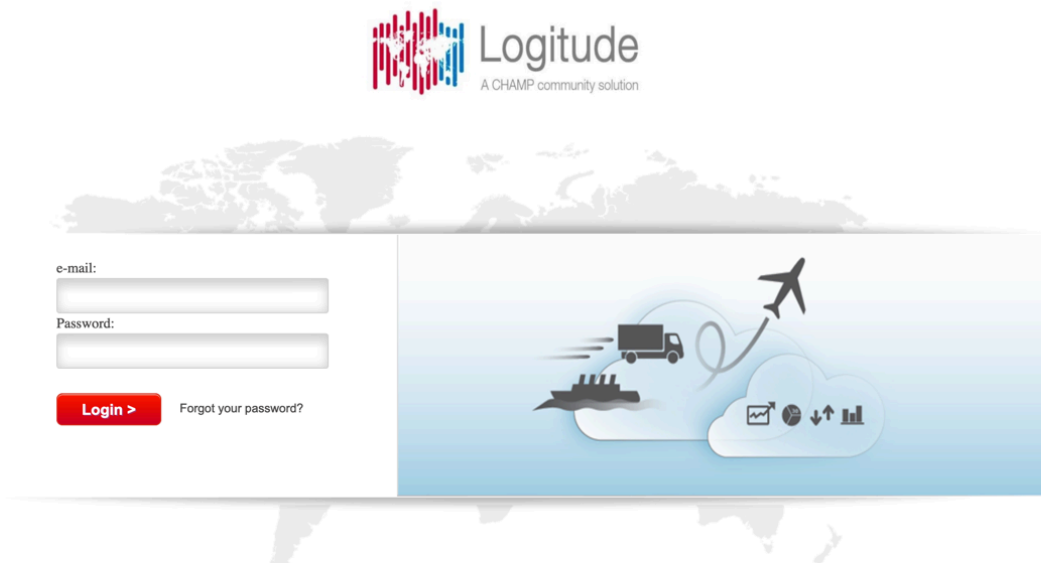
PREREQUISITES & ACCESS

On our 'Track & Trace' site you can login to the SNAcargo Track & Trace System, powered by Logitude, where you get instant access to your shipments.

If you would like to get instant access to your shipments, please login with your email-address and your password to the SNAcargo Online Portal.

*** To navigate within the portal, please use the 'Back'-Button below! ***

Back



Please be aware that this page only works with Internet Explorer, Safari or Firefox and not with Google Chrome. In case you cannot change the browser, please go directly to

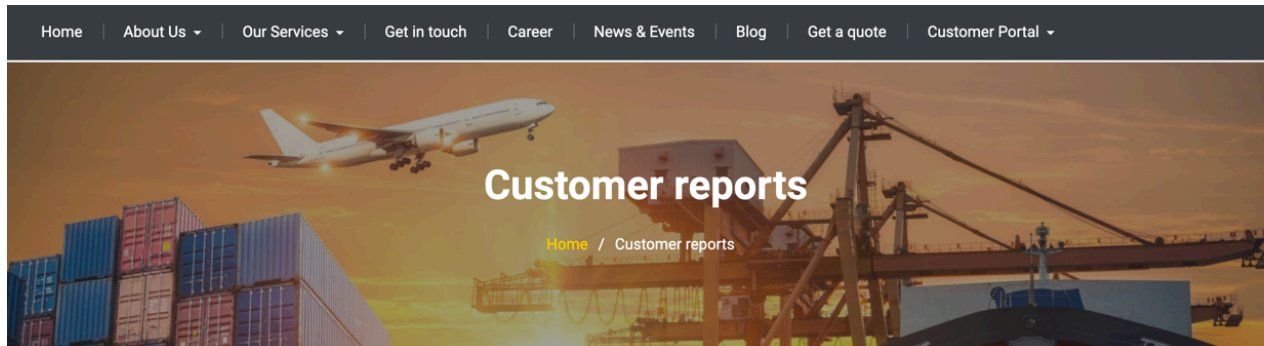
<https://system.logitudeworld.com>

If you do not have access to the SNAcargo Track & Trace System, please write a short email with your name, company name and e-mail to support@snacargo.com.

REPORTING

HOW TO REGISTER

On our 'Reporting' site you will be asked to login to the SNAcargo Reporting Platform. In case you do not have a username/email and password, please click on 'Register'.



To access your customer specific reports, please login with the credentials provided to you by SNAcargo or create a new profile

Username or E-mail *

Password *

Keep me signed in

[Login](#) [Register](#)

[Forgot your password?](#)

You will be redirected to our 'Register' site, where you have to choose a username and a password.

Password rules

- Your password must be at least 8 characters long
- Your password must contain at least one lowercase letter, one capital letter and one number

Please fill out all of the information and click on 'Register' on the down left side.

Username *

First Name

Last Name

E-mail Address

Password *

Confirm Password *

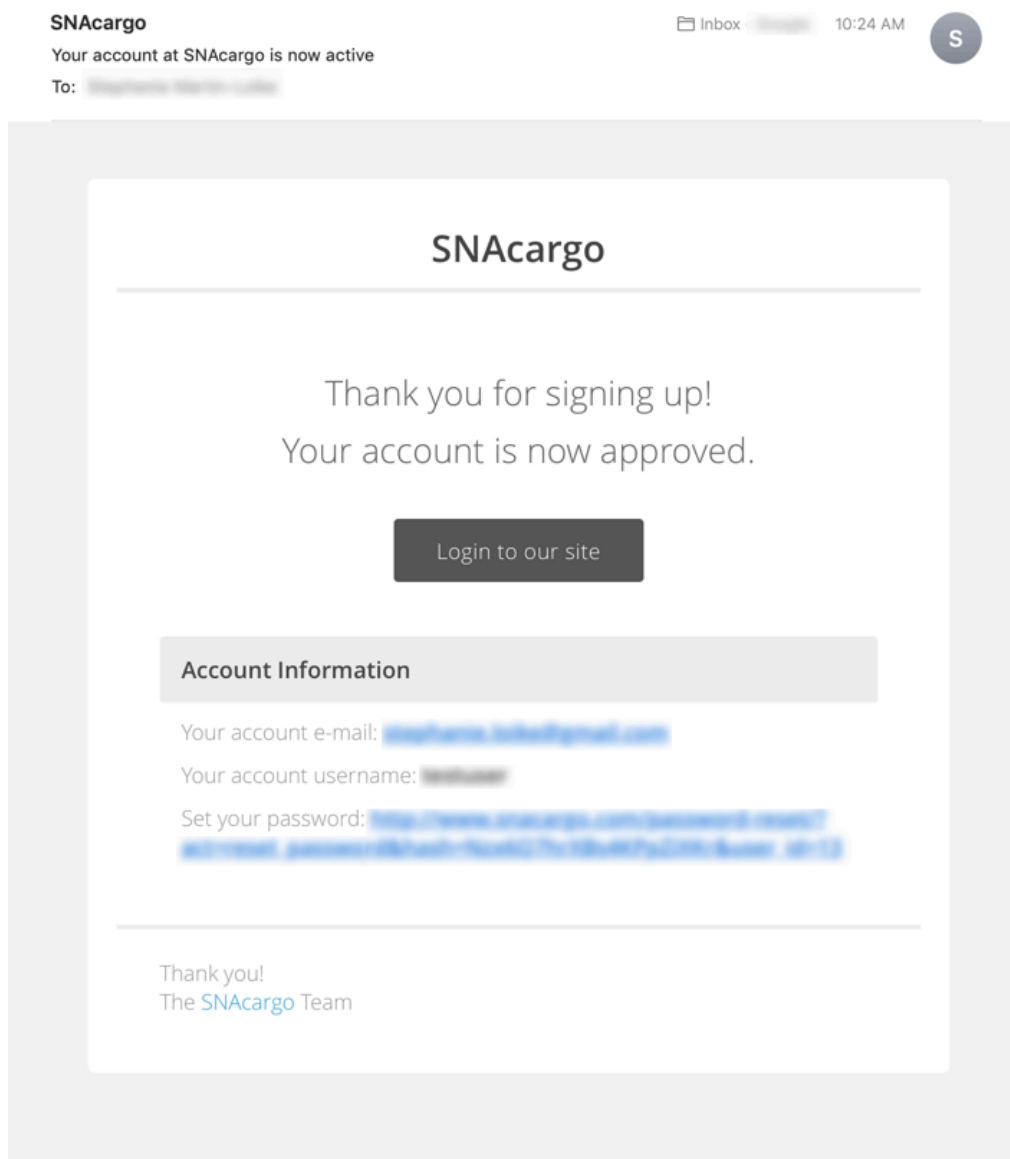
If your registration is successful you will see the following message:

Thank you for registering on our site. We will review your details and send you an email for confirmation. This process may take up to 48hours. Thank you for your patience! The SNAcargo Support Team

In addition, you will also receive a confirmation email from support@snacargo.com. If you do not receive this email, please check your Spam-Folder.

As soon as we have reviewed and validated the data of your registration, we will approve your registration and you will receive another email from support@snacargo.com, where we confirm your registration. Please take in account that this process may take up to 48hours.

The email will include your account e-mail, account username and a link to set a new password, if you do not remember your current password.

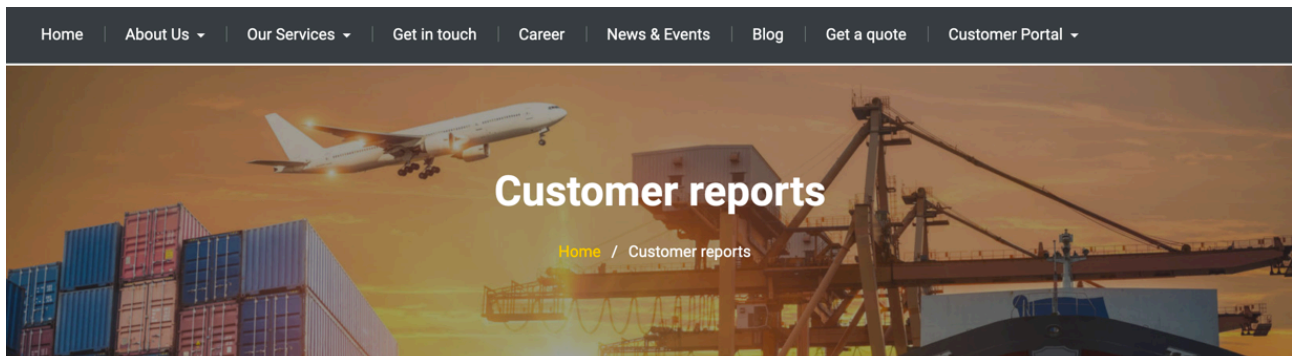


REPORTING

HOW TO LOGIN

Please go to www.snacargo.com and click on Customer Portal – Reporting.

Type in your username or e-mail and your password and click on 'Login'.



To access your customer specific reports, please login with the credentials provided to you by SNAcargo or create a new profile

Username or E-mail *

Password *

Keep me signed in

[Forgot your password?](#)

You will be then automatically redirected to your reports page.

REPORTING

HOW TO DOWNLOAD / OPEN REPORTS

The screenshot shows the SNAcargo reporting interface. At the top, there is a dark navigation bar with social media icons (LinkedIn, Twitter) on the left and links for 'About Us', 'Contact', 'Downloads', and 'Logout' on the right. Below this is the SNAcargo logo and tagline 'Innovative. Flexible. Customer Focused.' followed by contact information: Phone (+1 (646) 949 4757), Email (operations@snacargo.com), and Address (Manhattan, New York City). A secondary navigation bar contains links for 'Home', 'About Us', 'Our Services', 'Get in touch', 'Career', 'News & Events', 'Blog', 'Get a quote', and 'Customer Portal'. The main content area features a large banner image of a cargo ship at a port with an airplane flying overhead. Below the banner is a table with the following structure:

Thumb	Name	Size	Date
	[Redacted Name] Open Download	[Redacted Size]	[Redacted Date]

You can either 'Open' the report directly or 'Download' the report by clicking one of the options directly under the report's name.

LOGOUT

You will stay logged in to your customer specific reporting until you click 'Logout' on the upper right corner of our website. Even if you close the browser window you will stay logged in – please be aware of that fact if you login in a public space.