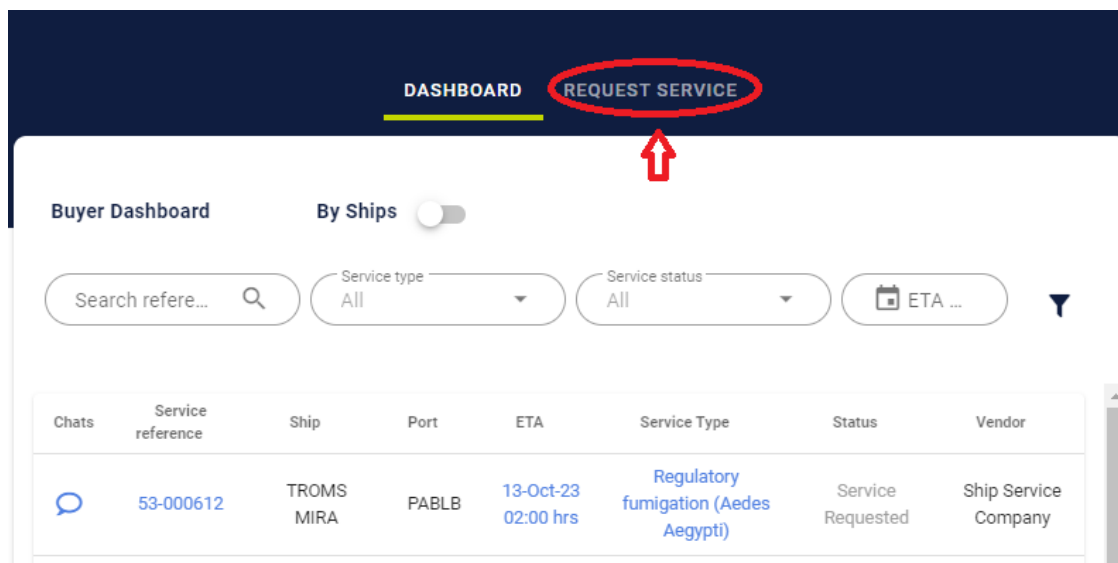


User Manual

How to request a service

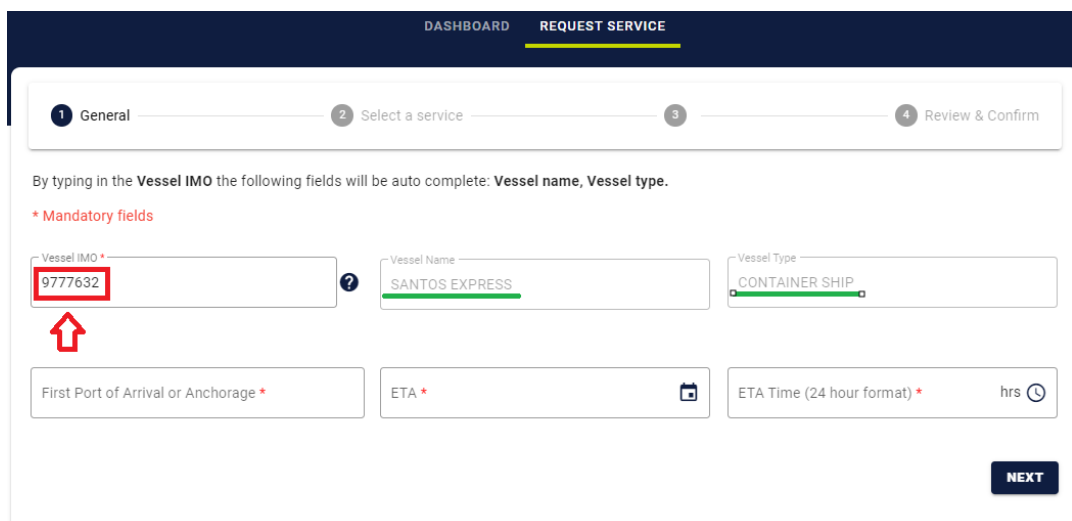
Before requesting a service, you will need to provide essential information. This data will enable the platform to gather basic details about your vessel, determine the specific service required, select the most suitable vendor for your needs, and allow you to review a summary before confirming your request.



The screenshot shows the Trausty Dashboard with the 'REQUEST SERVICE' tab selected. Below the navigation bar, there is a 'Buyer Dashboard' section with a 'By Ships' toggle. A search bar and filters for 'Service type' and 'Service status' are present. A table displays service requests with columns: Chats, Service reference, Ship, Port, ETA, Service Type, Status, and Vendor. The first row shows a request for 'Regulatory fumigation (Aedes Aegypti)' for the ship 'TROMS MIRA' at port 'PABLB' on '13-Oct-23 02:00 hrs'.

Chats	Service reference	Ship	Port	ETA	Service Type	Status	Vendor
	53-000612	TROMS MIRA	PABLB	13-Oct-23 02:00 hrs	Regulatory fumigation (Aedes Aegypti)	Service Requested	Ship Service Company

In your Trausty Home screen click the **Request Service Tab**.



The screenshot shows the 'REQUEST SERVICE' form with a progress bar at the top indicating four steps: 1 General, 2 Select a service, 3, and 4 Review & Confirm. Below the progress bar, a note states: 'By typing in the Vessel IMO the following fields will be auto complete: Vessel name, Vessel type.' A red asterisk indicates mandatory fields. The 'Vessel IMO' field is highlighted with a red box and a red arrow. The 'Vessel Name' field is filled with 'SANTOS EXPRESS' and the 'Vessel Type' field is filled with 'CONTAINER SHIP'. Below these fields are input boxes for 'First Port of Arrival or Anchorage', 'ETA', and 'ETA Time (24 hour format)'. A 'NEXT' button is at the bottom right.

1 General 2 Select a service 3 4 Review & Confirm

By typing in the Vessel IMO the following fields will be auto complete: Vessel name, Vessel type.

* Mandatory fields

Vessel IMO * 9777632 Vessel Name SANTOS EXPRESS Vessel Type CONTAINER SHIP

First Port of Arrival or Anchorage * ETA * ETA Time (24 hour format) * hrs

NEXT

Insert your vessel's IMO

By pressing "Enter" after entering the vessel's IMO number, the vessel's name and type will automatically be filled in.

DASHBOARD

REQUEST SERVICE

1 General

2 Select a service

3

4 Review & Confirm

* Mandatory fields

Vessel IMO *
9777632

Vessel Name
SANTOS EXPRESS

Vessel Type
CONTAINER SHIP

First Port of Arrival or Anchorage *
Colon Container Terminal, PACCT - (Panama)

ETA *
16 October 2023

ETA Time (24 hour format) *
06:00 hrs

Service Date *
16 October 2023

Service Time (24 hour format) *
09:00 hrs

NEXT

Proceed to fill out the remaining information:

- First Port of Arrival or Anchorage:** Our intelligent search engine will provide you with a list of options as you type your port or anchorage destination.
- ETA Date & Time:** This is the day and time at which the vessel is expected to arrive at the destination mentioned in point #1.
- Service Date & Time:** Specify the time at which you wish the service to be provided. Providing an accurate service date and time will make the vendor's service more efficient.
- Click "Next."**

DASHBOARD

REQUEST SERVICE


1 General


2 Select a service


3


4 Review & Confirm


You will be able to Add Another Service when you review your request


Fumigation

Spare Parts

Ship Chandling

Medical Services

Crew Handling



- Select** from our available service types. For certain services, such as **fumigation**, a list of subcategories will be provided for you to choose the specific service you require.

2. Click "Next."

DASHBOARD

REQUEST SERVICE

General

Select a service

3 Select a vendor

4 Review & Confirm

Service details

Service: Fumigation

Ship: SANTOS EXPRESS

Port: Colon Container Terminal

ETA: 16-Oct-23 06:00 hrs

BACK

NEXT

Search vendor by name

Order by vendor name

SHIP SERVICE COMPANY

USD **\$150.00**

Payment Terms: Net 60

Who we are: Best ship handlers at Panama with 100% certified high-quality provisions, our goal is to have the best customer experience in Panama..

Select Vendor

FUMICONTROL (FUMIGACIONES MIDAGUY, S.A.)

USD \$140.00

Payment Terms: Net 7

Who we are: Servicios de fumigación a barcos: aedes aegypti, Renew deratting, Special Fumigations, desinfección covid-19.

Select Vendor

Dino Fumigaciones, S.A. (X-Termina)

USD \$150.00

Payment Terms: Net 30

Who we are: Our company offers Fumigation Services on board vessels in compliance with decree N° 232 and all existing sanitation regulations. Our services include General Fumigation, Review Derat, the control of MOSQUITOES (AEDES AEGYPTI), and other insects.

Select Vendor

Help

1. **Select** your preferred Vendor.

2. Review **Payment Terms** & service **Costs**.

3. Click **Next**

DASHBOARD

REQUEST SERVICE

General

Select a service

Select a vendor

4 Review & Confirm

Request Summary

Services Required: Fumigation

Ship: SANTOS EXPRESS, IMO: 9777632

Port: Colon Container Terminal

ETA: 16-Oct-23 06:00 hrs

Additional information

Enter additional information about your service needs.

Selected Services

1. FUMIGATION-REGULATORY FUMIGATION (AEDES AEGYPTI)

Service vendor: Ship Service Company

Base Price: USD 150.00

Contract number

Type contract N°

TOTAL PRICE: USD 150.00

Total costs displayed on this confirmation are subject to change after service is completed, vendor uploads invoice, and you approve new total.

BACK



CONFIRM REQUEST

Review & Confirm your service summary.

- 1. If all service details are correct = **Click Confirm Request**
- 2. If the information displayed is incorrect = **Click Back**

Regulatory fumigation (Aedes Aegypti) Service Pa...



Select your payment method



CREDIT CARD

Pay with VISA or Mastercard

Transaction Fees Apply



BANK TRANSFER

Transfer funds from your bank account

Transfer Fees Apply

Choose your preferred payment method. Your payment will be processed in accordance with the payment terms you reviewed when selecting your **Vendor**.

Your request was received successfully.

An authorization has been placed in your account. You will not be charged until service is completed.

Transaction ID: 6972127235346316704951



Your **Vendor** has received an email notification signaling a service has been requested. You can return to your **Personal Dashboard** and review the **service status**.