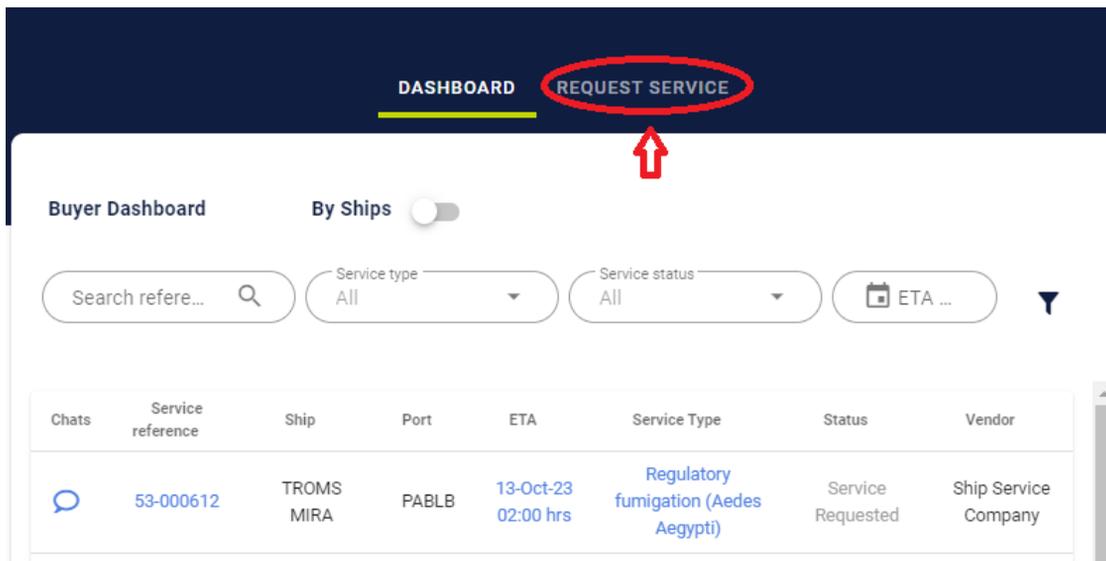


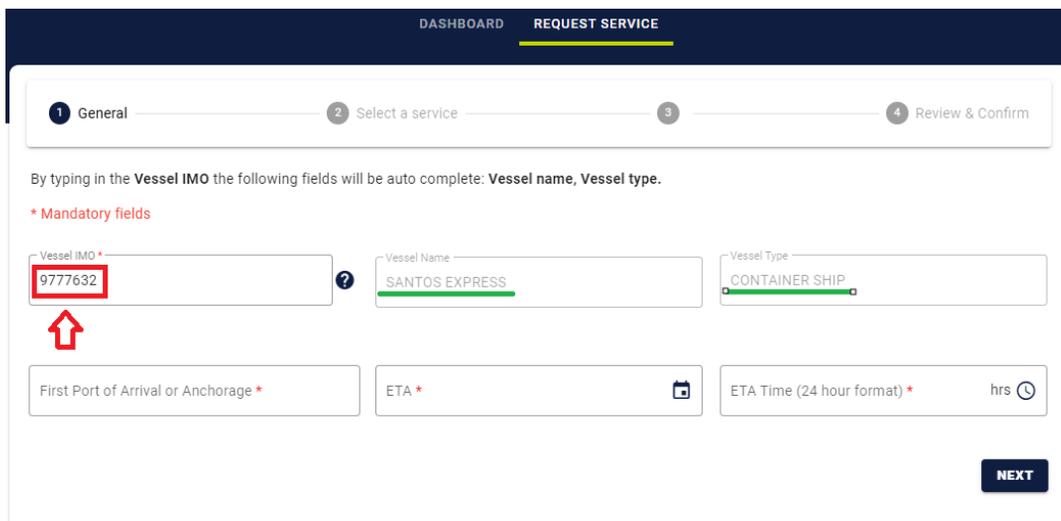
# User Manual

## 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.



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



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.

The screenshot shows a web form titled "REQUEST SERVICE" with a progress bar at the top indicating four steps: 1. General, 2. Select a service, 3. Review & Confirm, and 4. Review & Confirm. The "General" step is active. Below the progress bar, there is a red asterisk and the text "\* Mandatory fields". The form contains several input fields: "Vessel IMO" with the value "9777632", "Vessel Name" with "SANTOS EXPRESS", "Vessel Type" with "CONTAINER SHIP", "First Port of Arrival or Anchorage" with "Colon Container Terminal, PACCT - (Panama)", "ETA" with "16 October 2023", "ETA Time (24 hour format)" with "06:00", "Service Date" with "16 October 2023", and "Service Time (24 hour format)" with "09:00". A "NEXT" button is located at the bottom right of the form.

Proceed to fill out the remaining information:

1. **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.
2. **ETA Date & Time:** This is the day and time at which the vessel is expected to arrive at the destination mentioned in point #1.
3. **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.
4. **Click "Next."**

The screenshot shows the "REQUEST SERVICE" form at the "Select a service" step. The progress bar at the top shows step 2 is active. Below the progress bar, there is a small text note: "You will be able to Add Another Service when you review your request". The form displays a list of service types, each with an icon and a text label: "Fumigation" (with a person in a hazmat suit icon), "Spare Parts" (with a gear icon), "Ship Chandling" (with a ship icon), "Medical Services" (with a medical cross icon), and "Crew Handling" (with a person icon). The "Spare Parts" option is highlighted with a red box and a red arrow pointing to it.

1. **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."

The screenshot shows the 'REQUEST SERVICE' dashboard with a progress bar at the top indicating the current step is '3 Select a vendor'. The left sidebar contains 'Service details' for Fumigation on the ship SANTOS EXPRESS at Colon Container Terminal, with an ETA of 16-Oct-23 06:00 hrs. Below this are 'BACK' and 'NEXT' buttons. The main area displays a search bar and a list of vendors:

- Ship Service Company**: USD \$150.00, Payment Terms: Net 60. A red arrow points to its 'Select Vendor' button.
- FUMICONTROL (FUMIGACIONES MIDAGUY, S.A.)**: USD \$140.00, Payment Terms: Net 7.
- Dino Fumigaciones, S.A. (X-Termina)**: USD \$150.00, Payment Terms: Net 30.

A 'Help' button is visible in the bottom right corner.

1. **Select** your preferred Vendor.
2. Review **Payment Terms & service Costs**.
3. Click **Next**

The screenshot shows the 'REQUEST SERVICE' dashboard at the '4 Review & Confirm' step. The progress bar at the top is updated. The left sidebar shows a 'Request Summary' with the same service details as the previous step. Below it is an 'Additional information' field. The main area displays 'Selected Services' for '1. FUMIGATION-REGULATORY FUMIGATION (AEDES AEGYPTI)' with a service vendor of 'Ship Service Company'. The 'Base Price' is USD 150.00, and the 'TOTAL PRICE' is also USD 150.00. A red arrow points to the 'CONFIRM REQUEST' button at the bottom right.

**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...

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Select your payment method

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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**.