



SHOP INTTRA eCommerce Support

April 24, 2017

Frequently Asked Questions

Contents

1	Introduction	3
1.1	How do I access SHOP INTTRA?	3
1.2	How do I subscribe to a service plan?	3
1.3	What information is needed to complete the service plan form?	4
1.4	How do I transfer the Billing Administrator role to a new user in my company?	6
1.5	How do I change my credit card payment information?	6
1.6	How do I update my account with a credit card that has a new billing address?	8
1.7	How do I cancel my Service Plan?	8
1.8	How do I print an invoice?	9
1.9	Why am I not able to purchase this Service Plan?	11
1.10	My company owns an eVGM Service Plan, why can I not access the product?	12
1.11	How do I provide my company's users access to the eVGM Web Product?	12
1.12	Can a company have multiple Billing Administrators?	15
1.13	When will I be billed for my Service Plan?	15
1.14	How will I be charged for my Service Plan?	15
1.15	Back Button Support.....	15
1.16	Error in Sage: Invalid Date.....	15
1.17	Minimum Billing process	16
1.18	How will I be billed after my service plan has been cancelled?	16
1.19	How do I request a refund?	16
1.20	Browser Support	17



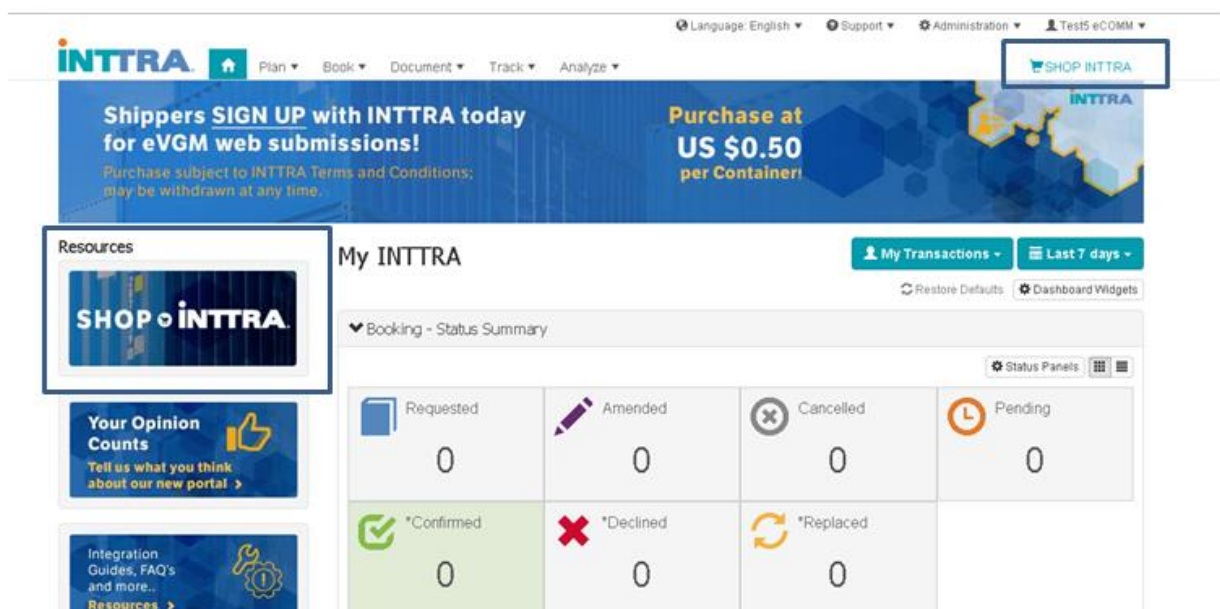
1 Introduction

SHOP INTTRA is a new self-service application that is accessible from the INTTRA Portal. The purpose of SHOP INTTRA is to enable customers with a method of providing payment details for automatic billing and subscription access to the eVGM Pay-As-You-Go service plan for usage of the eVGM web product.

In the future, other product service plans will be managed via the SHOP INTTRA user interface as they become available.

1.1 How do I access SHOP INTTRA?

Customer can access SHOP INTTRA with their existing INTTRA portal credentials. From portal landing page, there will be two new links to access SHOP INTTRA. First one will be available on the right side of the navigation bar and will read 'SHOP INTTRA' the other will be available under the 'Resources' menu and will be the first link available.

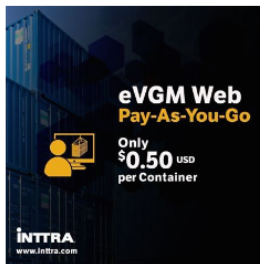


1.2 How do I subscribe to a service plan?

Service plan form is available by clicking 'Get It Now' in 'Featured Products' section of the SHOP INTTRA Landing Page.



Featured products



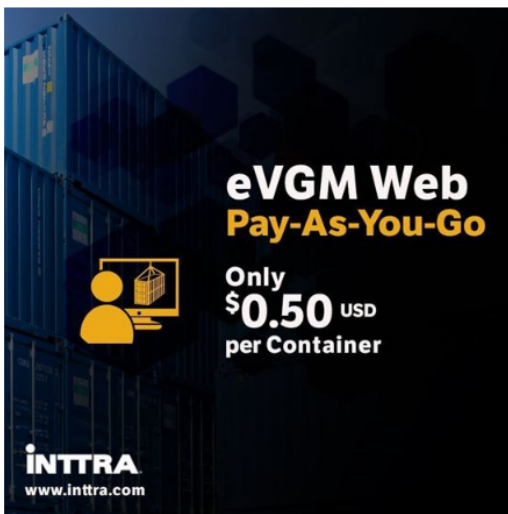
eVGM Web Pay-As-You-Go

LEARN MORE

GET IT NOW

Service Plan form is also available by clicking 'Get It Now' on the product landing page.

Home / eVGM Web Pay-As-You-Go



eVGM Web Pay-As-You-Go

eVGM Web "Pay-As-You-Go" includes the ability to create, submit and approve eVGM via the INTTRA web portal. eVGM Web Pay-As-You-Go requires no obligation or long term commitment and does not include any additional IT integration fees.

eVGM Web Pay-As-You-Go

- Execute transactions on a user-friendly interface
- Search your eVGM submission history with multiple Carriers
- Acknowledgement from participating carriers for eVGM submissions
- Enable authorized third party providers to submit eVGM on your behalf
- Bulk Container eVGM Entry
- Enter emails of parties to notify
- Send eVGMs to Carriers connected via EDI or centralized email, or to any user specified email address

GET IT NOW



1.3 What information is needed to complete the service plan form?

In order to complete the Service Plan form successfully, customers must provide the following:



* =Required Field

Plan Details

eVGM Web Pay-As-You-Go
\$.50/per verified container
You will be billed monthly for your usage.

* Estimated Annual VGM Submission Via INTTRA: 300-499 ▼

☒ I agree to and accept [INTTRA's Terms and Conditions](#)

Select a value from the dropdown available for the required question regarding eVGM submissions via INTTRA and agree to the terms and conditions.

Billing Address & Contact

* First name:

* Last name:

* Country:

* State / province:

* City:

* Address 1:

Address 2:

* Zip / postal code:

* Billing Phone:

* Billing Email:

* Government Tax ID or VAT is required

Government Tax ID:

VAT:

☐ Make this my default address

Complete the required Billing Address & Contact fields.

Payment Details

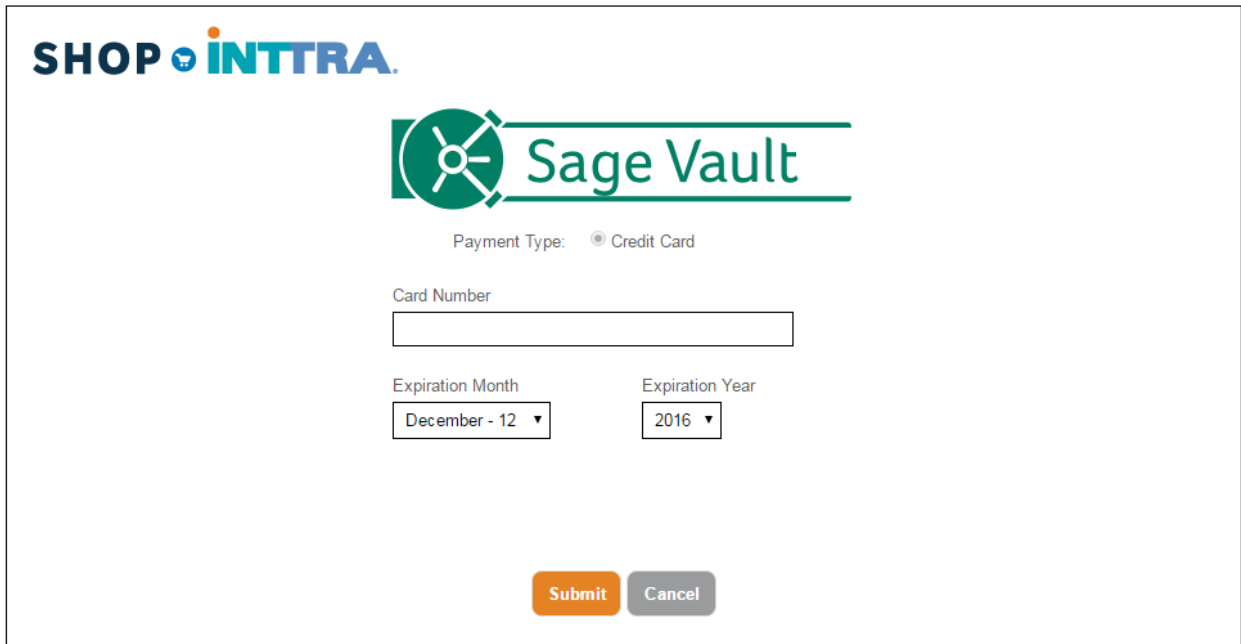
There are no payment details on record.

Upon clicking "Continue to payment", you will be taken to our secure, 3rd party payment provider.

CONTINUE TO PAYMENT

Click 'Continue to Payment' at the bottom of the Service Plan form, this will take the user to our secure, 3rd party payment provider to complete their purchase.





The screenshot shows the 'SHOP INTTRA' header and the 'Sage Vault' logo. Below the logo, the 'Payment Type' is set to 'Credit Card'. There is a text input field for 'Card Number', a dropdown menu for 'Expiration Month' (currently showing 'December - 12'), and a dropdown menu for 'Expiration Year' (currently showing '2016'). At the bottom of the form are two buttons: 'Submit' (orange) and 'Cancel' (grey).

Provide all necessary credit card information and click 'Submit'. This will complete the purchase.

The first user to complete this process successfully for a company will be appointed the billing administrator for the product service plan selected for the company.

1.4 How do I transfer the Billing Administrator role to a new user in my company?

Billing Administrator user has the ability to transfer the billing administrator role to another INTTRA registered user in their company.

Existing billing administrator will need to cancel the service plan (instructions available in Section 1.7) and a new user will need to complete the service plan form again using their specific billing address and credit card information. Completing this in a timely manner will ensure that company always has a billing administrator appointed for their active service plan.

Please note: Clicking 'Cancel Plan' will not result in immediate deactivation of product service. Customer Service will remove access to the product service after a 3-5 business day grace period if new billing administrator is not appointed.

1.5 How do I change my credit card payment information?

Payment Details can be easily updated from the My Account – Customer info page. The 'My Account' module can be accessed by clicking the user's name displayed at all times in the upper right-hand corner of the SHOP INTTRA site.



Once in the My Account module, users will see 'Customer Info' page where 'Payment Details' is available to view and update.

My account - Customer info

INTTRA User Profile

User Id:	TESTECOMM1
Name:	Test eCOMM1
Email:	testecomm1@test.com
Phone:	1234567890
Mobile:	1234567890

If you need to update your user information, please visit the User Profile page in the INTTRA Portal.

INTTRA Company Profile

Company Name:	TESTQAeCOMM1
Company Id:	878316

Payment Details

UPDATE PAYMENT DETAILS

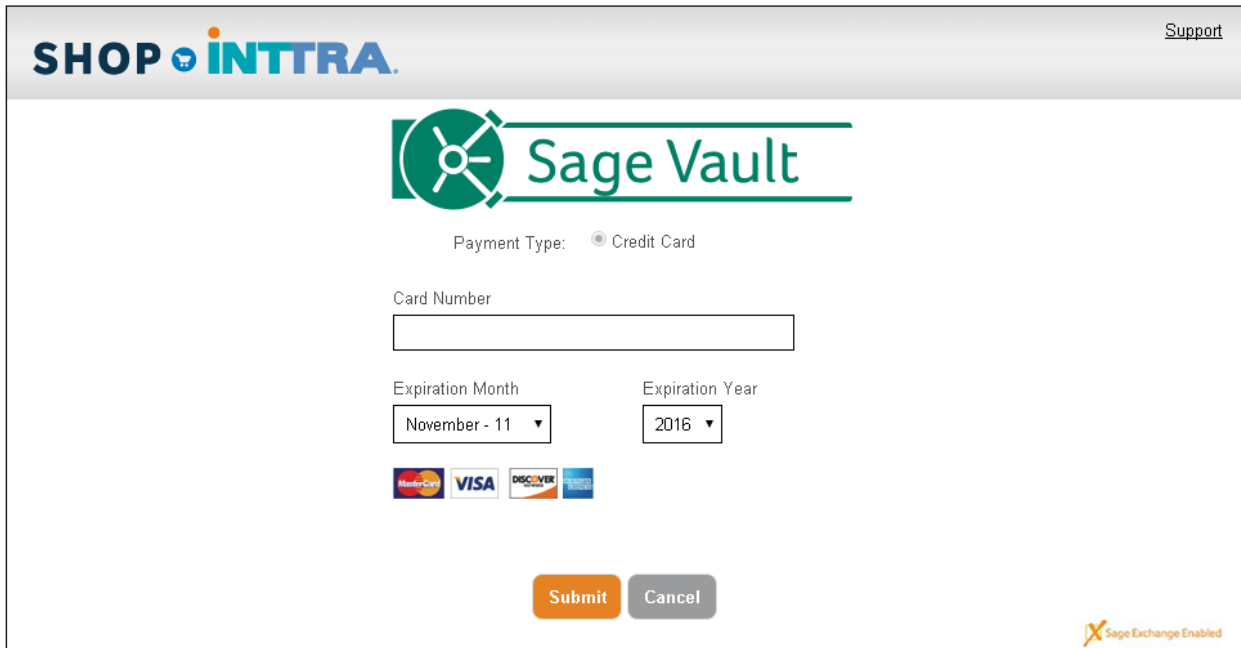
Last four digits: XXXXXXXXXXXX1111
Expires: 11/17

To update payment details with new credit card information, click 'Update Payment Details' Button.

This will open a new window for the Sage Payment Gateway, where new credit card details can be entered and submitted.

Should users choose to not update their credit card details, click 'Cancel' and previously saved credit card information will remain unchanged.





The screenshot shows the 'SHOP INTTRA' header with a 'Support' link. Below is the 'Sage Vault' logo. The 'Payment Type' is set to 'Credit Card'. There is a text input for 'Card Number', a dropdown for 'Expiration Month' (showing 'November - 11'), and a dropdown for 'Expiration Year' (showing '2016'). Below these are logos for MasterCard, VISA, DISCOVER, and AMERICAN EXPRESS. At the bottom are 'Submit' and 'Cancel' buttons. A small 'Sage Exchange Enabled' logo is in the bottom right corner.

1.6 How do I update my account with a credit card that has a new billing address?

In order to update a credit card that is linked to an address that is different from the billing address that is linked to the existing active service plan, user will need to cancel the service plan (instructions available in Section 1.7) and complete the service plan form again using the new billing address and credit card information. Completing this process in a timely manner will ensure that company always has accurate payment information for their active service plan.

Please note: Clicking 'Cancel Plan' will not result in immediate deactivation of product service. Customer Service will remove access to the product service after a 3-5 business day grace period.

1.7 How do I cancel my Service Plan?

Service Plan can be cancelled from the My Account – Service Plans page. The 'My Account' module can be accessed by clicking the user name displayed at all times in the upper right-hand corner of the SHOP INTTRA store. Once in the My Account module, find the My Account menu located on the left-hand side of the page and click on the 'Service Plans' link.



My account

- Customer info
- Addresses
- **Service Plans**
- Billing History
- Usage Details

User will be taken to the 'My Account – Service Plan' page where 'Cancel Plan' link is available to click and initiate cancellation of service.

My Account - Service Plans

eVGM Web Pay-As-You-Go

Plan Status:	Active
Order Date:	08-Dec-2016 10:18:23 GMT
Plan Admin:	DinabStres Borah
User ID:	TESTeCOMMStr1
Contact Email:	dinab.borah@siqes.com
Billing Address:	MD Road 121211 Jaipur, 2121121121 India

[Cancel Plan](#)

Please note: Cancellation of Service Plan will not result in immediate deactivation of service. Customer Service will remove access to the service after a 3-5 business day grace period.

1.8 How do I print an invoice?

Invoice can be printed from the My Account – Billing History page.

The 'My Account' module can be accessed by clicking the user name displayed at all times in the upper right-hand corner of the SHOP INTTRA store. Once in the My Account module, find the My Account menu located on the left-hand side of the page and click on the 'Billing History' link.



My Account

- Customer Info
- Billing Addresses
- Service Plans
- Billing History**
- Usage Details

User will be taken to the My Account – Billing History page where all available invoices are listed.

Click on the Invoice number you wish to print.

My Account - Billing History

Statement Ending: 2017 ▼

Invoice #	Billing Period	Description	Billed Amount	Billing Date	Status	Payment Method
13494 	Mar 1 - Mar 31, 2017	eVGM Web Pay- As-You- Go	\$1,639.00		Pending	
13430	Feb 1 - Feb 28, 2017	eVGM Web Pay- As-You- Go	\$628.00		Pending	
13364	Jan 1 - Jan 31, 2017	eVGM Web Pay- As-You- Go	\$2.50		Pending	

This will bring you to the invoice page, where you can either print or export to Excel.

The printed invoice will display billing information and total charges.

The exported invoice will display billing information, total charges and transaction details listed for invoice selected.



Invoice

[PRINT](#)[EXPORT](#)

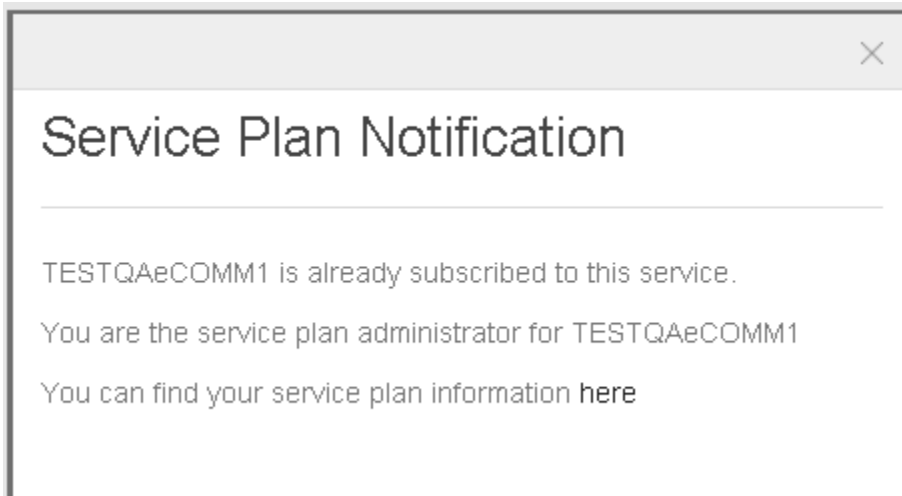
INVOICE #13494

Description: eVGM Web Pay-As-You-Go
Invoice Date: 3-Apr-2017
Invoice Status: Pending
Invoice Total: **\$1,639.00** USD

1.9 Why am I not able to purchase this Service Plan?

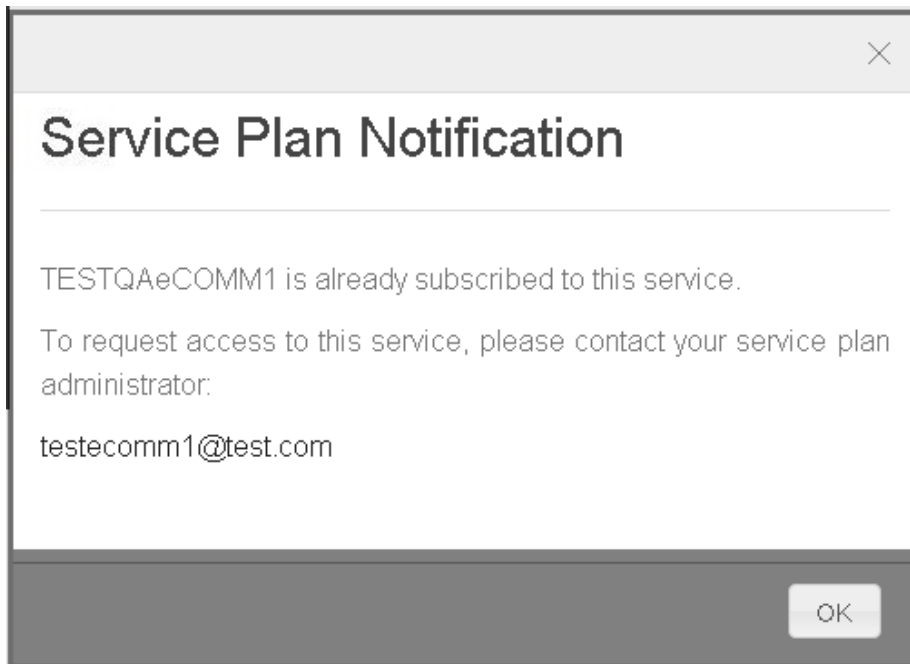
If a company has already purchased a service plan for the eVGM product, users from that company will not be able to re-purchase the plan.

If they are the Service Plan Administrator, they will see the following message when they try to purchase the plan from various 'Get It Now' links:



If they are a customer user (not Service Plan Administrator), they will see the following message when they try to purchase the plan from various 'Get It Now' links. The message will provide the email address for the service plan administrator for the users to contact directly and request the VGM User Roles (Creator, Verifier and Viewer):





1.10 My company owns an eVGM Service Plan, why can I not access the product?

If you have confirmed that your company owns an eVGM Service Plan, your issue is related to product access.

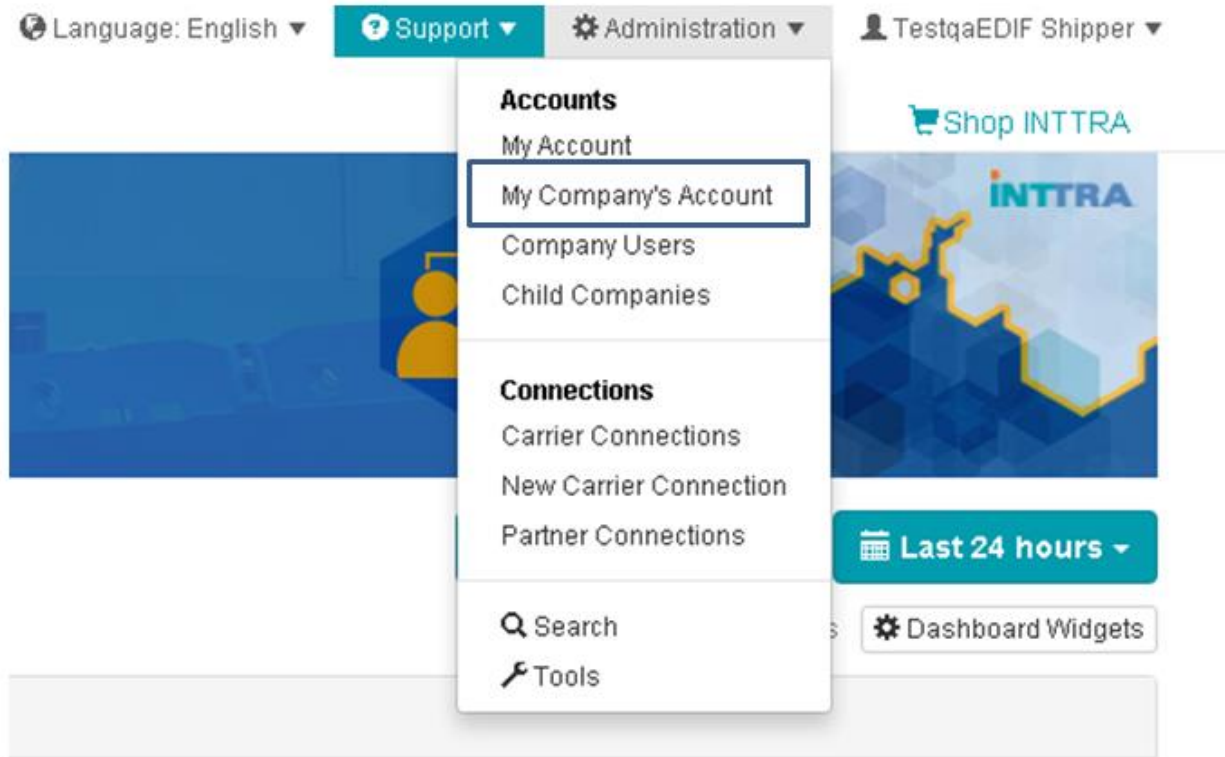
You will need to contact your billing administrator and they will assist in granting access to the eVGM product by applying the necessary roles to your INTTRA portal user account.

1.11 How do I provide my company's users access to the eVGM Web Product?

Once service plan is active and customer service has confirmed that provisioning of access is complete for the company, company users with administrative rights can grant access to eVGM Web by providing necessary roles to user profiles that require access.

Find the 'Administration' menu at the top right corner of the INTTRA Portal screen and select 'My Company's Account'





Select the 'Company Users' option from the left hand menu.

This will display a listing of all users registered for the company.

From the listing, select the user that will be updated by clicking the hyperlinked user id.

Administration TestqaEDIF Shipper/ TESTqaSHIPPER (EDIF)1

My Account My Company's Account Search Tools

- Company Profile
- Services
- Company Users**
- Child Companies
- Carrier Connections
- Partner Connections

Company Users

Status: Active Logged in Within Last... 90 days ☐ Include Users in Child Locations.

Activate Deactivate Reset Password New Export

Show 10 Rows Filter Results: Enter Filter Value...

User ID	Status	Name	Company Name	Company ID	City	Country
csr001	Active	csr001 csr001	TESTqaSHIPPER (EDIF)1	802441	SINGAPORE	UNITED S
CSRUSER	Active	CSR TEAM	TESTqaSHIPPER (EDIF)1	802441	SINGAPORE	UNITED S
CU2000	Active	TestqaEDIF Shipper	TESTqaSHIPPER (EDIF)1	802441	SINGAPORE	UNITED S

Clicking the user id will open the user profile, Click the 'Security Roles' option from the left hand menu to modify existing security roles for the user.



Administration TestqaEDIF Shipper/ TESTqaSHIPPER (EDIF)1

My Account My Company's Account Search Tools

Company Users / csr001 - User Profile

User Profile
Security Roles

➔

User Profile * = Required Field.

* User ID:
 * Status:

* First Name:
 Middle Name:
 * Last Name:

* Phone:
 Alt Phone:
 Mobile:

* Email:
 Fax:

* Company:

From the 'Security Roles' screen security roles can be managed for the user by selecting roles from the 'Available Roles' listing to the 'Assigned Roles' listing.

Click 'Save' to complete assignment of roles.

Please note: You can only grant roles to other users that you yourself have. When managing user roles, it is recommended to only grant roles that the users will need to perform their jobs.

Administration TestqaEDIF Shipper/ TESTqaSHIPPER (EDIF)1

My Account My Company's Account Search Tools

Company Users / csr001 - Security Roles

User Profile
Security Roles

Security Roles

Available Roles

- elInvoice Automatch Manual Process User
- elInvoice Dispute Response User
- elInvoice Dispute Submission User
- elInvoice Dispute Viewer User
- elInvoice Transaction History Viewer User
- elInvoice Viewer User
- VGM Creator User
- VGM Verifier User
- VGM Viewer User

Assigned Roles

- Booking User
- Customer Security Administrator
- Customer Web BL Approval User
- Customer Web BL Edit User
- Customer Web BL Share User
- Customer Web BL View User
- Platinum Booking User
- Reports User
- Shipping Instructions User
- Track and Trace User

eVGM User Roles Defined



VGM Verifier User (for Customer/Integrated Carrier must =Yes)	Company user authorized to submit or receive eVGM transactions
VGM Creator User	Not currently supported
VGM View User	Company user authorized search and view eVGM transactions

1.12 Can a company have multiple Billing Administrators?

A company can only appoint one Billing Administrator at a time per service plan. However, as more product service plans become available, a company can purchase the service plans and each service plan can have a different Billing Administrator.

1.13 When will I be billed for my Service Plan?

Monthly usage will be billed in the first week of the following month. (On or around the first business day of the following month)

1.14 How will I be charged for my Service Plan?

Payment for usage will be collected automatically and charged to the credit card on file for the company's service plan account.

The vendor name on the credit card statement will be displayed as INTTRA Inc.

1.15 Back Button Support

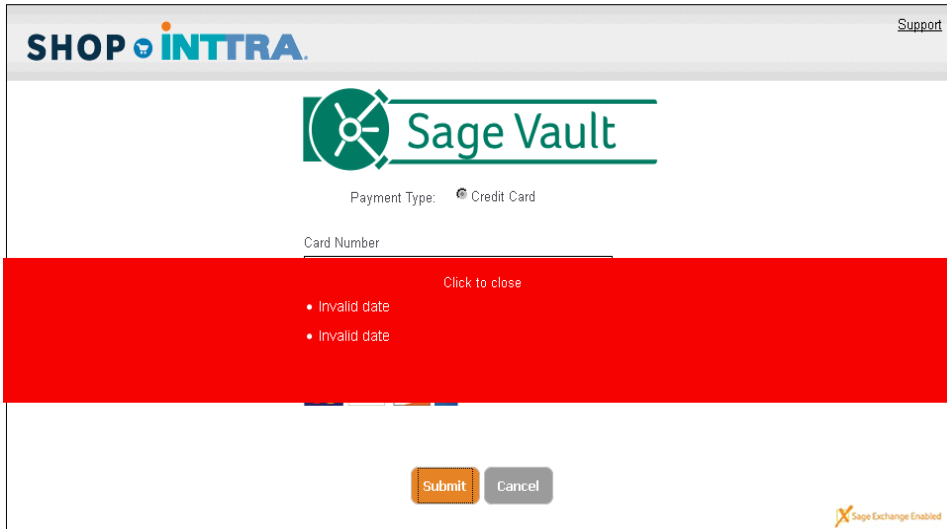
Back button support is not fully supported from all screens at this time and use of back button on SHOP INTTRA is not encouraged. Usage of navigation bar, available buttons and footer links is encouraged to navigate SHOP INTTRA.

1.16 Error in Sage: Invalid Date

The following error in Sage Vault is related to invalid month, invalid year or both for a credit card.

If customers experience this error, please verify date information related to credit card expiration date.





1.17 Minimum Billing process

INTTRA will not bill a customer if they have submitted less than 10 billable transactions in 1 billing period

- Customers with less than 10 billable transactions in 1 billing period will be billed in the following billing period if they have accrued a minimum of 10 billable transactions.
- This process to accrue 10 billable transactions will continue for 3 billing cycles.
- If customer has not accrued 10 billable transactions after 3 billing cycles (90 days) the amount owed will be charged in the third billing cycle even if amount has not met the threshold

1.18 How will I be billed after my service plan has been cancelled?

Billing of residual transactions after cancellation of service plan will occur on the first business day of the following month. The last known valid credit card provided by the billing administrator for the account will be used to pay the remaining balance. If any changes are needed to the form of payment prior to the billing cycle, it is recommended that these take place prior to month's end.

1.19 How do I request a refund?

An INTTRA customer service representative can assist with reviewing the case and facilitating a refund if necessary.

Refunds are granted on a case by case basis at the discretion of the customer service representative. Refunded amounts will be returned to the credit card account on file for the company's INTTRA service plan.

Please allow 2-3 business days for the refunded amount to display on your credit account summary or statement.



1.20 Browser Support

SHOP INTTRA supported browsers include:

Latest Chrome

Latest Firefox

IE 11, 9

Please note that currently there are some issues detected in SHOP INTTRA with use of IE 9, which will be addressed in a future release. At this time, we recommend using alternative recommended browsers when accessing SHOP INTTRA.

