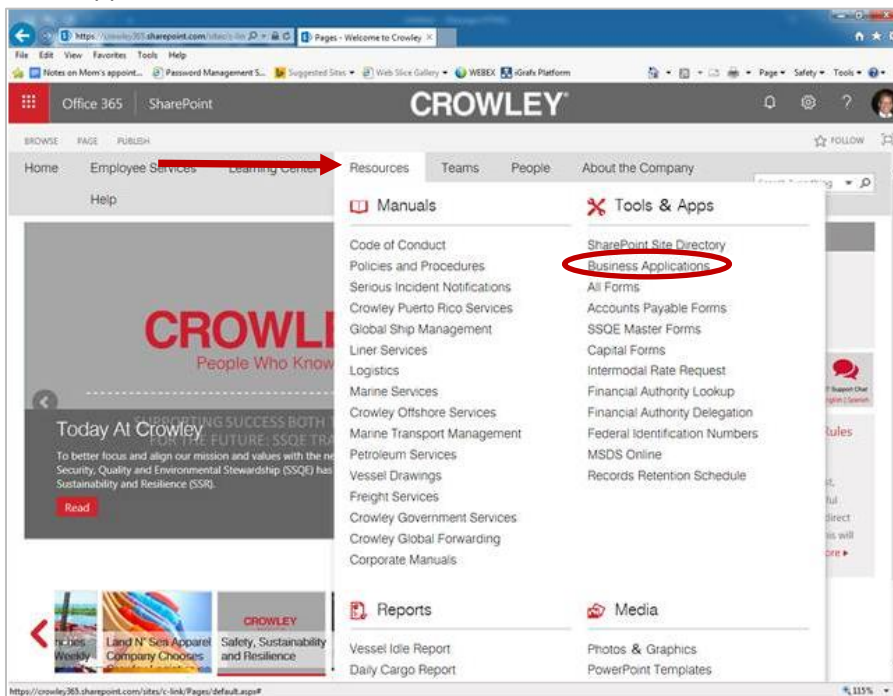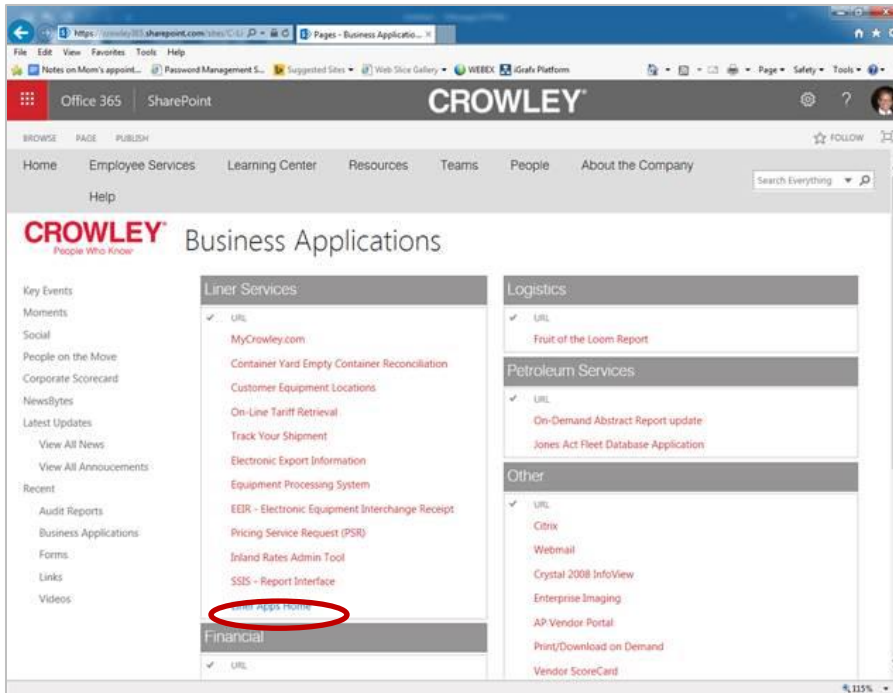# Quotation Module Tips and Helpful Hints

- The **TRF# field** should be input with either STB or FMC depending on the trade/tariff.
  - All domestic routes should reflect STB (Surface Transportation Board) while our international markets should reflect FMC (Federal Maritime Commission).
  - You will no longer reference a numeric tariff number.
- If you are providing a quote to a customer and they do not appear in the dropdown list, please choose UNREG Customer (Unregistered Customer). You can then provide their customer info in the communications link. This will allow for follow up and tracking by the pricing department.
- When adding an Inland Rate to a port to port rate for hazardous cargo in the open tariff, be sure to adjust the rate from $250 to $350 using the Calculation Rule.
- If you have an origin inland and/or destination inland, you will need to look up the rate in COS and add it to the quotation using the calculation rule. Additionally, any origin inland and/or destination inland location will need to be added into the remarks field on the general tab for the customer to view it on the quotation.
- If you don't get an Open Rate for your shipment, contact Pricing for a custom quote.
- If you get a rate that you believe is wrong, send an email to tariffadmin@crowley.com. Be sure to include the Quotation Reference Number so it can be investigated.
- For all system-related issues, contact support@crowley.com.
- For ease of access, a link to the Liner Transformation Production Landing Page has been added to C-Link. Click on C-Link, hover over Resources, click on 'Business Applications' and then click on 'Liner Apps Home'.

- Use the new Quotation Module. It is now live with a cargo 'Ready Date' of June 14th. BOTE **should not** be used for new quotes starting on that date. However, BOTE will be available for rating old bills until July 31st.
- Use the following two options for any shipment scheduled or expected to be in Crowley's possession on or after June 14th:

  - **Option 1: (Preferred)** Provide a rate from BOTE and ask the customer if cargo is received on or after June 14th, to call back for an updated rate due to the June 14, 2018, tariff change effective.
  - **Option 2:** Provide a rate from both BOTE with the effective date from the current date through 6/13/18 and the new Quote Tool using the PRD link with 6/14/18 as the Ready Date.

- Use Google Chrome, Safari or Mozilla Foxfire as your web browser when working in the new Quotation Module. Internet Explorer does not properly support the module.
- Bookmark or tag as favorites the following sites for easy access:

  - Liner Transformation Production Landing Page
  - Liner Transformation Training Landing Page

- Locate FAQs and Tips documents on both landing pages

- Use the Yammer group, "Commercial & Logistics Solutions, to locate links to both the Liner Transformation Production and Training landing pages, the Basic Quotation Module training videos, FAQs, Tips and Program Overview under the ribbon, Pinned.
- Use "Test Only" in the Remarks Field on the General Tab when practicing quotes in production
- Use the Ready Date instead of the Validity Date From and To
- Set the Ready Date 30 days from inquiry
- Check with pricing representative if the system returns a Net Freight Ocean of $999,999 for the equipment type/cargo selected
- Send email to tariffadmin@Crowley.com if you receive a rate of $999,999 or $0
- Refer to Crowley Online Services (COS) to retrieve contract or inland rates
- Select "unregistered customer" in the Customer dropdown box for a new Crowley customer or if the customer cannot be located. Put customer name, contact name and address information in the Communication section for future reference and follow up.
- Select "Break Bulk" for Cargo type and "Boat" for Type of Package for all rate inquiries for boats
- Select the most direct routing when provided multiple options