

## FREQUENTLY ASKED QUESTIONS

LABELS

PACKAGE VALUE

CARRIER OPTIONS

PAYMENT

ADDITIONAL FEATURES

### LABELS

#### How do I send an email containing a label?

After selecting “Buy,” the label will be redirected to a screen that allows you to select the delivery method of the label. You will be able to print or send the label to an email address (note: steps 1–3 require a check mark selection). You may also select the “Shortcut Print” option in the middle of the screen.

#### How do I create a return label?

From the homepage, hover over “Manage Shipments” and select “Returns/Boomerang” in the dropdown menu. You will be directed to a screen displaying shipment history with the far-left column containing a magnifying glass.

Select the magnifying glass for the shipment you want to create a return label for. This action will switch the address and, if needed, the shipment details can also be changed.

#### How to reprint a label?

From the homepage, hover over “Manage Shipments” and select “Track/Void” then “My Shipments” from the drop down menus.

After identifying the label to reprint, click the small triangle located to the left of the “View” box. The screen will expand display a “Reprint Label” option.

#### How to void a label?

From the homepage, hover over “Manage Shipments” and select “Track/Void” then “Tracking History” from the dropdown menus.

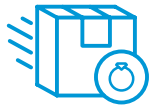
Adjust the dates look based on when the label was generated. Select “Refund” in the column second from the right for the tracking number you want the label voided for.

You can void unused labels up to 29 days after they are created. Credit will be applied to your account within 48 hours if the label was successfully voided.

#### Why are some of the words in my label not accepted? (e.g., jewel, jewelry, cash, coin, silver, gold)?

By the terms of your usage agreement, you cannot use words that indicate high-value contents (e.g., jewel, jewelry, silver, gold, cash, coin, etc.). These words increase the risk of a package being lost or stolen and will be flagged in red font.

While it is permissible to use these words in the street address, using them in the to/recipient fields will void all insurance coverage.



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### PACKAGE VALUE

#### Should the declared value be retail or wholesale cost?

The declared value input box must be used for any package being insured by Jewelers Mutual (including insurance through a jewelers block policy and/or JM Shipping Solution).

The Declared Value Limit (“DVL”) per parcel to insure your goods should be the following:

- Sold prior to shipment: selling price
- Any other scenario: actual cash/replacement value of the goods

The maximum DVL per parcel is \$150,000 worldwide.

Review the terms and condition for more information.

#### What is a Fraudstopper™ Bag, when should one be used, and how do I order them?

Fraudstopper bags cannot be opened and re-sealed without showing signs of tampering. They are required for high-value or high-risk shipments, which generally aligns with the following:

- Monday – Thursday, values over \$50,000
- Friday – Sunday, values over \$10,000

The system will prompt you for a seal number when a bag is required.

To order additional bags send an email to [shipping@jminsure.com](mailto:shipping@jminsure.com). The bags are free of charge, but freight charges do apply. They are sent USPS ground unless noted otherwise.

#### What is the Seal field for?

The seal field is referencing the identification number printed on a Fraudstopper bag. This number is used as a reference so only the sender and the recipient know the number of the original bag. This prevents the original bag from being tampered with and replaced.

#### Do I need to enter both Declared Value and Invoice Value?

No. Once the Declared Value is entered, the same value will populate the Invoice Value input box.

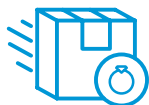
The Invoice Value input box is for your records only. Declared value is for insurance coverage purposes.

#### What values can I send?

From the homepage, hover over “Ship” and select “Domestic Shipments (Dash).”

From Dash, hover over “Help” on the far right of the navigation bar at the top of the screen.

Selecting “Your Declared Value Coverage Limits” will display a PDF reference guide with the value amounts when an approval is required, and the max value allowed for that carrier, packaging, or service type.



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### CARRIER OPTIONS

#### How do I request a carrier pick up?

From the homepage, hover over “Ship” and select “Domestic Shipments (Dash).”

From Dash, hover over “Help” on the far right of the navigation bar at the top of the screen.

Each carrier will be listed with an additional dropdown menu. The FedEx and USPS tab will redirect you to their respective websites to complete a pickup request. UPS requests can be made directly through JM Shipping Solution.

#### NOTE:

- These not a recurring pick-ups. You will need to work directly with the carrier for anything other than a one-time pick-up.
- Additional charges will be applied to your account. They will appear on invoices with a reference of “PUP”
- The staff at our Los Angeles and New York jewelry district offices are available to arrange for nearby pickups. You may also drop off packages at our offices, which have later cut-off times.

#### What is a SCAN form, why would I need one, and how do I get one?

SCAN forms are only for USPS shipments. When shipping multiple packages, they may require it for efficiency.

From the homepage, hover over “Ship” and select “Domestic Shipments (Dash).”

From Dash, hover over “Manifests” in the middle of the navigation bar at the top of the screen.

You can print a prefilled “scan” form or a “daily manifest.” These documents combine all shipments from the day into an individual bar code to be presented to your carrier.

Insurance coverage begins when the carrier scans the barcode.

**NOTE:** Once a scan form is produced, shipments cannot be voided.

#### Why are UPS or FedEx recommended for some New York shipments?

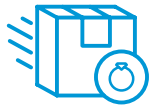
This is due to an increased risk of loss and theft observed with USPS shipments in specific postal codes (10017 and 10036 as of November 2019).

To achieve our goal of creating a convenient and low-cost shipping experience for all users, we may not approve a USPS shipment due to the value of the package.

#### How do I request carrier boxes and envelopes?

UPS and FedEx materials can be requested by emailing [shipping@jminsure.com](mailto:shipping@jminsure.com). Please indicate the specific size and quantity, and allow up to two weeks for fulfillment.

The most efficient way to obtain USPS materials is through your local post office or through an online USPS account.



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### PAYMENT

#### How am I charged?

Accounts are charged based on daily package volume and are typically processed each night. This charge includes all packages sent in a given day.

The charge will be made to the credit card on file.

We do not invoice or accept ACH at this time.

#### How can I update my payment method?

After logging into your account and starting on the home page, select “My Account” (located as a link below the contact information at the top of the page).

A new set of tabs appear in a light gray outline in the middle of the page. Select “Payment” and then the “Method” subtab. Next, select the blue “Edit” button in the center of the page.

After completing your information, select the “Update Payment Method” option.

#### Where can I find a history of my expenditures?

From the homepage, hover over “Manage Shipments” and select “Charges” followed by “Invoices”. This will allow you to see all your recent charges to your account, and you can also search by adjusting the dates or entering a specific tracking number.

#### How do I file a claim?

From the homepage, hover over “Manage Shipments” and select “Insurance claims”.

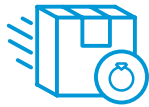
On the middle-right of the page there is an input box next to “File a claim by tracking number” and blue “File Claim” button.

You may also look up claim history from this page.

**NOTE:** Claims must be filed directly from the system and be received within 30 days of shipment date.

#### How do I dispute a charge?

Send an email to [shipping@jminsure.com](mailto:shipping@jminsure.com), including the tracking number and reason for the request.



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#### Can I purchase insurance coverage without purchasing a label?

Yes. To purchase only insurance coverage on an item (i.e., you created a label using a different system) you will need to use the Shield feature.

From the homepage, hover over “Ship” and select “Insurance Only (Shield).”

This process is comparable to creating a domestic label (Dash), but the “Shipment Details” section includes a “Tracking #” input box.

#### How do you save an address into the address book?

You are able to save an address in the Domestic (Dash), Insurance Only (Shield), or International (Passport) features.

After navigating to any of these features, you will see five options at the bottom of the Origin and Destination sections on the left side of the page: “New, Save, Delete, Default, Validate Address”

Select New to remove any information currently populated (this will not remove it if it has been previously saved). After entering new information, select Validate Address (address validation is for the US only). Select Save after the address has been validated.

You may now reference this address by selecting it from the To/From dropdown in the Origin or Destination sections.