

# JCtrans International Site User Manual

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## I. Introduction to International Site Front-End Functions

### 1. JCtrns Homepage and Search Bar

**Note:** If you navigate to another interface, you can click the JCtrns logo in the upper left corner to return to the homepage.

#### 1.1 Unauthenticated Interface Display

When you visit the website at <https://www.jctrans.com>, as shown in "Figure 1," the upper right corner of the page displays "Become a Member," which serves as the entry point for membership application. If you wish to join JCtrns, you can click here to leave your information.

Hovering your mouse over the phone icon will display two QR codes; the one on the left is for the International Site Mobile Version, and the one on the right is for the JCtrns Conference

App. Scanning these codes allows you to access mobile services anytime, anywhere.

To the right of the phone icon is the language display, which you can switch based on your preferred language.

The "SIGN IN" option on the far right is the entry point for account login/registration.



Figure1

## ● Search Bar Functionality Introduction

Scroll down to see the central search bar, which allows you to accurately find business opportunities through dimensions such as Company, Inquiry, Sailing Schedule, and Cargo Tracking.

On the far right, the "**Post Inquiry**" button lets you post an inquiry. If you have actual goods and want to find a capable and advantageous agent to handle them, click the button and fill in the complete cargo information, and platform members will provide you with quotes.

Now, let's explain how to use the search bar:

**"Company"**: This option allows you to search for resources by entering keywords related to a company. As shown in "Figure 2," you can search by "Location" (the country/city where the company is based), "Company Name," "Member ID" (which can be found in the upper left corner of the member's shop page), "Port," and "Full Site" keywords (such as customs clearance, sea freight, etc.).

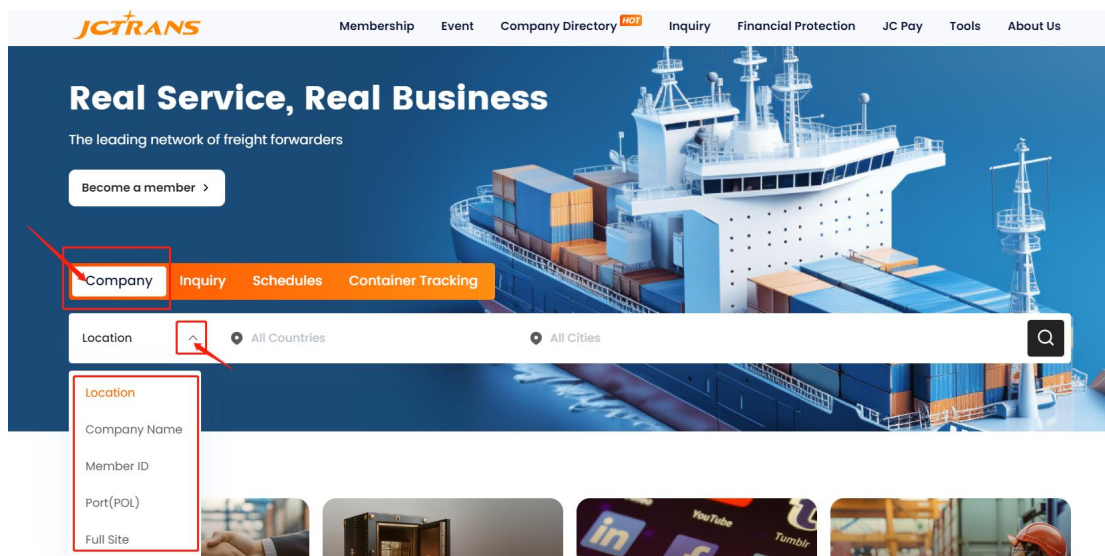


Figure2

**"Inquiry":** This option allows you to precisely search for potential cargo resources by selecting the country from which you want to receive inquiries, the type of business or cargo, and the origin of the inquiry, as shown in "Figure 3."

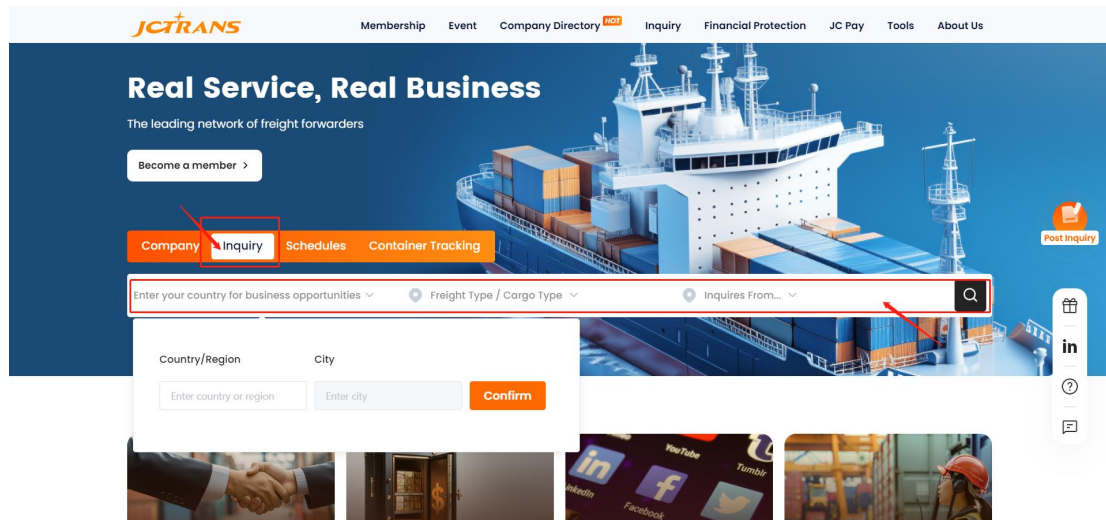


Figure3

**"Schedules":** The Schedules button allows you to view sailing schedule data for your desired routes.

**"Container Tracking":** The Container Tracking button lets you track the status of your cargo by entering the required information.

- **Homepage Content Introduction**

As shown in "Figure 4," below the search bar, you can see the four key values. When you click on each value, the platform will display detailed benefits that we can provide for you.



Figure4

**"Business Opportunity Linkages":**

When clicked, this option displays two tools for business opportunity matchmaking: first, Inquiry Information, which redirects you to the inquiry hall for quoting; second, the Global Freight Forwarders Directory, where clicking "View More" takes you to a detailed member

directory to find and engage with potential partners.

**"Cooperation Risk Protection":**

This section showcases the protection we offer to ensure secure transactions between platform members. It includes up to \$150,000 of annual cooperation risk protection, a comprehensive review mechanism, and a blacklist cooperation warning system. Click "View More" to see the detailed information.

**"Marketing and Promotion":**

This option reveals various methods to enhance your company's visibility and showcase its strength. The first method is through participation in events to build your brand and discuss business opportunities. Click "View More" to view related content on JCtrans conferences. The second method is through targeted brand marketing via email and social media channels for member companies.

**"Operational Efficiency Enhancement":**

Clicking this option will reveal several tools designed to reduce costs and increase efficiency in your operations, such as the JCPay payment settlement tool, which can save thousands annually, cargo insurance, pre-allocation manifest, anti-terrorism declaration, sailing schedule and cargo tracking, and FMC qualification services.

At the bottom of the homepage, you'll find the "**Case Studies**" and "**Trusted By**" sections:

- **Case Studies:** This section highlights how JC members have solved their pain points and gained resources. For more detailed content, click "View More" in the upper right corner, as shown in "Figure 5."

- **Trusted By:** This section showcases our member users, including the top 50 global industry sea and air freight companies, as well as our partners in technology, banking, and payment channels.

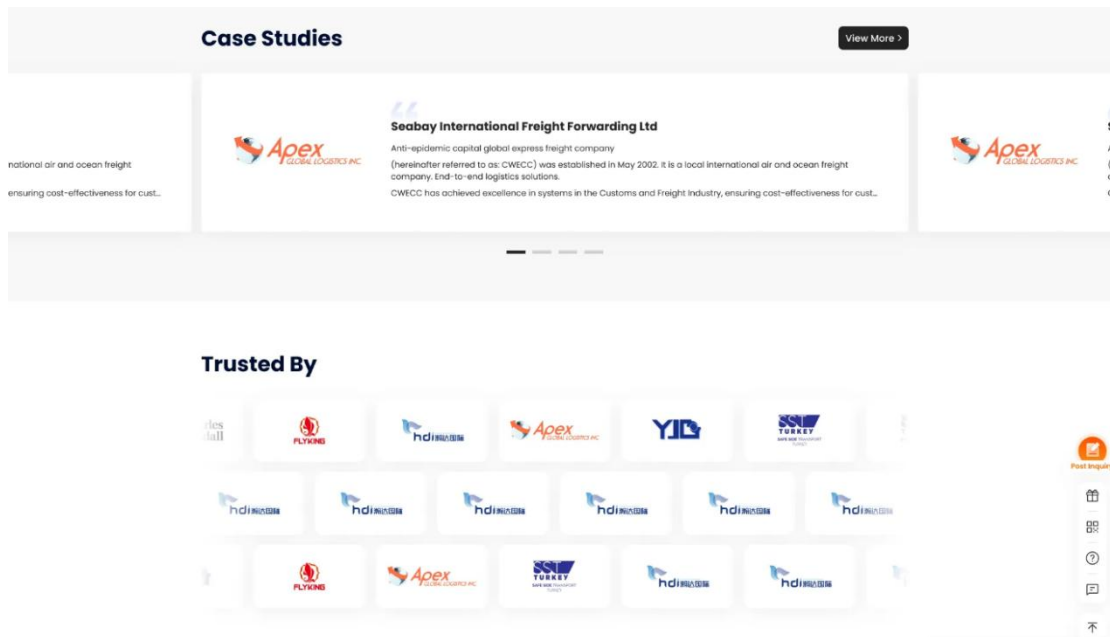


Figure5

## 1.2 Logged-In Interface Display

If you are logged into your account, as shown in "Figure 6," the upper right corner of the page still displays "Become a Member," which serves as the entry point for membership application. If you wish to join JC, you can click here to leave your information.

Hovering your mouse over the phone icon will display two QR codes; the one on the left is for the International Site Mobile Version, and the one on the right is for the JC Conference App. Scanning these codes allows you to access mobile services anytime, anywhere.

To the right of the phone icon is the language display, which you can switch based on your preferred language.

The far-right side is the **Personal Center**. In the dropdown menu that appears when you hover over it, you will find your account, company name, and your status (non-member/member), along with options such as Dashboard, Account Information, Shop Information, Customer Service, and Logout. Clicking these options allows you to navigate to the Dashboard to supplement or modify your account, company, or shop information.

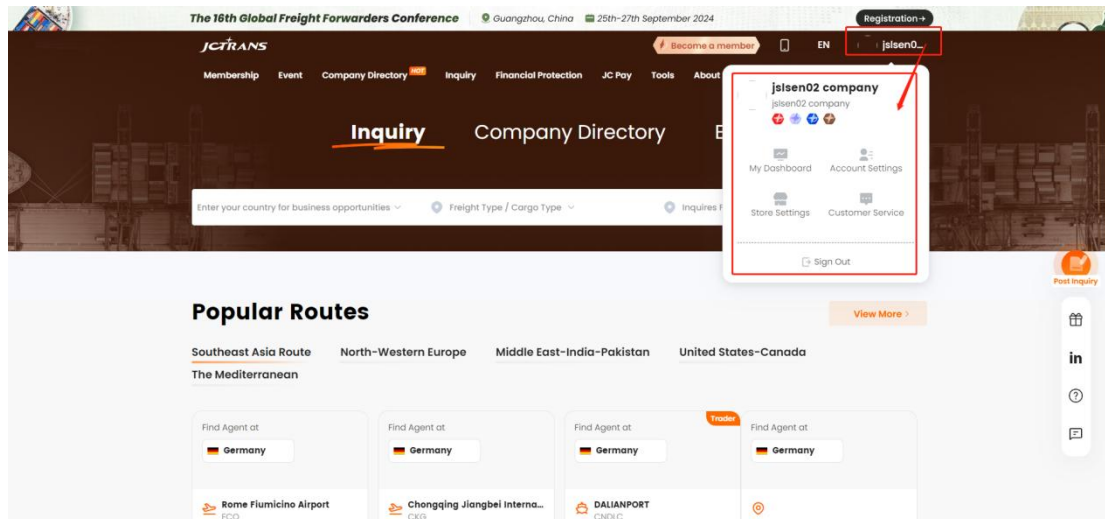


Figure6

Scrolling down, you will see three categories, as shown in "Figure 7," namely **"Inquiry"**, **"Company Directory"**, and **"Event"**. Below are the detailed introduction to the content presented in each category:

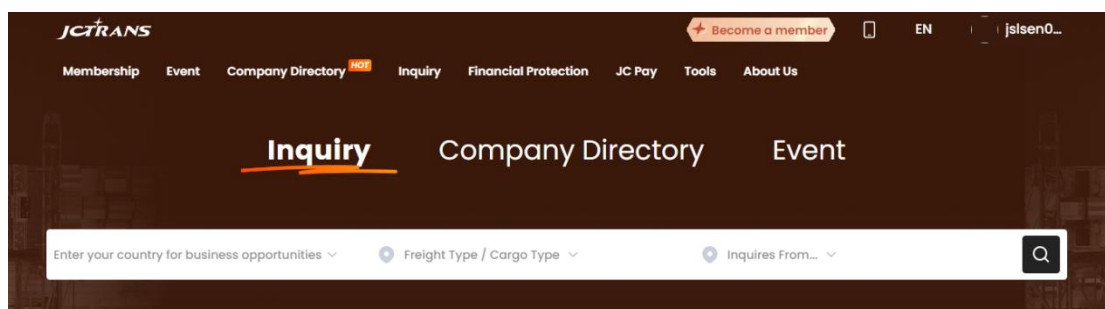


Figure7

## ● Inquiry

Upon logging in, the default display is the Inquiry category. You can select the inquiry country, business/cargo type, and inquiry origin in the search bar, then click the search button on the right to be redirected to the inquiry hall, where you can accurately search for potential cargo resources to provide quotes.

Below the search bar, the **"Recommended for You"** module will recommend inquiries based on the country associated with your account.

Further down, you'll find the **"Popular Routes"** module, which displays the top five routes with the highest demand on the platform, as shown in "Figure 8." Clicking on a route where you have operational advantages will redirect you to the inquiry hall for further search.



Figure8

Further down, in the **"More Business Opportunities"** module, we display categories of inquiry by business/cargo type, as shown in "Figure 9," to help you conduct an initial screening. Click on the type of operation where you have an advantage, and the platform will filter the corresponding inquiry demands for you.

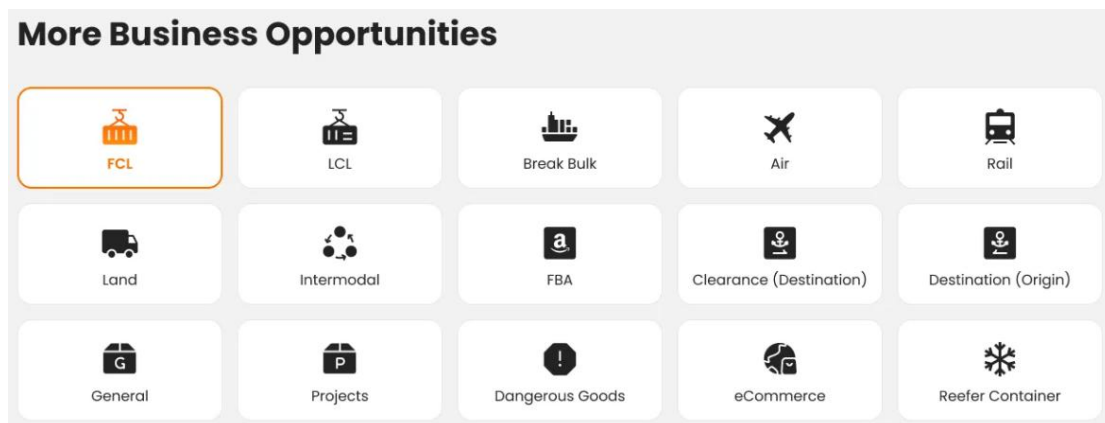


Figure9

- **Company Directory**

Selecting the **Company** category allows you to search for agent resources using keywords related to companies in the search bar. You can search by "Location" (the country/city where the company is based), "Company Name," "Member ID" (which can be found in the upper left corner of the member's shop page), "Port," and "Full Site" keywords (such as customs clearance, sea freight, etc.).

Below the search bar, you will see the **"Our Global Reach"** member map, which highlights the prominent members from different continents/countries, as shown in "Figure 10."

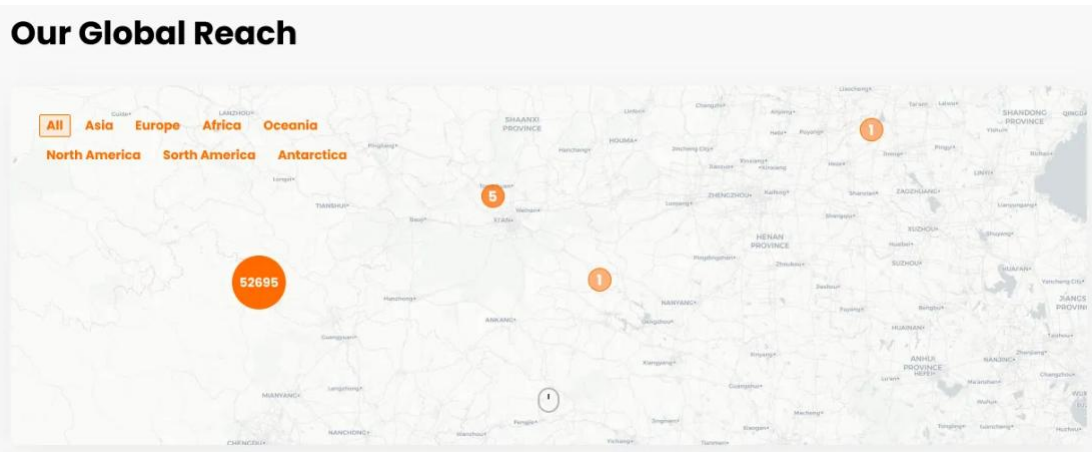


Figure10

Further down, you will find the **Global Membership Distribution**, as shown in "Figure 11." You can search by the first letter of a country's name. The system will display recommended agents on the right side. Click "View more" to see the search results and contact them online.

If the country you're searching for is grayed out, it means there are no members in that country yet. If you have not joined as a member, you will not be able to contact members online or access their contact information. You can click "Become a member" to submit an application.

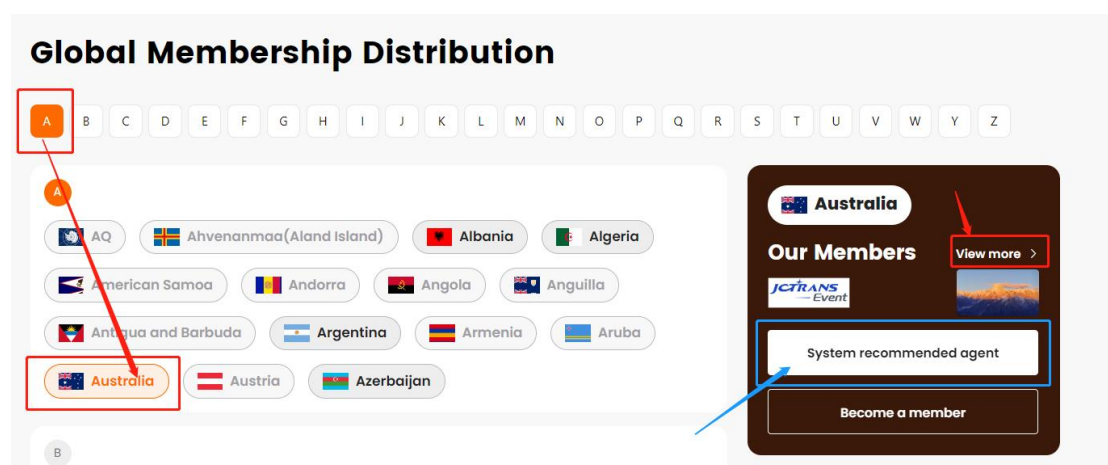


Figure11

## ● Event

Selecting the **Event** category will display three sections: "**Globe Conference**," "**Exhibition**," and "**Industry Activities**." Below these three conference categories, you can see the logos of all companies participating in JCtrans conferences and video introductions for each exchange conference. You can click on any of these to be redirected to the conference webpage for more details.

## 2. Membership

Hovering over the **Membership** reveals a dropdown menu with a list of membership tiers and membership clubs, as shown in "Figure 12." The **"Introduction"** section provides an overview of JCTrans membership products and membership clubs, while **"Benefits"** lists the membership benefits. Below, each membership alliance and club is introduced in more detail:

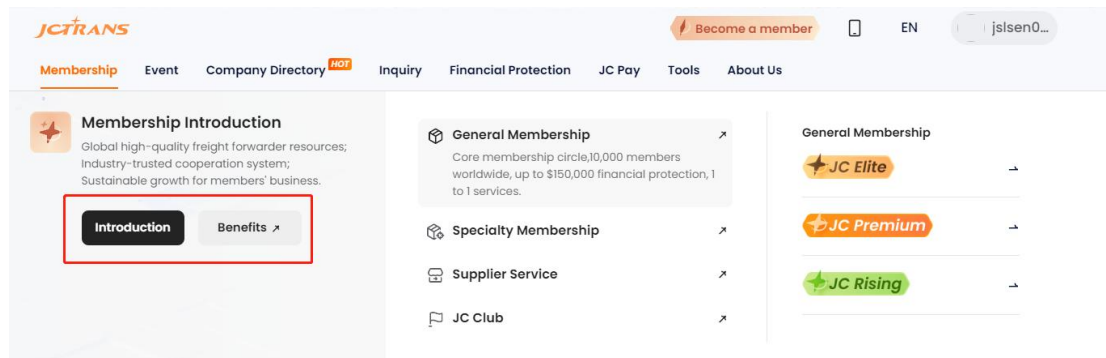


Figure12

### 2.1 Introduction

As shown in "Figure 12," the Membership Alliance is divided into three categories:

- **General Membership**

This category includes the **JC Elite**, **JC Premium**, **JC Rising**. Each alliance has an introduction to its core value points. The common feature among these main alliance memberships is that the cooperation risk protection covers "general cargo" types.

- **Specialty Membership**

This category includes the **JC Projects**, **JC Dangerous Goods**, **JC Railway**, **JC eCommerce**. These alliances offer a brief introduction to their services and benefits.

- **Supplier Service**

This category includes the Supplier Products Alliance, including IT services, warehousing, transportation, financial security, and consulting services.

#### [Detailed Page Introduction, using JC Dangerous Goods Membership as an example]

As shown in "Figure 13," when you click into the Dangerous Goods , the horizontal navigation bar at the top displays sections for Introduction, Case Studies, and Knowledge.

Scrolling down in the alliance introduction, you can view the alliance's advantages, benefits, and members. Both the case studies and industry knowledge sections allow alliance members to

independently upload content through the backend, showcasing their strengths and increasing company exposure.

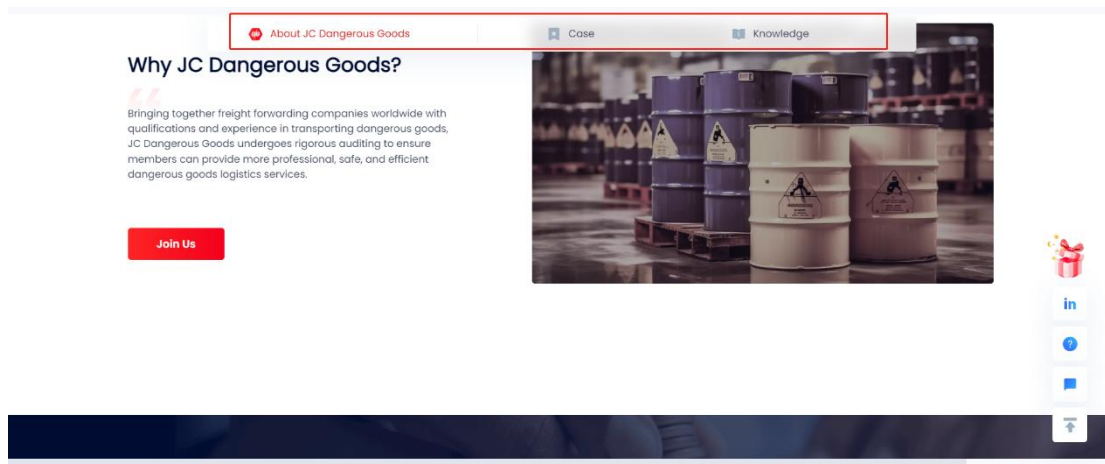


Figure 13

The **JC Club** is an elite small circle established by JCtrans to help members and industry logistics elites engage in efficient communication and effectively complement resources. It facilitates deep collaboration in business interactions and innovative projects between ports and overseas members.

Currently, clubs have been established in the eight major ports in China, and overseas ports are in preparation. You can click to view more details.

## 2.2 Benefits

As shown in "Figure 14," Clicking on "**Benefits**" allows you to visually see the differences in benefits between non-members and members, providing detailed information about the rights and services members can enjoy.

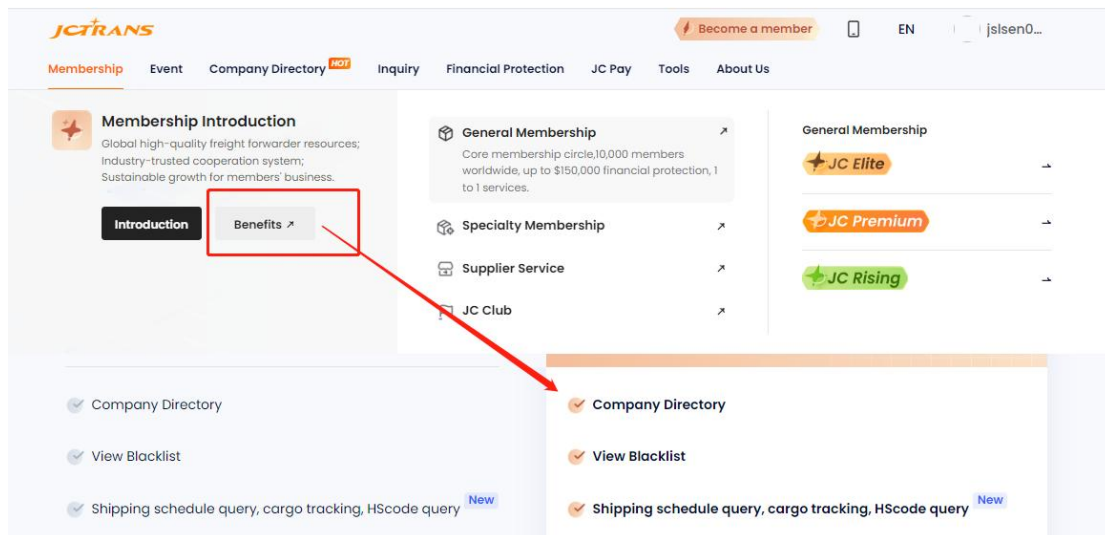


Figure 14

### 3. Event

Hovering over Event reveals a dropdown menu displaying various conferences, as shown in "Figure 15."

This includes three sections: **"Global Conference," "Exhibition,"** and **"Industry Activities."** Below is a brief introduction to each:

- **Global Conference**

Hosted by Jctrans, the Global Freight Forwarders Conference is held 3-4 times a year in international locations such as Doha, Qatar; Bangkok/Pattaya, Thailand; Dubai, UAE; Shanghai; and Guangzhou.

These conferences facilitate efficient negotiations, promote cooperation, and expand global business opportunities. To learn more about the specific conference schedule, click to be redirected to the conference webpage.

- **Exhibition**

This section records both past and future joint exhibitions organized by Jctrans. Participating in these exhibitions helps expand your network, build your brand, and support business growth.

- **Industry Activities**

This module captures conference news, shares conference practices, and keeps you updated on industry trends.

If you're interested in conference activities, click **"View more"** to learn additional details.

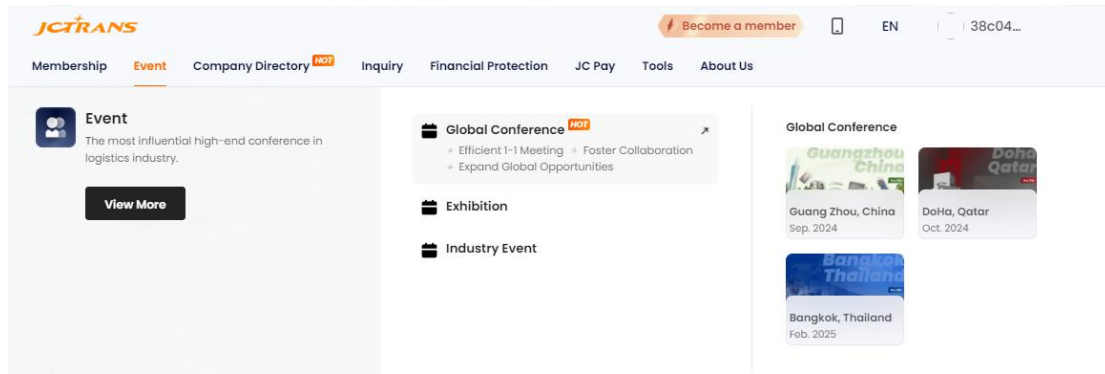


Figure 15

#### 4. Company Directory

As shown in "Figure 16," clicking on the "Company Directory " tab will take you to the global agent resource database page. This page features a global agent list.

At the top, similar to the homepage, you can search by company location, company name, member ID, port, and keywords. On the left side, there's a search box that allows you to filter by strengths, membership duration, and membership type.

The center displays the member ranking list, while the right side shows newly joined members and the public risk list.

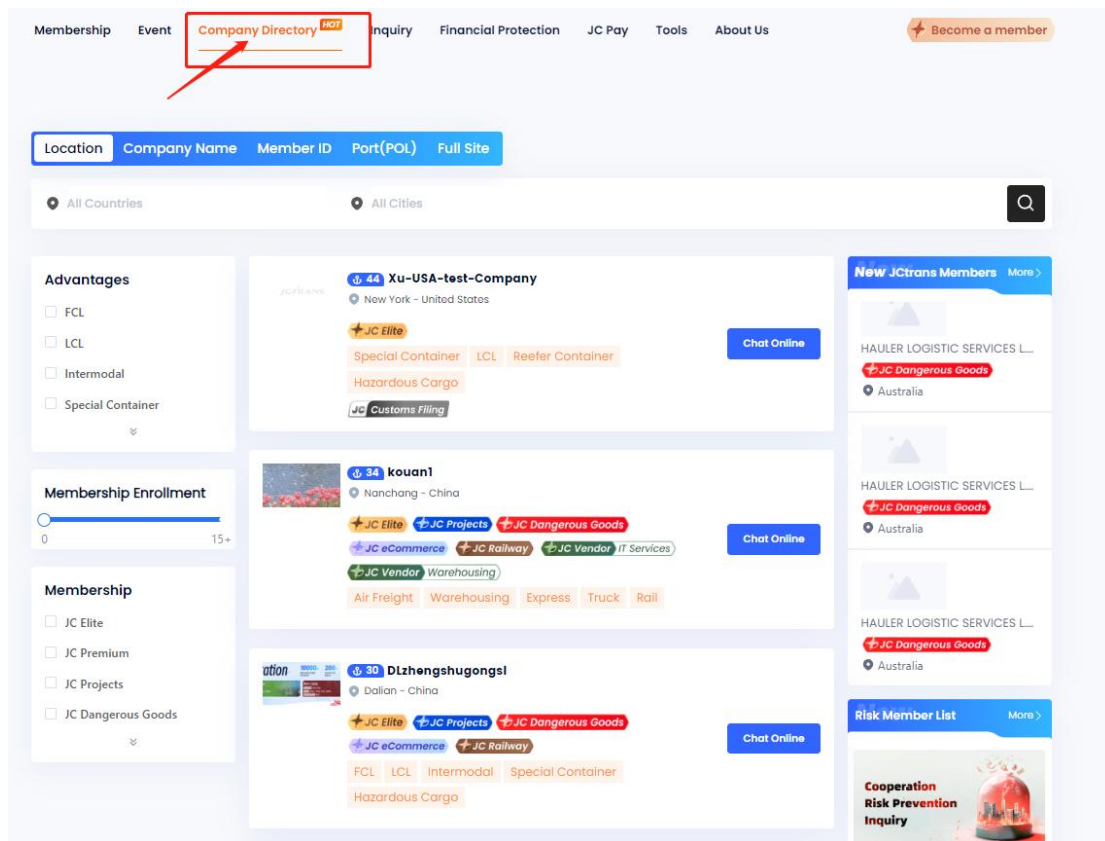


Figure 16

#### 4.1 Company Directory Information Display

As shown in "Figure 17," the global agent list is ranked based on membership duration and membership status. Each member company's name is preceded by a tenure marker (if there is no tenure marker, the company is not a member). If a company has joined multiple membership alliances, the tenure accumulates, and all membership types will be displayed below the company name. The longer the membership duration, the higher the ranking, leading to better exposure.

Below the membership type on each company's business card, you will find details such as the country and city where the company is based, membership status, business strengths, and other participation markers.

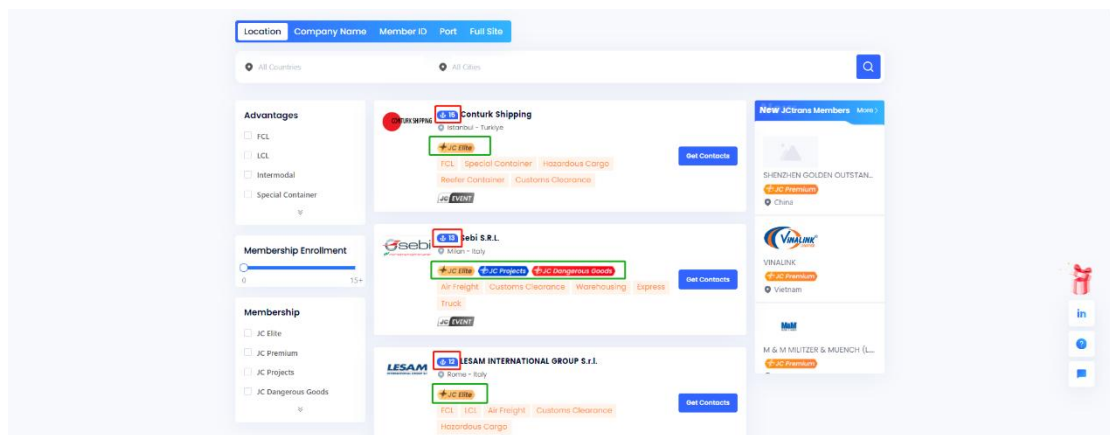


Figure 17

On the right side of the company card, the button display **"Chat Online"**. Clicking it will take you to the IM (Instant Messaging) conversation page, where you can communicate directly with the contact person from that company. The chat window for that merchant will automatically pop up.

On the left side, you can chat with the merchant and ask related questions. The right side of the chat window displays a list of merchants you have previously conversed with, as shown in "Figure 18."

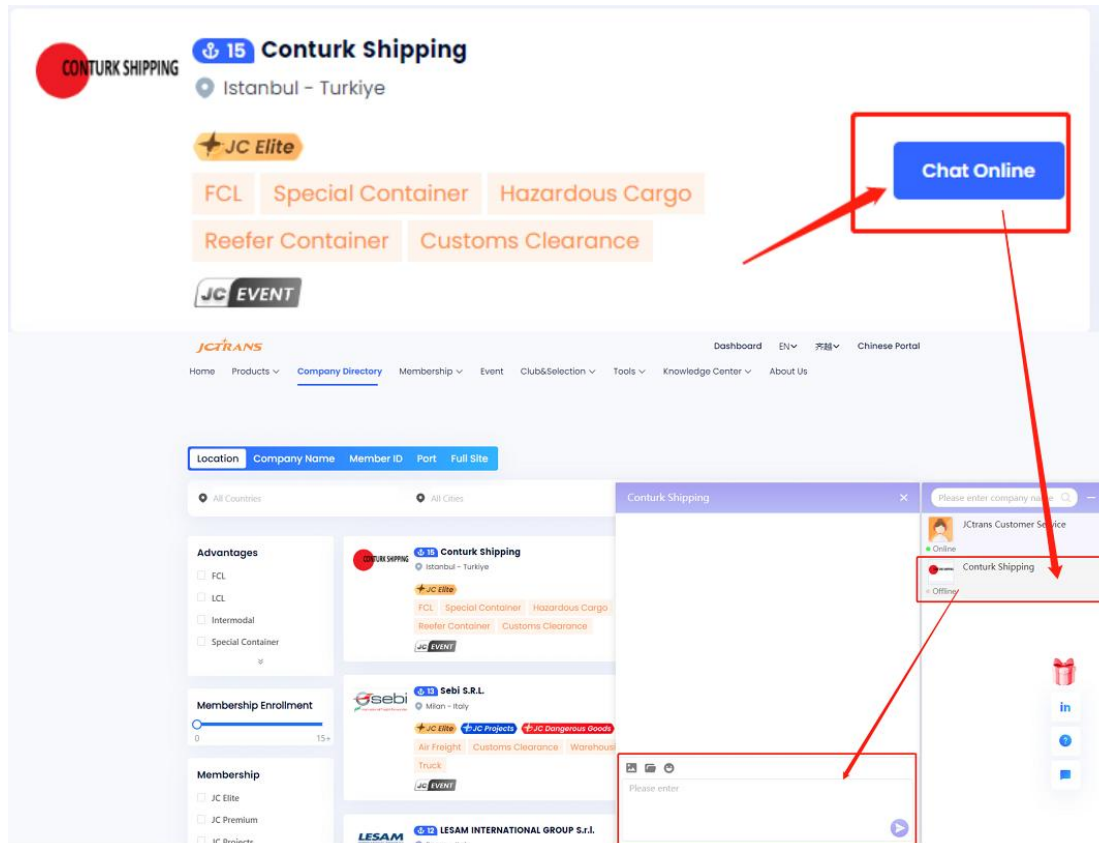


Figure 18

If there is a **"SUSPEND"** marker on the right side of a member's card, as shown in "Figure 19," it indicates that the member currently has disputes or other issues.

While there is some risk associated with cooperating with them, there is no clear record of bad debt. Therefore, they are included in the ranking list but do not enjoy cooperation risk protection.



Figure 19

If you have inquiry needs or are seeking cooperation, it is recommended to prioritize contacting members, as they are generally more reliable and secure. Additionally, different

members enjoy corresponding cooperation risk protection services. Within the eligible compensation scope and procedures, members are entitled to the following cooperation risk protection benefits:

- JC Elite: Cooperation within the JC Elite enjoys up to \$150,000 USD per year in cooperation risk protection.
- JC Elite and JC Premium: Cooperation between the JC Elite and JC Premium enjoys up to \$100,000 USD per year in cooperation risk protection.
- JC Premium: Cooperation within the JC Premium enjoys up to \$100,000 USD per year in cooperation risk protection.
- JC Rising :Cooperation within the JC Rising enjoys up to \$50,000 USD per year in cooperation risk protection.
- JC Elite/JC Premium and JC Rising: Cooperation between the JC Elite/JC Premium and the JC Rising enjoys up to \$50,000 USD per year in cooperation risk protection.
- Cooperation within individual small alliances (excluding JC Vendor): Enjoys up to \$50,000 USD per year in cooperation risk protection.
- Cross-alliance cooperation: Enjoys up to \$25,000 USD per year in cooperation risk protection.

#### **4.2 Company Shop Page Information Display**

Clicking on a company card will take you to that company's member shop page.

Using the company shown in "Figure 20" as an example, from top to bottom, you can see the company's Member ID and Membership Type.

Hovering the mouse over the membership date will display all the membership details for the company. Further down, you'll find the company's logo, contract duration, company name, operational strengths, and an online contact button. Following that is the company's basic information, including the address, years in operation, number of employees, website, etc.

On the right side, the company's certificates are displayed, and at the bottom, the contact information for the company's primary contact person is located in the footer

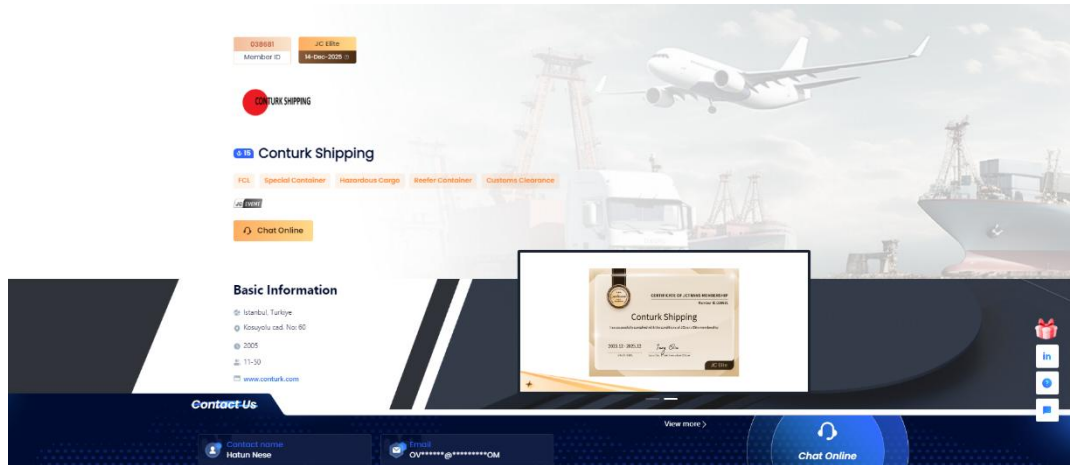


Figure 20

As shown in "Figure 21," further scrolling down reveals the company's profile, advantageous ports, advantageous routes (both sea and air), and cooperating carriers (shipping companies and airlines), showcasing the company's strengths.

Additionally, you can see JCtrans conference-related credentials, such as the JC Event label, purchased booths and sponsorships, on-site photos from conferences, as well as other company contacts. In the NEWS module, you can view news content uploaded by the customer through the backend.

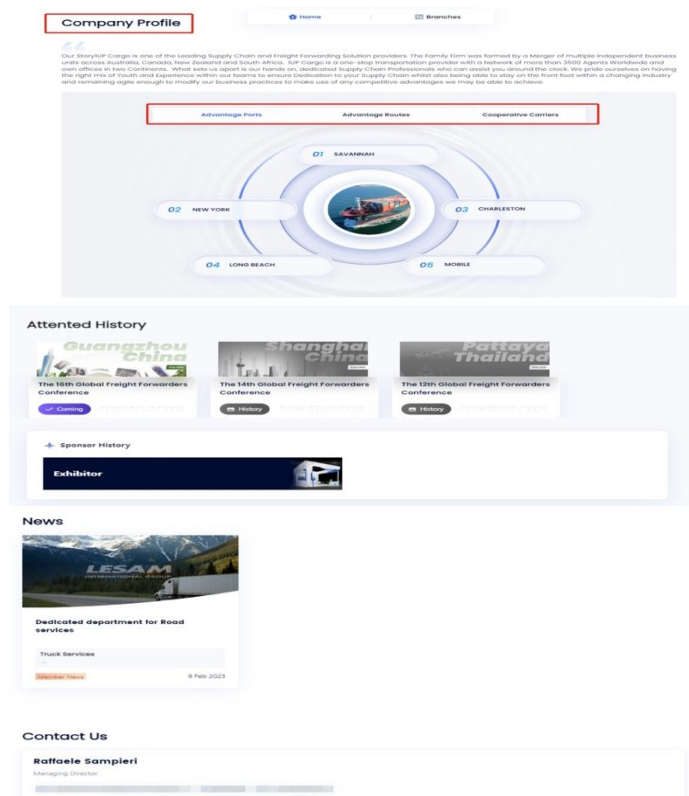


Figure 21

To view all company contacts, you can scroll down to the **"Contact Us"** section at the bottom of the page, or you can click **"View more"** on the footer. A popup window will display all the company's contact information.

When logged in, you can view this information using either method. You can then proactively contact agents, send out development or inquiry emails, or request recommendations from a customer manager.

## 5. Inquiry

Hovering over the Inquiry tab reveals a dropdown menu, as shown in "Figure 22."

On the left side, you will see the real-time number of inquiries and a button to **Post Inquiry**. On the right side, there are links to the Inquiry Board and the Find Agent module. Below is a detailed introduction to each option:

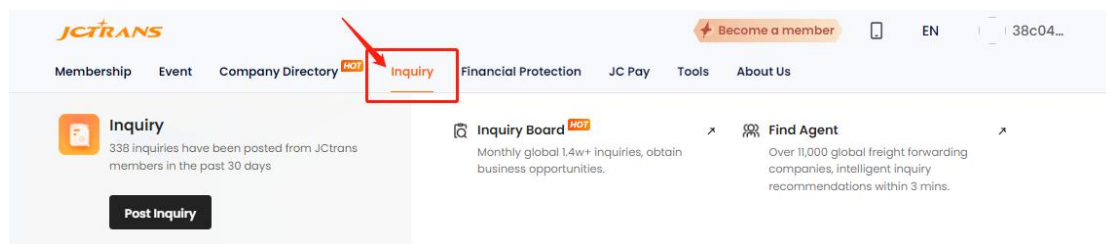


Figure 22

When you need to find an agent for transportation services, click the Post Inquiry button and fill in the detailed information. This will allow premium members to provide you with quotes, from which you can choose the most suitable agent to contact.

- The Inquiry Board displays real-time inquiry opportunities. After filtering or browsing and finding a suitable inquiry, you can click to provide a quote.
- Find Agent is a tool for expanding customer resources. As shown in "Figure 23," after posting your requirements, the platform will recommend potential agents. You can also search for resources in the Demand Hall on the right side.

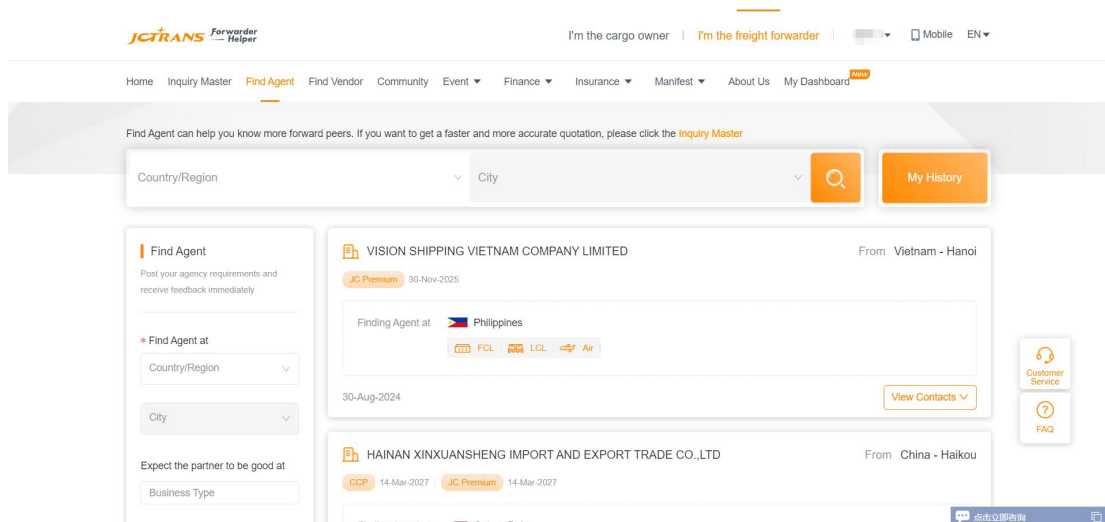


Figure 23

## 6. Financial Protection

Hovering over the Cooperative Guarantee tab reveals a dropdown menu showcasing the transaction guarantees the platform provides for users, as shown in "Figure 24." Below is a detailed introduction to each option:

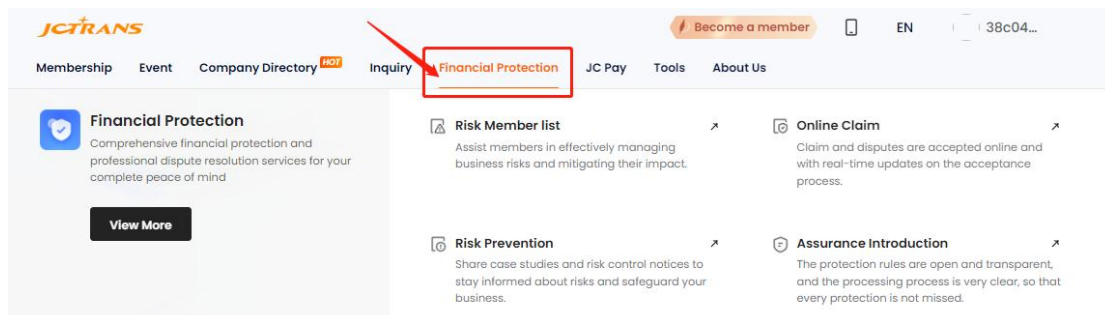


Figure 24

- **Risk Member List:** This section records users on the platform with a history of bad transactions. When searching for potential partners, you can first check the blacklist for warnings to avoid risks.
- **Online Claim:** If you encounter economic disputes during cooperation, you can file an appeal. By providing complete information, the professional dispute resolution team will handle your case online.
- **Risk Prevention:** This section contains various dispute cases, risk control notices, and guides on avoiding pitfalls. Reviewing this information in a timely manner can help you prevent issues before they arise.

- Assurance Introduction: This section provides a transparent overview of the dispute resolution rules and processes.

If you're interested in more details about risk protection, you can click "View More" to explore further.

## 7.JC Pay

Hovering over the JC Pay tab reveals a dropdown menu displaying financial payment products, as shown in "Figure 25."

- **JCPay:** JCtrans' official payment tool, offering internal transfers with zero fees.
- **TCS:** An online cross-border payment and collection service with exchange rates and fees lower than the market average.

These tools, launched by JCtrans to enhance business efficiency, are designed to provide a more efficient and cost-effective payment experience for global logistics providers. Click "**View More**" for further details.

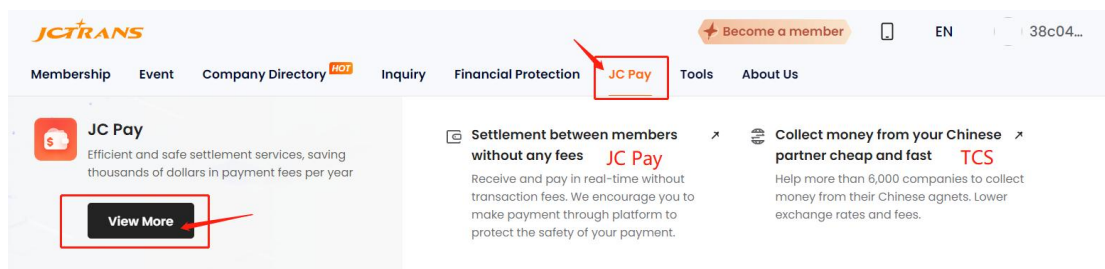


Figure 25

## 8.Tools

Hovering over the Tools tab, as shown in "Figure 26," reveals a dropdown menu offering tools such as Insurance, Schedule Plan, Cargo Tracking, Pre-Allocation Manifests, Customs Declarations, and Qualifications. You can click on the tool of interest to learn more details.

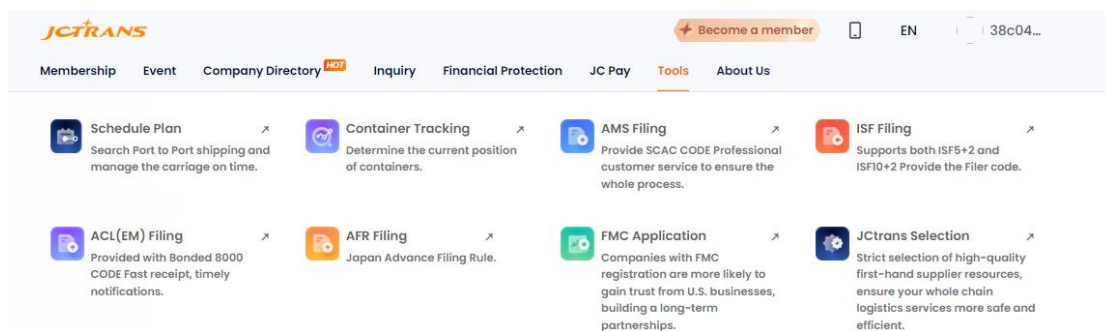


Figure 26

## 9. About Us

Hovering over the About Us tab reveals a dropdown menu with five modules, as shown in "Figure 27."

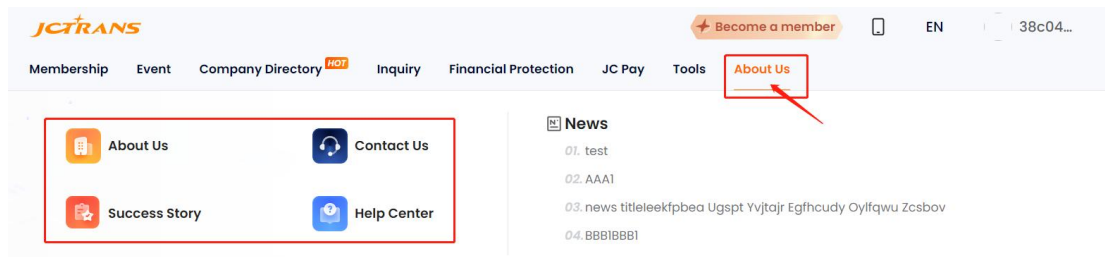


Figure 27

- About Us: Here, you can find an introduction to JCTrans, the company's development history, corporate culture, and team introduction, giving you a comprehensive understanding of JCTrans.
- Contact Us: This section includes contact information for various business lines within the company. If you are interested in a particular product or feature, you can contact the relevant person in charge.
- Success Story: This section showcases success stories from prominent platform members, providing insights for everyone.
- Help Center: When you have questions about how to use the platform, the Help Center is where you can find answers.
- News: This section presents current events and news from the shipping industry, keeping you updated with the latest developments.

## 10. Explanation of Icons in the Bottom Right Corner of the Page

As shown in "Figure 28," there are five icons at the bottom right of the page. Here is a sequential explanation of their functions:

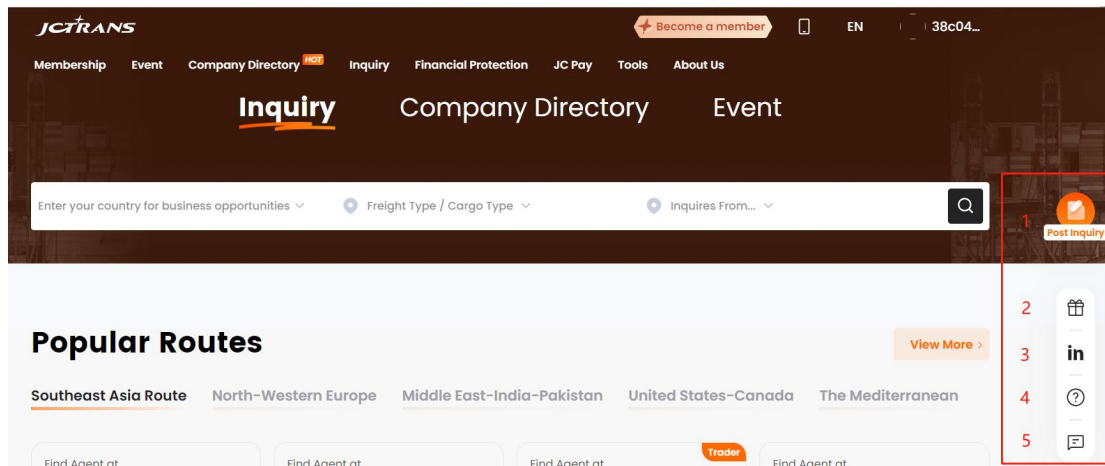


Figure 28

- **Icon1** "Post Inquiry" quick inquiry button. If you need to find an agent, click this button, fill in the information, and you can post an inquiry to search for an agent.
- **Icon2** Activity Center. Clicking it will redirect you to the Dashboard - Activity Center page, where you can learn about platform-related offers and participate in activities.
- **Icon3** QR code for the Jctrans LinkedIn account. You can view information by logging into your LinkedIn account.
- **Icon 4** Below that is the FAQ section, where you can find answers to your platform usage questions, as shown in "Figure 29".

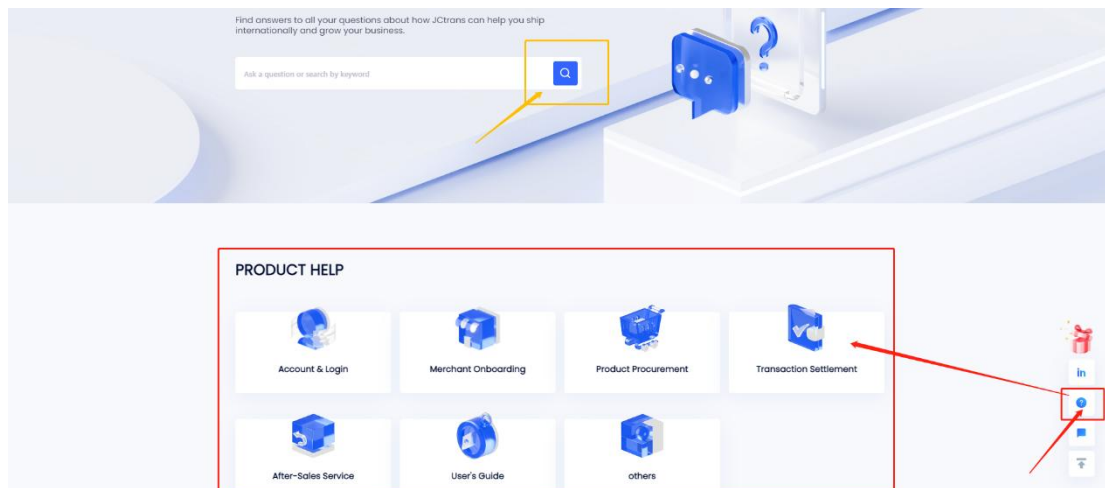


Figure 29

- **Icon5** JC Customer Service Online Chat window.  
By default, the official Jctrans customer service is pinned. If you don't find an answer in the FAQ section, you can consult our customer service.  
In addition to the official customer service, the chat window also displays a list of all agents

you have interacted with. Members can perform a fuzzy search by company or username.

Clicking on an agent will display the chat box on the left side, where users can engage in direct text-based communication with the agent. This chat feature supports the exchange of text, images, files, and emojis, as shown in "Figure 30."

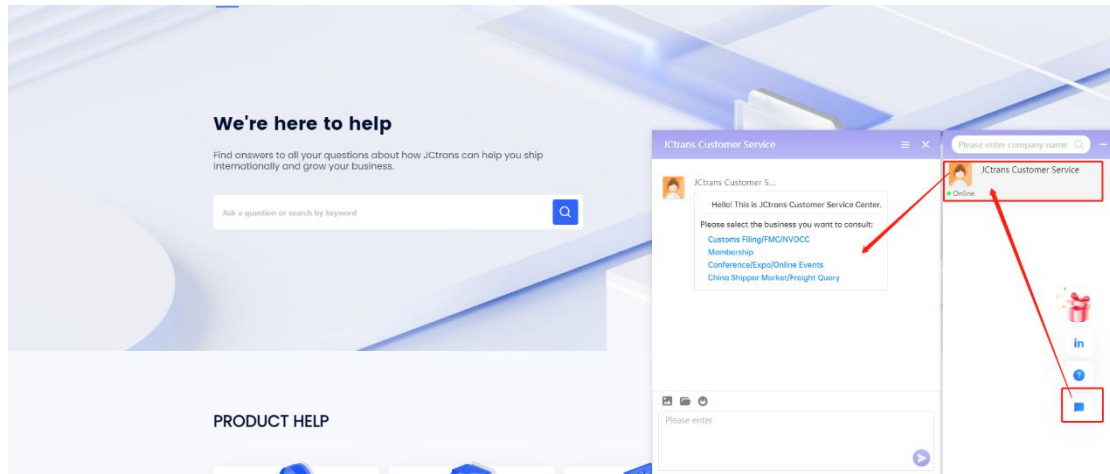


Figure 30

## II、 Introduction to the International Site Backend Features

As shown in "Figure 31," click "**My Dashboard**" to enter the account backend.

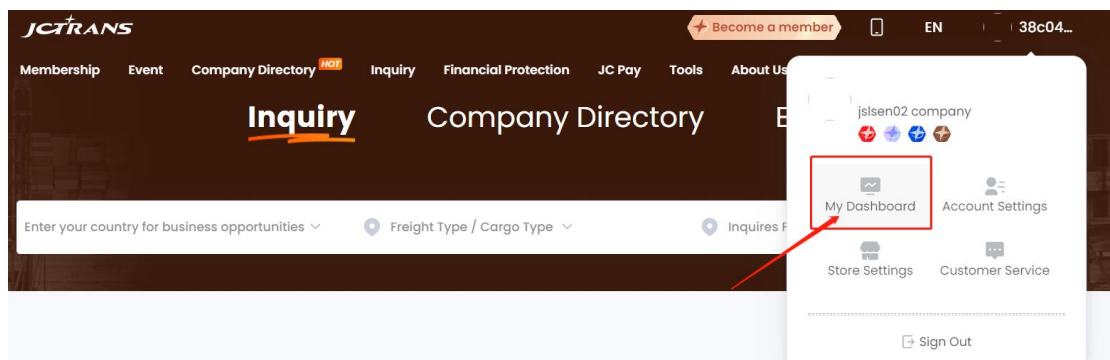


Figure 31

### 1. Membership

The Membership Center includes the Growth Center, User Center, Services, Inquiry Management, News, and Activity Center, as shown in "Figure 32."

Next, we will explain the sub-functions and operations one by one.

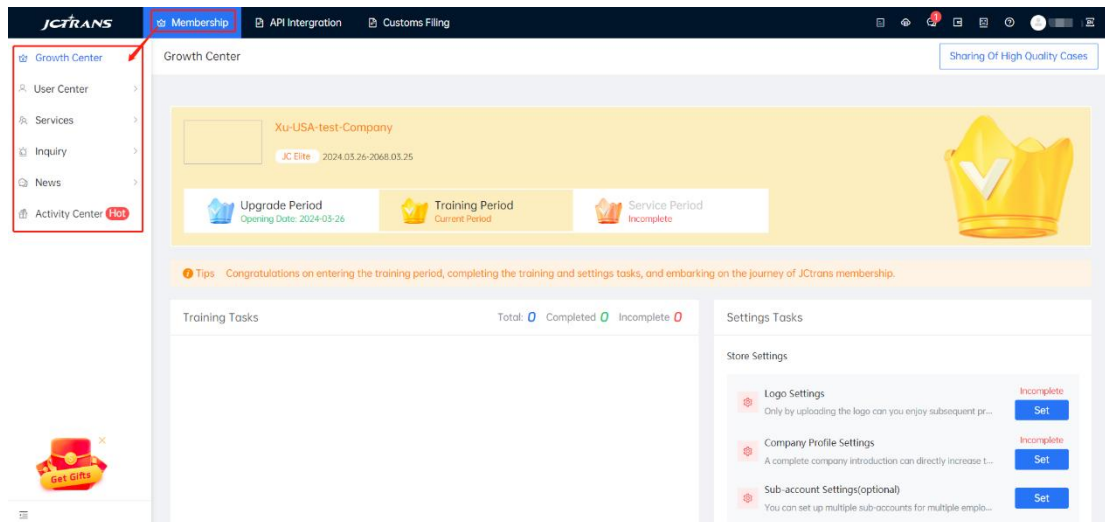


Figure 32

## 1.1 Growth Center

The Growth Center content helps you better use the platform and conveniently view your account activities on the platform.

Entering the Growth Center, we can see:

**Top right corner Sharing Of High Quality Cases:** Shares cases of active and successful merchants on the JCTrans platform, providing valuable insights.

**Middle of the page:** Displays your company avatar, name, membership status, and membership duration.

**Core content:** The core content of the Growth Center is divided into three stages: **Upgrade Period, Training Period, Service Period.**

### 1.1.1 Upgrade Period

The Upgrade Period includes core platform features and member product introductions. Here, you can intuitively and quickly experience the platform's functions and product advantages, as shown in "Figure 33."

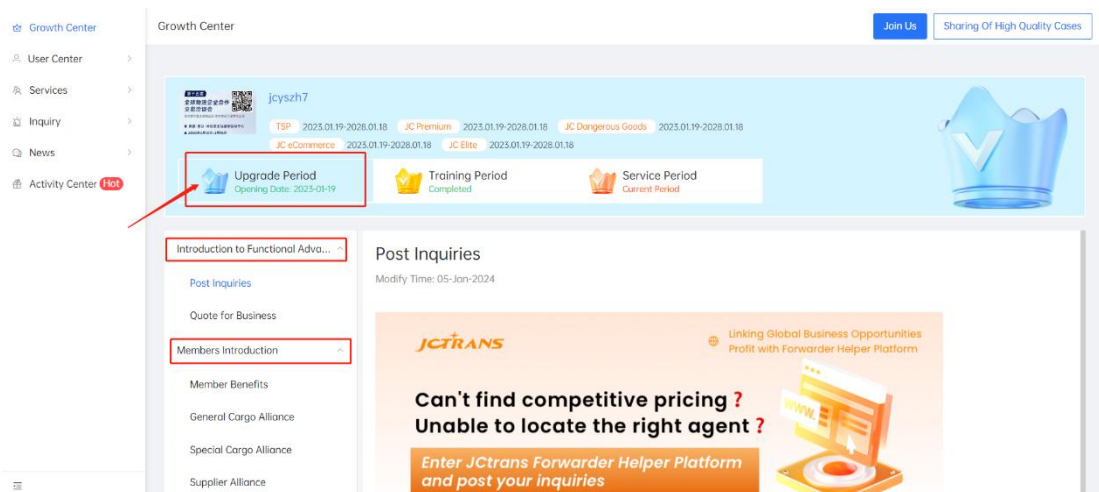


Figure 33

### 1.1.2 Training Period

The Training Period is divided into Training Tasks and Settings Tasks, As shown in "Figure 34."

- **Training Tasks:** Involves watching tutorials on JCTrans functions. Completing all training tasks will help you use the platform more flexibly.
- **Settings Tasks:** Includes Store Settings, Membership Benefits Settings, and Novice Tasks.
  - **Store Settings:** Completing this task will enhance your display on the frontend interface, making it easier for customers to contact you.
  - **Membership Benefits Settings:** Helps you better use the Forwarder Helper Platform and receive business opportunity notifications.
  - **Novice Tasks:** Helps you quickly adapt to the platform and better manage your account to gain business opportunities.

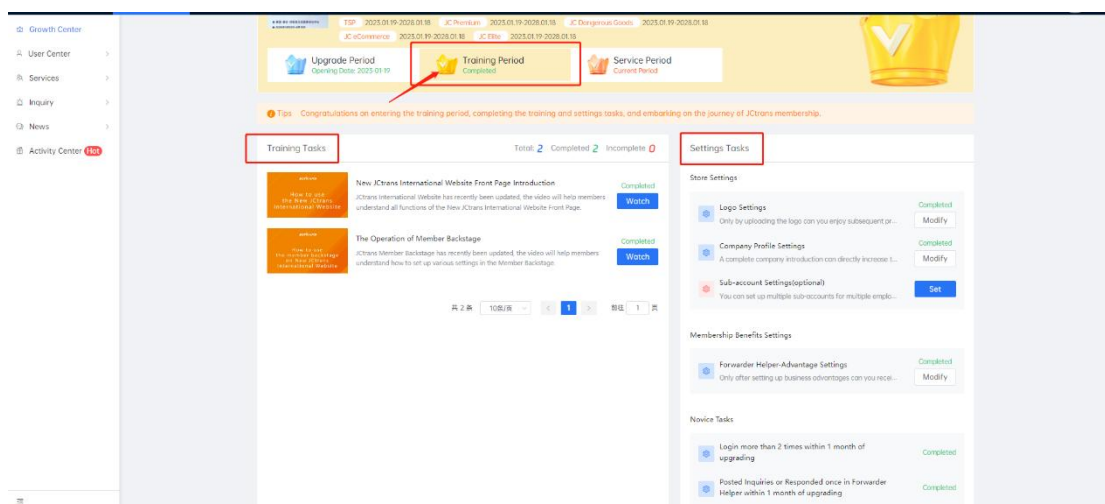


Figure 34

### 1.1.3 Service Period

The Service Period is the direct display of your platform usage, as shown in "Figure 35." Let's explain each part one by one.

- **Usage Suggestions:** Includes the number of platform logins, the number of posts on the Forwarder Helper Platform, the number of advantage settings, and the number of responses. The blue numbers on the right are the suggested values by the platform (as most customers who meet these standards gain business opportunities on the platform).
- **Progress in Membership Benefits Services:** Displays the progress of the benefits attached to your purchased products. The transparency of the progress data allows you to monitor and utilize your benefits conveniently.
- **Accumulated Usage:** Shows the accumulated platform usage, including IM communications, viewing member agent contact details, and viewing the company directory.
- **To Do List (upper right):** This section tracks the tasks from the training phase. You can view your training progress here.
- **Member Using Report (lower right):** Provides a monthly report, including your usage, activity, and Forwarder Helper Platform International Site usage data. This monthly monitoring and analysis help you better utilize the platform to gain business opportunities.

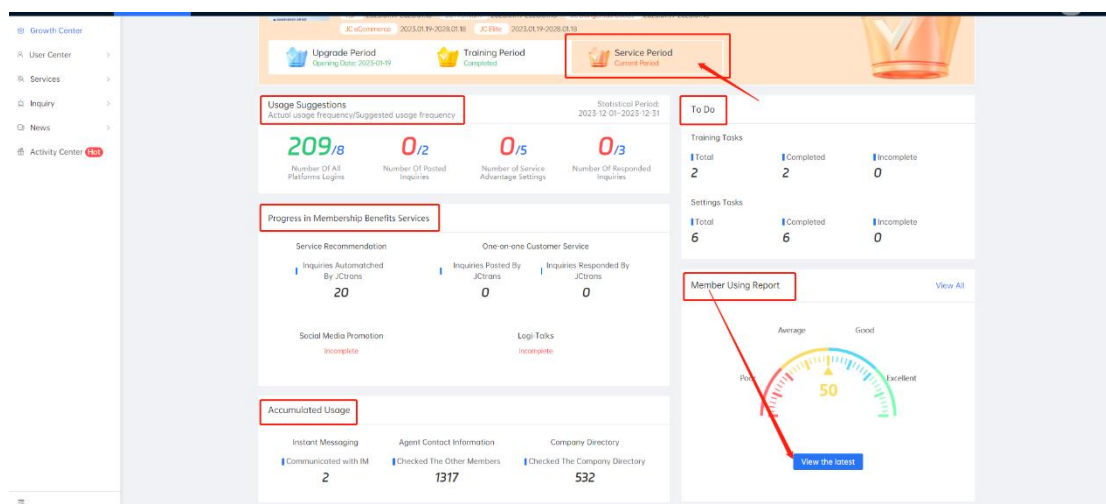


Figure 35

## 1.2 User Center

### 1.2.1 Account Settings

Account Settings include Account Information and Account Security.

**Account Information** displays the avatar, account, user name (both in Chinese and English), email address, phone number, company name (both in Chinese and English), position (both in Chinese and English), and social media accounts (Skype, WhatsApp, Messenger, WeChat, QQ, Facebook, LinkedIn) of the currently logged-in account. Information not in grey boxes can be edited.

After making changes, click "**Submit**," as shown in "Figure 36," and wait for approval.

The screenshot shows the 'Account Settings' interface. On the left is a sidebar with 'User Center' and 'Account Settings' highlighted. The main area has two tabs: 'Account Information' and 'Account Security'. Under 'Account Information', there are input fields for 'Profile Image', 'Account' (gryn888), 'English Name', 'Chinese Name' (尹晨), 'Company Name (in Chinese)', 'Company Name (in English)', 'Skype account', and 'WhatsApp account'. Under 'Account Security', there are input fields for 'Email Address', 'Phone Number', 'Chinese Position', 'English Position', 'Messenger account', and 'WeChat account'. A blue 'Submit' button is at the bottom right. Red annotations highlight the 'User Center' menu item, the 'Account Settings' menu item, the 'Account Information' tab, and the 'Submit' button.

Figure 36

Click "**Account Security**," as shown in "Figure 37." It displays the username, login password, phone number, email address, and WeChat. Click "**Modify**" to change the information. When changing the bound phone number and password, you need to receive a verification code from the originally bound account. If you cannot change it by yourself, you can contact your Customer Success Manager or platform customer service.

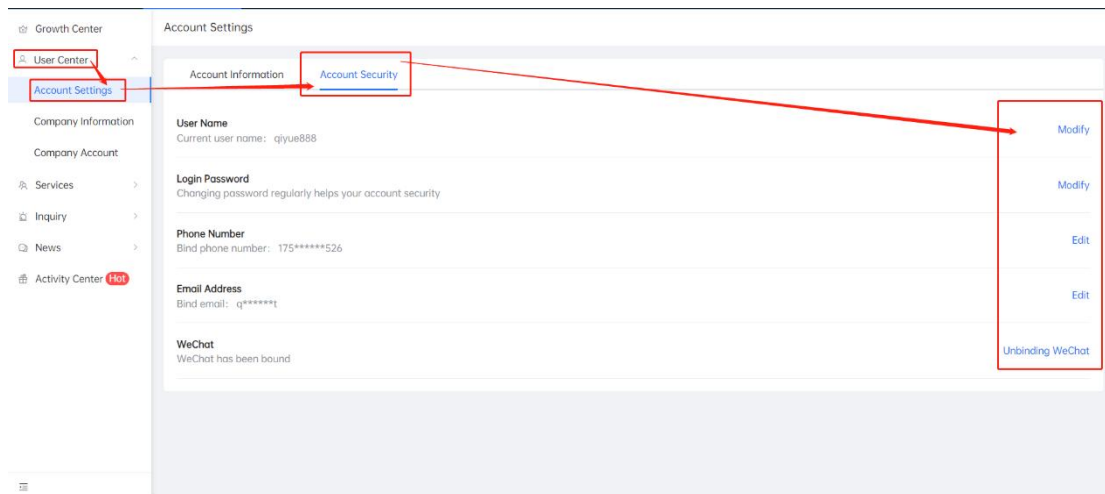


Figure 37

### 1.2.2 Company Information

Click **"Company Information."** The basic information includes country/city, establishment time, company name (English and Chinese), office address (English and Chinese), registered address (English and Chinese), phone number, company logo, membership expiration date, industry type, company size, company website, and social media links (Twitter, YouTube, Facebook, LinkedIn).

Click **"Edit"** to modify certain company information, then click **"Submit"** to complete the changes, as shown in "Figure 38." After submission, wait for system approval.

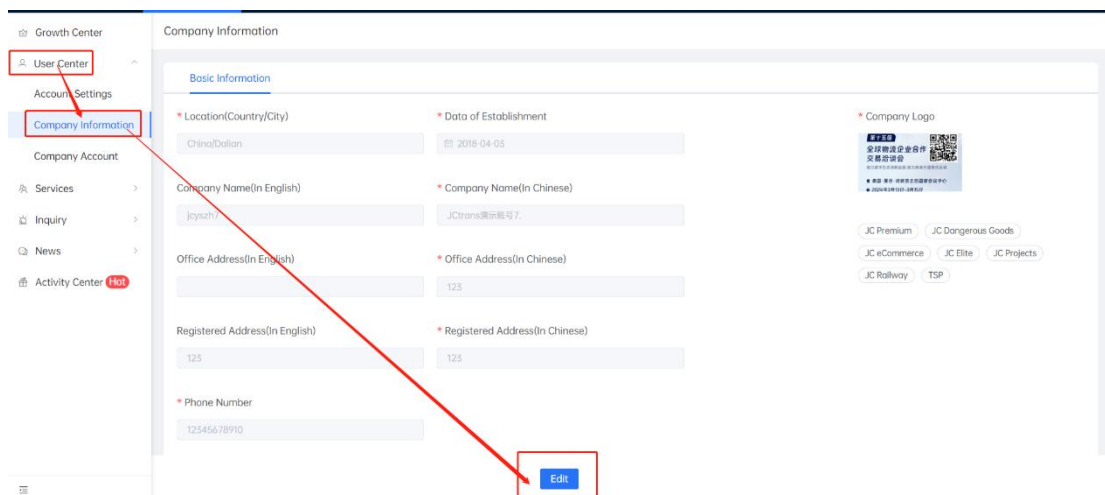


Figure 38

### 1.2.3 Company Account

Click **"Company Account "** to view all accounts under the company. The top left corner indicates that a maximum of 9 sub-accounts can be created (JCE members can create up to 15 sub-accounts).

If you are logged in with the main account, you can create and manage sub-accounts. Click **"Create Sub-account"** and fill in the information shown in "Figure 39" to add a new sub-account.

Figure 39 shows the 'Create Sub-account' form. The form includes the following fields:

- \* Username: 6-30 characters include letters or numbers.
- \* Password: 6-20 characters include letters and numbers.
- \* Confirm Password: 6-20 characters include letters and numbers.
- \* Chinese Name: Please enter your full name in chinese.
- English Name: Please enter your full name in english.
- \* E-mail: Please enter company email for account safe.
- \* Cell Phone: Please select a dropdown and enter phone number.
- \* Chinese Position: Chinese Position.
- English Position: English Position.
- Skype account: Skype account.
- WhatsApp account: WhatsApp account.

Figure 39

In addition to creating a new sub-account, you can also invite company personnel to join.

As shown in "Figure 40," copy the invitation link and send it to the invitee. The invitee can click the link to enter the registration page and fill in the required information to join.

Figure 40 shows the 'Invite members to join' modal window. The window includes the following text:

Copy the invitation link, register and join the current company directly:  
[https://passport.jctrans.com/register?appid=ERA&path=/&type=NORMAL&event=JOIN\\_INVITATION&compKey=cd85cf50-ede0-48a2-9319-084d961b4a88](https://passport.jctrans.com/register?appid=ERA&path=/&type=NORMAL&event=JOIN_INVITATION&compKey=cd85cf50-ede0-48a2-9319-084d961b4a88) **Copy**

After applying to join your company, you need to review and confirm

Figure 40

As the main account user, you can also manage sub-accounts. You can edit their information, delete sub-accounts, set their roles (change to main account/customer service), and reset

sub-account passwords.

As shown in "Figure 41," accounts set as customer service can receive online contact messages from platform users. Therefore, ensure that the main account and customer service accounts remain online at all times to avoid missing any platform messages.

Serial Number	Username	Name	E-mail	Cell Phone	Position	Status	IM Customer Service	Operate
1	jczsh7	姜雪	jiangxue@jctrans.net	13470018628		Normal	Global Trading Platform	Edit Delete More
2	jczsh71	kk	ear890504@163.com		客服(kefu)	Normal		Edit
3	djy2396	杜佳旭	xingchunyang@jctrans.net	17614099742	jingl(jingl)	Normal		Edit
4	qiyue888	齐越	qiyue@jctrans.net	17521319526	运营策略(yunying)	Normal		Set as IM Customer Service
5	zhenzi	榛子(kk)	zhangzhenzi@jctrans.net	18842636013		Normal		Edit Delete More
6	yaoning888	陈玲娜	chenyaoning@jctrans.net	15651681506	策略运营(yunying)	Normal		Edit Delete More
7	koukou88888	寇寇(koukou)	koukou3@jctrans.net	13478678819	运营(yunying)	Normal	Forwarder Seeker	Edit Delete More

Figure 41

### 1.3 Services

#### 1.3.1 Store Settings

Store settings include Company Information, Store Information, and Company Contact settings.

Store information allows you to view and edit the company profile, main business activities, key shipping routes, partner carriers, business license, company highlights, certification documents, event photos, and store skin settings, as shown in "Figure 42".

Store Settings

Company Information Store Information Company Contact

\* Company Profile

cash

\* Main Business Up to 5 for store display

Add Air Freight Reefer Container Special Container FCL

\* Advantageous Routes Up to 5 for store display

Sea Freight Advantageous Add Yonban Korean Autonomous Prefecture China Mainland

Air Freight Advantageous Add

\* Advantageous Ports Up to 5 for store display after JCTrans review

Add KAEWE

Cooperative Carriers up to 5 of your long-term cooperation

Submit

Figure 42

Contact settings, as shown in "Figure 43". If your account is the main account, you can add and manage store contacts. The contact information you set will be displayed in the store, and customers viewing the store can choose to contact this person by phone. Please ensure the accuracy of the contact's phone number.

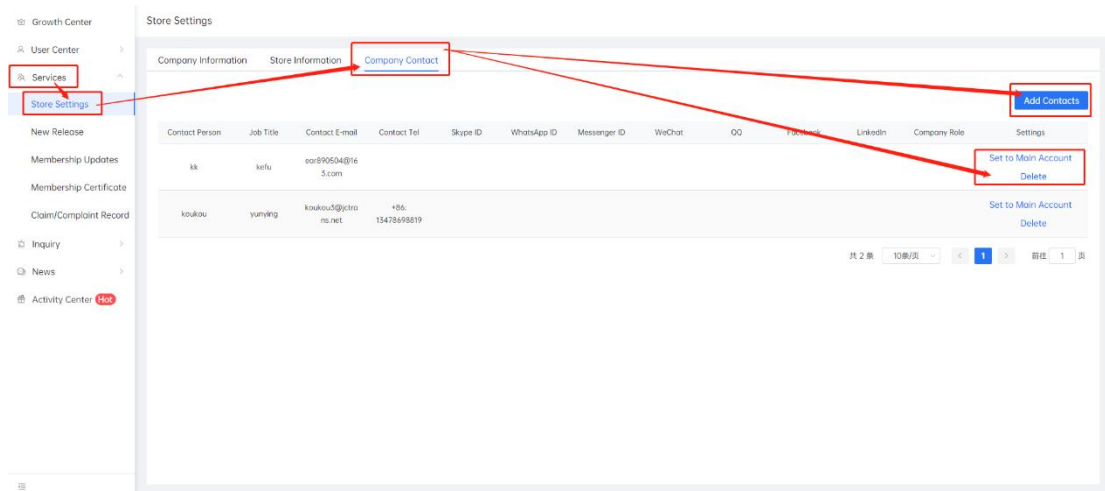


Figure 43

### 1.3.2 New Release

The New Release includes Case and Knowledge. You can filter and search by title, review status, and publication date.

By clicking "**Release New**," you can add new news articles, case studies, or industry knowledge, including title, cover image, and details, as shown in "Figure 44."

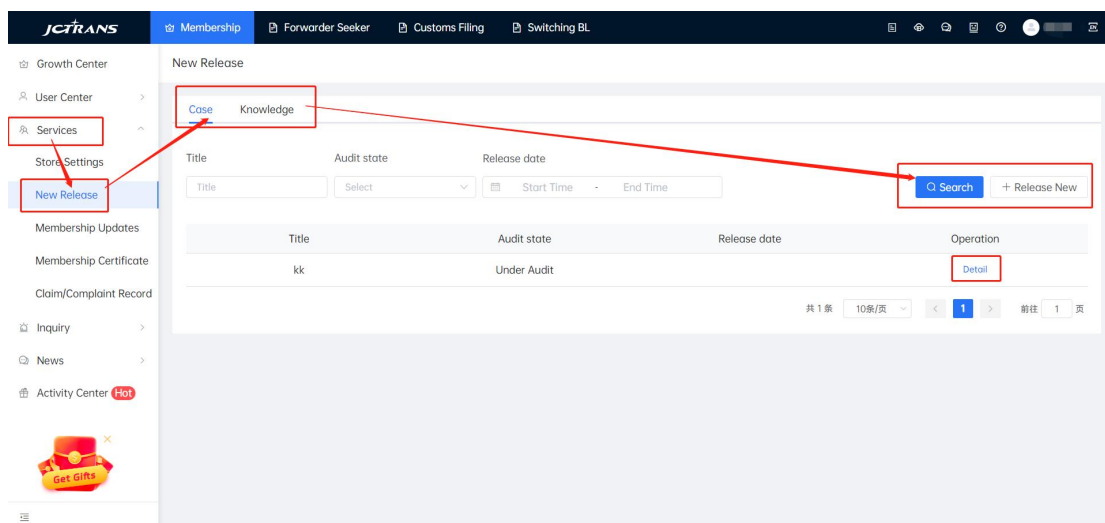


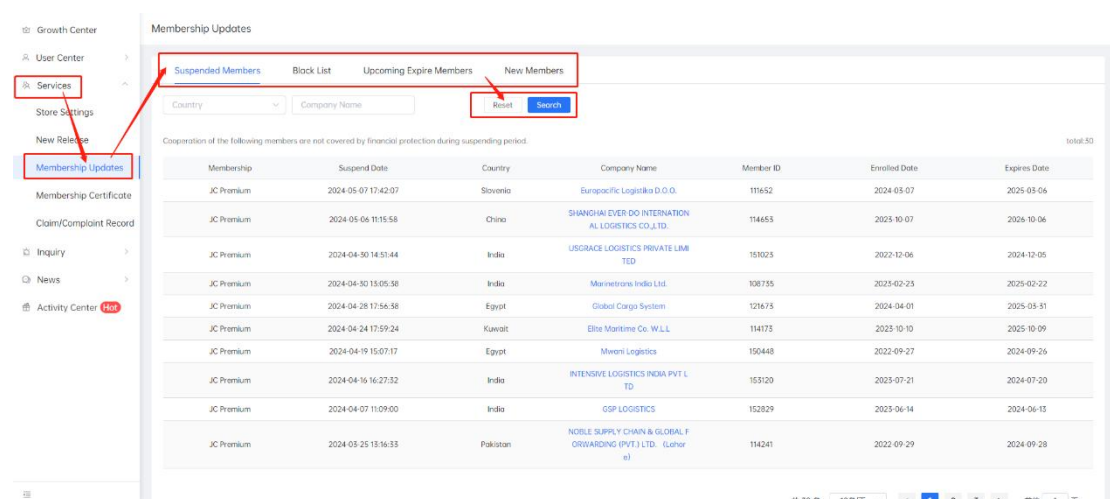
Figure 44

### 1.3.3 Membership Updates

Membership Updates allows you to view Suspended Members, Blacklist, Upcoming Expire Members, and New Members. Each category is explained below, as shown in "Figure 45."

- **Suspended Members:** View the list of suspended members. Note that collaboration with these members does not include risk protection services.
- **Blacklist:** View the list of members who have been certified by the platform as defaulters. The rights of these members have been terminated in the JCtrns membership contract, and it is advised that no member should conduct business with companies on the JCtrns blacklist.
- **Upcoming Expire Members:** Displays the list of members whose membership will expire within the next 30 days. You can view their identity, country/region, company name, member ID, registration date, and expiration date.
- **New Members:** Displays the list of new members who joined within the past 30 days. You can view their identity, country/region, company name, member ID, registration date, and expiration date.

All four categories can be searched by country/region and company name. Clicking "Reset" will clear all selected filters.



The screenshot displays the 'Membership Updates' section of a web application. On the left, a sidebar menu includes 'Growth Center', 'User Center', 'Services', 'Store Settings', 'New Release', 'Membership Updates' (highlighted), 'Membership Certificate', 'Claim/Complaint Record', 'Inquiry', 'News', and 'Activity Center'. The main content area is titled 'Membership Updates' and features four tabs: 'Suspended Members' (selected), 'Black List', 'Upcoming Expire Members', and 'New Members'. Below the tabs are search filters for 'Country' and 'Company Name', along with 'Reset' and 'Search' buttons. A note states: 'Cooperation of the following members are not covered by financial protection during suspending period.' The table below lists members with columns for Membership, Suspend Date, Country, Company Name, Member ID, Enrolled Date, and Expires Date. The table contains 10 rows of data. At the bottom right, there is a pagination bar showing '共 50 条' (Total 50 items), '10 条/页' (10 items/page), and page numbers 1, 2, 3, with '1' being the current page.

Membership	Suspend Date	Country	Company Name	Member ID	Enrolled Date	Expires Date
JC Premium	2024-05-07 17:42:07	Slovenia	Europacific Logistics D.O.O.	111652	2024-03-07	2025-03-06
JC Premium	2024-05-06 11:15:58	China	SHANGHAI EVER DO INTERNATIONAL LOGISTICS CO., LTD.	114653	2023-10-07	2026-10-06
JC Premium	2024-04-30 14:51:44	India	USGRACE LOGISTICS PRIVATE LIMITED	151025	2022-12-06	2024-12-05
JC Premium	2024-04-30 15:05:58	India	Marinetrans India Ltd.	108755	2023-02-25	2025-02-22
JC Premium	2024-04-28 17:56:58	Egypt	Global Cargo System	121673	2024-04-01	2025-03-31
JC Premium	2024-04-24 17:59:24	Kuwait	Elbe Maritime Co. W.L.L.	114173	2023-10-10	2025-10-09
JC Premium	2024-04-19 15:07:17	Egypt	Mwani Logistics	150448	2022-09-27	2024-09-26
JC Premium	2024-04-16 16:27:32	India	INTENSIVE LOGISTICS INDIA PVT. LTD.	153120	2023-07-21	2024-07-20
JC Premium	2024-04-07 11:09:00	India	GSP LOGISTICS	152829	2023-06-14	2024-06-13
JC Premium	2024-03-25 13:16:33	Pakistan	NOBLE SUPPLY CHAIN & GLOBAL FORWARDING (PVT.) LTD. (Lahore)	114241	2022-09-29	2024-09-28

Figure 45

### 1.3.4 Membership Certificate

Users can print from this page, upload to the website, or download membership certificates,

as shown in "Figure 46."

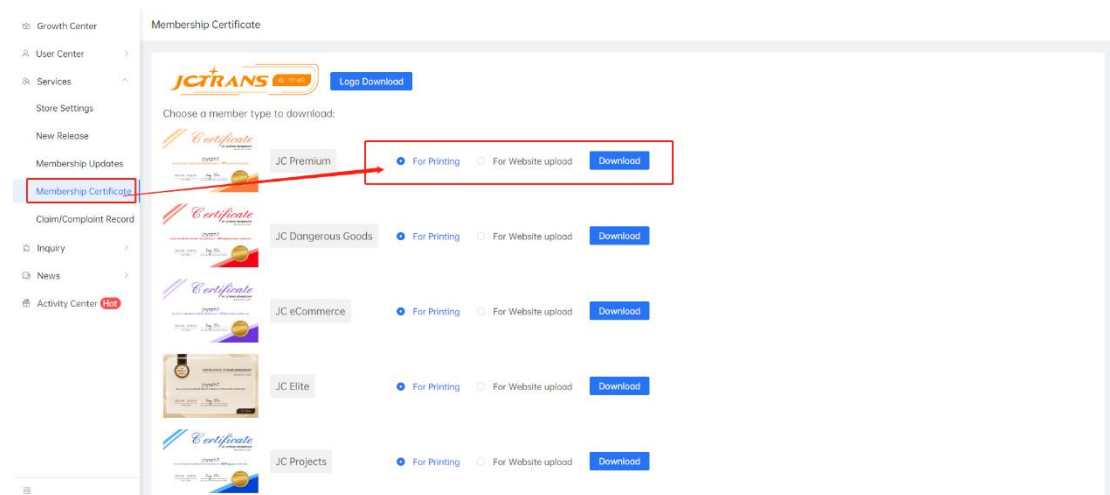


Figure 46

### 1.3.5 Claim/Complaint Record

Users can view complaint records and create new complaints on this interface. When creating a new complaint, simply fill in the required information, as shown in "Figure 47."

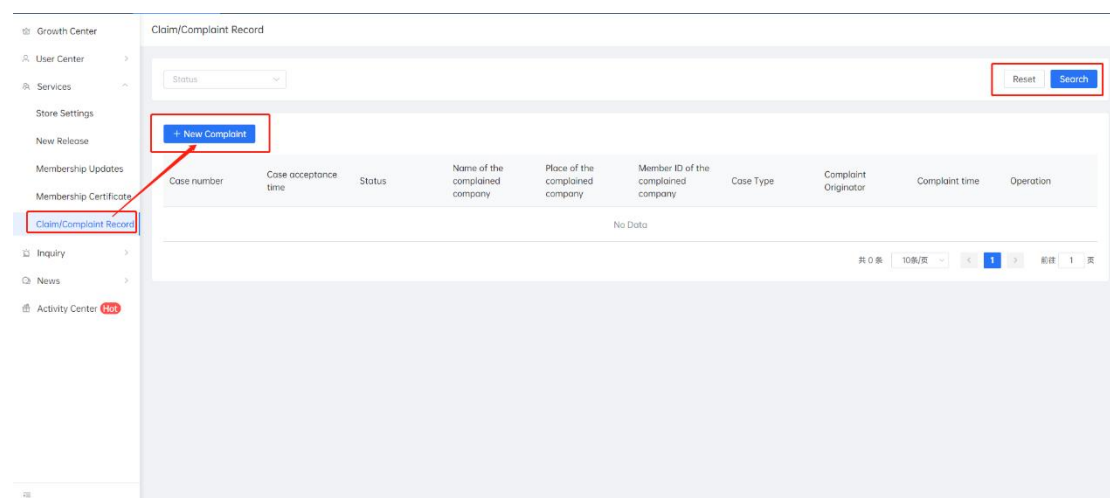


Figure 47

## 1.4 Inquiry

Inquiry is the backend for managing inquiries. If you quote, send inquiries or set advantages for platform-recommended inquiries, you can find the records in Inquiry Management.

### 1.4.1 Inquiry Post

Here you can view your inquiry records on the platform, as shown in "Figure 48."

Use the filter box (business type, status, start and end dates) to select a range and click "Search" to find corresponding history. Click "Reset" to clear the filter box.

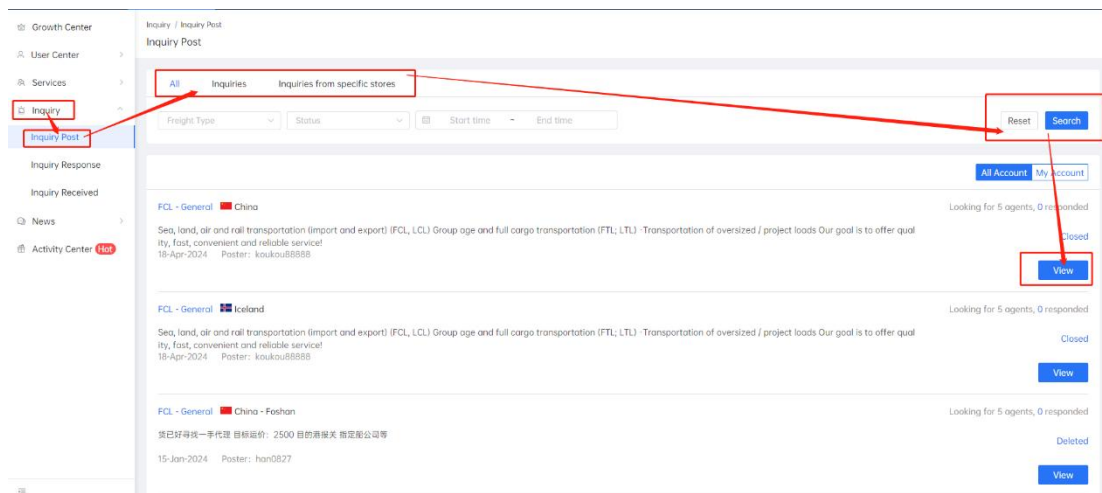


Figure 48

### 1.4.2 Inquiry Response

Here you can view your quotation records on the platform, as shown in "Figure 49."

Use the filter box (country/region, city, business type, status, start and end dates) to select a range and click "Search" to find corresponding history. Click "Reset" to clear the filter box.

Below, the quotation information is displayed.

Click "**View**" to see the quotation details, including the basic information of the offeror, transportation method, country/city, transportation requirements, and the latest quotation.

Click "**Add Price**" to select the currency, edit the quotation price and remarks, and upload attachments if needed.

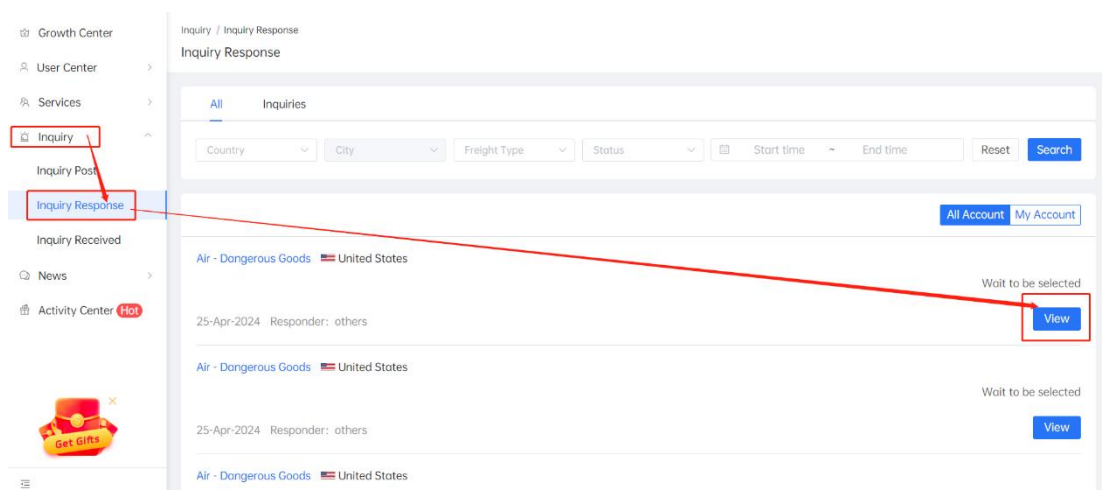


Figure 49

### 1.4.3 Inquiry Received

Here you can view all inquiries assigned to you by the platform and those received by your store on the Forwarder Seeker Platform.

The platform will intelligently match inquiries to you based on your advantage settings and activity level. You need to respond with a quotation within 3 hours of receiving an inquiry. To receive smart recommendations, you must set up your advantages and enable notification settings. This will help you receive more inquiries that match your needs and facilitate cooperation.

As shown in "Figure 50," you can click "Click here" to set up your advantages.

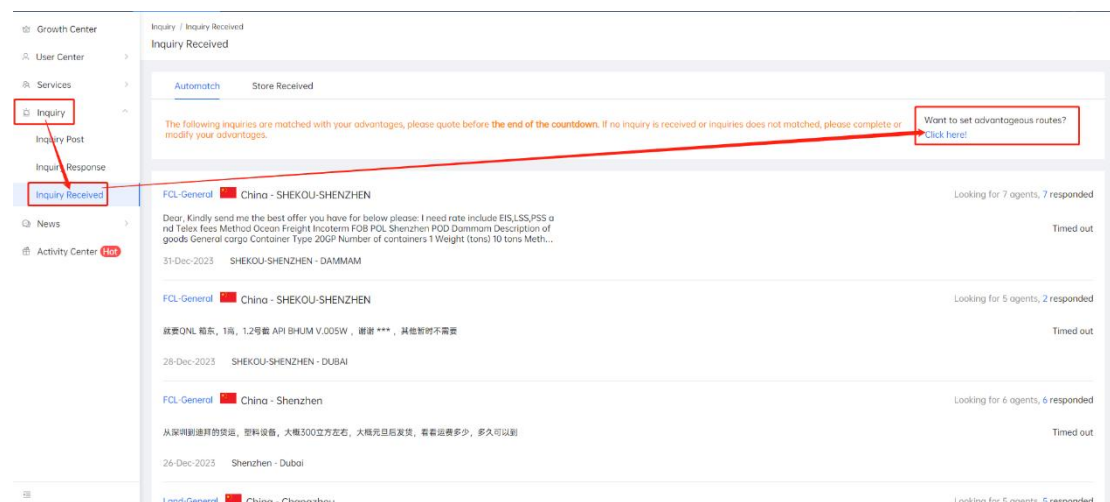


Figure 50

## 1.5 News

### 1.5.1 Notifications

Notifications display the most recent messages received, including those from the Forwarder Seeker Platform, Forwarder Helper Platform, and Manifest Declarations, as shown in "Figure 51."

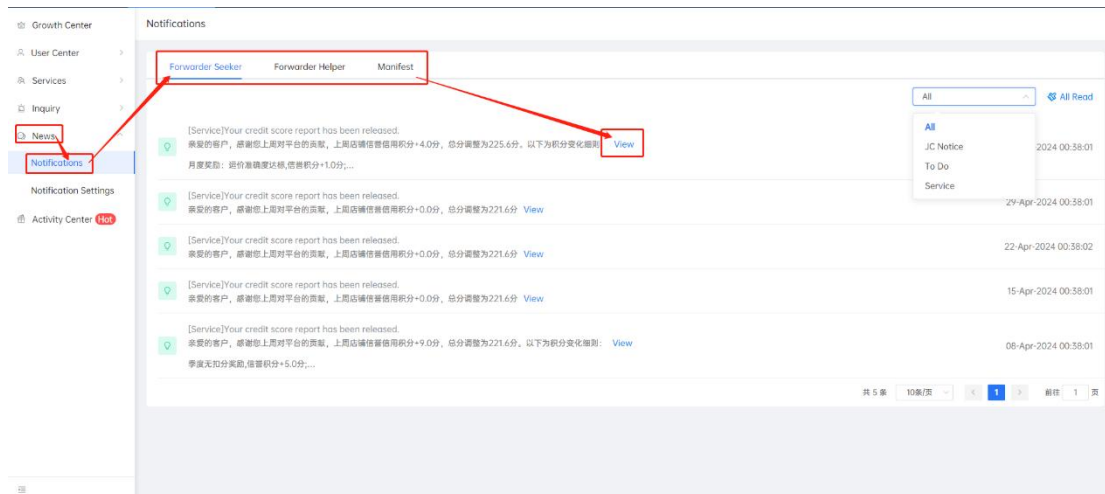


Figure 51

### 1.5.2 Notification Settings

Notification settings allow you to configure whether to receive in-site messages, emails, and WeChat notifications. Enable all notification settings to avoid missing business opportunities provided by the platform, as shown in "Figure 52."

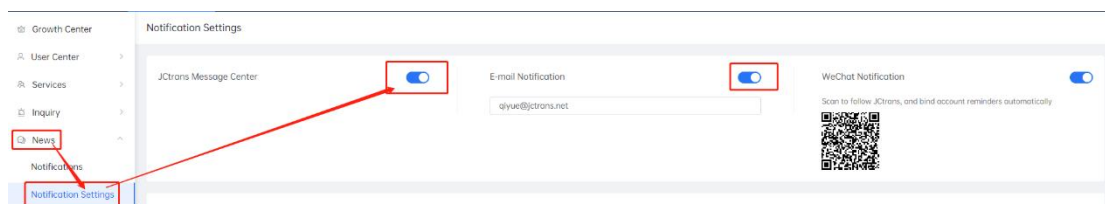


Figure 52

In the Forwarder Seeker Platform, you can set up store message reminders.

In the Inquiry Platform, you can configure inquiry notifications and customized preferences. You will receive inquiry alerts that match your advantage settings. Different sub-accounts within the company can set different advantages, which helps tailor the notifications to each user, as shown in "Figure 53."

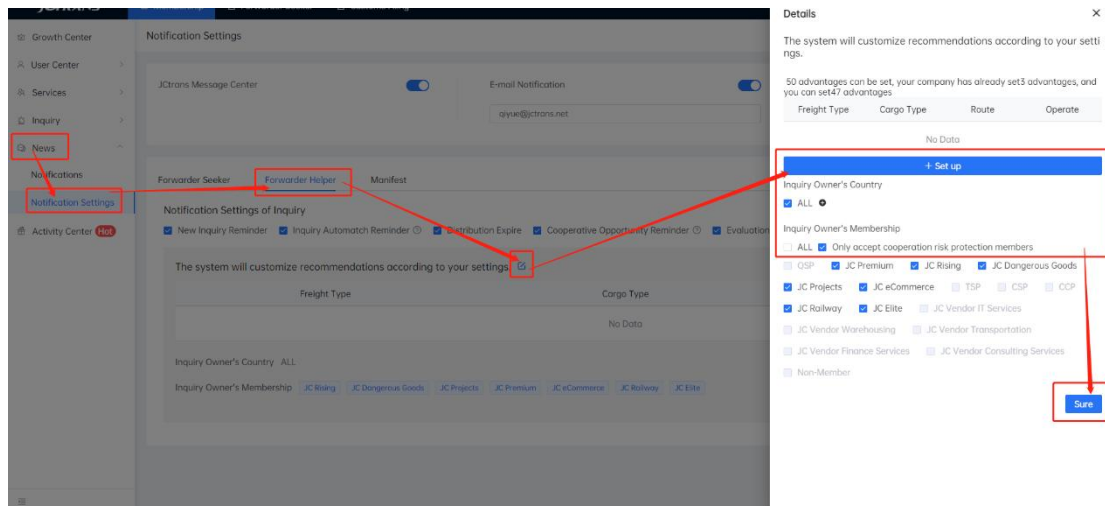


Figure 53

In the Manifest Declarations, you can set up manifest message reminders and adjust the notification scope, as shown in "Figure 54."

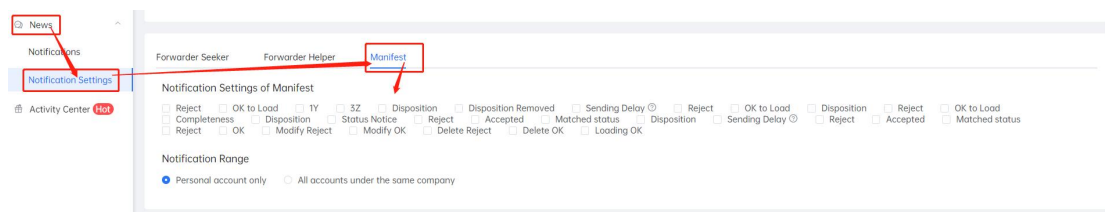


Figure 54

## 1.6 Activity Center

The Activity Center is a collection page for various promotional activities launched by JCTrans. The current ongoing activities include "Invite and Reward," "Free Trial for Manifest Declarations," and "Exclusive Member Referral Bonus," as shown in "Figure 55."

You can view the rules and participate in these activities. More member activities will be launched in the future, so stay tuned.

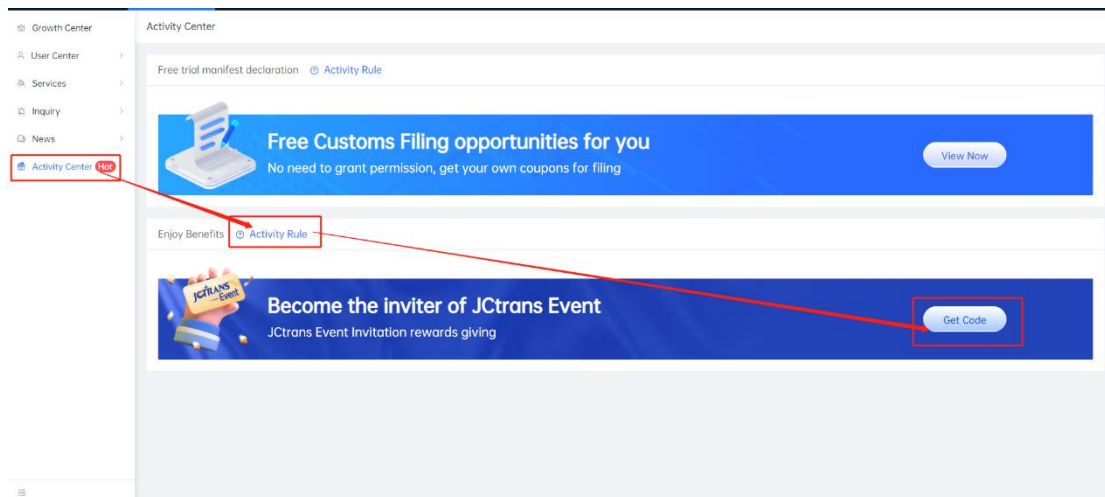


Figure 55

## 2. API Intergration

API Intergration: supports online application function interface debugging interface status.

As shown in "Figure 56." For more functions, please contact [mft@jctrans.net](mailto:mft@jctrans.net)

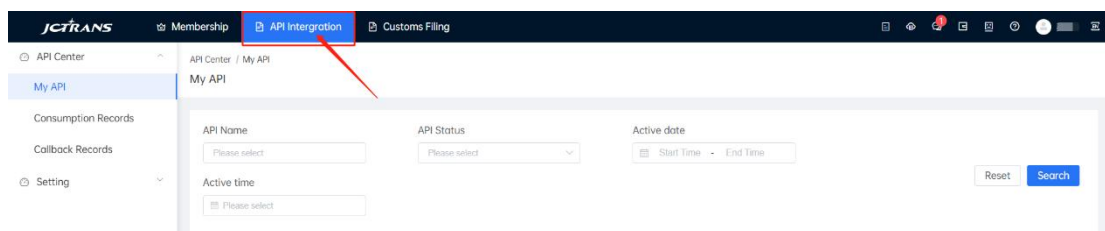


Figure 56

## 3. Customs Filing

For backend operations related to customs filing, you can consult your Customer Success Manager for professional guidance materials or contact [mft@jctrans.net](mailto:mft@jctrans.net)

## 4. Icon in the upper right corner

If the logged-in account is the main account, the icons from left to right are represented as shown in "Figure 57":

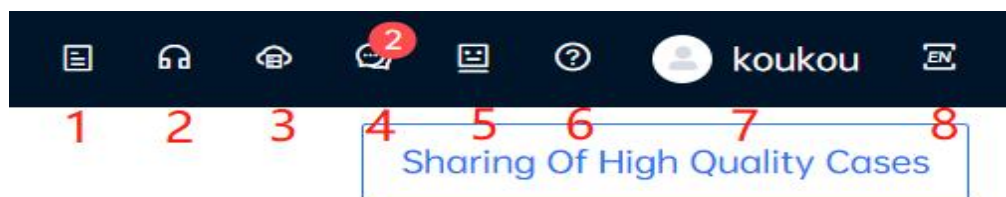


Figure 57

1. **Shopping Records:** Online sales records of summit products (if you purchase conference

products on the platform, the records will be here).

2. **Customer Service Center:** If an agent communicates with the company on the platform, the company's customer service account will receive a notification. As shown in "Figure 58," the red box content indicates: Pending; In progress; Left

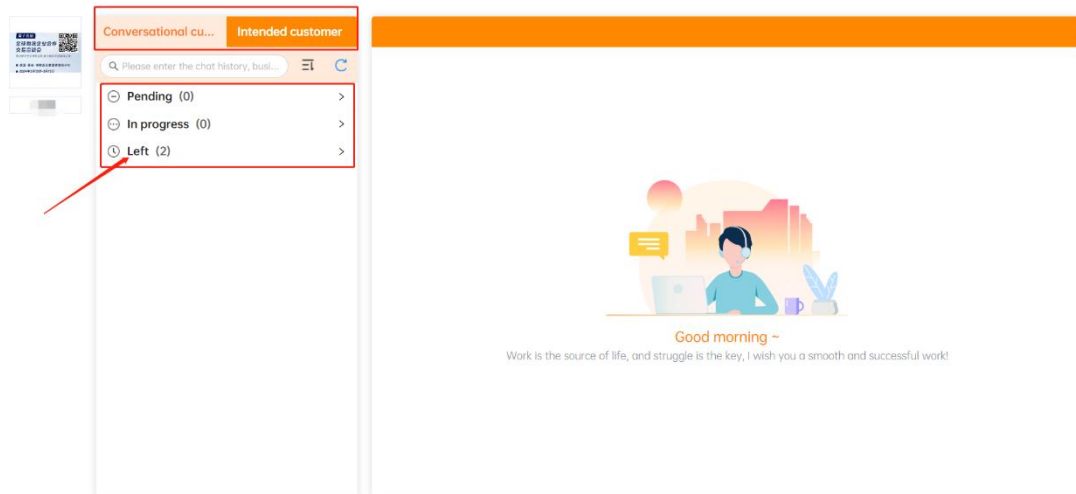


Figure 58

3. **Import/Export:** View import and export records, mostly in Excel and PDF formats. Click "Download" in the import/export list to trigger the browser's download function. This includes exporting wallet bill lists, importing manifest templates, batch importing freight rates on the Forwarder Seeker Platform, and downloading and exporting membership certificates.
4. **News:** View push messages and to-do items from the Forwarder Helper Platform, Forwarder Seeker Platform, and Manifest System.
5. **Multiple Contact Methods:** Includes manifest inquiries (phone, email), inquiry information (phone, email), and online customer service (during working hours, click to open IM).
6. **Help Center:** Click to view questions you want to inquire about, including issues related to the Forwarder Helper Platform and manifests. After entering, view frequently asked questions. If you have further questions, you can contact customer service.
7. **Account Settings and Login/Logout:** Click to go to account settings to change information, or to log out or log into another account.
8. **Language Switch:** Switch between Chinese and English.

**[Remarks]**

Any changes or information you publish on the website require backend review, so they will not appear on the website immediately. Please be patient; once the review is approved and cached, the information will be displayed.

If you have any questions, feel free to contact your dedicated Customer Success Manager or platform customer service. We wish you success in gaining global business opportunities soon.