

## FAQ - Green Cargo Connect

---

### 1. What is Green Cargo Connect?

Green Cargo Connect is part of the company's digitalization journey to offer simpler and faster customer communication. With the help of the new services, customers can easily and quickly book transports, fill in consignment notes and track their transports. In the platform, Green Cargo offers its customers both API services for seamless integration to their own systems and the ability to connect to the web interface, Customer Portal. Customers choose whether they want to connect to one or both solutions.

1.1 **API-portal:** As a customer you can connect your own system to Green Cargo using the integration process made possible by our API site.

1.2 **Customer portal:** As a customer you can connect to our web-based booking site with the ability to book, track and trace transports, change bookings and receive deviation notifications.

### 2. What advantages do we get from joining Green Cargo Connect services?

Though our digital integration to Green Cargo Connect we offer our customers faster services. In addition, we offer the freedom to manage bookings and track customers cargo 24/7.

### 3. Which services are available when joining Green Cargo Connect?

We offer customers the ability to book, track and change transport. In addition, the opportunity to receive deviation notifications.

### 4. How can we join Green Cargo Connect services?

You are most welcome to contact Green Cargo's customer service. We will respond to your questions and to set up the connection.

### 5. Are there any systems requirement for integrating to Green Cargo Connect?

Systems requirements are a computer, internet connection and a web browser (we recommend Google Chrome for superior customer experience).

### 6. Do we have to pay for the Green Cargo Connect services?

Green Cargo offers the mentioned digital services free of charge to customers.

### 7. Why was the Green Cargo Connect initiative created?

Green Cargo Connect was created in order to offer digital tools that enables ease of use and simplifies the customer experience.