



Baltic Hub



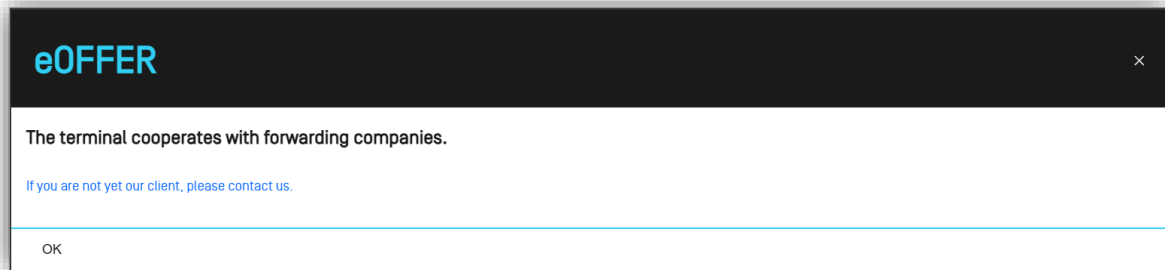
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1. Logging into the system

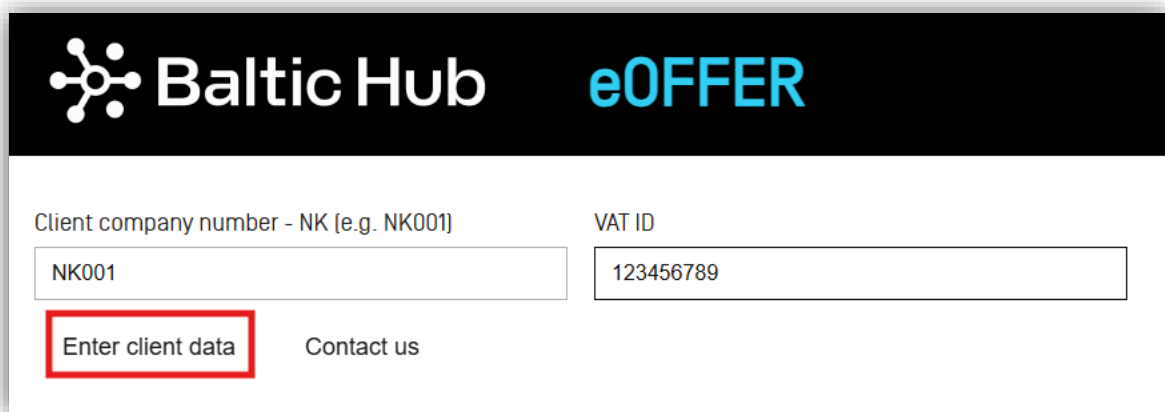
The link to the eOFFER system is available on the [Baltic Hub](#) website under the “For Customer” tab → [eOFFER](#). After clicking it, you will be redirected to a page where you can generate an offer.

If you are not yet our customer, we kindly ask you to use the [Establish Cooperation](#) form in order to verify the possibility of initiating cooperation.



To log in to the system and gain access to the [eOFFER](#) system, please enter your company’s assigned NK, NL, or NZ number along with your VAT ID number.

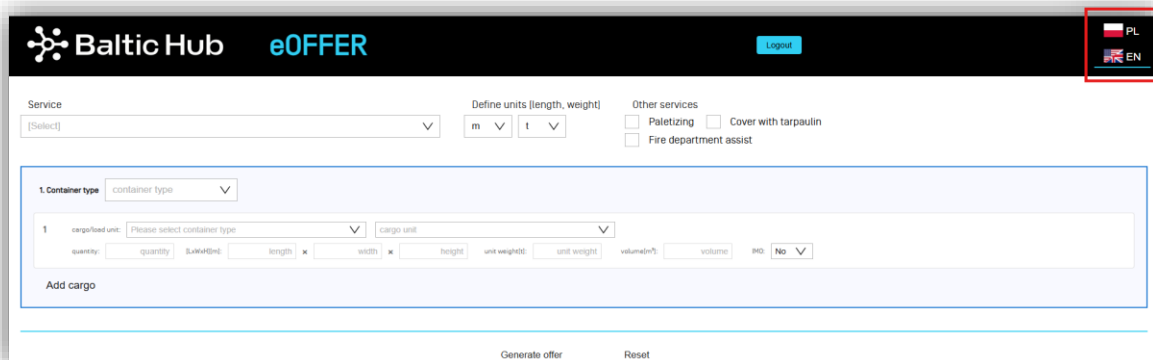
Then press the Enter or select the “Enter client data” option.



2. Language options

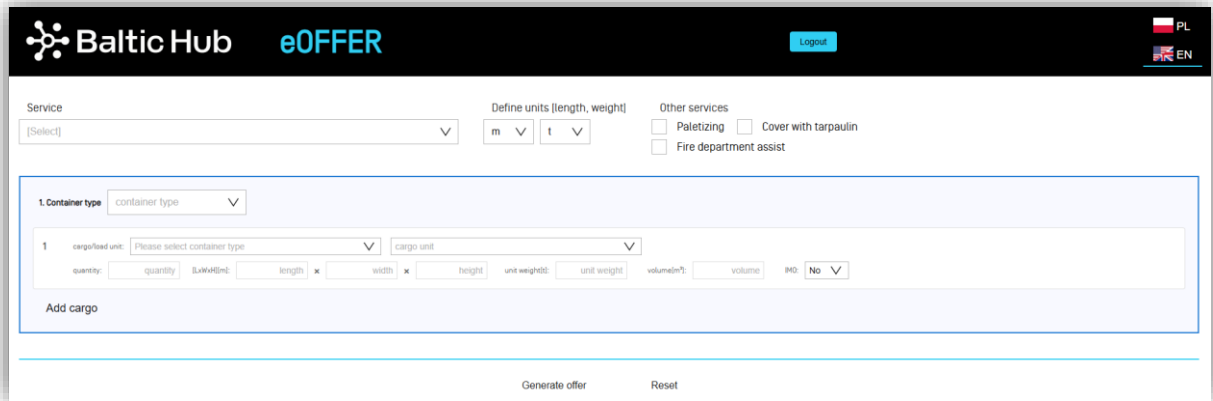
To change the offer language, select one of the icons in the top right corner of the screen, as shown in the screenshot below.

The offer language can be changed at any stage of generating the offer, even after entering the offer details.



3. Entering data / generating an offer

After successful verification of the login details, a window will appear where you need to fill in the information regarding the request for quotation.

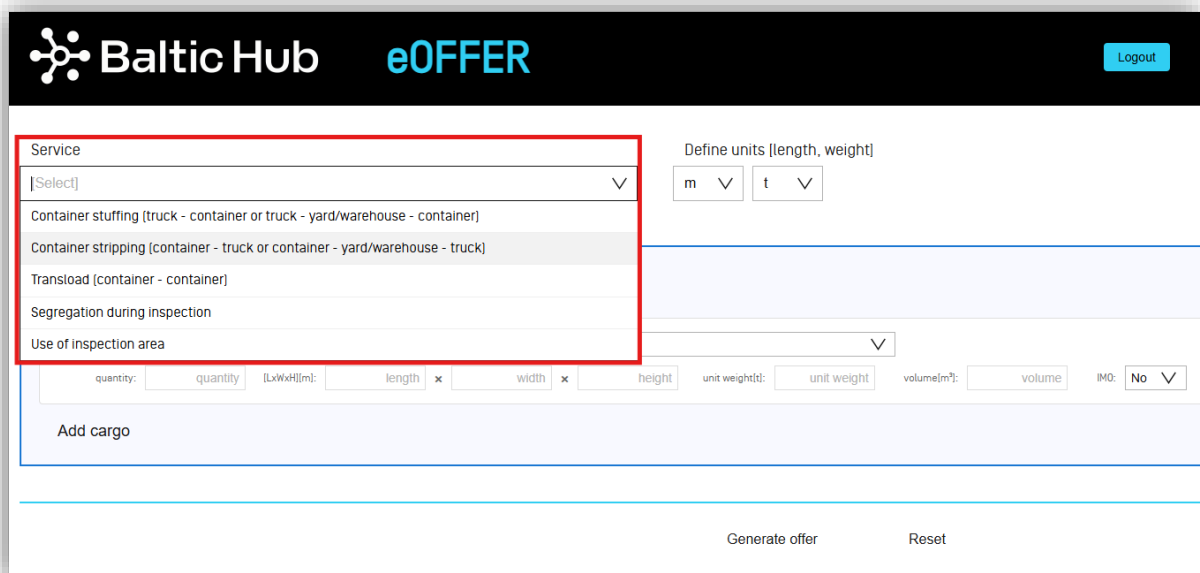


The screenshot shows the 'eOFFER' form in the Baltic Hub interface. At the top, there is a 'Service' dropdown menu with '[Select]' as the current value. To the right, there are 'Define units (length, weight)' dropdowns for 'm' and 't'. Further right, there are checkboxes for 'Other services': 'Paletizing', 'Cover with tarpaulin', and 'Fire department assist'. Below this is a section for '1. Container type' with a dropdown menu. Underneath, there is a 'cargo/lead unit' dropdown and a 'cargo unit' dropdown. A row of input fields includes 'quantity', 'LxWxH(m):' (with sub-fields for length, width, and height), 'unit weight', 'unit weight', 'volume(m³)', 'volume', and 'IMO' (set to 'No'). An 'Add cargo' button is located below these fields. At the bottom of the form, there are 'Generate offer' and 'Reset' buttons.

Step 1

In the field 'Service' the type of service must be specified:

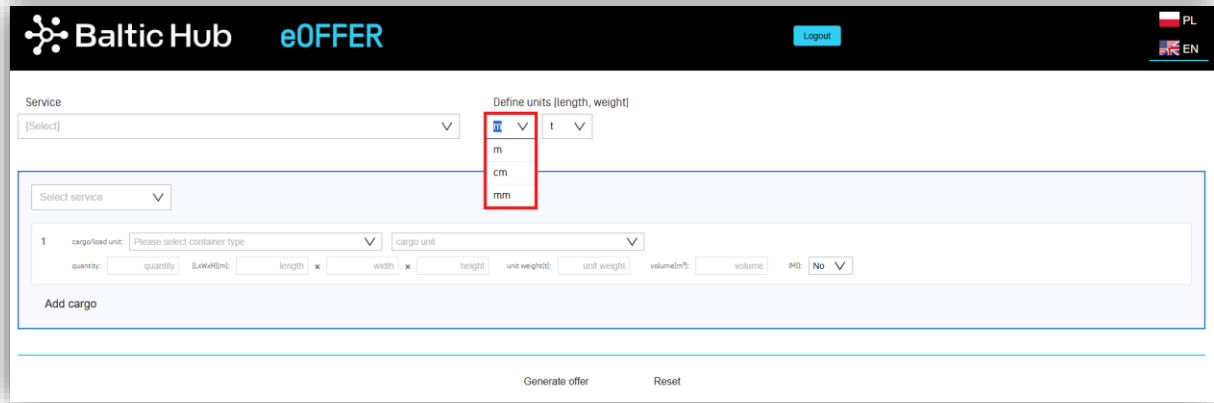
- Container stuffing (cargo handling in relation truck – container or truck – yard/warehouse – container);
- Container stripping (cargo handling in relation container – truck or container – yard/warehouse – truck);
- Transload (cargo handling in relation container – container);
- Segregation during inspection;
- Use of inspection area – applies to cases where Baltic Hub does not undertake the handling of a given cargo.



This screenshot shows the 'Service' dropdown menu open, with a red box highlighting the list of options. The options are: 'Container stuffing (truck - container or truck - yard/warehouse - container)', 'Container stripping (container - truck or container - yard/warehouse - truck)', 'Transload (container - container)', 'Segregation during inspection', and 'Use of inspection area'. The rest of the form, including the 'Define units' section and the 'Add cargo' section, is visible in the background.

Next, the units must be specified by selecting the appropriate length units:

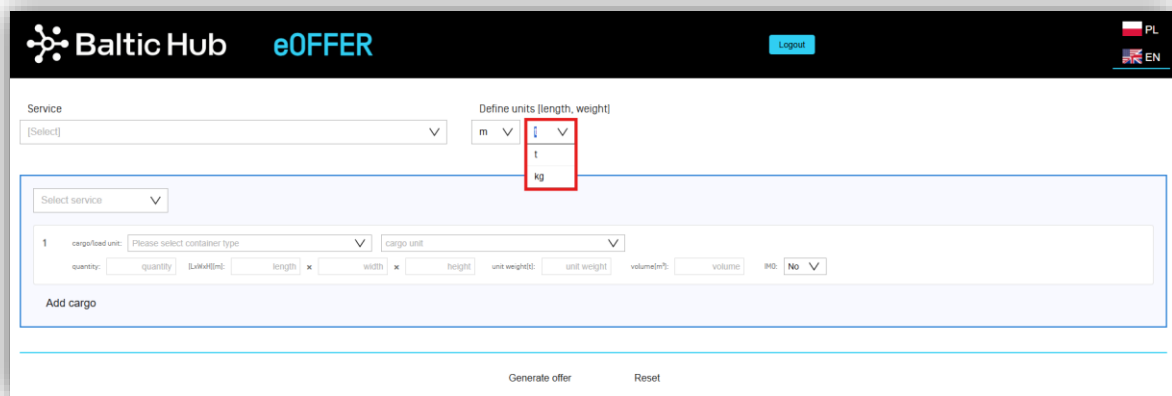
- mm (millimeters)
- cm (centimeters)
- m (meters)



The screenshot shows the 'Baltic Hub eOFFER' interface. At the top, there is a 'Service' dropdown menu with '[Select]' as the current selection. To the right, a 'Define units (length, weight)' section contains two dropdown menus: the first is for length units, currently showing 'm', and the second is for weight units, currently showing 't'. A red box highlights the length unit dropdown menu, which lists 'm', 'cm', and 'mm' as options. Below these are fields for 'Select service', 'cargo/load unit', 'Please select container type', and 'cargo unit'. Further down, there are input fields for 'quantity', 'length', 'width', 'height', 'unit weight', 'volume', and 'IMO'. At the bottom, there are 'Generate offer' and 'Reset' buttons.

And weight units:

- kg (kilograms)
- t (tons)



The screenshot shows the 'Baltic Hub eOFFER' interface. At the top, there is a 'Service' dropdown menu with '[Select]' as the current selection. To the right, a 'Define units (length, weight)' section contains two dropdown menus: the first is for length units, currently showing 'm', and the second is for weight units, currently showing 't'. A red box highlights the weight unit dropdown menu, which lists 't' and 'kg' as options. Below these are fields for 'Select service', 'cargo/load unit', 'Please select container type', and 'cargo unit'. Further down, there are input fields for 'quantity', 'length', 'width', 'height', 'unit weight', 'volume', and 'IMO'. At the bottom, there are 'Generate offer' and 'Reset' buttons.

If necessary, select any additional services that you would like to have priced:

- Paletizing;
- Fire Department assist (required in the case of IMO Class 1 cargo handling);
- Cover with tarpaulin;
- Segregation on the fly – applies to sorting during stripping.

The screenshot shows the 'Baltic Hub eOFFER' interface. At the top, there is a navigation bar with the logo, 'eOFFER' text, a 'Logout' button, and language flags for PL and EN. Below the navigation bar, the 'Service' dropdown is set to 'Container stripping (container - truck or container - yard/warehouse - truck)'. The 'Define units (length, weight)' section has 'm' and 't' selected. The 'Other services' section, highlighted with a red box, contains four checkboxes: 'Paletizing', 'Cover with tarpaulin', 'Segregation on the fly', and 'Fire department assist', all of which are currently unchecked. Below this, the '1. Container type' dropdown is set to 'container type'. The main form area contains a table with one row for 'cargo/lot unit', with fields for 'quantity', 'length', 'width', 'height', 'unit weight', and 'volume'. An 'Add cargo' button is located below the table. At the bottom, there are 'Generate offer' and 'Reset' buttons.

Step 2

Next, it is necessary to select the container type from the options provided:

An offer can be generated for only one container type. To generate an offer for, for example, 20'DV and 40'DV, two separate offers must be created

- 20'DV
- 20'OT
- 20'FR
- 40'DV
- 40'HC
- 40'OT
- 40'REEF
- 45'
- 40'FR
- 40'FR HC

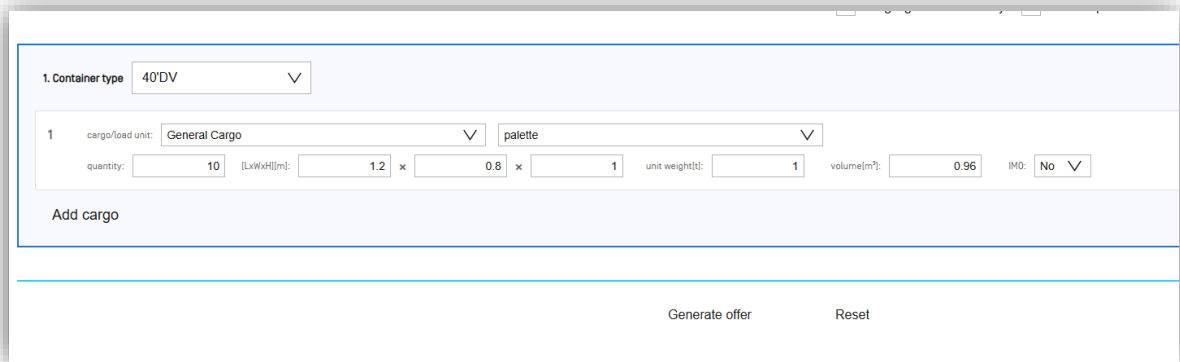
This screenshot shows the same 'Baltic Hub eOFFER' interface as the first one, but with the '1. Container type' dropdown menu open. The dropdown list is highlighted with a red box and contains the following options: '20'DV', '20'OT', '20'FR', '40'DV', '40'HC', and '40'OT'. The rest of the interface, including the 'Service', 'Define units', and 'Other services' sections, remains the same as in the previous screenshot.

Step 3

Next, the cargo details must be provided:

- Cargo type – select from the dropdown list; if the appropriate cargo type is not available for your request, please contact us at sales@baltichub.com;
- Cargo unit – select from the dropdown list;
- Length, width, height, and weight refer to a single cargo unit (to enter decimal values, please use a dot “.”).

An example of correctly entered data is shown below:



1. Container type: 40'DV

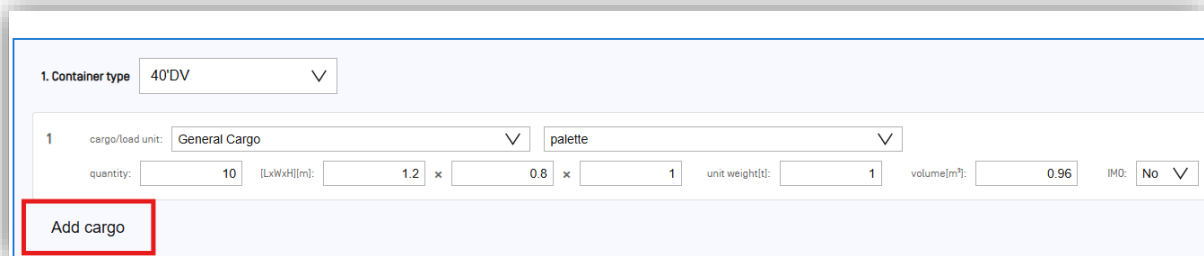
1 cargo/load unit: General Cargo | palette

quantity: 10 [LxWxH][m]: 1.2 x 0.8 x 1 unit weight[t]: 1 volume[m³]: 0.96 IMO: No

Add cargo

Generate offer Reset

If there are several types of cargo in one container, the “Add cargo” option should be used.



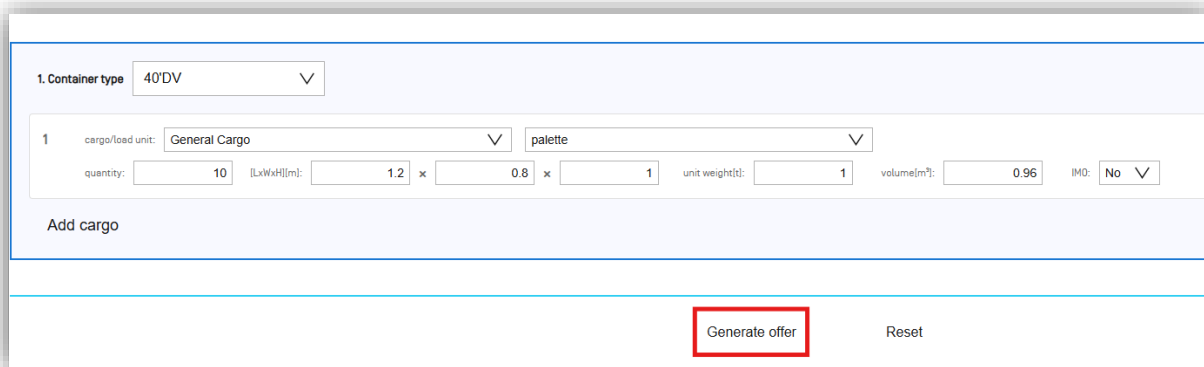
1. Container type: 40'DV

1 cargo/load unit: General Cargo | palette

quantity: 10 [LxWxH][m]: 1.2 x 0.8 x 1 unit weight[t]: 1 volume[m³]: 0.96 IMO: No

Add cargo

To generate a new offer, use the “Reset” option, which will allow you to create another offer.



1. Container type: 40'DV

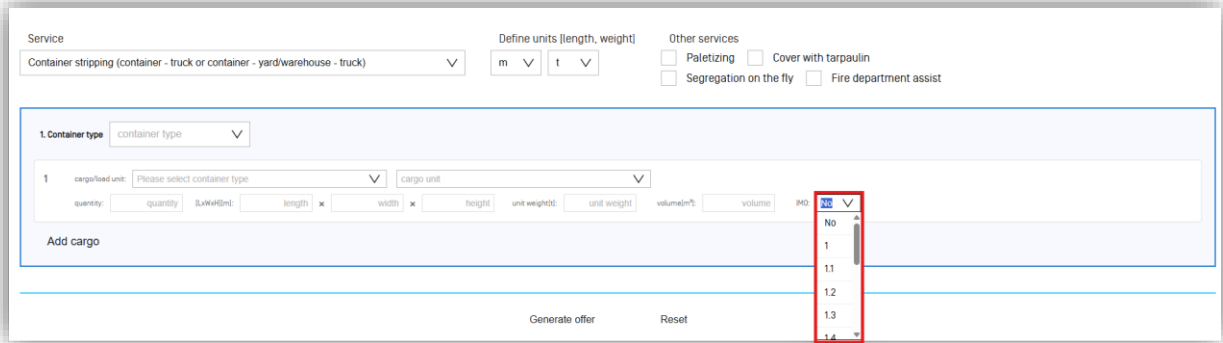
1 cargo/load unit: General Cargo | palette

quantity: 10 [LxWxH][m]: 1.2 x 0.8 x 1 unit weight[t]: 1 volume[m³]: 0.96 IMO: No

Add cargo

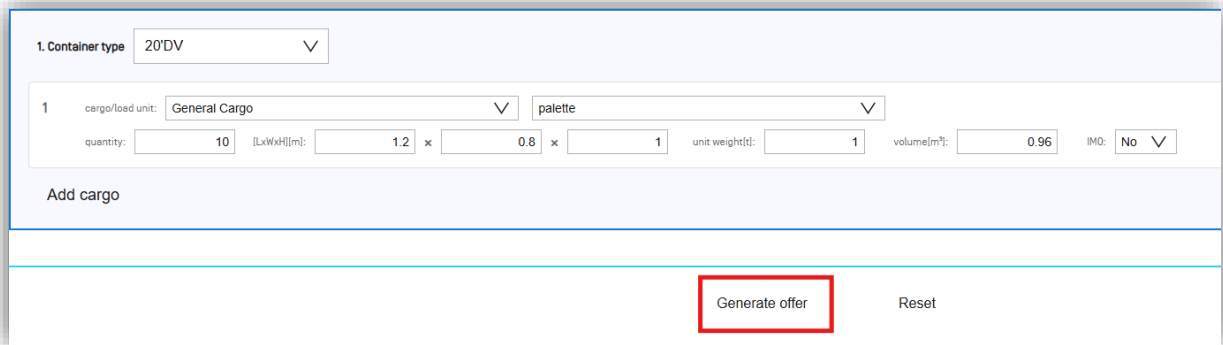
Generate offer Reset

If the cargo is hazardous, the IMO class must be selected from the dropdown list.



Step 4

If all the data has been completed, click the “Generate offer” option.



Step 5

A preview of the offer will be displayed; however, this is not equivalent to generating the offer—it is shown to verify the accuracy of the entered data.

Then, select the “Accept and send offer” option.

Generated Offer ✕

- Cargo:

container	cargo	load unit	quantity	[LxWxH] [m]	unit w. [t]	total w. [t]	volume [m3]
Container 1[20'DV]	General Cargo	palette	10,00	1,20 x 0,80 x 1,00	1,00	10,00	0,96
						10,00	

- The decision on the performance of the service will be made after verification by the CFS;
- The cargo storage location will be confirmed by the CFS during the acceptance of the order, taking into account the offer data, parameters and specificity of the cargo;
- If the cargo specifications are changed, please re-generate the offer with the correct data;
- In the event of any discrepancy between the cargo specifications and the physical characteristics, the terminal reserves the right to revise the handling plan, offer, withdraw from the performance of the service, and shall not be liable for the related consequences;
- The lump sum rate applies to handling, regardless of the relation, however, the final operationally feasible relation is approved by the CFS team after verification of the received order, taking into account the type of cargo and cargo unit, the type of container, the technological and operational capabilities as well as the current operational situation of the stacking space in the warehouse, storage hall and yard;
- Cargo suitable for handling with a forklift;
- Please, maintain commercial and operational correspondence separately.
- Handling orders in accordance with the CFS procedure.

1. Container stripping, cargo shift in relation
Container 1[20'DV]
 container - truck: lump sum 300,00 EUR / container
 or
 container - warehouse - truck: lump sum 300,00 EUR / container

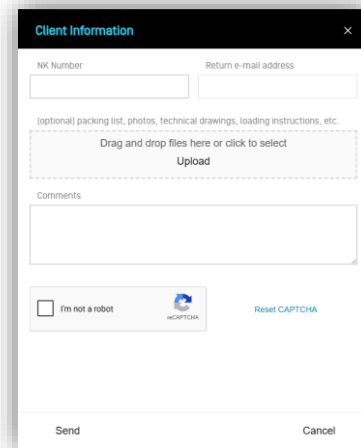
2. Storage of cargo on the yard (stripping) - first 5 days included in the handling rate and thereafter:

Accept and send offer
Cancel

Step 6

To generate an offer, the following fields must be completed/selected:

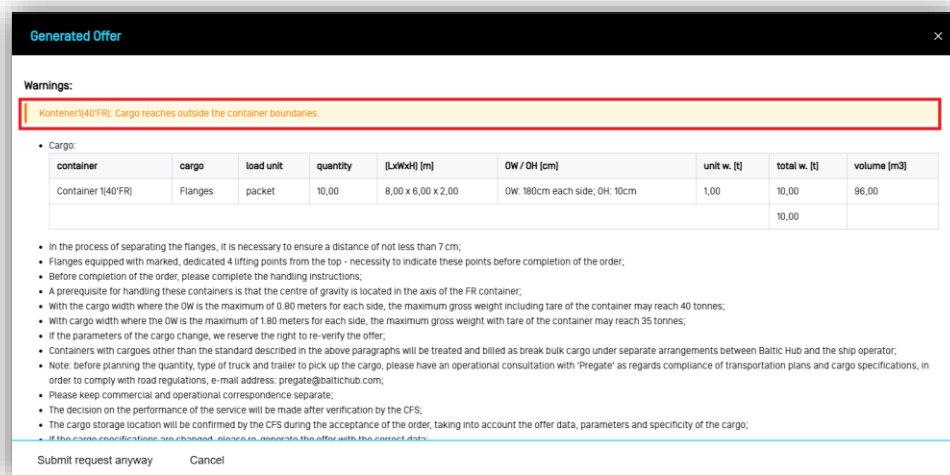
- Return e-mail address;
- Optional documentation (packing list, photos, technical drawing, loading instruction etc.);
- Optionally, add comments that will appear in the offer (e.g., an internal reference number);
- Click the „I am not a robot” option.



Once the data has been completed, select the “Submit” option. The offer, along with its generated reference number, will then be sent to the provided email address and can be used to place an order.

4. Offer for oversized cargo (OOG)

In the event that data is entered for oversized cargo / cargo protruding beyond the container’s outline, the system will display the following message: “Cargo reaches outside the container boundaries”. It will extend beyond the container’s outline.” The message displayed in yellow does not indicate that handling is not possible; it only informs that the container will be handled as a NON-ISO container, which is particularly relevant in terms of container handling costs.



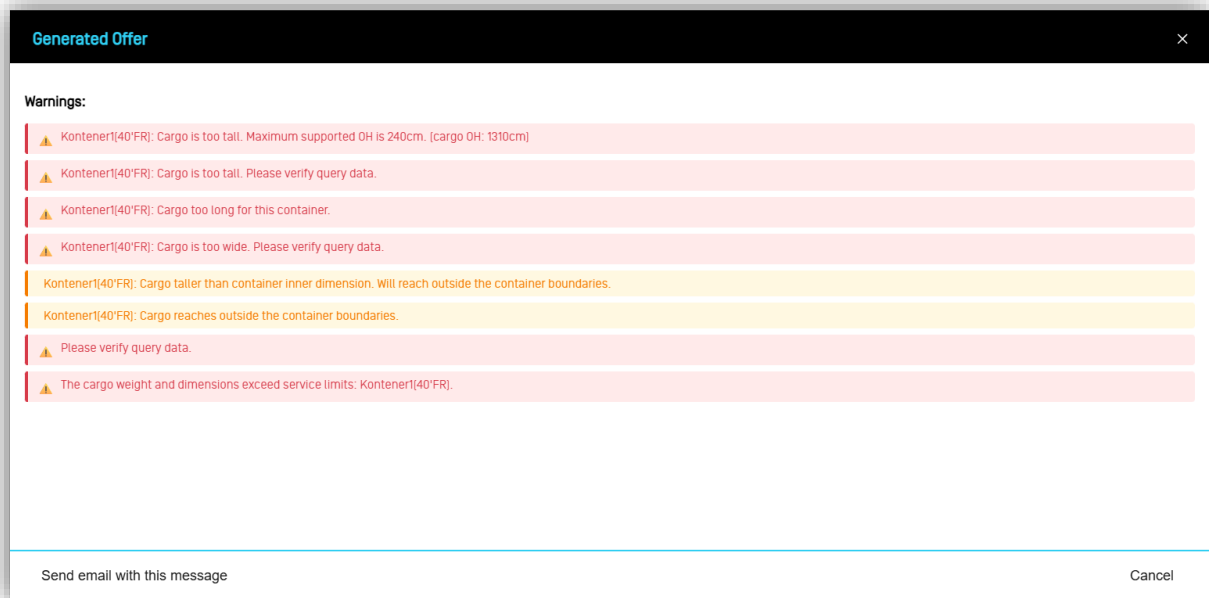
container	cargo	load unit	quantity	[LxWxH] [m]	OW / OH [cm]	unit w. [t]	total w. [t]	volume [m3]
Container {40FR}	Flanges	packet	10,00	8,00 x 6,00 x 2,00	OW: 180cm each side; OH: 10cm	1,00	10,00	96,00
							10,00	

To proceed and generate the offer, simply select the “Submit request anyway” option, and then follow the instructions provided in Step 6 on page 9.

5. Most common errors

The most common errors when entering offers include selecting incorrect units for length, width, height, and weight.

After entering incorrect dimensions, the system will display the following message;



In this case, please first re-verify the data entered into the system. If the data is correct after verification, please send an individual inquiry to sales@baltichub.com.

6. Tips

1. Offers should be generated for one container type only – for example, if the request concerns handling 20'DV and 40'DV containers, two separate offers should be generated.
2. Yellow messages do not block the submission of an offer; they only indicate additional restrictions.
3. Red messages prevent the offer from being generated – in such cases, first verify the units of measurement.
4. A preview of the offer is not equivalent to a formal commercial offer, which has a reference number and is sent to the specified email address.

In case of any questions or concerns, the Customer Service Team is at your disposal via email or phone:

customerservice@baltichub.com

58 737 63 18

58 737 63 19