



# Lloyd's List FAQ

June 2017

## Lloyd's List – a new and improved experience

### As a Lloyd's List customer what has changed with my Lloyd's List subscription?

As a subscriber, you will continue to receive access to all our insight and data. The new platform has been designed to help better contextualise our content, so that navigating to other relevant articles and data will be less complex.

This will allow you to become better performed on the key issues facing your business while reducing the time spent navigating through the site. You will continue to receive:

- **Your daily email services:** our morning news service will continue to bring you the latest insight into the story behind the market's latest developments. You will also have the option to sign up for a variety of sector email alerts.
- **Full access and use of the lloydslist.com archive** – our digital library of insight and intelligence stretches back 10 years, and this all remains available to you via our upgraded digital platforms.

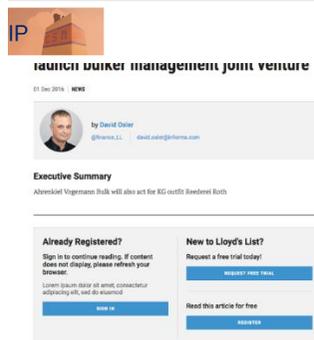
### How do I log on and register for the new service?

Your existing username and password has been migrated across to the new service. You can access the site by either clicking on the link, available in the header of the page throughout the website, or use the log in box which appears in line when you click on an article.

Example 1:



Example 2:



Some users may be required to [reset their password](#) the first time they visit the new site.

For any log in issues, you should contact your account manager or send an email to [clientservices@lloydslist.com](mailto:clientservices@lloydslist.com)

#### **What if your company have a corporate access to Lloydlist.com?**

Organisations that have access to Lloydlist.com at a corporate level have the same opportunity to set up users (via their gatekeeper) or individuals can self-register on the website.

For any log in issues or training around how this is managed, you should contact your account manager or raise an email to [clientservices@lloydslist.com](mailto:clientservices@lloydslist.com)

#### **Where can I get a user guide?**

A complete user guide is available to [download](#) along with other useful tips and tools which will help you make the most of the service. The user guide covers key functional areas of the website.

#### **How can I get training on the new website?**

Online training videos will be made available shortly after launch and training sessions can be booked via our training calendar in the [online support section](#) for online demonstrations on how to get started.

#### **Who do I feedback to on the new website?**

We encourage feedback on the new website and any of the new functionality or content we have added. We built this new version of the site with input from our customers and the evolution of Lloyd's List continues, so we will be making regular updates to the website. In the first instance please log feedback via the feedback tab on the website or send it directly to our client services team via [clientservices@lloydslist.com](mailto:clientservices@lloydslist.com)

#### **How do I upgrade my license to an enterprise account or change the products I subscribe to?**

Our account team would be very happy to speak to you about the options you have to extend the licensing you have for Lloyd's List and also for other products in our portfolio that would support your business. Please contact [subscription.enquiry@lloydslist.com](mailto:subscription.enquiry@lloydslist.com) or call +44 (0)20 3377 3792.

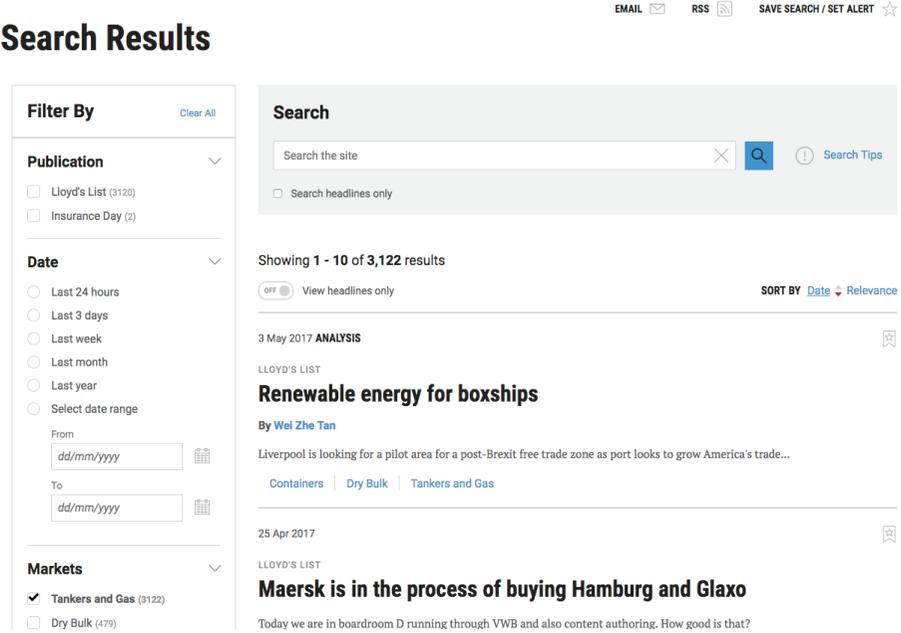
### **Features and benefits**

#### **What has changed from existing site?**

Subscribers to the Lloyd's List digital platforms will now benefit from simpler navigation, improved search and bookmarking capabilities, while we have also made it easier to share articles with your colleagues. We have also introduced the capability to personalise your experience with our new feature **My View**;

- **Search** – We have improved the tools available to you when searching the website. User can now also see search results that match their search criteria from our sister product Insurance Day. Users can filter down their results on the left-hand side of the screen by selecting tags to ensure their results are more precise. They

can also send a set of results to a colleague, save a search for later (which is visible in My account) and be alerted when new articles are published which match that criteria. We have also introduced and RSS feed which is generated based on your search terms. This can be added to your RSS reader.



- **Personalisation with “My view”** - [My view](#) is a new tool we have introduced on Lloyd'slist.com, which allows users to set up their own view of our content. You will have the opportunity to set up ‘My View’ during the onboarding process or from within ‘My Account’ (under my view settings), users can follow and reorder which topics are most relevant to them.

Once configured and logged in, click on the ‘My View’ button in the header of the website to get into their own/personalised section of lloydslist.com, allowing users to access latest content published within the topics they are following. At any point users can access all content around that topic by using the ‘see all’ buttons alongside the topic headings in the ‘My View’ section. This will take users to a search results page outlining all content published against that topic.

You are also able to set up email alerts to be received daily, around the topics they are following. Email sign up settings can be found in my account under ‘Email preferences’.

The screenshot displays the 'My View Page' on the Lloyd's List website. At the top left is the Lloyd's List logo with the tagline 'Maritime Intelligence | Logistics'. A search bar is located next to it. In the top right corner, there are links for 'Other Publications: Insurance Day | Lloyd's List Intelligence | Havi', a user greeting 'Hi, fullalpubs-qa', and a 'My Ac' profile icon. A dark vertical navigation menu is on the left side, labeled 'MENU'. The main content area features a blue banner with the text 'PUT DATA AT THE HEART OF YOUR BUSINESS' and the NISOMAR logo. Below this is the 'My View Page' title with an 'EDIT MY VIEW' button. A message states: 'In this section you will see your subscriptions. You can change what you see in here by going to Edit My View'. A section titled 'My Insurance' is shown, with a progress indicator 'Currently viewing topics out of available' and buttons for 'EDITED SEE ALL INSURANCE' and 'EDIT MY VIEW'. A news article is featured with a photo of a man, the date '24 Mar 2017', the category 'NEWS', and the title 'Accountability key to preventing navigational accidents'. The author is 'By Wei Zhe Tan' and the text begins with 'Shipowners should have adequate whistleblowing policies in place, says Swire Pacific Offshore'. A 'BOOKMARKED' icon is visible in the top right of the article card.

- **Simplified navigation** – access to all our insight and data tools is now available via the new left hand navigation. You will see the core markets we focus on and sectors that cross each of these. You can get fast access to content that is regularly updated on the site in the 'Regulars' section, these include Company financial data, as well as our Containers data hub. As well as our key data tools under "Data tools". Users can also see the latest hot topics being written about in the navigation. Other useful information can be linked to for meet the team, Free trial request, advertise, subscribe and RSS feeds.

## Will I see any changes in content Lloyd's List creates for subscribers?

At the heart of your subscription to Lloyd's List we deliver you the best possible market insights over a variety of frequencies. These are displayed below:



### Daily

News that matters

- ▶ News stories online first
- ▶ Daily Briefing
- ▶ Email alerts
- ▶ Track your topic



### Weekly

Market intelligence

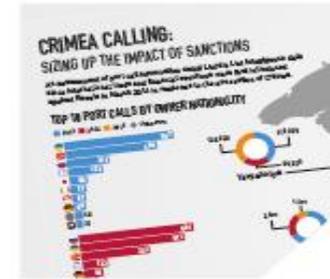
- ▶ Weekly sector commentaries for all key sectors
- ▶ In-depth features
- ▶ Data analysis
- ▶ The Week in Shipping
- ▶ Thought leadership



### Monthly

Data in context

- ▶ Data mining of Lloyd's List Intelligence
- ▶ Forecasts from Maritime Insight
- ▶ The Intelligence
- ▶ Containerisation International



### Quarterly

Competitor analysis

- ▶ Hot topics
- ▶ Special reports
- ▶ Company reports



### Annually

Companies & ownership

- ▶ Top 100 most influential people in shipping
- ▶ Annual reviews
- ▶ Surveys
- ▶ Awards
- ▶ Annual forecasts

## What is the Containers data hub?

Our [NEW containers data hub](#), which appears within the containers channel of Lloydslist.com, enables you to understand the moving dynamics within the container shipping market.

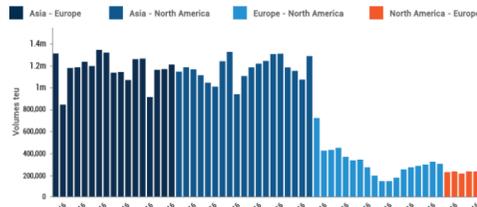


We have introduced Interactive graphs for you to view and manipulate the data as you prefer. Our dashboard allows you to view data on the following:

- **Freight rates** – Supplied by Drewry, the World Container Index displays a monthly composite of freight rates across the 8 major trade lanes. We also display the Container Trade Statistic (CTS) global quarterly price index, which can also be broken down by trade lane.
- **Trade Volumes** – Supplied by Container Trade Statistic (CTS) we display aggregate volumes (TEU) displayed global and by trade lanes
- **Charter Rates** – Supplied by the Hamburg Ship Broker Association The New ConTex index displays time charter rates, displayed over time (starting in 2010), for six representative vessel types.
- **Fleet Statistics** – giving you the best view on how the global fleet is changing, what is owned, chartered and on order.

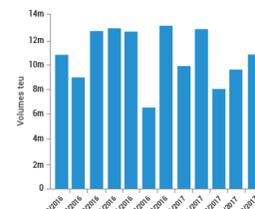
## Trade Volumes

### Regional Container Trade Volumes



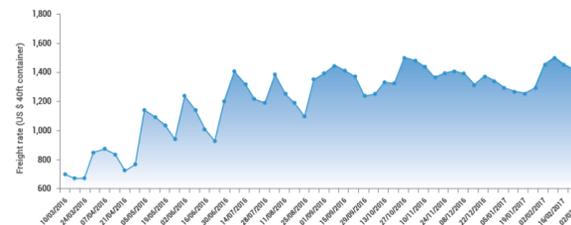
Container Trades Statistics is an independent company that collects and aggregates cargo volumes from container lines that belong to World Liner Data Ltd, and, using sources from Lines' financial and other information to estimate 100% of the trades

### Global Container Trade Volumes



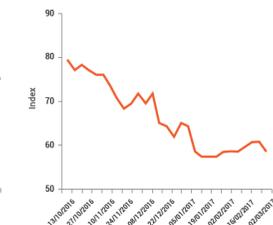
## Freight Rates

### World Container Index assessed by Drewry



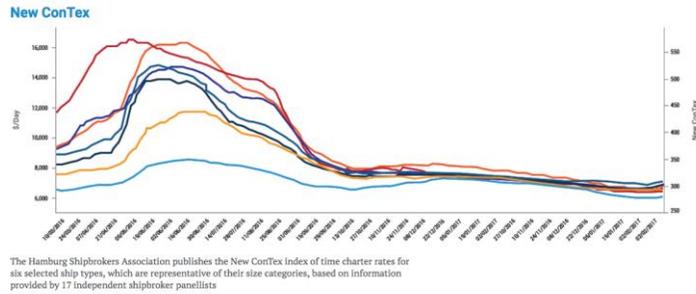
Drewry Shipping Consultants compiles the World Container Index, a composite of freight rates on eight major routes to/from the US, Europe and Asia

### The CTS Global Aggregated Price Index



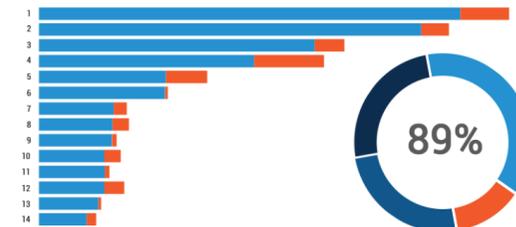
Independent monthly price index. Information on all lines belonging to World Liner Data

## Charter Rates



## Fleet Statistics

### Carriers Containership Fleets



Alphaliner, the leading industry data provider, produces a constantly updated and consolidated ranking of the largest containership operators as well as global capacity figures.

### What emails could I sign up for?

Within the new lloydslist.com we have a range of email alerts that are aimed at keeping you up to speed with the latest market developments. These are curated by our editorial team to ensure you are informed of the most important events that could impact you. Automatic/personalized alerts based on saved searches you have defined and saved within my account can also be set up.

**\*Emails are sent from the email address confirmed in this column. To ensure continued delivery users should save this in the contacts or safe senders list.**

Email	Frequency	Time sent	*From name	Email subject
Saved Search alerts	Daily	08.00 (GMT)	Lloyd's List Email Alert - <a href="mailto:alerts@mail.lloydslist.com">alerts@mail.lloydslist.com</a>	Lloyd's List Saved Search Alert
Daily Briefing	Daily	07.30 (GMT)	Lloyd's List Bulletin - <a href="mailto:lloydslistbulletin@mail.lloydslist.com">lloydslistbulletin@mail.lloydslist.com</a>	Latest news from Lloyd's List
Daily Containers	Daily	15.00 (GMT)	Lloyd's List Daily Container News Alert <a href="mailto:containersbulletin@mail.lloydslist.com">containersbulletin@mail.lloydslist.com</a>	Latest container shipping news and analysis

Weekly from the Newsdesk	Weekly (Monday)	08.00 (GMT)	Lloyd's List Bulletin - <a href="mailto:lloydslistbulletin@mail.lloydslist.com">lloydslistbulletin@mail.lloydslist.com</a>	Lloyd's List From the Newsdesk
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**Do you have an app for my phone or tablet?**

Lloydslist.com has been built with mobile in mind, ensuring you can get the most out of the service whilst on the move or sitting back with your tablet. All sections of Lloyd's List are now fully responsive and render in the best possible format when opened on a mobile or tablet device.

If you have the old Lloyd's List iOS app installed on your iPhone or iPad, this is no longer supported.

**Can I still download the Daily Briefing in a PDF format?**

Yes, you will be able to click to download the latest Daily Briefing by clicking in the link at the bottom of the daily briefing email and also directly from the latest Daily Briefing page on the website: <https://lloydslist.maritimeintelligence.informa.com/daily-briefing> . User will need to be logged in to be able to download this.

**Can I still read the digital editions of The Intelligence or Lloyd's List Containers magazine on the website?**

Yes, we continue to have dedicated areas of the lloydslist.com website which allows you to access and read the latest content in the latest editions or view the hard copy online in an interactive magazine format. You can access them here:

[Lloyd's List, The Intelligence](#)

[Lloyd's List Containers](#)

**Do you have RSS feeds that I can follow using my RSS reader?**

Headlines created across our core markets and sectors on lloydslist.com can be followed using our RSS feeds. A full list of feeds available are available within this page:

<https://lloydslist.maritimeintelligence.informa.com/rss-feeds>

If you are interested in receiving our content via XML feed or NLM format, please contact your account manager for more information.