

**1. What is nGenLite?**

nGenLite is an effective tool that will offer Airlines, Ground Handlers and GSSA's a convenient and cost effective medium to manage their entire Cargo Cycle.

**2. How to purchase nGenLite System Pack?**

Enter few basic company details, select the desired pack and add on rider if required, accept all the terms and conditions and click on Submit. Bank Transfer details will be shared for further processing.

**3. How much upfront payment to be done?**

Three months advance payment to be done based on the packs and Riders selected. We offer 10% additional discount in case customer wishes to pay for entire 1 year in advance.

**4. Are there any hidden charges?**

No Hidden charges involved, pay as you choose.

**5. What is the recommended browser for using nGenLite?**

Our recommended browser is Chrome, system also runs on Microsoft IE, Microsoft Edge and Firefox

**6. What are the benefits of nGenLite? What's so special about it?**

This system will enable the user to conveniently switch from Traditional to Paperless mode of functioning.

**USP's**

- ✓ Freedom to build your own system
- ✓ Making it lite on your pocket ☺
- ✓ User Friendly
- ✓ Smooth user interface
- ✓ Light and Easy Solution is a CLICK AWAY!
- ✓ Cloud hosted and secure

**7. What is the minimum bandwidth requirements for your system.**

Recommended Bandwidth to use the system is 2 mbps, though system may still work at lower bandwidth as well.

**8. What will happen if a session breaks and/or connectivity is interrupted?**

If the session breaks, user is prompted to enter the password. After the password verification, session is restored and no user data is lost.

**9. How do you separate my data from other customers' data?**

We create Separate database Instance for each customer. Two different databases cannot be connected with each other.

**10. What is your process for upgrading the system Pack or Riders?**

You can request for upgradation of system pack or rider any time, the pack or rider will be activated and applicable from the start of next month.

**11. Can I downgrade my system Pack or riders?**

All packs & Riders are locked in for a period of three months and downgrade request can be applied after completion of such three months period. E.g., Pack level 2 starts from 1<sup>st</sup> October you can request for downgrade anytime however it will apply from 1<sup>st</sup> January.

**12. What will happen to my data after 6 months?**

Based on your requirement you can increase the online data availability plan or you can request for data dump in excel as and when required.

**13. Is My Data Safe?**

Security is an important consideration when allowing someone else to maintain your business-critical data. A web-based system typically has more security measures in place than an on-premise system.

**14. Where do you store my data?**

Data is stored in the cloud servers.

**15. What you mean by money back guarantee?**

Money back guarantee means all money would be refunded in case user is not satisfied with nGenLite in 30 days from the date of Commencement.

**16. Does it mean you can Try before you buy?**

User has to first buy our nGenlite in case he is not happy with the solution he can claim for refund in 30 days.

**17. What does rider means?**

Riders are addon packs which you user can as per his business requirement like you can buy 10 user Pack, or you can master upload pack.

**18. Who will do the initial Setup?**

Initial setup with all the master uploads will be done by us. After that based on your packs amount will be added to your invoice.

**19. What will happen if my total AWB usage exceeds the permitted Count?**

USD 2/AWB will be charged on excess AWB based on the packs assigned.

**20. How to claim for refund?**

If customer is not happy with our system he can ask for refund by dropping an email alongwith the reason. We will process for refund in maximum 60 days from the date of request.