

# FREIGHT PLANNER APP



[stenalinefreight.com](https://stenalinefreight.com)

  
**Stena Line**



## Your Freight Planner App

We developed the Freight Planner App to make it easier for you to follow your bookings on the go. It has the same functionalities as the freight Portal and the same login information as well. We have developed the app over the years and we continue to improve the app.

In this publication you can learn a little more about the functions which are available in the Freight Planner App.

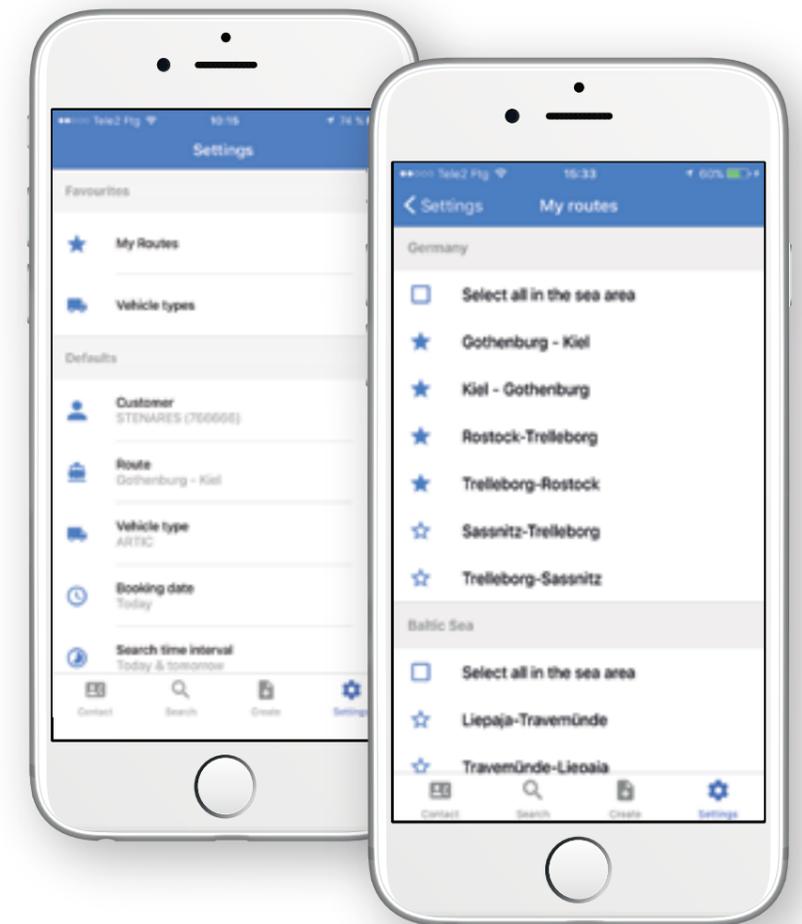
We have even made it easy for those of you who pay cash as we have added yet another service; the 'Cash Payment' for sectional bookings, which gives the possibility to pay directly via the Planner App.

Please let us know if you have any questions regarding the application, contact information is on the last page.

This was updated in December 2022.

## Contents

- 3 Favourites and default settings
- 4 Search Booking
- 5 Search Results
- 6 View booking details & update booking
- 7 Create booking
- 8 Contacts & Coming functions



## Favourites and default settings

To make the app easier and more efficient to use we recommend that you set up your favourites and defaults in Settings.

Your default choices will automatically be selected in Create and Search.

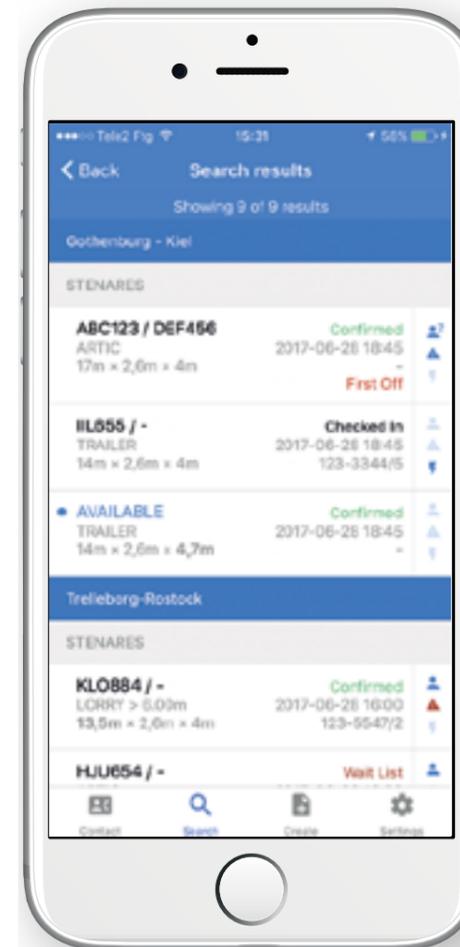
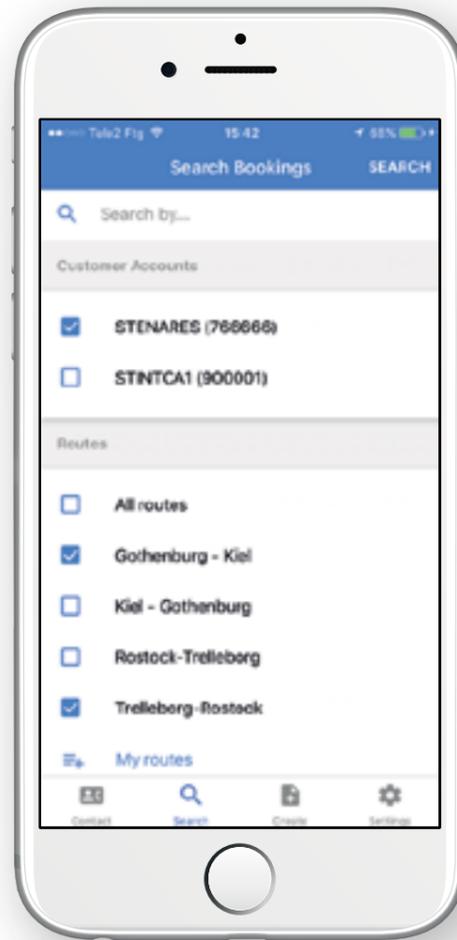
Your selected favourite routes and vehicle types will be your available choices in the different functions of the app so you only see those relevant for you.

The default settings are shared with Extranet, so any changes in the settings made in the app will affect Extranet and vice versa.

## Search Booking

In the Search function you can search for bookings using the following filters:

- Vehicle / Trailer registration number
- Booking number
- Customer reference
- Customer Account(s)
- Route(s)
- Departure date and time
- Vehicle type(s):  
Accompanied/Unaccompanied
- Booking status(es):  
Available, Confirmed, Waitinglist,  
Checked-in, Shipped and Cancelled/  
No show.



## Search Results

Search Results are grouped by Route firstly and secondly by Customer.

Results are sorted by departure date/time (earliest first).

The number of search results are displayed at the top.

Available bookings are marked with a blue dot and the blue text AVAILABLE – Typically Block bookings.

Dimensions (length, width, height) that deviate from standard are marked as bold.

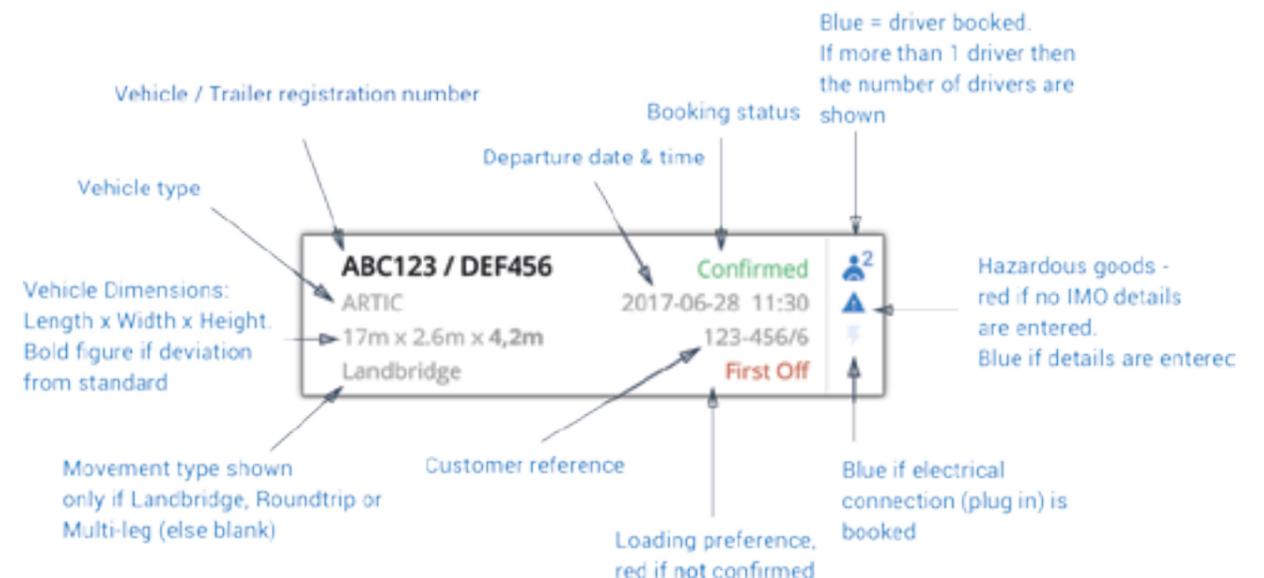
Available bookings are confirmed bookings that have not been used yet (no set vehicle registration number, customer reference...) - typically block bookings.

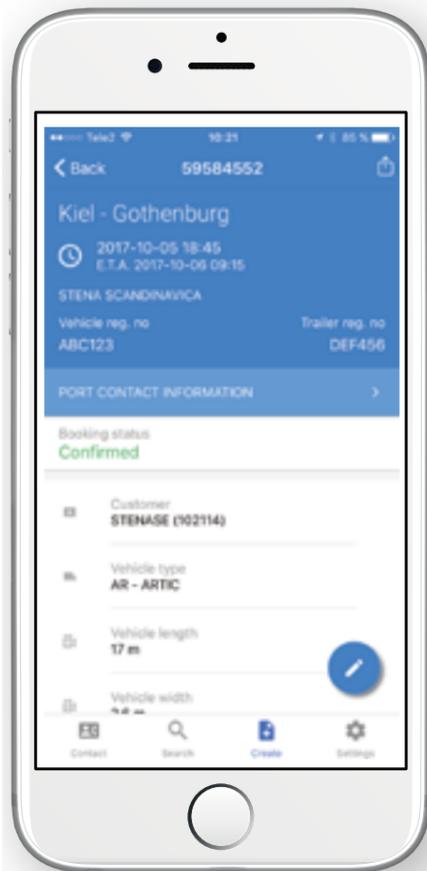
If you click on Search by..., the field will expand and let you search for either Vehicle/Trailer registration number, Booking number or Customer reference.

When using Search by Vehicle/Trailer registration number it does not have to be a complete registration number. It is a 'begin with' search, so you can search for the first part of the number, for example "AB" and press search to get a hit on ABC123.

Search by Customer reference can be any part of the reference number.

The other search filters (for example route, date and time) are taken into consideration when searching on vehicle number or customer reference. If you search by booking number, it needs to be an exact complete match and it will not be combined with any other search filter.





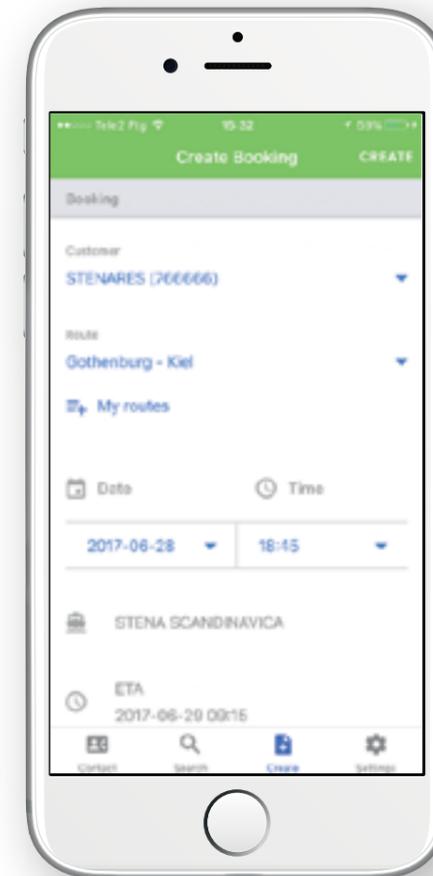
## View Booking Details

You can click on a booking in the Search result list to see details of the booking.

Scroll down to see all details of the booking. At the bottom you will find information about when the booking was created and updated.

If you are authorized to see the price of the booking, it will be shown in the bottom of the booking details. If you are a cash customer, you will also see the balance. In a later version of the app cash customers will also be able to pay bookings.

To cancel a booking, click on the "Cancel booking" button in the bottom of View booking details.



## Create Booking

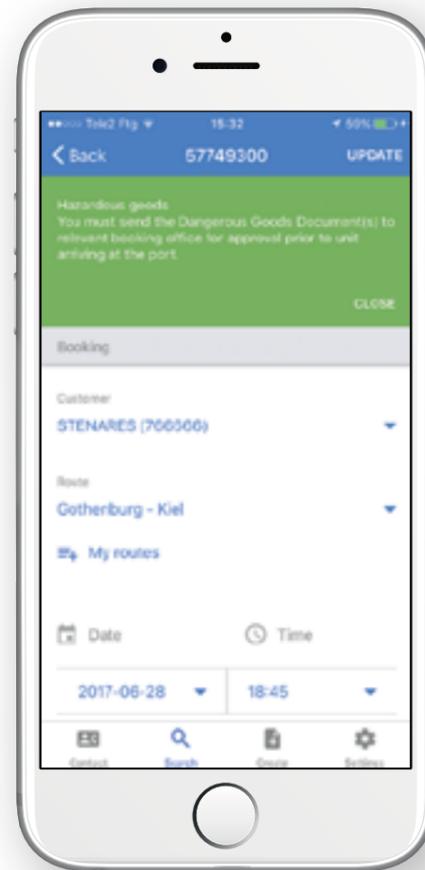
In the Create function you create bookings from scratch.

When you have selected a departure you will see information about which ship and the Estimated Time of Arrival, and the possibility to fill in all other relevant fields.

When you fill in the registration number and the vehicle has been transported with us before the vehicle type and dimensions will automatically be retrieved, but they can be changed if necessary.

If you are authorized, you can click on Get price in the bottom of Create booking to see the total price of the booking.

Warnings and possible urgent message(s) for the route will be shown in the top green area.



## Update Booking

To update a booking, click on the Blue pen icon in View booking details. Then you will enter update mode, and are able to update the fields you wish to change by clicking on the fields.

When you are done, you have to press "Update" to save your changes.

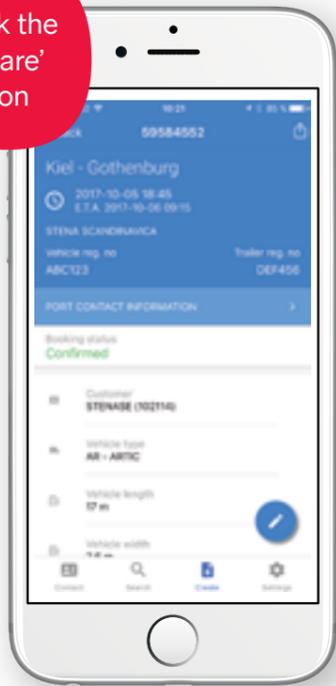
If you are authorized, you can click on Get price in the bottom of Update booking to see the total price of the booking.

Warnings and possible urgent message(s) for the route will be shown in the top green area.

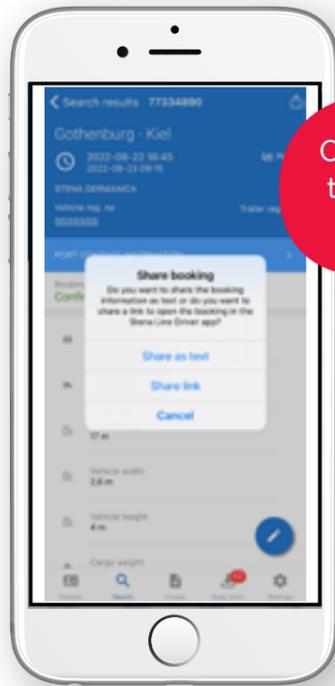
# Share booking details

This function gives you the option to easily share the booking details as a link to the drivers' app, My Freight or as a text message.

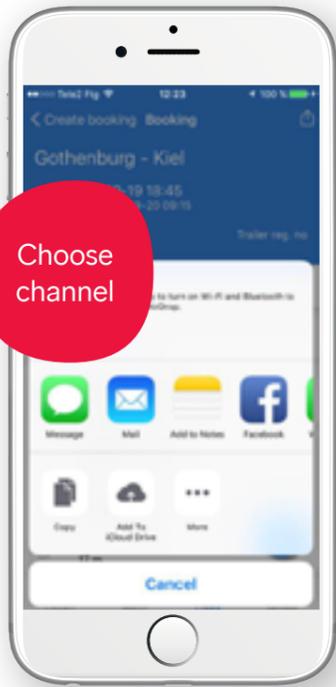
Click the 'Share' icon



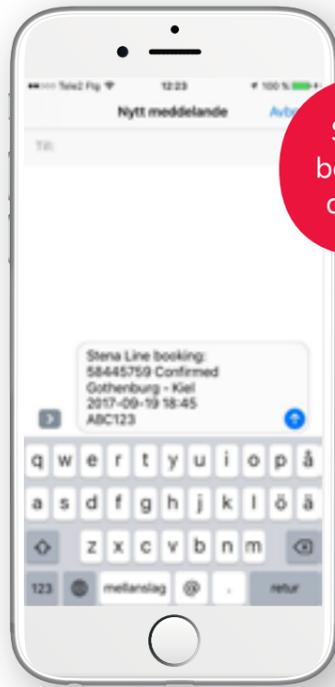
Choose text or link



Choose channel



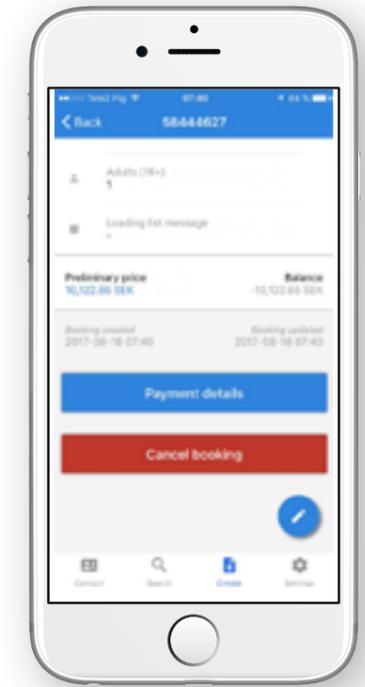
Share booking details



# Payment - for cash paying customers

Cash paying customer will now be able to pay their sectional bookings directly from the app, by just following a few steps

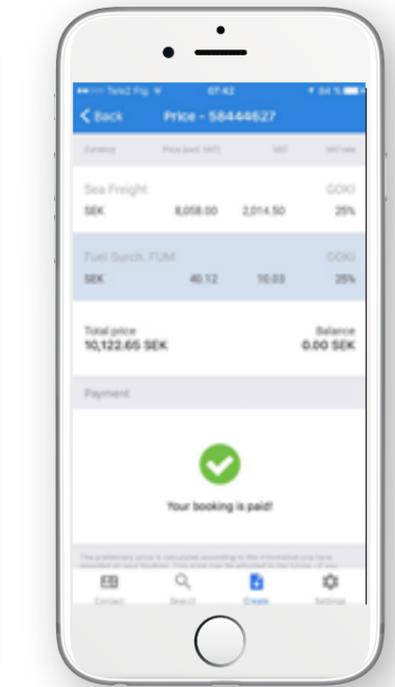
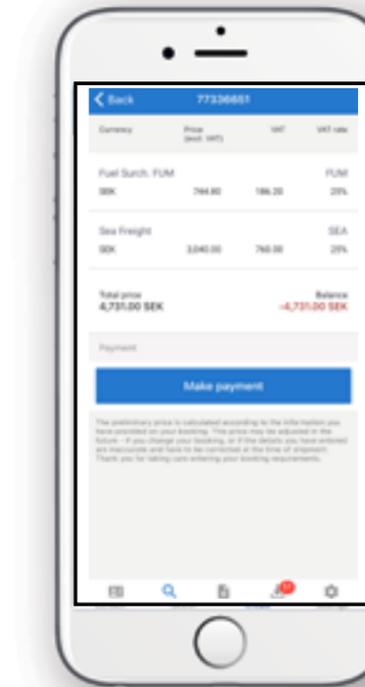
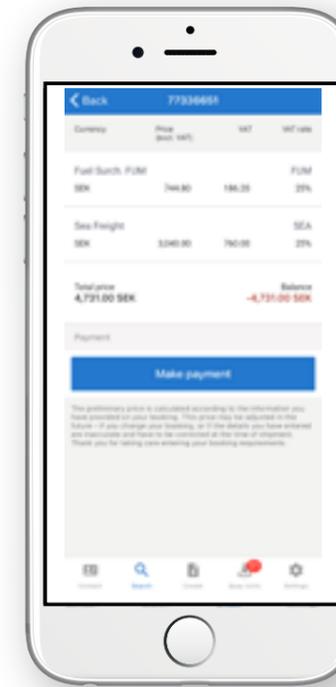
- 1 Press the blue price or
- 2 'Payment details' button to view prices details and pay for the booking.



Choose Master Card or Visa

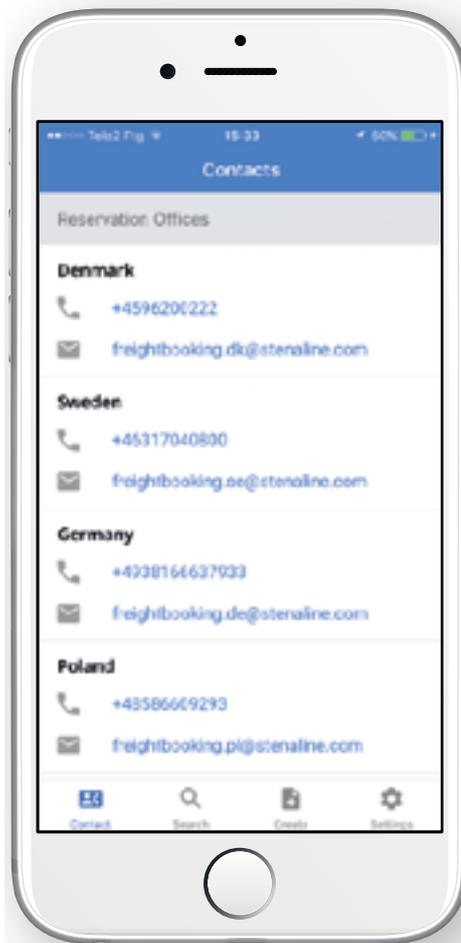
Pay for your booking

Confirmation



# Contacts

In Contacts you can find telephone numbers and email addresses for our Reservation offices. Click on a phone number to start a call, or click on an email address to open the email client and send an email.



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We are continuously working to develop the app and already now we can reveal that more new features will be introduced very soon. Just another of the big little reasons to book with us.

Feel free to send your feedback or questions to: [freightplannerapp@stenaline.com](mailto:freightplannerapp@stenaline.com)