# Customer support solutions

Our job is to help you find new ways to grow your business.

That is why we are continuously improving and developing new IT tools so that you can concentrate on your side of the business.

**Stena Line**

# Freight Portal

**The Freight Portal is our web-based booking management service that will make your booking process easier and quicker.**

The booking overview is improved by a dashboard at the top of the Manage page. In the dashboard you see an overview of the bookings on all your accounts. From here it is possible to click on the dashboard to drill down and apply filters to the search overview. The dashboard makes it easy to find unused block bookings, waitlist bookings or set a time limit to keep track of units not checked in at our ships within a certain time before departure. Furthermore, you also have an excellent overview of your incoming unaccompanied units or those standing on quay, ready to be picked up.

We have also custom built a unique booking overview where you can easily update your bookings directly in the search summary. A booking is automatically updatedwhen you leave the row in the overview. In the Freight Portal you can also quickly create multiple bookings on a departure.

You simply just log into the Freight Portal with your username and password, the same account credentials you use for both the Planner App and the previous booking site; Extranet.

The Freight Portal is rolled out to our customers holding credit accounts and in second release we will support card payments.
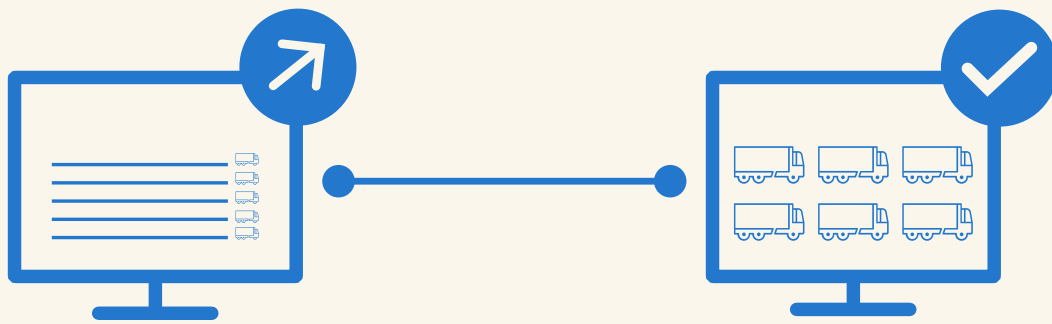
A a new feature you are able to handle claims, if any directly in the Freight Portal.
Please check out our Claim Portal brochure for further information.

→   Visit [Freight Portal](#)
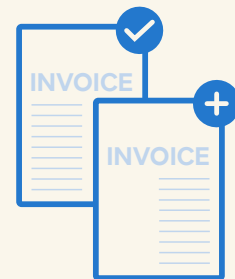
**Also available in mobile**

# eConnect

The eConnect is a system-to-system integrated web service solution, which is ideal for customers shipping high volumes. Besides a lot of other functionalities, the system also includes a push function so internal changes are directly communicated back to your system.
Our invoicing systems allow you to more effectively manage your processes with the invoices you receive from us so that you can save tons of time and money.
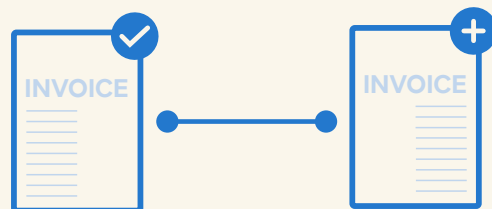
# e-invoicing

e-invoicing is invoices in .pdf or .csv formats sent via email and accessible for download via a customer portal.
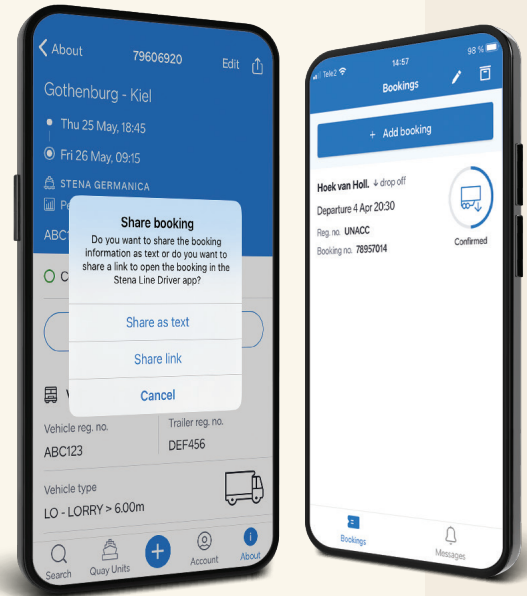
# eInvoice+

eInvoice+ delivers electronic invoices in various file formats e.g. xml.
Formats that allow system to system handling of invoices.
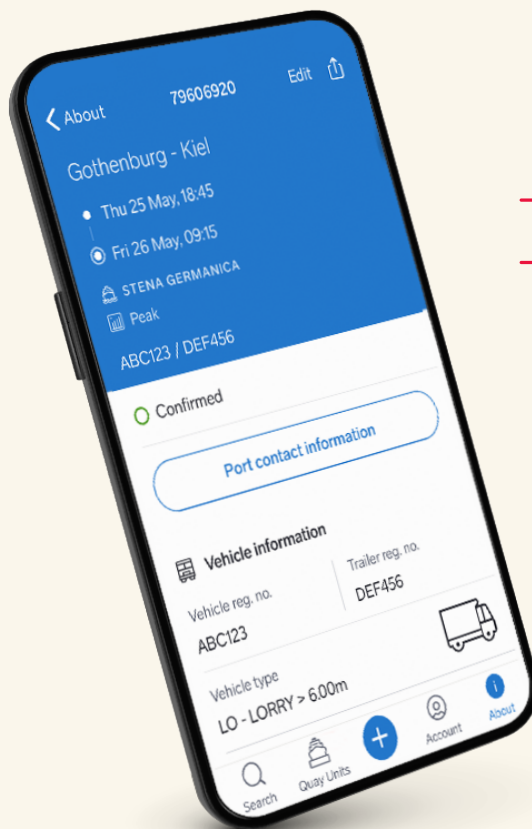
# Freight Planner App

We develop the Freight Planner App to make it easier for you to plan and follow up on your bookings.

The app gives you the functionality of Freight Portal right in your pocket. Access all information wherever you are with a mobile device and an internet connection. Create, view, or update bookings and share a booking with a driver by sending a link to the Freight Driver App, where all necessary information is accessible for the driver.

# Freight Driver App

In the Freight Driver App you can send and share bookings from the Freight Portal or Planner app with drivers. Drivers will be able to open the booking and see up to date booking changes. The application can also be activated to include the possibility for the drivers to cancel and/or transfer bookings themselves - just let us know your requirements.

## Download apps

→ Google Play

→ App Store

# Contact

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