Freight Planner App
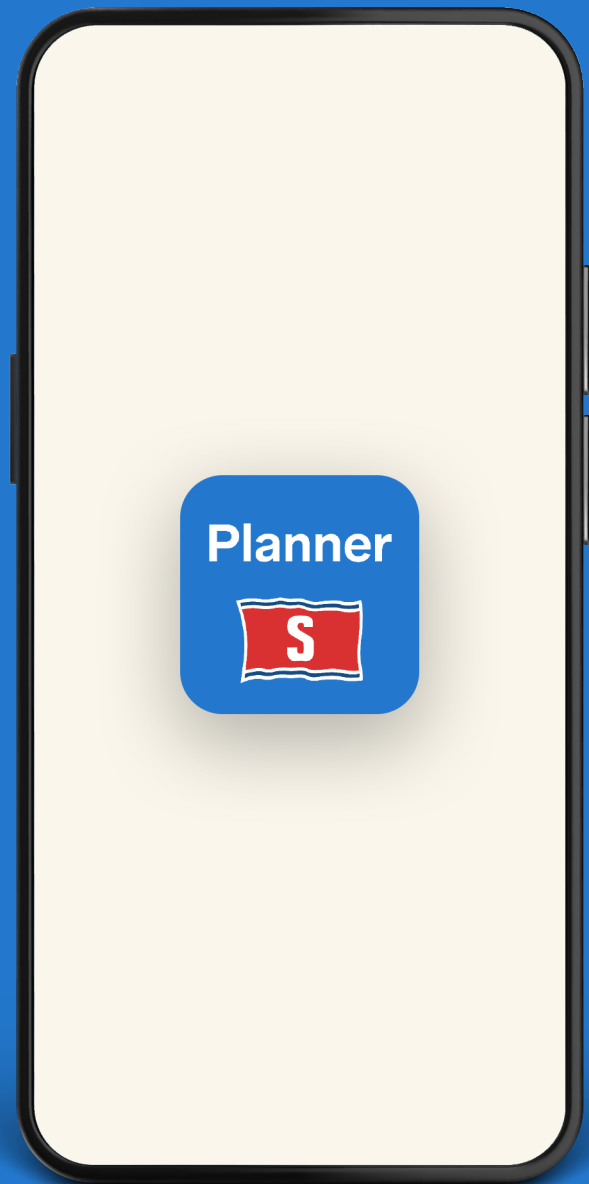
Planner

Your Freight Planner App

We develop 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 uses the same login credentials as well. The app is continuously being updated and improved.

This brochure was updated in July 2023 and may contain inconsistencies. If you see anything that is incorrect or have any questions, please contact us.

Learn more about the functions which are available in the Freight Planner App.

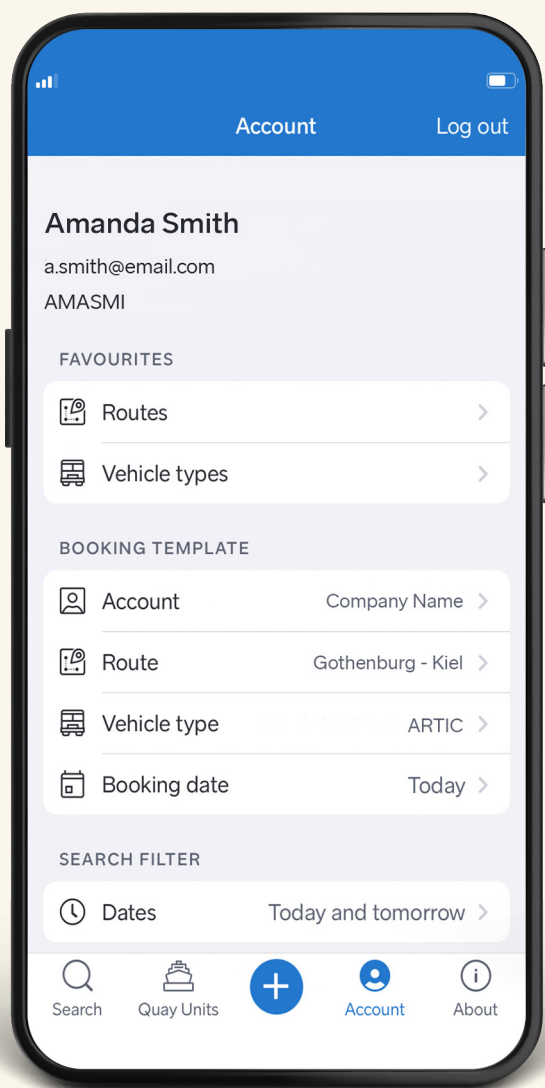## Contents

Default Settings

We recommend setting your defaults and favorites to further simplify bookings in the app. With default choices for routes and vehicle types set, they will automatically be selected in Create and Search. The default settings are shared with Extranet, so any changes in the settings made in the app will affect Extranet and vice versa.
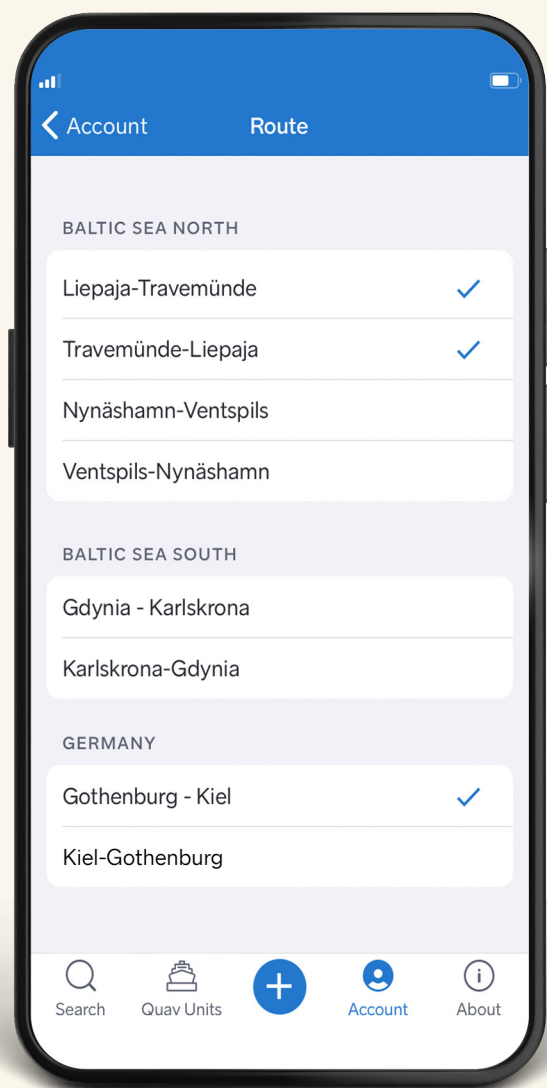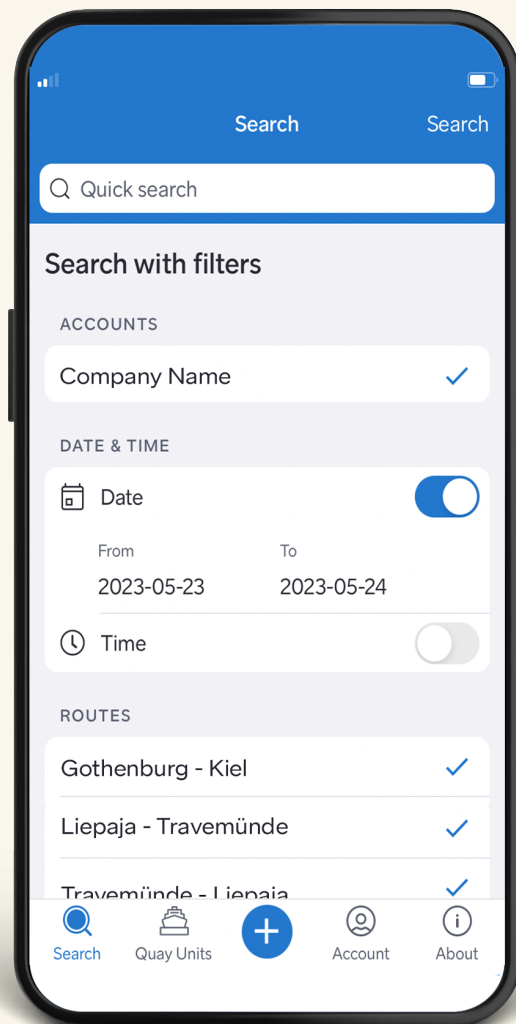
Search booking

Find your booking quickly by filtering your search

> › 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
>   › Cancelled/No show

With Search you can use vehicle/trailer registration number, booking number or customer reference to find your booking.

Searching by Vehicle/Trailer registration number, you do not need the 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.

Other search filters are taken into consideration when searching for a booking except for when you are searching by booking number. Searching by booking number you will need an exact complete match without being combined with any other search filter.
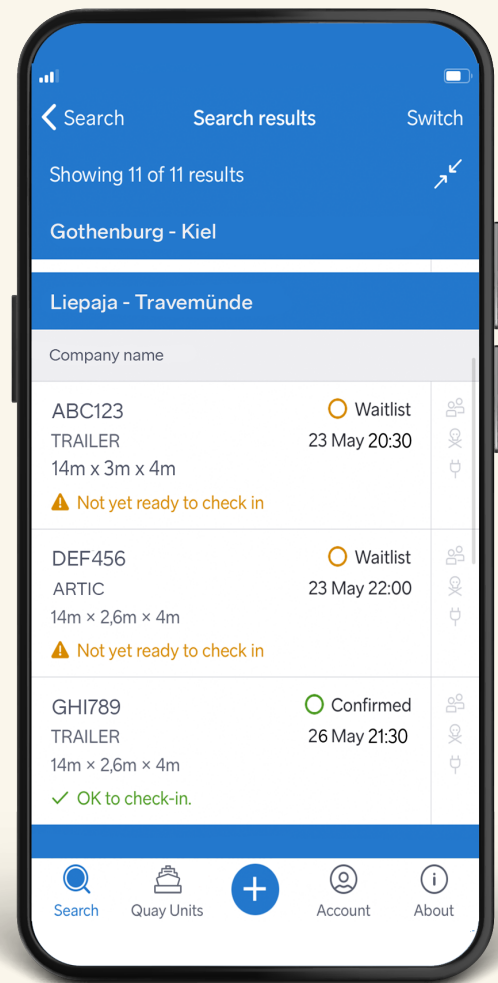
Search results

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.

Phone screen showing:

Search · Search results · Switch

Showing 11 of 11 results

Gothenburg - Kiel

Liepaja - Travemünde

Company name

ABC123 TRAILER 14m x 3m x 4m ⚠ Not yet ready to check in	○ Waitlist 23 May 20:30
DEF456 ARTIC 14m × 2,6m × 4m ⚠ Not yet ready to check in	○ Waitlist 23 May 22:00
GHI789 TRAILER 14m × 2,6m × 4m ✓ OK to check-in.	○ Confirmed 26 May 21:30

Search · Quay Units · + · Account · About

Labeled diagram

Departure date and time — Booking status

Vehicle / Trailer registration number → **ABC123**

Vehicle type → TRAILER

Vehicle Dimensions → 14m × 2,6m × 4m
Length x Width x Height Deviations from standards shown in bold figures

⚠ Not yet ready to check in

Check in status → ✓ OK to check-in.

○ Waitlist
23 May 22:00

DEF456
TRAILER
14m × 2,6m × 4m

○ Confirmed
24 May 22:00

Booking details
Driver registrations
Hazardous goods
Electrical connection

A grey outlined icon signify non-booked details. Icons with fill color signify booked details.

View bookings

Click on a booking in the search results to see details of the booking.
Here you will find all the necessary and important information such as departure/arrival details, name of the vessel, port contact information, cargo weight, vehicle type, and more. At the bottom you can see when the booking first was created and when it was last updated.

If you need to cancel a booking, a button at the bottom will be visible if the booking is elligable for cancellation.

Update and edit bookings

Edits can be made to a booking by clicking on Edit in the top right corner of the booking details. In the edit mode you can update you are able to adjust all details connected to your booking. Click on the field you wish to change and scroll down to "Update booking" to save the changes.

If you are authorized, you can click Get price in the bottom of the screen of the editing mode to see the total price of the booking.

Warnings and possible urgent message(s) for the route will be shown in a window after updating your booking.
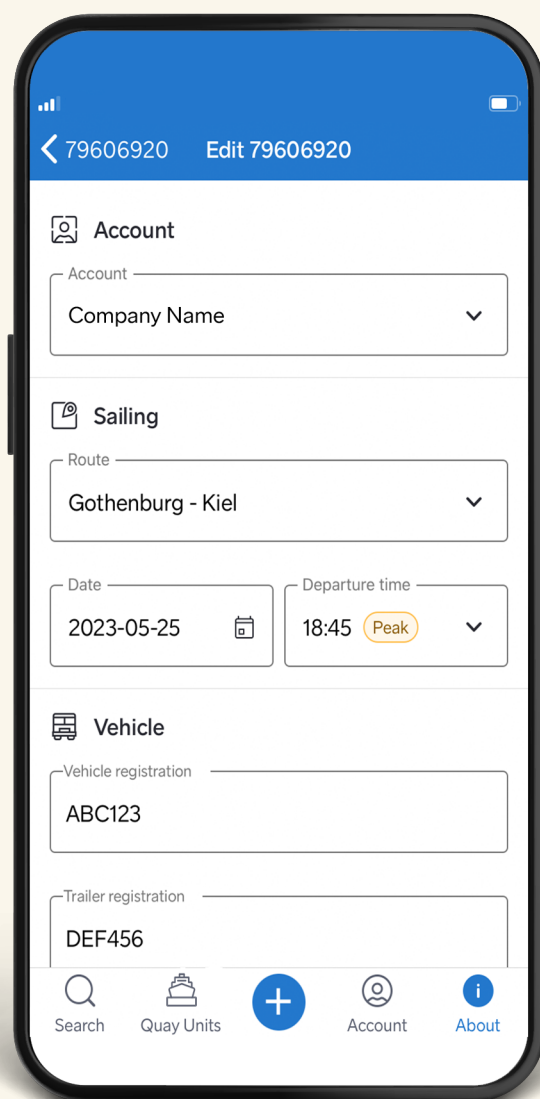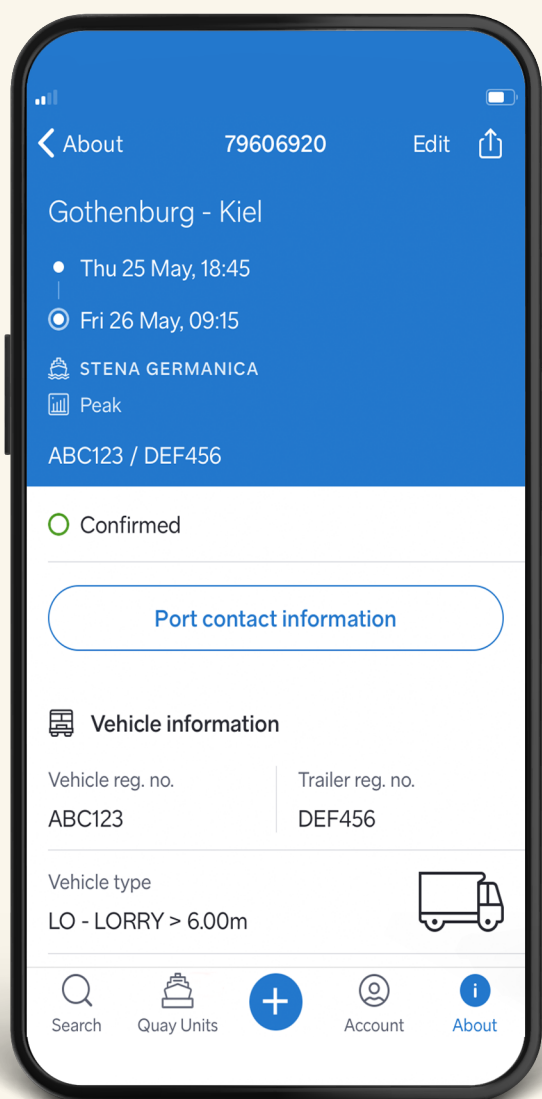
Create booking

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 Calculate Price in the bottom of Create booking to see the total price of the booking.

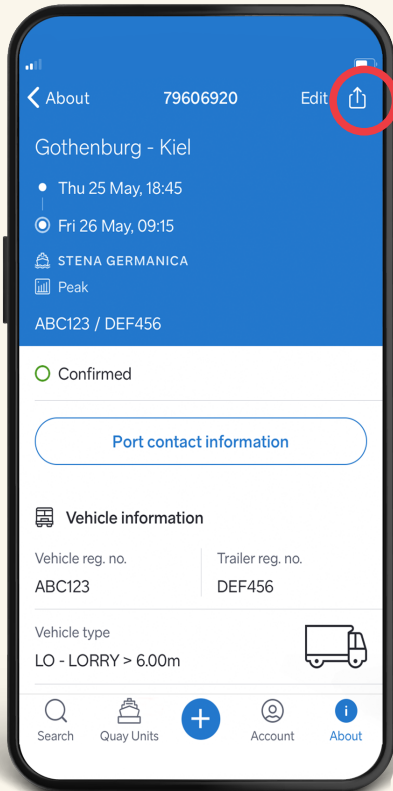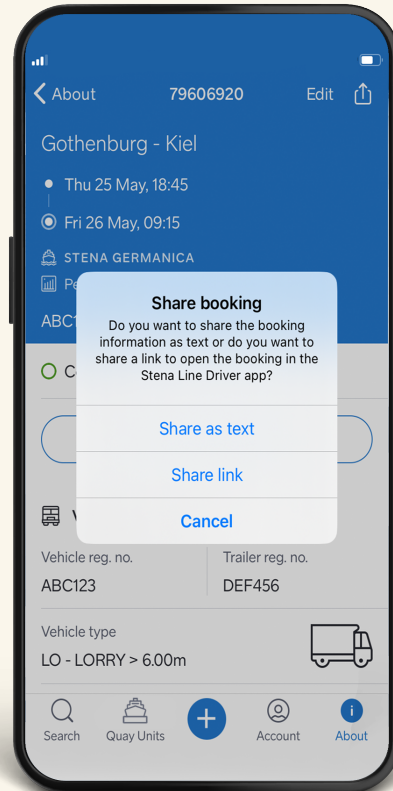Warnings and possible urgent message(s) for the route will be shown in the top green area.

Share booking details

Send booking details by sharing a link to the drivers app, Freight portal or as a text message.

Click the share icon
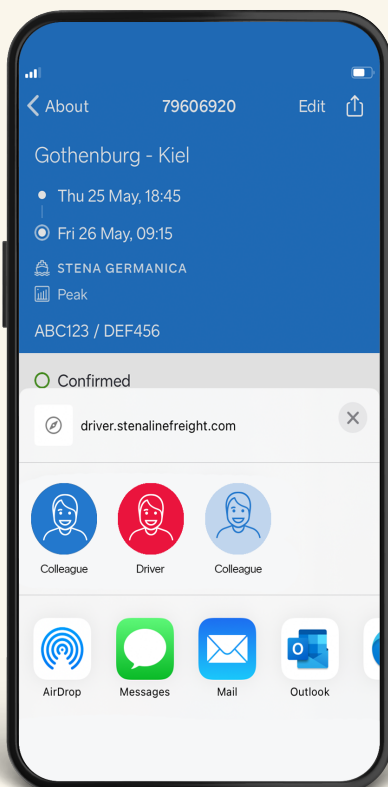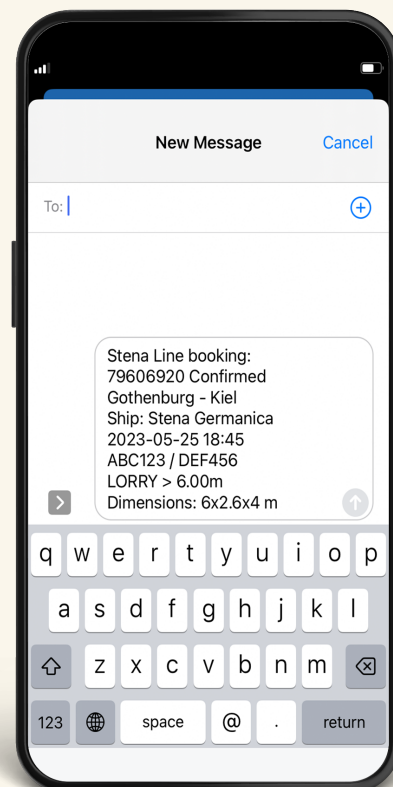

Choose to send booking via text or link

### Choose channel

Share the booking

Cash payment

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

1. Go into a booking and scroll down to Payment Details
2. Here you will find all the details regarding the booking: Currency, VAT, Price & Total sum
3. Pay the booking by clicking Pay and choose credit card to get the window for adding credit card details. Click Pay [amount].
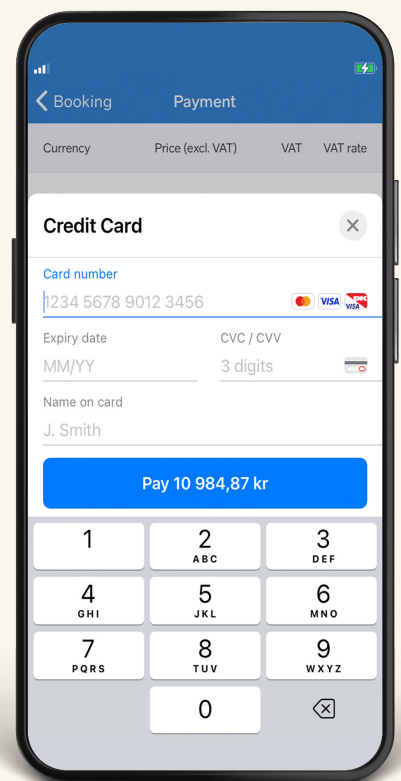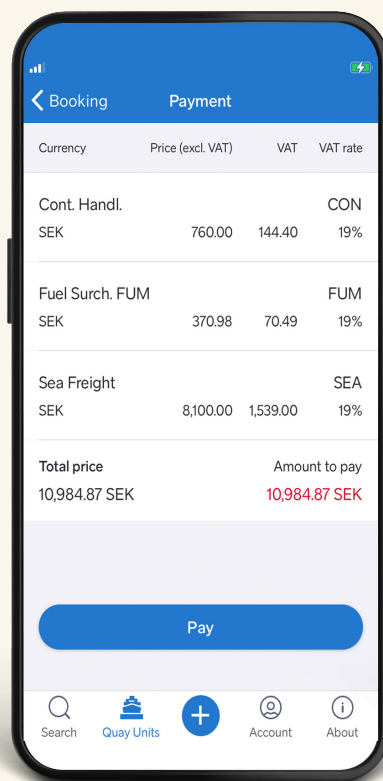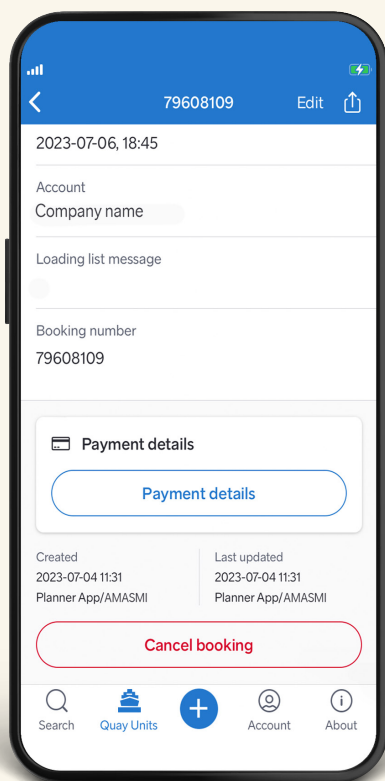
Contact

In About 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.
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