

Smartnet – getting started

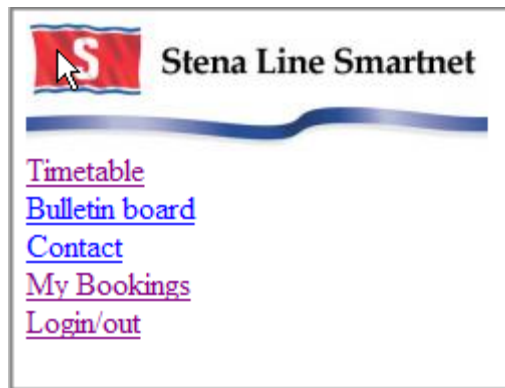
Mobile devices and Smartnet site compatibility

The Smartnet mobile site is revised and is compatible with most mobile phones, PDA:s and other handheld devices. Depending on the operating system used in the device and the standards supported for web based content, the exact visual appearance and handling procedures may differ from the ones described below (which are based on using a Smartphone). The functionality of the site, however, is the same!



Using Smartnet is easy. It is now updated to run on almost every mobile phone, also older ones. There is also a new feature “My

Bookings”, once logged in you can Transfer or Cancel a booking.



For those of you familiar with our Extranet, you will recognize the Smartnet functionality. Below you will find detailed instructions about the mobile site and how to use it.

All five features are designed to be used as smoothly and easily as possible. The mobile site is pretty much self explanatory, but with the simple instructions below you will be able to use it to its full potential.

Some features are common for all the five features:

- The Smartnet landing page is the main menu. Use the links to access each function. Return to the main menu using the **Home** link at the bottom of each screen. You might have to scroll vertically to see the full page info and the bottom Home link.
- Control each function by using the drop down menus. They can look different on different mobile devices but work the same; press and pick your choice from a list. On older devices you might have to press several buttons to make a selection.
- Use the **Select**, **Search** or **Login** button to start the function. The result is usually presented below the search criteria.

- Each function will try to set a cookie on your mobile device. The cookie will store the most recent input or search criteria. Next time you enter the function these values will be used as defaults and save you time and effort. This will not work on older mobile phones, not supporting cookies.

1 - Timetable

Stena Line Timetable

Gothenburg - Frederikshavn

17 April Search

Search results:

09:30- 12:45 STENA DANICA (Open)
18:45- 22:00 STENA DANICA (Open)

[Home](#)

The "Timetables" function provides access to all Stena Line Freight routes and will show details about departures.

Sailed departures are marked "(Sailed)" and departures with an asterisk * has an changed estimated arrival time. The arrival time displayed is the new arrival time.

2 - Bulletin board

Stena Line Bulletin

Irish Sea Choose

Bulletins:

Please be advised that our conventional vessel, the Stena Caledonia, will be going to dry dock for annual refit between the 13th April 08 and 30th April 08.

In order to minimise any inconvenience on Belfast/Stranraer during the period 13th – 20th April our schedule will be maintained and operated by the Stena Seafarer. As a consequence Fleetwood/Larne will operate with 2 vessels only during this week.

The 'Bulletin board' shows the latest freight news for your region. There are four regions:

North Sea: routes between Holland and UK/IE

Kattegatt: routes between Denmark, Norway and Sweden

Baltic Sea: routes between Poland/Germany and Sweden/Denmark

Irish Sea: routes between UK and Ireland/Northern Ireland

3 - Contacts

The "Contacts" option helps you to find the details needed to contact any of our offices by phone, fax or e-mail. Just pick your country and press **Select** button to display the list of contacts.

On most phones, clicking a telephone number will make it possible to dial the number directly.

On most phones, when clicking the e-mail address the phone will try to connect to the mail application – if one is available.

Stena Line Contact

Denmark

Contact information:

Stena Line
E-mail
freightbooking.dk@stenaline.com
Phone
[+45 96 200 222](tel:+4596200222)
Fax
[+45 98 42 27 50](tel:+4598422750)

[Home](#)

4 – My Bookings/Transfer/Cancel

Stena Line Bookings

Customer: Hafs

By: Booking no

For: 30421210

Search Interval: 1 week

Showing booking 1-1 of 1

Booking No: 30421210
2008-04-21 09:00 - VA-GR
VA
2500kg 6m
Status: Booked

[Advanced search](#)
[Log out](#)
[Home](#)

The "MyBookings" option requires a login because it will show detailed information about your bookings. You need to obtain an account and a password from your company office. They will need to add a new special "mobile password" to the regular customer account for the Stena Line Extranet. Use the usual SL customer account as username and the new special password for the mobile site, to log in.

Two search possibilities, similar to those available on the Freight Extranet, can be used:

- Standard search displays a drop down with the customers connected to your account. You can select to search for booking number, customer reference or

vehicle or trailer registration number. The actual search criteria is then entered in an input box

S Stena Line Bookings

Customer: ▼

Route: ▼

Vehicle Type: ▼

Search Interval: ▼

Showing booking 1-2 of 2

Booking No: 30421213
2008-04-22 09:00 - VA-GR
VA
2500kg 6m
Status: Booked

Booking No: 30421211
2008-04-21 09:00 - VA-GR
VA
2500kg 6m
Status: Booked

[Standard search](#)
[Log out](#)
[Home](#)


- Advanced search also displays the connected customers to choose from but also a drop down menu to pick a specific route and a drop down menu to choose a specific vehicle type.

For both options you also can select a date interval to display either 1 or 2 weeks of bookings from today's date.

Press Search button to display the list

You can switch between standard and advanced search by using the link below the Search button.

Normally two options are available from the listed bookings, Cancel and Transfer. To **Cancel a booking**, simply press Cancel button. Since this is a ir-reversible action, a confirmation dialogue is displayed:

 **Stena Line Bookings**

Are you sure you want to cancel booking no 30421213?

[Home](#)

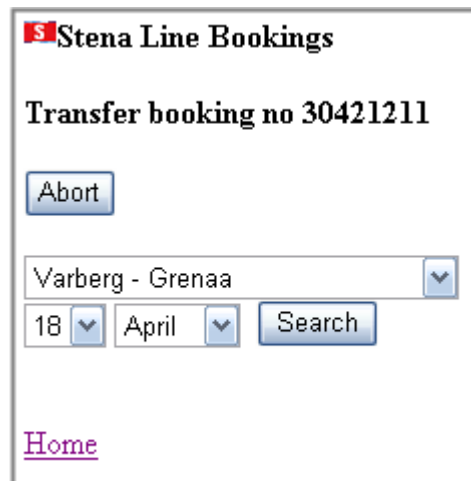
Click No to return to the list of bookings, Click Yes to Cancel the booking. You are then returned to the home page with a message of the successful cancellation at the top:

 **Stena Line Smartnet**

Booking no 30421213 cancelled.

[Timetable](#)
[Bulletin board](#)
[Contact](#)
[My Bookings](#)
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To **Transfer a booking**, click the Transfer button in the list of bookings:



S Stena Line Bookings

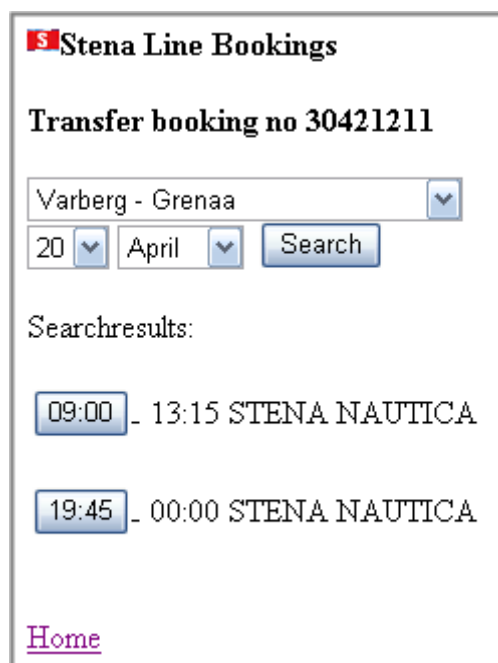
Transfer booking no 30421211

Varberg - Grenaa

18 April

[Home](#)

Then a new departure must be selected. The route is pre-selected and the same as used in the previous step. Pick a new date if necessary and press Search to list available departures.



S Stena Line Bookings

Transfer booking no 30421211

Varberg - Grenaa

20 April

Searchresults:

- 13:15 STENA NAUTICA

- 00:00 STENA NAUTICA

[Home](#)

Select the departure to transfer to booking to by clicking the corresponding button with the departure time. The home page is displayed along with a confirmation message.



Stena Line Smartnet

Booking no 30421211 successfully transferred to route VA-GR departing 2008-04-20 19:45.

[Timetable](#)

[Bulletin board](#)

[Contact](#)

[My Bookings](#)

[Login/out](#)

5 – Login/logout

Stena Line Login

You need to be logged in to use this section.

User:

Pass:

[Home](#)


The "MyBookings" option requires a login because it will show detailed information about your bookings and also gives you the opportunity to transfer or cancel bookings.

You need to obtain an account and a password from your company office. They will need to add a new special "mobile password" to the regular customer account for the Stena Line Extranet.

Use the usual SL customer account as username and the new special password for the mobile site, to log in.

This option must be used should you wish to logout explicitly, for special security reasons or if another userID should be used for the MyBookings function. Just enter the Login/Logout function again and use the Log out link. (The logout link is also available from within the "MyBookings" function.)

Important! Use **Logout** link only if you explicitly want to log out. You then have to enter the user name and password next time. If you do **not** explicitly log out, your credentials are saved in the cookie and you will be **automatically** logged in next time



you enter the “MyBookings” function. This is the normal way of using the site, once logged in, you stay logged in even between sessions.

Set as a “Favourite” in your phone

To get the address of the site into your mobile device you can enter the address **mobile.freight.stenaline.com** directly into the address field of your browser of your mobile device.

More easily however, you could take advantage of our SMS service where you just enter your mobile number, security code and press OK to have an SMS sent to your mobile phone with the URL to use. Then click the URL in your mobile phone browser to open the Smartnet site. Once there save it as a "favourite" in your phone. (You might have to consult your manual for your specific phone if you are unsure how to do that.)