



**Stena Line**



*Claim Web Portal*  
user guide



## Claim Web Portal

Manage your claim on the easy-access Claim Web Portal.

This powerful tool gives you access to follow your claim directly from your Extranet account.

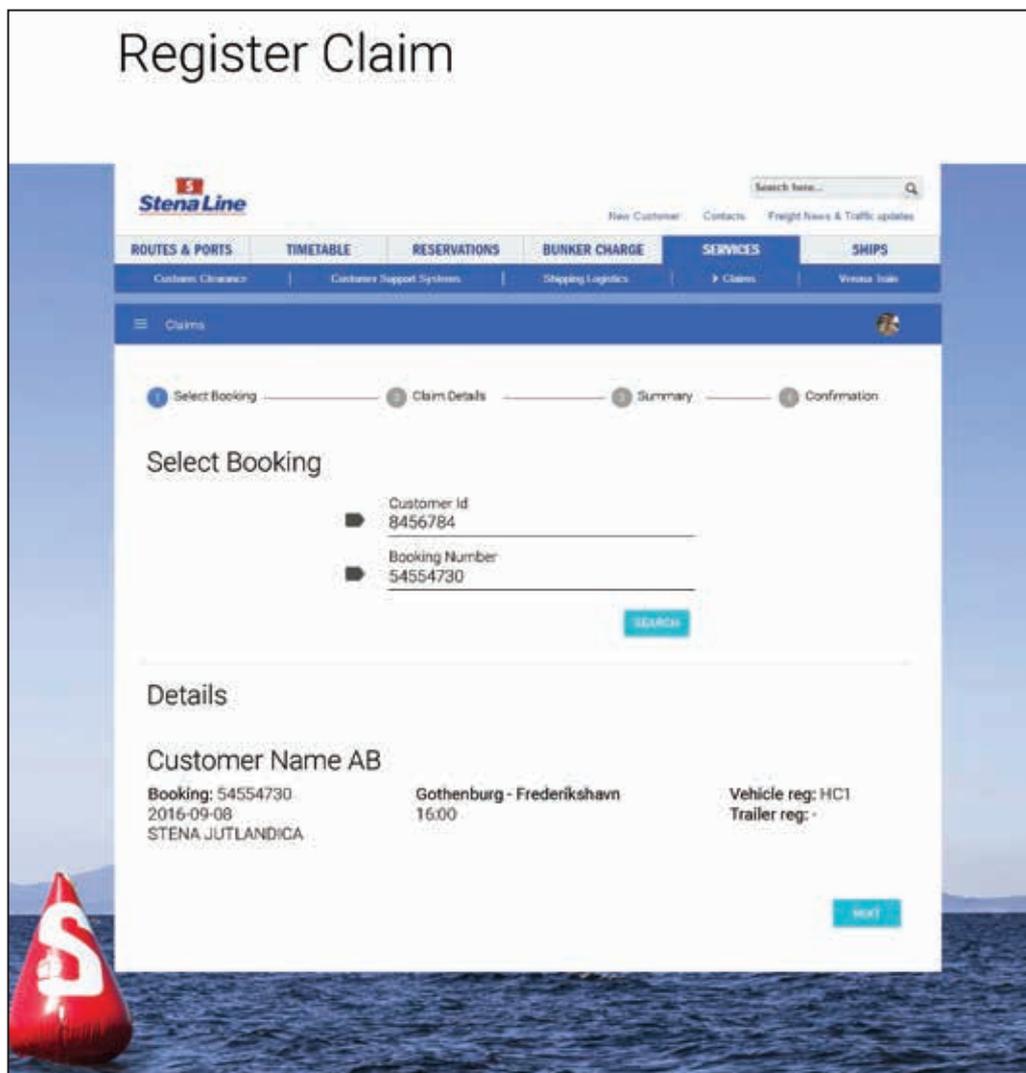
This user guide introduces you to the claim tool in detail, including the steps you will need to go through to ensure you are fully engaged and effectively taken care of in the process.



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## Register a claim

If you believe that your vehicle has been damaged when in our custody you need to register your claim on our website: [stenalinefreight.com](http://stenalinefreight.com).

Before you start make sure to have your booking number and the registration number of the vehicle you want to register a claim for.

There are two ways to register your claim:

- 1 On the menu Services/Customer Support Systems on our website you will find the 'Claim Web Portal' menu, which by a click takes you directly to the registration site. On this site you just enter the booking number and the vehicle number.
- 2 If you have an Extranet account (on line booking) with us you can search for the booking directly from your Extranet account; simply just select it from your booking list to start the claims process.

You will also be able to access the Claim Web Portal just

[Click here](#)



## Claim Details

Once you have entered your booking number and vehicle number or you have looked it up on your Extranet account you will be able to register your claim.

Before starting the process you will be able to see the shipment information about the vehicle in question.

The system will guide you through the process and tells you which information is required and which is optional. Among the details are:

<b>Customer Contact</b>	Please fill in the email address to where all correspondence and further contact should go
<b>Remarks</b>	Please add remarks if you have details you want to share with us
<b>Customer reference</b>	Your own unique reference can be filled in here
<b>New Exterior Claim</b>	Should the initial notification not be complete you can add additional damage not previously notified at this point
<b>Claimed amount</b>	Here you can register whether or not you have received a quoted estimate for repairing the damage and if occasion should arise a repair estimate must be included or the claim will not be fully registered
<b>Attachments</b>	Upload any additional document you think will be helpful for the claim assessment
<b>Customer Handler</b>	You may want to select a handler previously registered within your company, or create a new one

To speed up the process with us and for us to investigate the claim further we recommend that you give us as much information as possible and upload further pictures, if any.



# Claims Detail Summary

That is all - or almost.

Now you just need to check the summary details. If these are correct you tick off the two boxes to confirm that you have given us

**1** true and correct information and that you

**2** accept our Privacy Policy.

You will then receive an email confirmation with a link to the case. At any time from this point you will be able to follow the process of your case.

Notification Filed   Partially Filed   Completely Filed   Request for Info   Partially Accepted   Accepted   Rejected   Closed

Information  
A damage have to be registered.

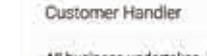
## Claim Details Summary

<b>Shipment Information</b>	<b>Vehicle Information</b>
Booking ID: 59497750	Reg no.: JFC122
Shipping Location: Grenaa	L/H/W: 17.0m/4.00m/2.60m
Delivery Location: Varberg	Weight: 12500 kg
Shipping Date: 2017-09-20 01:00	Type: AR - Artic
Delivery Date: 2017-09-20 06:15	

Customer Email  
andreas.karlsson@surikat.se

Claim Remarks

Reported Damage

		<b>Damage Report</b> <b>Part</b> : Cab Right <b>Damage</b> : Scratch <b>Side</b> : Right <b>Remarks</b> : TEST for system <b>Reporter</b> : Steven Buhelt <b>Date</b> : 2017-09-20 10:26 <b>Signer 1</b> : Jens Jørgensen
		
		
		
		
		

Claimed Amounts

Attachments

Customer Handler

All business undertaken, including but not limited to carriages of cargo, logistic services or any services available, are at all times subject to [Stena Line Freight's General Terms](#) available to you upon request.

**1**  I hereby certify that the above information given are true and correct as to the best of my knowledge

**2**  I hereby accept the [Stena Line Privacy Policy](#)

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## Next step

When you have registered your claim you will receive an email confirmation that we will start the claims process by investigating the damage further.

At any time you will be able to track emails, correspondence and how far we are in the process by looking up your booking number on the Claim Web Portal.

Should we need any further information from your side we will contact you and when we have investigated further we will come to a conclusion whether to accept the claim or not. If your case is accepted we will ask you to provide us with an invoice for the settlement amount of the claim.

# Contact

**Scandinavia, Baltic States, Germany & Poland**  
freight.claims@stenaline.com

**United Kingdom & Republic of Ireland**  
freightclaims.is@stenaline.com

**North Sea**  
freightclaims.nl@stenaline.com

All business undertaken, including but not limited to carriage of cargo, logistics services or any services available, are at all times subject to Stena Line's general terms, available upon request and on our website.

For further information please visit our website  
[www.stenalinefreight.com](http://www.stenalinefreight.com)

