

*Your
Freight Planner
App*



Freight Planner App
for iOS/Android



Your Freight Planner App

The app has been developed to meet your requests to simplify the booking process when you are out of the office.

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

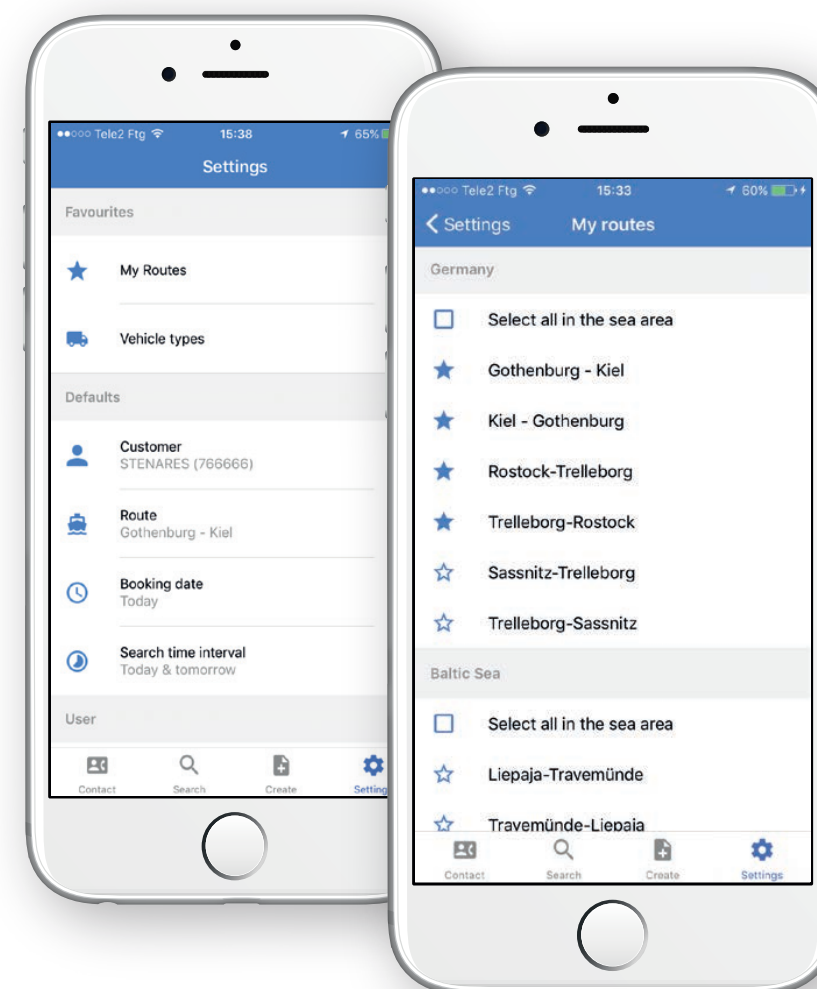
You simply just log into the app with the same credentials and profile as you have for your Extranet account.

In this first version of the app you are able to search among your bookings, view booking details, update bookings and see reservations contact information. You can also create bookings from scratch and if you are a cash customer or have price calculation authority you can see the price of the booking.

We have started with the basic functionality in this first version but will continue to develop the app with your help and input!

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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.

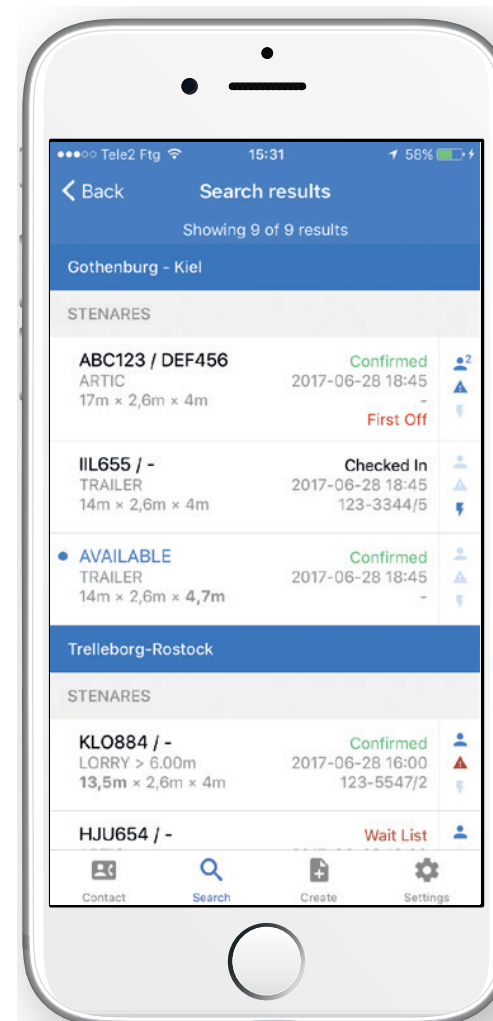
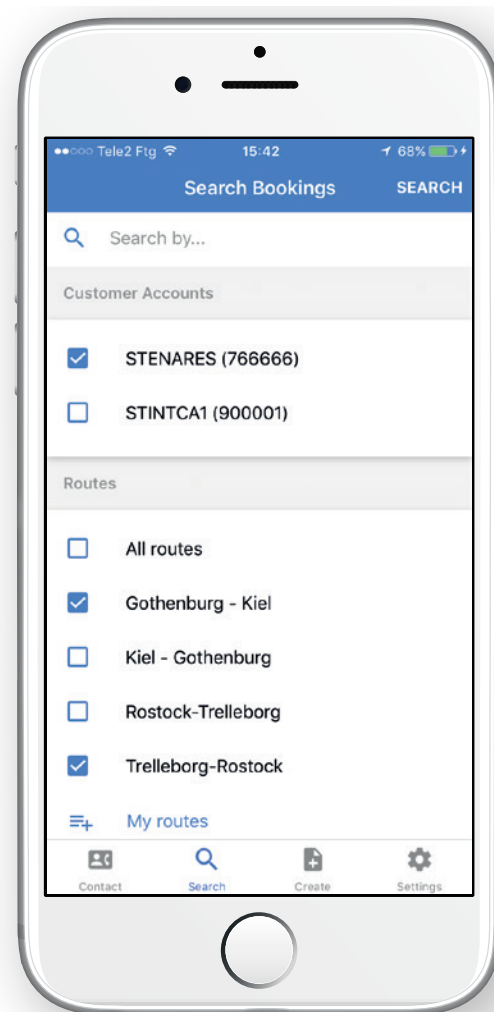
Your selected favourite routes and vehicle types will be your available choices in the different functions of the app so you only see those relevant for you.

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.

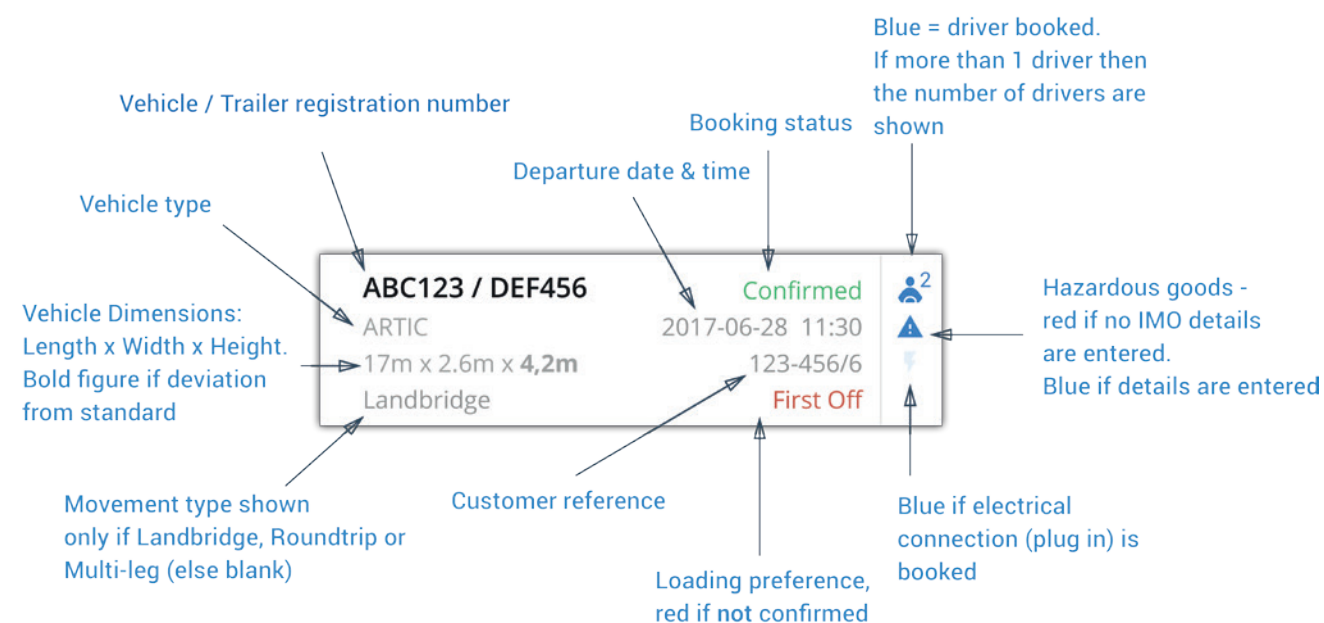
Available bookings are confirmed bookings that have not been used yet (no set vehicle registration number, customer reference...) - typically block bookings.

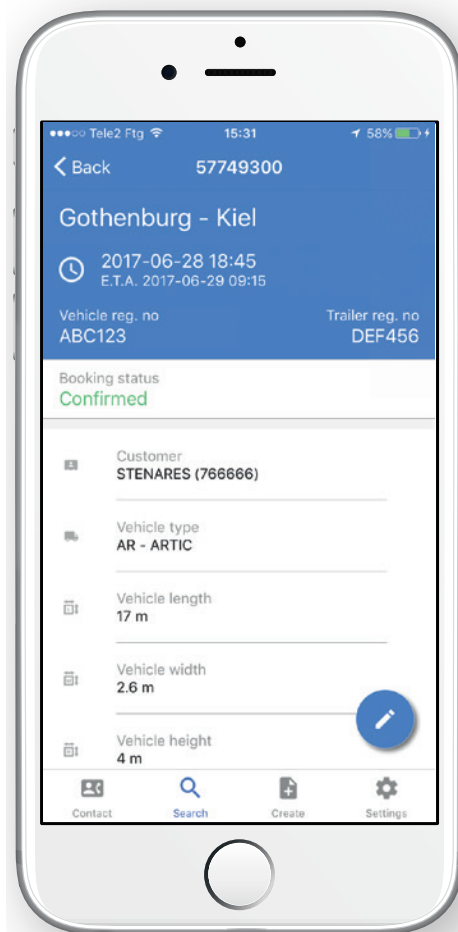
If you click on Search by..., the field will expand and let you search for either Vehicle/Trailer registration number, Booking number or Customer reference.

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.





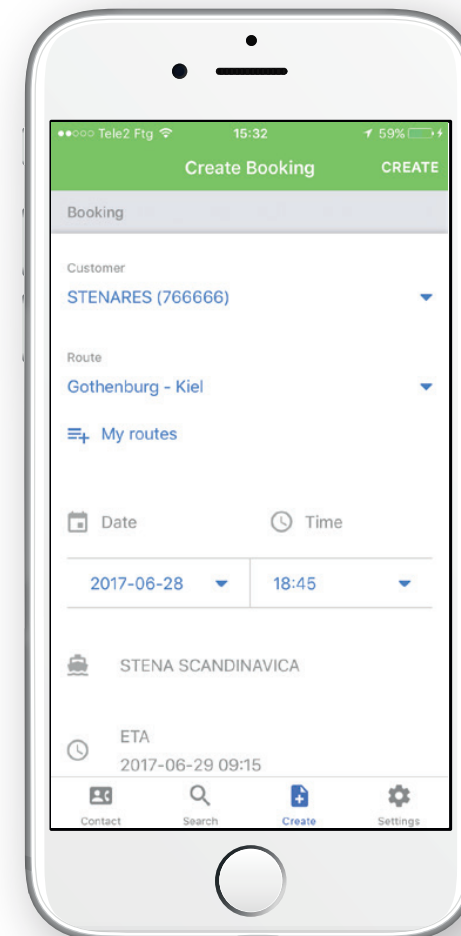
View Booking Details

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.

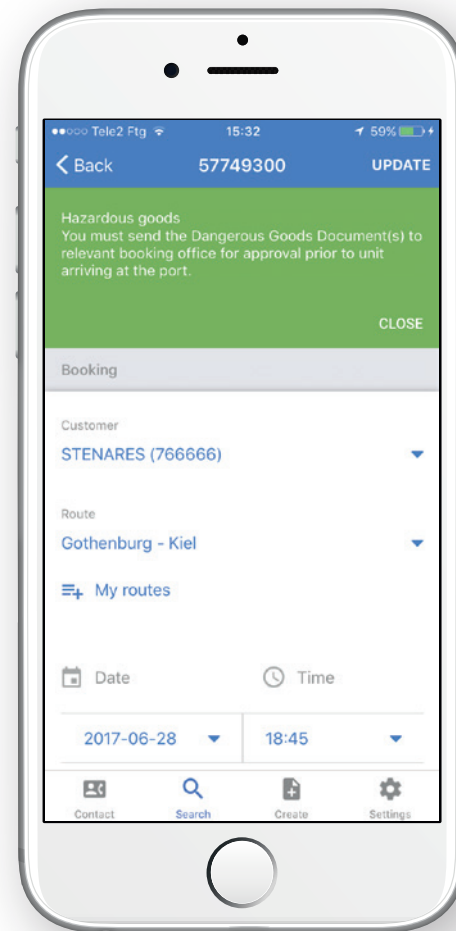
Update Booking

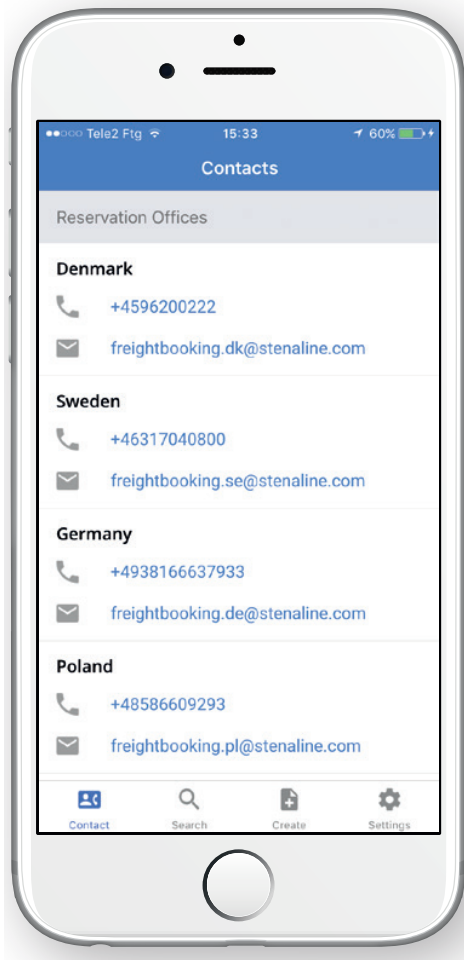
To update a booking, click on the Blue pen icon in View booking details. Then you will enter update mode, and are able to update the fields you wish to change by clicking on the fields.

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.





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.

We have started with the basic functionalities in this first version of the app and we will continue to develop the app with your feedback.

Feel free to send your feedback or questions to: freightplannerapp@stenaline.com