

Tools to get the job done

Customer Support Systems





The painless way to boost productivity

With Stena Line Freight you can choose from a range of Customer Support Systems that let you book space, track units, stay abreast of timetable updates, maintain logs of your transactions, monitor your shipping statistics and electronically receive and process invoices.

Our Customer Support Service tools range from an **Extranet** service (ideal for small to medium sized companies) to **Stena Connect**, a version of our own booking system that is perfect for larger customers holding regular block bookings.

Smartnet is the tool where customers can use mobile phones to get related information as well as transfer and cancel booking capabilities through GPRS or 3G.

Use our **eInvoice** Internet site to receive e-invoices – all you need is an Internet connected PC.

We can also arrange direct system-to-system connectivity via our **eConnect** and **eInvoice Plus** interfaces.

Contact us if you'd like to learn more about our Customer Support Systems and how they can improve your business processes and productivity. For more information about our Extranet and StenaConnect services, please contact your nearest Stena Line Freight office. To learn more about our system-to-system connectivity, please call your Stena Line Freight sales contact.

Extranet and online services

The Stena Line Freight website, www.stenalinefreight.com, is a valuable working tool that includes all our timetables and the latest sailing information for all routes in our network. The site also links you to our Extranet, a service that provides you as a registered user with two valuable tools: Internet booking and Track-n-Trace. With Internet booking you can easily reserve space on any Stena Line Freight route and obtain the booking reference directly on your screen. The service tells you which departures have available space and lets you make new bookings or update existing reservations. You can also request e-mail confirmations each time you make or change a booking.

The screenshot shows the 'New booking' section of the Stena Line Freight website. On the left is a blue sidebar with search options: 'By Vehicle/Trailer No.', 'By Customer Ref.', 'Advanced Search', 'Display deck location', 'By Booking No.' (with a search box), and 'Bulletin Board' (with a 'Choose sector' dropdown and a search box). The main content area is titled 'New booking' and contains a 'Departure & Vehicle Info' form. The form has three columns: 'Customer' with a dropdown menu, 'Route' with a list of routes (Belfast-Stranraer, Belfast-Stranraer (HSS), Dublin-Holyhead, Dun Laoghaire-Holyhead, Europoort-Harwich) and a dropdown arrow, and 'Departure' with an empty box and a 'Show departures' button. Below these are 'Vehicle Type' with a dropdown menu, 'Vehicle No.' and 'Trailer No.' with input fields. At the bottom are 'OK' and 'Rejected' buttons.

Track-n-Trace lets you know where your freight units are. You can track them by entering the departure times, or by using the booking, vehicle or reference numbers. Input time is kept to a minimum by a feature that lets you create your own search profile. For example, on entering the system you can choose to immediately view and/or update all the bookings you have made with us over a specific period.

You can even obtain and print statistics on vehicle movements against your account, comparing year-on-year and year-to-date volumes. An online interactive timetable – which is updated from our own check-in system – is also available. As a result, all timetables are accurate and incorporate any revised estimated arrival times. Internet booking and Track-n-Trace make our Extranet an ideal tool for small and medium volume shippers.

StenaLine
FREIGHT

You are logged on as T-USER. You have now full access to Stena Line Freight's extranet booking service.

Booking

- ◆ New Booking
- ◆ Amend Booking
- ◆ TimeTable
- ◆ Bulletin Board

Choose sector Search

Information

- ◆ Statistics Warehouse
- ◆ My Profile
- ◆ User Manual

Track & Trace

- ◆ By Vehicle or Trailer No.
- ◆ By Customer Reference
- ◆ Advanced Search
- ◆ By Booking No.

Search

◆ Display deck location

eConnect

eConnect is an online system-to-system service, providing you with booking and Track-n-Trace capabilities directly from your own system. The benefits are...

- You don't repeat input – you only use your own routing/booking system to create/receive all messages.
- You can, by connecting a vehicle to one of our sailings, automatically send a booking request with an instant synchronous booking number confirmation directly from our system to yours, typically responding within a second or two.
- You can check timetables as well as route information and Shipping Intelligence online as often as you like directly in your own system.



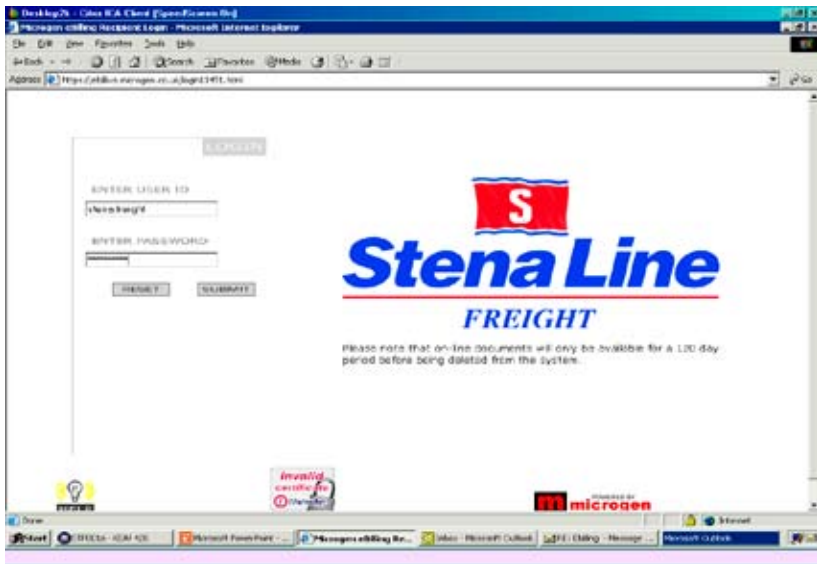
StenaConnect

StenaConnect is a customer-adapted version of our own booking system. Easy to use, it gives you 24-hour online, secure access to Stena Line Freight's booking system for all sailings within our network. StenaConnect lets you make new bookings, change previous entries and confirm block bookings with the vehicle number, customer reference, etc. You can also see at a glance if the booking has been accepted. And you can access a current overview of a specific consignment, as well as gain full visibility of past bookings – all without making a single phone call.

StenaConnect also provides you with valuable statistics. You can confirm which consignments were shipped on a specific sailing, which units have been booked to your account, and trace the movements of a particular vehicle, etc. Stena Line Freight will provide you with a secure ID to ensure full system security. We will also train your staff to use the system and provide them with full back-up service. StenaConnect is ideal for medium to high volume shippers, particularly if you work with regular block bookings.

eInvoice

eInvoice is a very popular service used by many small and medium sized customers to receive invoices, credit notes and statements on our web site. Simply log on and handle your invoices on the secure Internet site.



There's also an option to download a csv-file from your account with invoice details to be processed by your company's financial system.

eInvoice Plus

System-to-system distribution of e-invoices through EDI in any format and technology you like – XML, EDIFACT, ebXML, csv etc on ftp, oftp, oftp2 and Web Services. By receiving the e-invoices directly into your own system together with other supplier e-invoices, Stena Line Freight supports your own internal invoicing process the best way possible. The big advantage with eInvoice Plus is the automatic processing of invoice information directly within your own system without any manual handling of csv-files in between.

e-Invoicing benefits

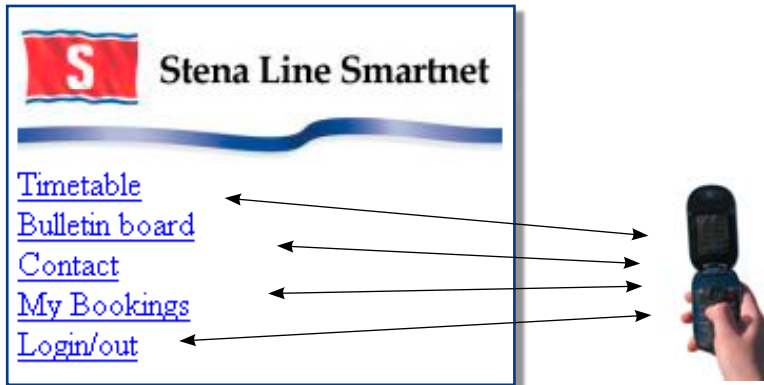
How do you benefit from electronic invoicing?

- The risk of human error during document handling is drastically reduced
- Administration costs are reduced to a minimum – one survey shows that with EDI, the average handling time for an invoice dropped from 18 to only 2 minutes.

Simply call your Stena Line Freight sales contact to set up an eInvoice web account for Internet distribution or an eInvoice Plus system-to-system connection.

Smartnet

Smartnet is a Stena Line Freight solution for the mobile customer. By accessing <http://mobile.freight.stenaline.com>, services like...



...can be read and used within the mobile telephone Internet browser. The telephone needs to be enabled for GPRS or 3G.

Transfer booking/Cancel booking

An existing booking can be moved to an earlier or later departure and/or different route plus you can cancel bookings, giving the user maximum freedom to handle reservations after office hours and without a PC.

The mobile solution has intentionally been kept very simple to only transfer very small amounts of data over the mobile networks, keeping the network traffic costs to a minimum.

You can get an SMS with the Smartnet address sent to your mobile telephone – simply go to Stena Line Freight's Internet site www.stenalinefreight.com and follow the Smartnet links.

	Extranet	StenaConnet	eConnect	eInvoice	eInvoice Plus	Smartnet
Book on line	●	●	●			
Transfer/cancel bookings	●	●	●			●
System to system			●		●	
Track-n-Trace	●	●	●			●
Timetables	●		●			●
E-invoice				●	●	
Bulletins	●		●			●
Contacts	●					●

Stena Line Freight telephone numbers:

Area Scandinavia

Göteborg, Sweden

+46 (0) 31 85 80 00

Frederikshavn, Denmark

+45 96 200 222

Grenaa, Denmark

+45 96 200 290

Oslo, Norway

+47 23 17 91 60

Kiel, Germany

+49 (0)431 9096

Gdynia, Poland

+48 (0)58 660 92 93

UK/Rep of Ireland

Rugby, England

+44 (0)1788 20 33 33

Dublin, Rep of Ireland

+353 (0)1204 77 20

Benelux/France

Hoek van Holland, The Netherlands

+31 (0)174 389 456

www.stenalinefreight.com

