

LOGISTICS SOLUTIONS FOR A WORLD IN MOTION

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## **Log-in for FREJA E-Service**

To log on FREJAs E-Service, you need to open your Internet-browser and enter the following address:

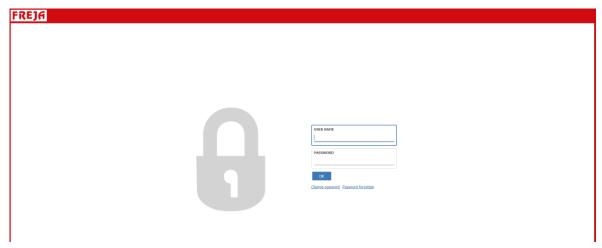
www.freja.dk or www.freja.com

We recommend that you use internet browser Google chrome.

Navigate to On-line booking.

Choose: *Log-in* 

Following window will appear on your screen:

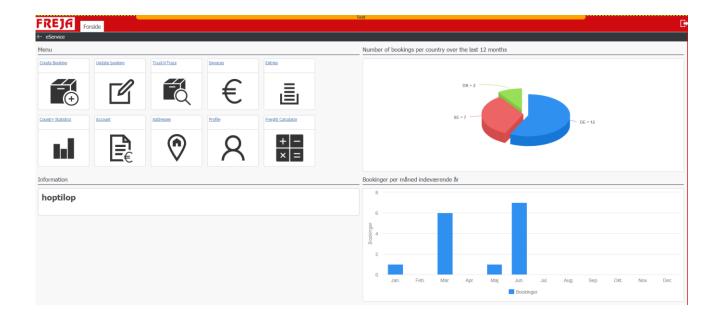


Enter your account name and code, which you have been given by your contact person from FREJA.

After this press 'OK'.

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## **Navigation on E-Service**



Above you can see the start picture of FREJA's E-Service.

Following functions are possible (settings access controlled) and are elaborated on the following pages:

**Booking:** Possibility to create own orders, which immediately will be accessible to FREJA. Creation is acknowledged with booking number and possibility to receive consignment note and label as well as the possibility to attach documents.

**Update booking**: In this tab it is possible to search all of your bookings, edit in already created booking (as long as it is not been predisposed/dispo'ed by FREJA), copy existing bookings and (re)print various prints as well as possibility to attach documents.

**Track 'n Trace:** In this tab it is possible to follow your bookings. Is it predisposed, has a consignment note been scanned etc? Other than that it is possible to find and print receipted consignment note.

**Invoice overview:** Invoice overview with key information about all invoices as well as a possibility to print a copy of the invoice.

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**Entries:** In this tab it is possible to see relevant economic data between you as customer and FREJA. Here it is possible to choose between: All entries, Open entries and Dilapidated entries. All possibilities can be controlled by date.

**Country statistic:** Here it is possible to get sending as well as turnover statistic for a given period.

**Account information**: Shows your address and contact information as well as gives you an overview over the current status on various accounts.

**Address overview:** In this tab, you can see your own created customer database with all of the relations that are possible to choose in 'Create booking'.

Besides that, it is possible to create new addresses as well as edit / delete in already existing customer relations.

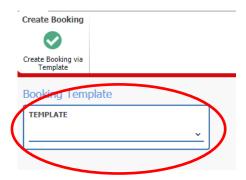
**Profile:** Here you have the possibility to create a specific customer setup on your E-Service access.

**Freight calculator:** Here it is possible to calculate the expected price of freight according to applicable offer.

## **Booking**

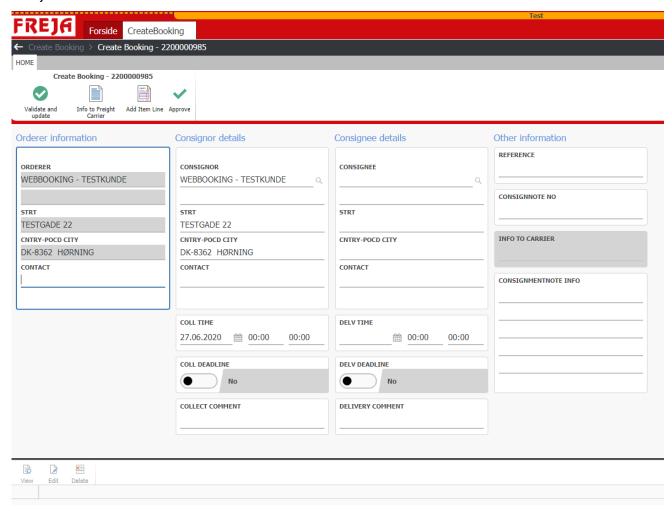
To create a booking, you need to choose the tab: 'Booking'.

E-service team in FREJA have created booking templates to the markets where there is an agreed online-solution. Via drop-down menu the market the market you wish to book to is chosen and after this 'Create booking via template'.



If you wish for more templates contact your contact person at Freja or write at: webbooking@freja.com.

When the template is chosen, you will get this screenshot (for full screenshot, press F11):



#### **Orderer information:**

Orderer: Prefilled by FREJA

## Sender information:

<u>Sender:</u> MUST be filled in and can either be filled in via magnifying glass of by the address field or can be created in here and then 'create' or via the tab 'Addresses' (find more information on page 22). Manual addresses can be taped in as well, but we recommend that you create your customer addresses in the address book for future use.

<u>Pickup date/time interval:</u> Enter the date you wish for/time for pickup – MUST be filled in.

<u>Pickup term:</u> Only visible if there is a special agreement available with FREJA about this. If the goods has to be picked up at a specific date/time, this has to be filled with "yes".

<u>Pickup commend:</u> Can be used as short information for FREJA. Ex. "Pickup from gate 10". Room for 20 characters!

#### **Consignee information:**

Consignee: MUST be filled in and can either be filled in via magnifying glass by the address field or can be created in here and then 'create' or via the tab 'Addresses' (find more information on page 22). Manual addresses can be taped in as well, but we recommend that you create your customer addresses in the address book for future use.

<u>Delivery date/time interval:</u> Enter the delivery as wished for. NOTICE that FREJA do not accept entries in delivery fields as being a term transport, unless this has been agreed with FREJA.

<u>Delivery term:</u> Only visible if there is a special agreement with FREJA.

If the goods has to be picked up after specific date/time, this has to be filled with "yes".

<u>Delivery comment:</u> Can be used for short information to FREJA. Ex. "Delivery with lift". Space for 20 signs!

#### **Additional information:**

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<u>Reference number:</u> This field is used to fill in your own reference. Will be shown on the invoice from FREJA.

<u>Consignment note:</u> If a consignment note is already filled in at yours this consignment note number can be entered here. Else you skip this.

<u>Info for freight carrier:</u> In this field a little more can be elaborated about the transport. This Field MAY not be typed in, before AFTER you have made a goods line ( otherwise it disappears again)



This information is visible at FREJA, when the sending is created.

Information that are associated an address will automatically appear here, when the goods line is filled in

See more in the section "Addresses" page 22.

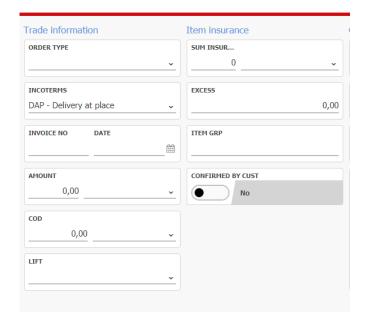
<u>Info for consignment note:</u> This information will be on the consignment note / CMR. Here it is also possible to associate a permanent information on an address.

Information that are associated an address will automatically appear here, when the goods line is filled in

See more in the section "Addresses" page 22.

## **Trade information & cargo insurance:**

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These are special settings and only available if agreed with FREJA

Order type: Shall **only** be filled in if there is a special agreement with FREJA.

<u>Incoterms:</u> Are prefilled by FREJA with the freight terms, as agreed between you and your customer. Can be changed in the dropdown-menu.

<u>Invoice / Quantity / COD:</u> Used if the consignment is send with COD. Consult your contact at FREJA for further information.

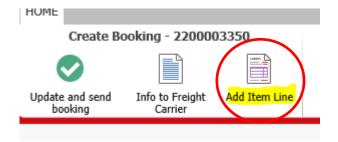
<u>Lift:</u> Shall the goods be picked up / delivered with lift? (only information and must also be agreed otherwise with FREJA for now)

<u>Goods Insurance:</u> Shall FREJA draw up an insurance for your consignment? Consult your contact at FREJA for further information.

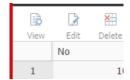
#### **Goods lines:**

To create a new goods line press the creation icon:

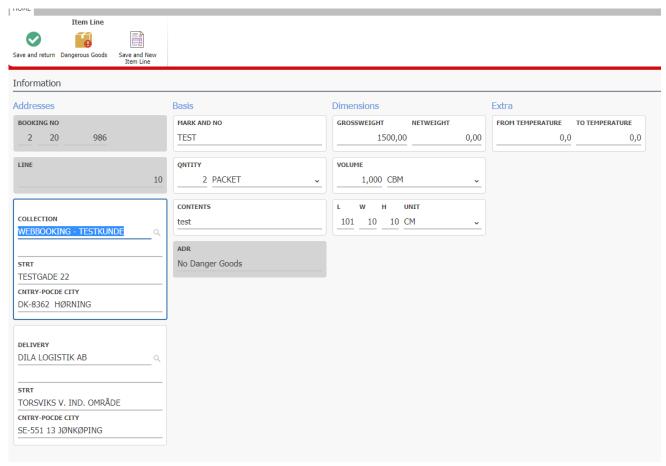
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If something is already filled in the "goods line", as ex. collitype or content, this **MUST** be used by pressing edit.



## Following window will appear:



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## Adresses - Collection / Delivery:



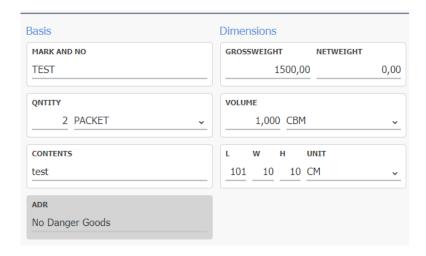
If sender and recipient are filled in the will automatically be filled in, in respectively Pick up and Delivery.

If different address than sender / recipient: Find existing address via loop address via loop address in here.

Manual addresses can be taped in as well , but we recommend that you create your customer addresses in the address book for future use.

## **Basis info / Dimensions:**

Enter as many informations as possible at all here.



## FREJA demands that at least the following fields are always filled in:

- Quantity colli/pallets
- Contents
- Weight

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#### Volume

These fields have to be filled in in order for us to guarantee quality in the continuing process.

<u>Mark and nr.:</u> Does the goods have a reference/order, optionally unload reference? (both seen on consignment note and invoice). Space for 15 signs!

Quantity: How many colli/pallets are on the consignment?

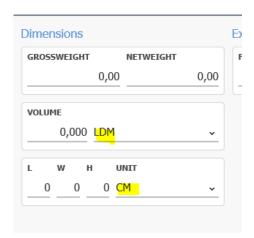
Kind: What colli-type (pallet, industrial pallet, colli, package with more)?

**Contents:** What does the sending contain?

Weight: How much does the consignment weigh in total?

<u>Volume / Volumecode:</u> How much does the consignment fill? Cubic (=CBM) or loading meter (=LDM)? ( Could be pre filled if you ONLY have one volume designation – please contact you E-service contact person by FREJA )

Length / Width / Hight / Unit: Measurements on the goods as well as unit.



If there is a setting for filling in measurement (lxwxh) the system will stop if you don't tap that in – and when tapped, the system calculates upon the volume based upon the lxwxh



Be aware off how you tap in L and W – the calculation is based upon this !! Whether it's possible to load anything next to ( W ) the goods

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So if the W is like int this example 180 we will not have room for another pallet next to this = it count 2,4 loading meters

So if W is 80 we will have room next to this pallet for other pallets and therefor the calculation is the 1,8 loading meters

#### **Temperature:**



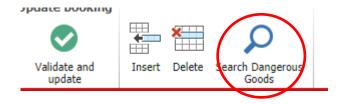
<u>Temperature from /to:</u> If the booking has to be transported with temperature, 'From Temp.' must be filled in with lowest temp. and 'To Temp.' filled in with highest temp.

#### Dangerous goods / ADR:

If the consignment contains dangerous goods the fields need to be filled in with correct data – these will be visible for FREJA.



Search via on ex UN-nr., and all the fields will be filled in automatically.



## **Domestic trading packaging:**

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If there is a national exchangeable pallet agreement between you and FREJA, we ask you to note what type of exchangeable pallets it is in this screenshot (EUR-, Halfpallet, Quaterpallet or other type of exchangeable PALLET).

You note the **amount** of pallets that should be exchanged in the respective fields.

## OK to freight lines / Possibility for more freight lines:



If there are more freight lines on the shipment: press 'save and new product line'. If the freight line OK: press 'save and return'

#### Create booking:

When all of the information has been entered press, and you are now ready to create booking.

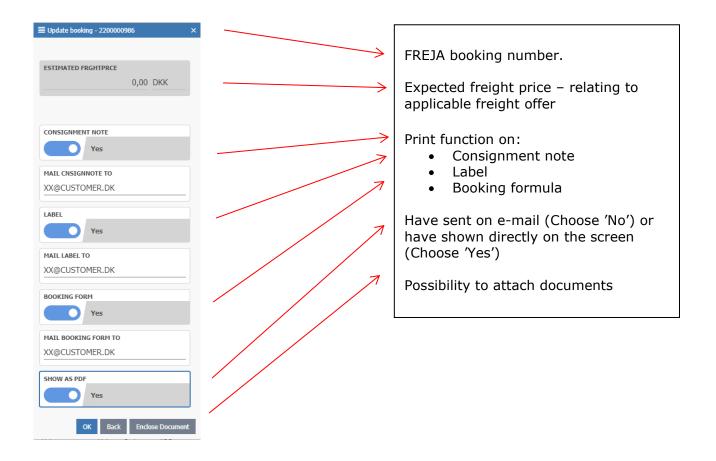


Update and send booking – is a confirmation of booking and a finale creation = FREJA can see the booking an start planning upon it

A confirmation that the booking has been received at FREJA will now appear.

If you wish to receive consignment notes, labels and/or booking formula press 'Send and print booking.

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Here you can fill in the e-mails addresses that should receive the print. After this OK. If it is always the same e-mails that should receive the prints this can be set as default under the tab "profile" (get more information p. 26)

Within short time you will receive one or more e-mails with PDF-fil, which contains the document wished for (optionally check unwanted mails/spam).

If you wish to have prints shown directly on the screen, browser windows equivalent to the amount of prints wanted shall be opened. From here you can print them.

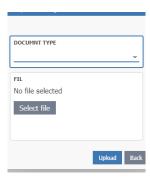
If you want it to be shown on the screen by default, write to: webbooking@freja.com

It is also possible to re-print documents in the tab 'Prints (get more information p. 23).

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#### **Enclose document:**

Press 'Enclose document'



Choose doc. type via the dropdown-menu and press 'File'.

You can now browse via own local pathfinder and attach wanted doc.

In you want to attach multiple docs. Repeat the function.

After this press 'Upload'.

It is also possible to attach doc. after the booking has been sent to FREJA (get more information under 'Prints' on p.23).

## **Update booking**

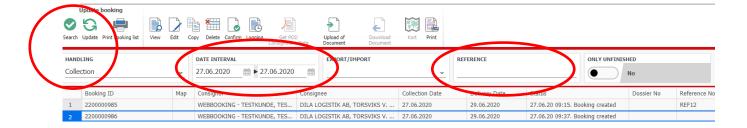
This has multiple options:

- Find/search existing bookings
- Edit/delete booking
- Copy booking
- Reprint of various doc.: consignment note/label/booking formula
- Create booking list
- Estimated freight price
- Upload of document

## Find/Search existing bookings:

Enter the wished for search period 'Date interval'. If you fx have entered a reference when creating a booking, then this can also be entered in the search field. When all information has been entered, press 'Search'.

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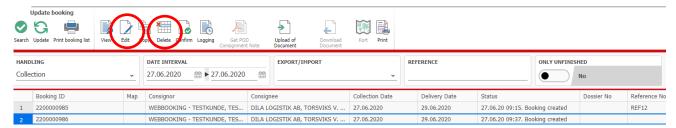


## **Edit/Delete booking:**

It is possible to edit or delete a booking as long as FREJA has not handled nor predisposed the booking.

You have to contact the traffic if you wish to edit the booking after this has happened .

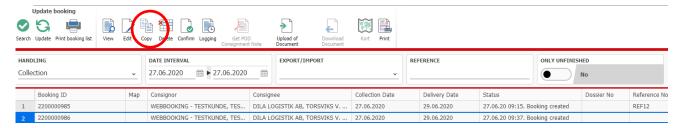
Search for booking using date and opt. reference and if the booking can be edited it is also possible to press edit or delete



It is possible to edit the cargo line which contains the following: Mark and Nr., quantity, kind, contents, weight, Volume and dangerous goods information.

#### Copy booking:

It is possible to copy from a previous booking by pressing copy and a copy of an existing booking is created.



You now have the possibility to edit in the fields under Reference/Date, Comments and Cargo lines and after this create a new booking.

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## Reprint of various doc.: consignment note / label / booking formula:

More information under 'Prints (p. 23).

#### Create booking list:

More information under 'Prints (p. 23).

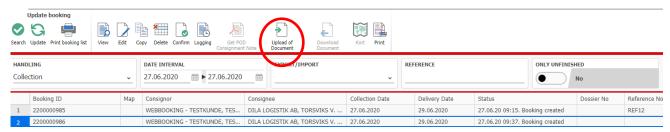
## **Estimated freight price:**

If the entered booking matches one of your freight offers, this estimated freight price will appear here. It is an estimated price which means it does not account for opt. expresses, time deliveries, lift deliveries etc.

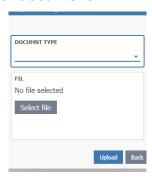
More information under the topic 'Freight calculator' (p. 27).

## **Upload of document:**

It is also possible to attach doc. after a booking has been sent to FREJA.



Find booking and choose 'Upload of document'



Choose doc. type via the dropdown-menu and press 'File'.

You can now browse via own local pathfinder and attach wanted doc.

In you want to attach multiple docs. Repeat the function.

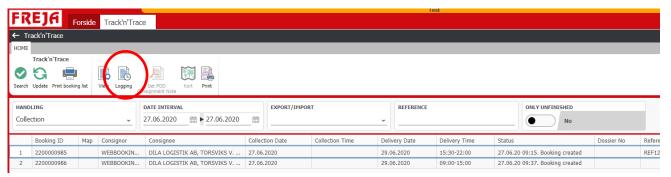
After this press 'Upload'.

## Track 'n trace

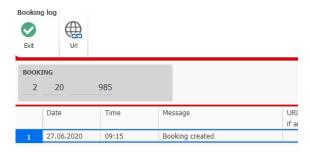
It is possible to follow your bookings by searching for date-intervals and opt. export/import

## See status on booking

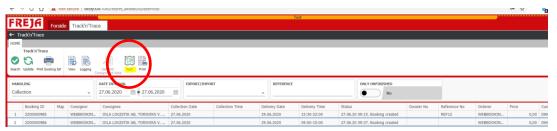
If you wish a here-and-now status on a shipment, this can be found via "show log".



Here the last action on the booking will always be visible. If you wish for a more detailed examination of the course you can press the date line and the course could look as the following:

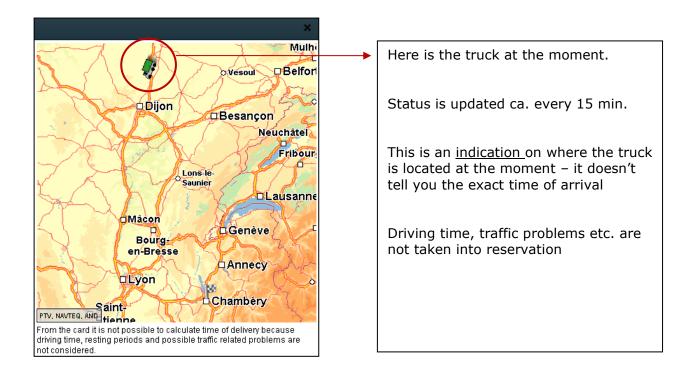


If the sending is on a trailer with GPS-surveillance you will have the opportunity to see where the truck is located. Find booking and press on 'Map'.



And country map with the trucks position will be shown:



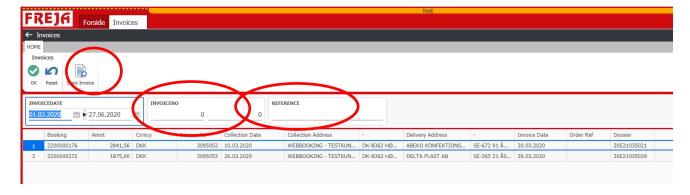


#### Receipted consignment note (PoD)

When FREJA scans a receipted consignment note into the system or a link to this it will be visible at your E-service solution. This is shown with a small PDF-icon in the column PoD (=Proof of Delivery). You can see the consignment note by double clicking on or via URL-link which is found under 'show log'.

## **Invoice overview**

As soon as a shipment has been invoiced, it is possible to get a copy via invoice overview. By using date from/to you can see all of the invoices created.



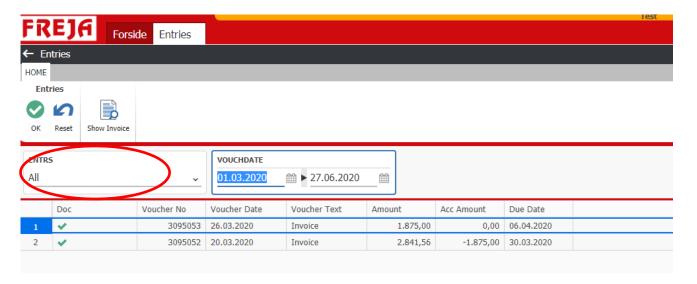
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It is also possible to enter a specific invoice number or reference.

Mark the invoice line and 'show invoice' will appear.

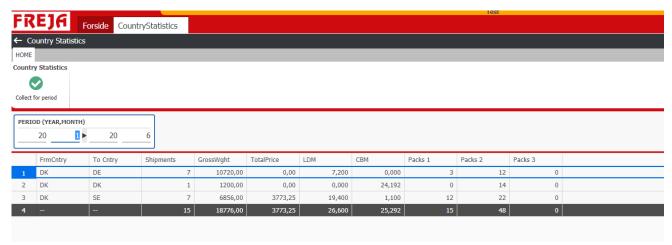
## **Entries**

Via the drop down menu you can choose between: All entries, open entries or overdue entries. Choose the ent.-type you want and a date interval and 'Ok'.



## **Country statistic**

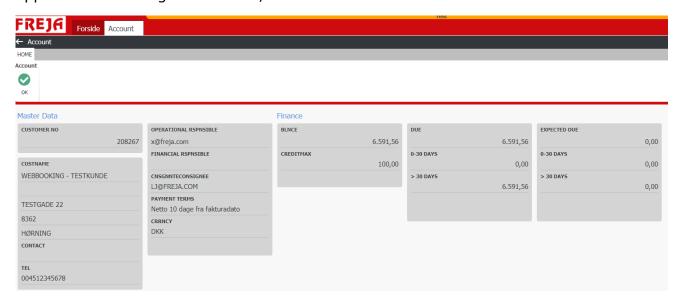
Here it is possible to get shipment- as well as turnover statistic for a given period. Enter the search period you want (year / month) and press 'get for period'.



## **Account**

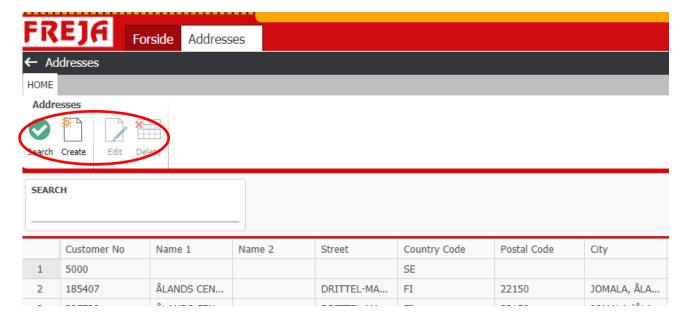
Here your master date will show, replicated from FREJAs files as well as current account information, as they appear in FREJAs financial system.

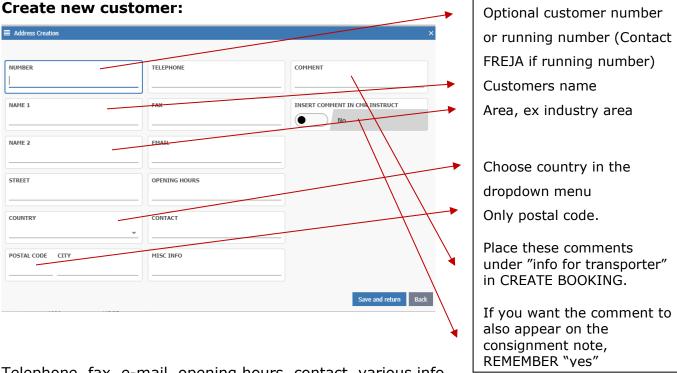
It is also possible to see which mail addresses have been put up for invoice/account appendix and consignment notes/labels.



## **Addresses**

As a customer you have the full access your own customer file. Here it is possible to create new customers as well as editing or deleting already existing customers.





Telephone, fax, e-mail, opening hours, contact, various info And Comment will appear in "Info to freight carrier"

as well as on the consignment note if the function "Insert comment in CMR inst." has been turned on.

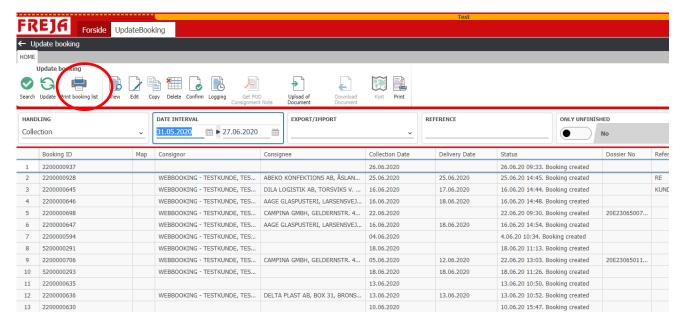
#### **Prints**

It is possible to print shipment description on either single shipment or shipments over a further defined period.

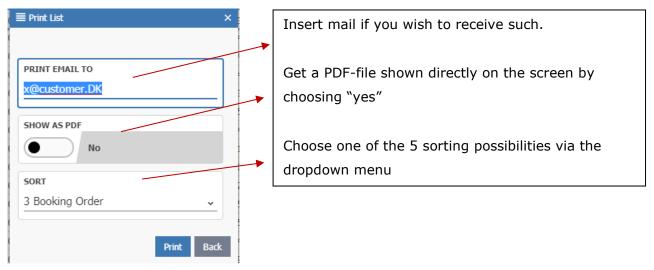
#### Prints of several bookings / Booking lists:

To print a period list you have to go into the menu "Update bookings". Here you define the date period, optionally also export/import, that you wish a print of.

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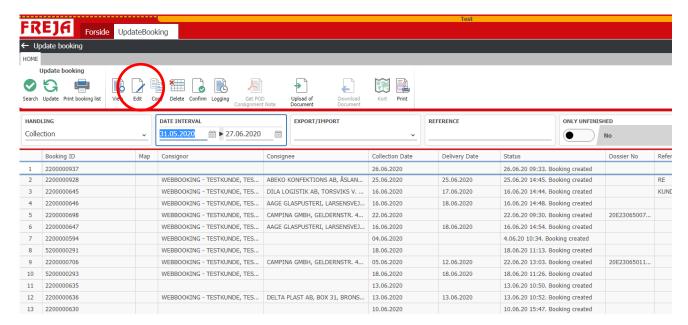
After this press "print booking list".



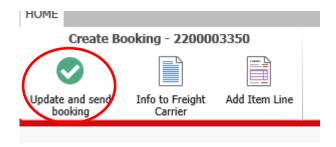
After this 'Print'.

## Print/Reprint pf consignment note, Label and/or Booking formula:

To print one of the three possible prints, you have to go the menu "update bookings". Here you have to search on dates and optionally write FREJAs booking number or your reference. When the booking you want for has been found, mark the booking and press "edit".

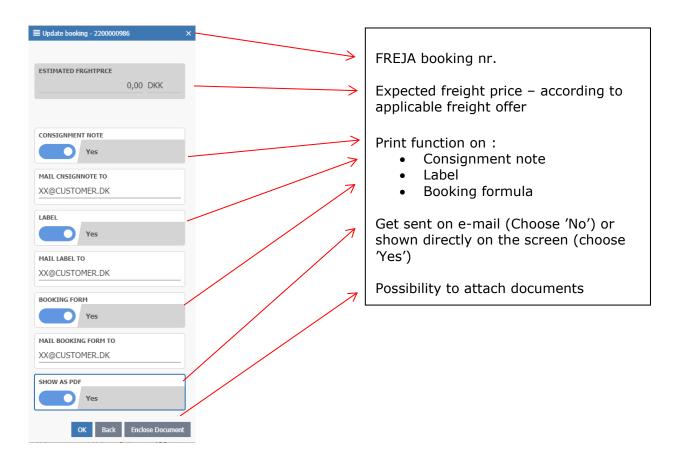


The booking will be opened and choose "send and print booking"



A new screen picture will now appear with 3 possible forms of print:

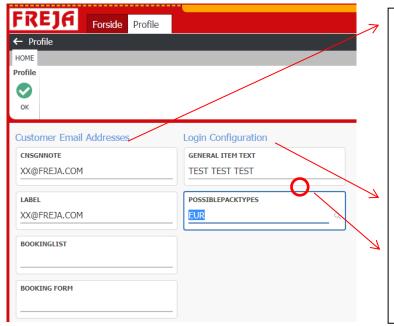
- Consignment note (CMR)
- Label
- Booking formula (This contains information for each booking)



## **Profile**

Here you have the possibility to create your own specific user profile.

Add the e-mail addresses that you want to receive consignment note, labels etc. on each booking.



What documents are wanted: Consignment note, Label, Booking list and/or Booking formula? Write your email.

If more than one e-mailadresse, separate the e-mail addresses with: "; " ex x@freja.com; y@freja.com

Space for 80 signs in e-mail fields

Is it a general item text? This will stand as standard in the booking creation

What kind of colli do you wish to use? Search via "loop" and these will appear in booking creation.

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After this 'Ok'.

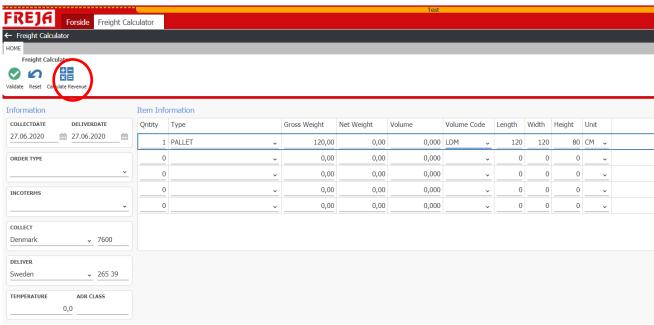
## Freight calculator

Possibility to calculate the expected freight price, from the applicable freight offer between you and FREJA without booking.

The following shall as minimum be entered, if it has to calculate freight price:

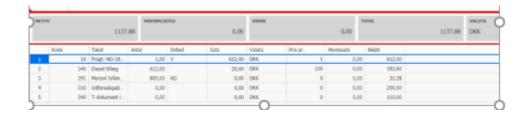
- Pick up Date
- Pick up country + postal code.
- Delivery country + postal code.
- Quantity
- Kind
- Gross weight
- Volume and volume code

•



Press 'Calculate'

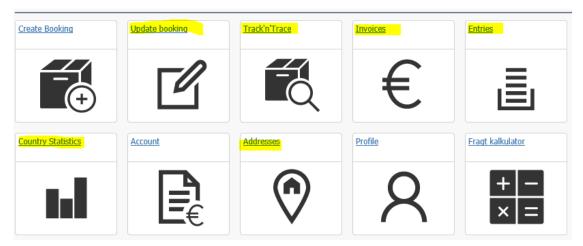
If the booking matches a freight offer the calculated freight price will appear here:



It is an estimated price, which means it doesn't take reservation for optionally expresses, time delivery, lift delivery etc.

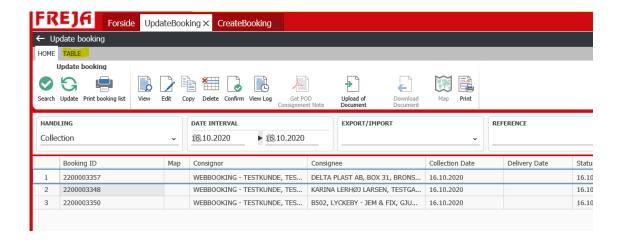
## **Excel**

Under the taps: ( yellow marked )

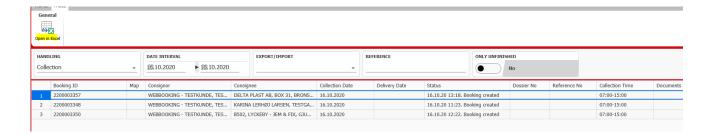


It's possible to send information's to excel -

Do your search and use the function: table and after that open in excel



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## **Contact**

For questions and help for the E-Service system you are always welcome to either contact your contact person at FREJA or contact FREJA E-Service supportteam directly:

Telephone. 96 70 50 00 - att.: E-service responsible

or

E-mail: webbooking@freja.com