



# GTS Webbooking

(GTSVE093)

INSTRUCTION

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# 1 Introduction

This document is a set of instructions. It is intended for customers who use CargoNet's web site for booking. The aim is that the user will be able to use these instructions as an aid when making a booking.

## 2 Instructions

### 2.1 General

There are two icons at the top right:



- Change user information (see section 2.7)



- Log out

### 2.2 Types of booking

There are two web site booking methods to choose from, domestic and continental booking. The customer number determines which type of booking is possible. Domestic booking can be done within Sweden. Continental booking can be made from Sweden to the continent, thereby providing more terminals to choose from.

### 2.3 Draft

Here the user can search for orders that have previously been created or saved, but that have not yet been sent to CargoNet, i.e. incomplete bookings. The standard criteria for searching are Departure date and From and To.

This page also shows status messages from CargoNet, e.g. messages concerning planned operational stoppages, etc.

Draft

The screenshot shows the CargoNet WEBBOOKING interface. At the top, there is a navigation bar with 'Drafts', 'Search order', 'Register order', and 'Track and Trace'. Below this is a search form with the following fields:

- Date of order: From: [dropdown], To: [dropdown]
- Station: From: [dropdown], To: [dropdown]
- Departure date: From: 5/20/2008 [dropdown], To: 5/26/2008 [dropdown]
- Booking-nr: [text input]
- Status: [dropdown]
- [Search] button

Below the search form is a table with the following data:

| Booking-nr | Date of order | From        | To           | Departure date | Status | Updated Status |
|------------|---------------|-------------|--------------|----------------|--------|----------------|
| 193139     |               | Urneå kombi | Årsta-Ålvsjö | 20.05.08       | Made   |                |

At the bottom of the page, there is a footer with contact information: CargoNet Group, Platougt 14-16, NO-0048, Oslo, Norway. Ph: +47 23 15 45 45.

Descriptions of the fields:

- Date of order: Only shown for orders that the user has tried to send, and where the transmission has failed (see also section 2.5.5)

- Booking-nr.: The ID number of the order for incomplete bookings
- From: The station where the order is from
- To: The station where the order is to
- Departure date: The desired departure date for the order
- Status: There are two possible types of status:
  - Made: Orders that have been created and saved, but not sent
  - Not sent: Orders that the user has tried to send, but the transmission has failed
- Status updated: The time for updating the status

When the cursor is held over a row in the order list, that row is marked. This permits the row that is in focus to be easily identified.

In order to look at a draft order, the user clicks on it in the order list.

If the user does not want to send in an order draft to CargoNet, it can be deleted from “Draft” by opening it and clicking on the Erase button at the top right.

## 2.4 Search for orders

Search for orders

The screenshot shows the CargoNet WEBBOOKING interface. At the top, there is a navigation bar with 'Drafts', 'Search order', 'Register national order', and 'Track and Trace'. A 'Customer number' field is set to 1765432. The 'Search order' section contains a search form with the following fields:

- Station: From (dropdown) To (dropdown)
- Departure date: From (2/23/2009) To (3/31/2009)
- Order-nr: (text input)
- Status: (dropdown)
- A 'Search' button is located below the status dropdown.

Below the search form is a table of search results:

| Order-nr    | From           | To                     | Departure-date | Train number | Available | Units | Status    | Date changed/cancelled |
|-------------|----------------|------------------------|----------------|--------------|-----------|-------|-----------|------------------------|
| FL 27010552 | Malmö          | Hallsberg kombi        | 23.02.09 17:30 | 4164,60039   | 0         | 1     | Completed |                        |
| FL 27016021 | Malmö          | Hallsberg kombi        | 24.02.09 17:30 | 4164,60039   | 0         | 4     | Completed |                        |
| FL 27015825 | Årsta-Älvsjö   | Göteborg kombi         | 24.02.09 20:00 | 42457        | 0         | 1     | Completed |                        |
| FL 27045368 | Göteborg kombi | Göteborg Skandiahavnen | 26.02.09 00:00 | 61859        | 0         | 2     | Completed |                        |
| FL 27044361 | Gävle kombi    | Sundsvall kombi        | 26.02.09 19:00 | 42880        | 0         | 2     | Completed |                        |
| FL 27078914 | Gävle kombi    | Trelleborgs hamn       | 04.03.09 19:00 | 42819        | 0         | 1     | Completed |                        |
| FL 27116243 | Göteborg kombi | Gävle kombi            | 09.03.09 19:55 | 42580        | 0         | 1     | Completed |                        |

At the bottom of the page, contact information for CargoNet Group is provided: Platouzgt 14-16, NO-0048, Oslo, Norway. Ph:+47 23 15 45 45.

On the “Search for orders” page the user can search for the orders that are registered with CargoNet. This applies both to orders that have been registered via the Internet and orders that have been registered via fax, etc. Bookings that have been registered via fax or E-mail cannot, however, be altered via the Internet. Cancelled orders are not shown as standard, but must be searched for with the aid of the status function.

#### Descriptions of the fields:

- The field furthest to the left shows what kind of product the order is for; **PA** = Partner, **FL** = Flex.
- Order-nr.: The ID number of the order for completed bookings
- From: The station where the order is from
- To: The station where the order is to
- Departure date: The departure date for the order
- Available: The number of units without unit number.
- Units: The total number of units.
- Status: There are five possible types of status:
  - Sent: The order has been sent to CargoNet
  - Unconfirmed: The order has not been confirmed by CargoNet. Applies above all to Partner orders and Repeat orders
  - Confirmed: The order has been confirmed by CargoNet
  - Unconfirmed: The order has been cancelled by CargoNet
  - Cancelled from web: The order has been cancelled via the Internet.
  - In production: The order has reached the departure terminal.
  - Completed: The order has reached the receiving terminal.
- Date changed/cancelled: The time when the order was possibly cancelled or changed.

When the cursor is held over a row in the order list, that row is marked. This permits the row that is in focus to be easily identified.

In order to look at an order, the user clicks on the order row in the order list.

If there are several users all reservations will be displayed, though no changes can be done for another user's reservation.

## 2.5 Registering orders

In order to register a new order, the user clicks on the link "Register order". The following page then appears:

Registering orders

Mandatory fields are marked by \*. A list of the mandatory fields is shown at the bottom of the page. An incomplete order can be saved, but not sent to CargoNet. An order that has been saved without sending is saved in the web client in "Draft". An order that has been saved, but not sent, can be altered before it is sent to CargoNet.

### 2.5.1 Collecting/Delivery to customer

If the user selects Collecting and/or Delivery to customer, following fields are expanded, for continental customers though, this will not be an option:

Fields for Collecting and delivery information

## 2.5.2 Unit

It is not possible to send in an order without a unit. The type of unit is always mandatory, and for customers who book continental traffic the P400 field is also mandatory. Several units of the same type can be registered at the same time, by completing the field “Quantity” and then clicking on Add. Several different types of unit can also be registered in the same booking.

*Registering of units before the user has clicked on the “Add” button*

Units:\*

Container type and -nr: 20: 20 fot container

Weight in kg including unit: 1000

Number of units: 0 Add

| Container-number | Type | Profile-code | Loading status | Weight (kg) | Customer-reference | Customs-ID | Seal-no | Delivery-reference | Closing vessel | Special permission number (0-nr) | Train-nr |
|------------------|------|--------------|----------------|-------------|--------------------|------------|---------|--------------------|----------------|----------------------------------|----------|
|------------------|------|--------------|----------------|-------------|--------------------|------------|---------|--------------------|----------------|----------------------------------|----------|

*Registering of load carriers after the user has clicked on the “Add” button*

Units:\*

Container type and -nr: 20: 20 fot container

Weight in kg including unit:

Number of units: Add

| Container-number | Type | Profile-code | Loading status | Weight (kg) | Customer-reference | Customs-ID | Seal-no | Delivery-reference | Closing vessel | Special permission number (0-nr) | Train-nr |
|------------------|------|--------------|----------------|-------------|--------------------|------------|---------|--------------------|----------------|----------------------------------|----------|
| 1                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  |          |
| 2                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  |          |
| 3                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  |          |

*Registering of units for a continental customer*

Units:\*

Container type and -nr: 20: 20 fot container

Weight in kg including unit:

Number of units: Add

| Container-number | Type | Profile-code | Loading status | Weight (kg) | Customer-reference | Customs-ID | Seal-no | Delivery-reference | Closing vessel | Special permission number (0-nr) | P 400 | Train-nr |
|------------------|------|--------------|----------------|-------------|--------------------|------------|---------|--------------------|----------------|----------------------------------|-------|----------|
| 1                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  | No    |          |
| 2                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  | Yes   |          |
| 3                | 20   |              |                | 1000        |                    |            |         |                    |                |                                  | Yes   |          |

Information concerning units can be edited directly in the table.

In order to remove a unit the user clicks on the waste basket icon at the far right, or marks the unit in the table by clicking on the figure in the grey field at the far left, and then presses the “Delete” button on the keyboard. If there are hazardous goods registered for the unit, these are also removed from the unit.

Once the unit has arrived at the terminal (Gate in), no changes can be made.

## 2.5.3 Hazardous goods

Alternative “Yes” or “No” must be selected. If the user wants to add hazardous goods, “Yes” is selected, otherwise “No”. If the user has not entered the information correctly, an error message is shown. The order cannot be transmitted until the error has been corrected.

In order to add hazardous goods to a unit, the unit number (the figure in the grey field at the far left of the unit table) must first be selected. (If the unit is already marked in the unit table, the unit number is automatically completed,

with the number of the marked unit.) The user then completes the UN number and clicks on the arrow button. The arrow button in the scroll bar is then pressed to select the correct packaging group. The user now finds in the list box the substance that has that particular UN number, and the desired substance can be selected.

Registering of hazardous goods before the user has clicked on the "Add" button

Dangerous goods:\*

Yes  
 No

Unit-nr:

UN-nr:

| Unit nr | UN-nr | UN-class | Name of Goods/Description | NOS-info | Packaging group | Packaging type | Hazard label | Classical | Numbr of items | Amount (enh) | Net-amount (*) | Note |
|---------|-------|----------|---------------------------|----------|-----------------|----------------|--------------|-----------|----------------|--------------|----------------|------|
|---------|-------|----------|---------------------------|----------|-----------------|----------------|--------------|-----------|----------------|--------------|----------------|------|

Registering of hazardous goods when the user has clicked in the list box

Dangerous goods:\*

Yes  
 No

Unit-nr:

UN-nr:

| Unit nr | UN-nr | UN-class | Name of Goods/Description | NOS | Farenr | UN-nr | Klassifisering | Varenavn/beskrivelse | Emballasjegruppe | Fareseddel |
|---------|-------|----------|---------------------------|-----|--------|-------|----------------|----------------------|------------------|------------|
| 33      | 1133  | 3        | Lim                       |     |        |       |                | II                   |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | III                  |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | I                    |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | III                  |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | I                    |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | II                   |                  | 3          |
| 30      | 1133  | 3        | Lim                       |     |        |       |                | III                  |                  | 3          |
| 33      | 1133  | 3        | Lim                       |     |        |       |                | III                  |                  | 3          |

Additional Information / Return address for unit:

\* With confirmation of this order the customer agrees to Cargonets terms and conditions. The terms and conditions are available at [CargoNets web pages](#)

Registering of hazardous goods once the user has selected the substance and clicked on the "Add" button

Dangerous goods:\*

Yes  
 No

Unit-nr:

UN-nr:

| Unit nr | UN-nr | UN-class | Name of Goods/Description | NOS-info | Packaging group | Packaging type | Hazard label | Classical | Numbr of items | Amount (enh) | Net-amount (*) | Note |
|---------|-------|----------|---------------------------|----------|-----------------|----------------|--------------|-----------|----------------|--------------|----------------|------|
| 1       | 1133  | 33       | Lim                       |          | III             | 3              | 3            |           |                |              |                |      |

The rest of the information is entered directly in the table. Fields marked \* are mandatory. NOS information is mandatory for individual substances and is therefore marked by (\*). The net amount is mandatory for substances with hazard number 1, and is therefore also marked by (\*).

Any additional information is put into the Note field.

Hazardous goods are removed in the same way as units, either by clicking on the waste basket icon at the far right, or by marking the row in the table under hazardous goods and then pressing the "Delete" button on the keyboard.

## 2.5.4 Attachments

Attachment to an order sent to Cargonet. Choose Browse to find the document on your computer and Add to upload the document.

| Unit- nr                                                                                                                        | UN- nr | UN- class | Name of Goods / Description | NDS- info | Packaging- group | Packaging- type | Hazard label | Classifi- cation | Number of Items | Amount (enh) | Net- amount | Note |
|---------------------------------------------------------------------------------------------------------------------------------|--------|-----------|-----------------------------|-----------|------------------|-----------------|--------------|------------------|-----------------|--------------|-------------|------|
| Additional Information / Return address for unit: HT8423 blev kvar i Malmö igår då det var fel på vagnen som den var lastad på. |        |           |                             |           |                  |                 |              |                  |                 |              |             |      |
| Attachment                                                                                                                      |        |           |                             |           |                  |                 |              |                  |                 |              |             |      |
| Select a file you want to upload. The file can be maximum 10 MB                                                                 |        |           |                             |           |                  |                 |              |                  |                 |              |             |      |

An attachment to the order will be available for CargoNet. The attachment can be uploaded when making an order or at a later occasion. If the attachment is uploaded at a later occasion, the order must be sent to CargoNet again.

## 2.5.5 Error messages

The error messages that are displayed if any mandatory information is missing are shown at the bottom of the page.

Error messages

The following has to be changed before you send the order:  
 Field "From station" is obligatory  
 Field "To station" is obligatory  
 Field "Departure date" is obligatory  
 Field "Packaging- type" in table "Dangerous goods", row 1, is obligatory  
 Field "Number of items" in table "Dangerous goods", row 1, is obligatory  
 Field "Amount" in table "Dangerous goods", row 1, is obligatory  
 Field "(enh)" in table "Dangerous goods", row 1, is obligatory  
 Field "is loaded" in table "Units", row 1, is obligatory  
 Please tick to confirm that you have read and accepted CargoNets terms and conditions

## 2.5.6 Feedback

After the order has been sent to CargoNet, a message is displayed at the top of the page. Fields show the actions carried out by the user, order number, product type and order status.

Unit numbers that have not been previously registered by CargoNet will temporarily disappear from the booking. This message however goes to CargoNet which can register the unknown unit number after which it will be visible on the booking.

Feedback field

See order: 23230188 FL [Confirmed] Save Send Copy

## 2.5.7 If a transmission fails

If the transmission of a new order fails, an error message reports this. The order gets the status "Not sent" and is saved in "Draft". The user can try to send the order again later, by searching for it in "Draft" and clicking on the send button again.

## 2.5.8 Show order/Copy existing order

By selecting an order from the order list on the search page, the information that has been registered for that order can be displayed. If an order has been

sent to CargoNet and arrived at the terminal (Gate in), it cannot be changed. However the user can copy the order details into a new order by clicking on the “Copy” button at the top right. When an order is copied all the information is transferred except for the departure date and departure time.

Example of a confirmed order

| Container-number | Type | Profile-code | Loading status | Weight (kg) | Customer-reference | Customs-ID | Seal-no | Delivery-reference | Closing vessel | Special permission number (0-nr) | Train-nr |
|------------------|------|--------------|----------------|-------------|--------------------|------------|---------|--------------------|----------------|----------------------------------|----------|
| 1                | 25F  |              | Loaded         | 18000       |                    |            |         |                    |                |                                  | 42106,42 |
| 2                | 25F  |              | Loaded         | 22000       |                    |            |         |                    |                |                                  | 42106,42 |

## 2.6 Finalise repeated order/Change order

Repeated orders are orders that have already been registered by CargoNet, but do not have complete information. They are marked in the order list by **PA**.

Several fields in a repeated order cannot be changed. This applies to the From and To stations, Departure date and Departure time, nor can new units be added, and the unit type cannot be changed. Unit weights can however be altered.

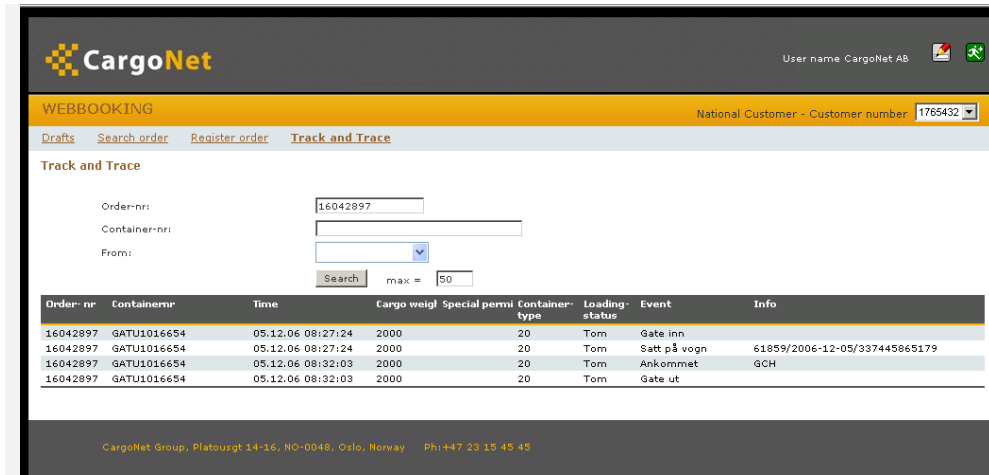
On the other hand, units can be removed, although there must be at least one unit in the order for it to be able to be sent in.

The equivalent applies to changing of orders. An order that has been sent to CargoNet can be changed if it has not yet arrived at the terminal (Gate in).

Changes made to an order, but that the user wishes to be cancelled *before* the changes have been sent in, can be deleted by clicking on the Cancel button at the top right. Then the original information that is registered with CargoNet will be fetched to the web client.

## 2.7 Track and Trace

Track and Trace



In order to open the Track and Trace window the user clicks on the “Track and Trace” link. On this page the user can search for information concerning the task and individual units. The search criteria used are Task number, Container number and From date. If no criteria are stated, all tasks are displayed.

Track & Trace events

| Event           | Description                                               |
|-----------------|-----------------------------------------------------------|
| Gate in         | The container has been received at the departure terminal |
| Depot in        | The container is in the depot                             |
| Placed on wagon | The container has been placed on the train                |
| Arrived         | The container is at an intermediate or final station      |
| Gate out        | The container has been delivered to the customer          |
|                 |                                                           |

## 2.8 Units in depot

Units in depot

**Units in depot**

| Terminal | Quantity |
|----------|----------|
| Malmö    | 2        |

Details

Order no. :

[Show all units in depot](#)

**Terminal: Malmö**

| Terminal       | Unit no.  | Order no. | From transport    | Kind of unit | Depot time in      | Depot time out | Days | Agreed depot             |
|----------------|-----------|-----------|-------------------|--------------|--------------------|----------------|------|--------------------------|
| Malmö(Depotet) | CARGONET1 | 25038159  | 42419             | 25F          | 10/15/2008 5:28 AM |                | 491  | <input type="checkbox"/> |
| Malmö(Depotet) | RÖTTFLAK  | 25028861  | 42040,42041,42915 | F7           | 10/12/2008 5:23 AM |                | 494  | <input type="checkbox"/> |

Number of Rows: 2 Updated: 11:03 AM

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This site shows units in depots on the various terminals. The units shown are the units associated with the customer number to who the user are associated to. You can also look for old reservations by entering the order number in the field for .....

## 2.9 Cancellations

Cancellations

**Cancellations**

From date :  [Show cancellations today](#)  
[Show cancellations last 7 days](#)  
 To date :  [Show cancellations last 30 days](#)  
 Order-nr:

| Order-nr    | Cancellation type | Unit no. | Train no. | Destination | Reason for cancellation             | Cancelled CargoNet | Cancelled Web |
|-------------|-------------------|----------|-----------|-------------|-------------------------------------|--------------------|---------------|
| FL 31697063 | Container         |          | 42546     | GBCO - ÅACO | A01 - Avbokning, tidlig (fri frakt) | 2/15/2010 9:05 AM  |               |
| FL 31697063 | Order             |          | 42546     | GBCO - ÅACO | A01 - Avbokning, tidlig (fri frakt) | 2/15/2010 9:05 AM  |               |
| FL 31686686 | Container         |          | 42841     | GÄCO - MET  | A01 - Avbokning, tidlig (fri frakt) | 2/17/2010 12:55 PM |               |
| FL 31686686 | Container         |          | 42841     | GÄCO - MET  | A01 - Avbokning, tidlig (fri frakt) | 2/17/2010 12:55 PM |               |
| FL 31686686 | Container         |          | 42841     | GÄCO - MET  | A01 - Avbokning, tidlig (fri frakt) | 2/17/2010 12:55 PM |               |
| FL 31686686 | Order             |          | 42841     | GÄCO - MET  | A01 - Avbokning, tidlig (fri frakt) | 2/17/2010 12:55 PM |               |

Number of Rows: 6 Updated: 11:15 AM

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Cancellations handled in our system will be visible on this site. Cancellations will be shown together with a code for reason in addition to other information.

## 2.10 Traffic information

Here we show orders that are linked to your customer number and, if registered, any deviations. Estimated pick up times is shown and it will be updated continuously until the arrival at the terminal.

Traffic information

| Train no | Departure time | To           | Scheduled unloading start | Expected unloading start | Container no. | Additional information |
|----------|----------------|--------------|---------------------------|--------------------------|---------------|------------------------|
| 5804     | 29.08.11:08    | Kristiansand |                           | 1 rute                   | 25 25         |                        |
| 5801     | 29.08.12:59    | Kristiansand | 29.08.11 18:15            | 1 rute                   | 25 25         |                        |
| 5731     | 29.08.09:52    | Trondheim    | 29.08.11 19:00            | 1 rute                   | 25            |                        |
| 5505     | 29.08.10:09    | Bergen       | 29.08.11 19:20            | 1 rute                   | 25            |                        |
| 5507     | 29.08.12:38    | Bergen       | 29.08.11 20:50            | 1 rute                   | 25 25         |                        |
| 5804     | 29.08.14:46    | Alnabru      | 29.08.11 22:00            | 1 rute                   | 25 25 25 25   |                        |
| 5790     | 29.08.14:30    | Trondheim    | 29.08.11 22:15            | 1 rute                   | 25 25         |                        |
| 5504     | 29.08.13:27    | Alnabru      | 29.08.11 22:30            | 1 rute                   | 25 25 25 25   |                        |
| 5801     | 29.08.17:59    | Ganddal      | 29.08.11 23:59            | 1 rute                   | 25 25         |                        |


## 2.11 Available capacity

On this image, it is shown whether there are any available capacity in the trains. It is shown by the colours green and yellow, green meaning a lot of capacity and yellow, little capacity.

Available capacity

| Departure time | To/from                          | Available capacity | Register order                 |
|----------------|----------------------------------|--------------------|--------------------------------|
| 29.08.11 16:00 | Trelleborgs Hamn-Göteborg Kombi  | Yellow circle      | <a href="#">Register order</a> |
| 29.08.11 16:00 | Trelleborgs Hamn-Gävle Kombi     | Green circle       | <a href="#">Register order</a> |
| 29.08.11 16:00 | Trelleborgs Hamn-Hallsberg Kombi | Yellow circle      | <a href="#">Register order</a> |
| 29.08.11 17:06 | Alnabru-Trelleborgs Hamn         | Yellow circle      | <a href="#">Register order</a> |
| 29.08.11 17:06 | Alnabru-Malmö                    | Yellow circle      | <a href="#">Register order</a> |

## 2.12 Alter user information

To change the user information the user clicks on this icon  at the top right.

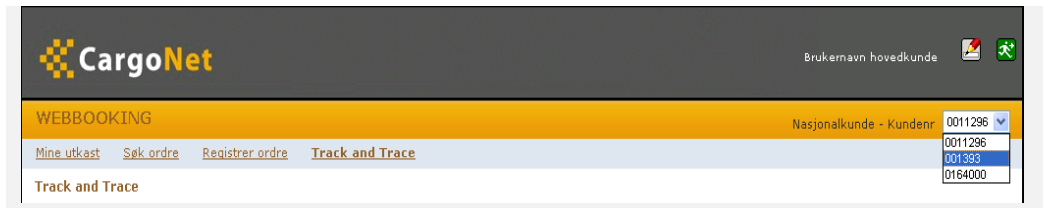
Here the user can change the password and language settings for the web client. It is also possible to insert an E-mail address to which the order confirmation can be sent. Also, here a current telephone number can be inserted, for quicker contact between CargoNet and the user.

To return to web site booking the user clicks on Web booking.

## 2.13 Changing the customer number

A user may have several customer numbers. The customer number can be changed by selecting the customer number from the list at the top of the page. The web site will then be updated so that the searches- and order registration will be based on the selected customer number. The field at the left of the list, shows whether the customer number that is registered is a national or a continental customer number.

Changing the customer number





**CargoNet AB    CargoNet AS**

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Sweden    Norway

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