Infobridge User guide

Infobridge

Access the InfoBridge site at: http://freight.dfdsseaways.com/

To be able to use Infobridge you need to have Silverlight installed on your computer. You find an installation guide and a link to install it on our website.
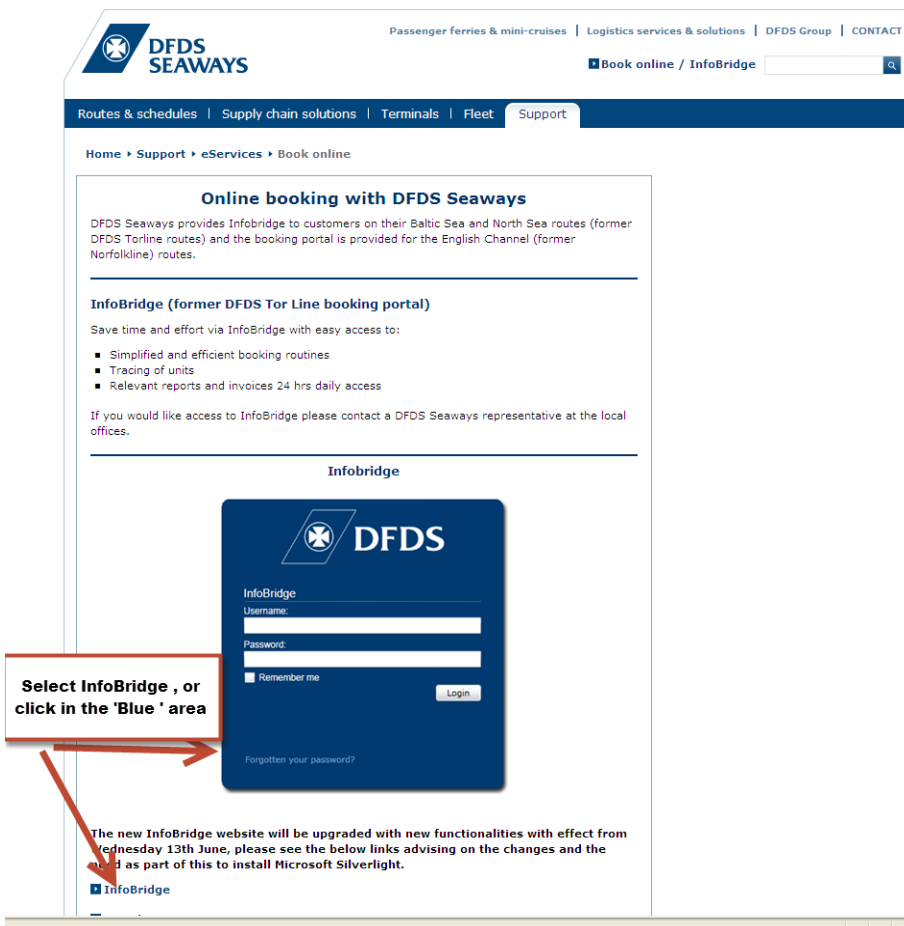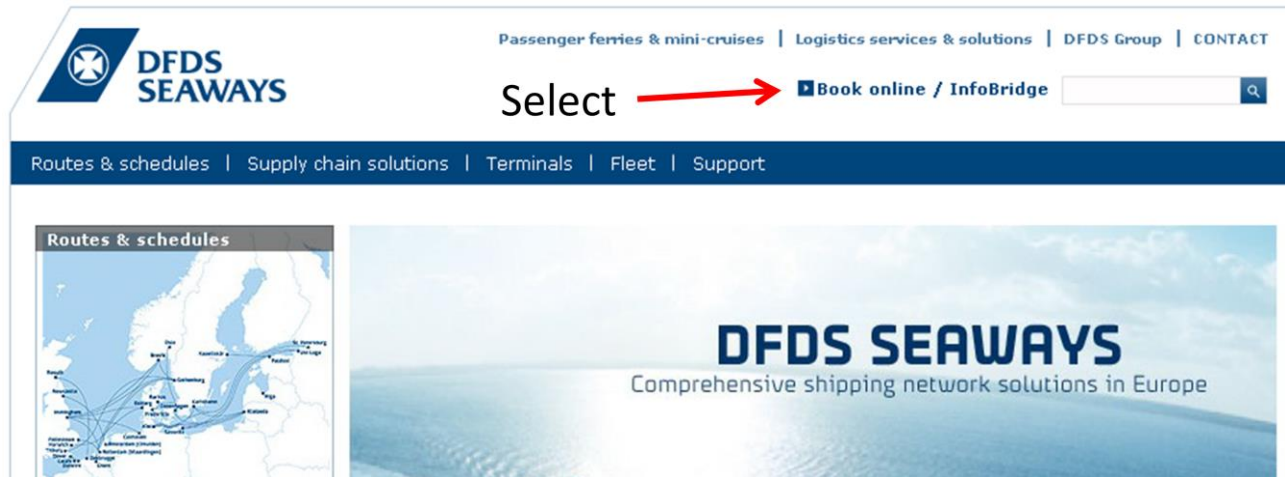
Insert Username
and password, then
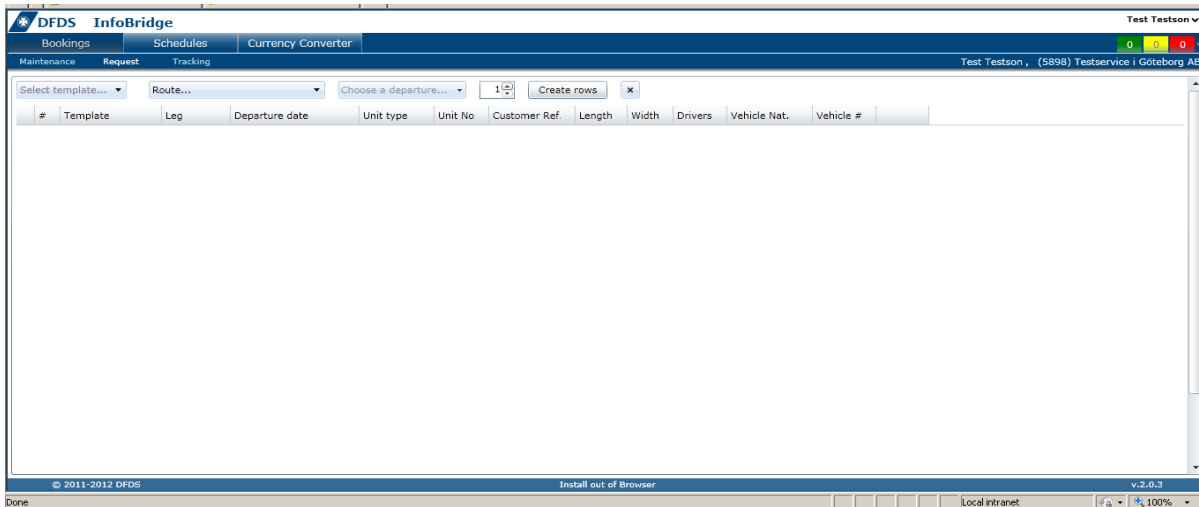press login

Following screen opens

At the top of the screen you have the following choices:
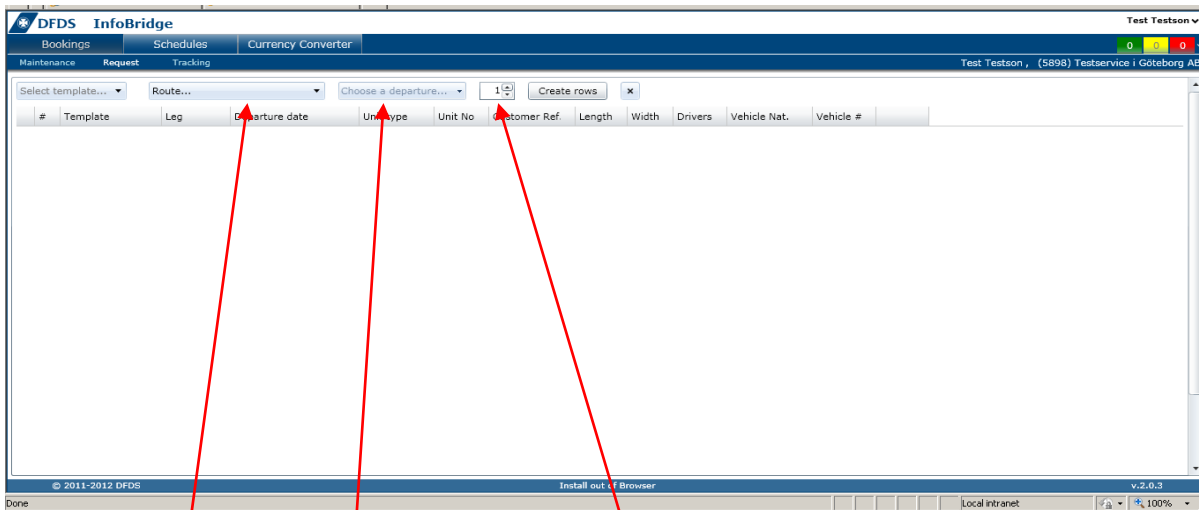
Bookings
- Maintenance – where you maintain your bookings already made.
- Request – where you make new bookings
- Tracking – where you search for status on bookings in a specific port, route etc.
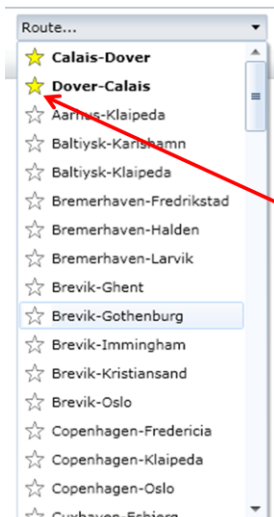
Schedules – Schedules for DFDS routes.
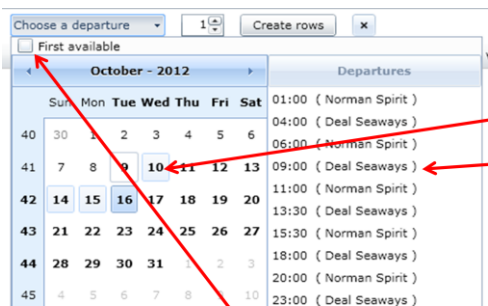
Currency converter

Request

To make a new booking request press request and you'll see the following screen:

Choose a route, a departure and how many bookings you wish to make for this route/departure.

You choose the route from a drop-down list. If there are some routes that you use more than others you can mark them with a yellow star and they will always appear on top in your list.
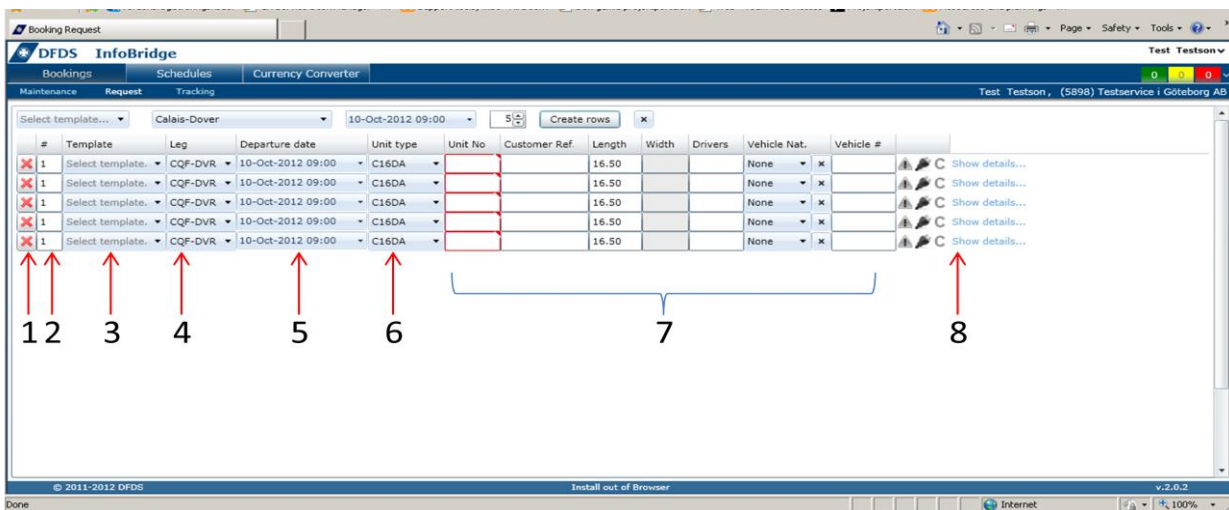

To choose a departure you first choose the date and then you click on the specific departure you want to book on, on that date.
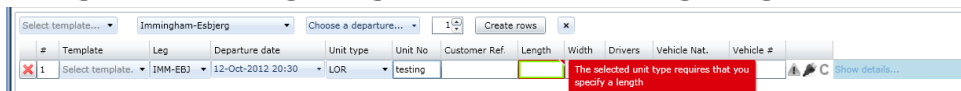Please note that you have to click on the departure even if it only is one departure that route/date.

For English channel routes: If you don´t know exactly when your driver will be at the port, you can choose "first available". This means that the booking doesn´t belong to any specific departure but will show when the driver arrives to the port.
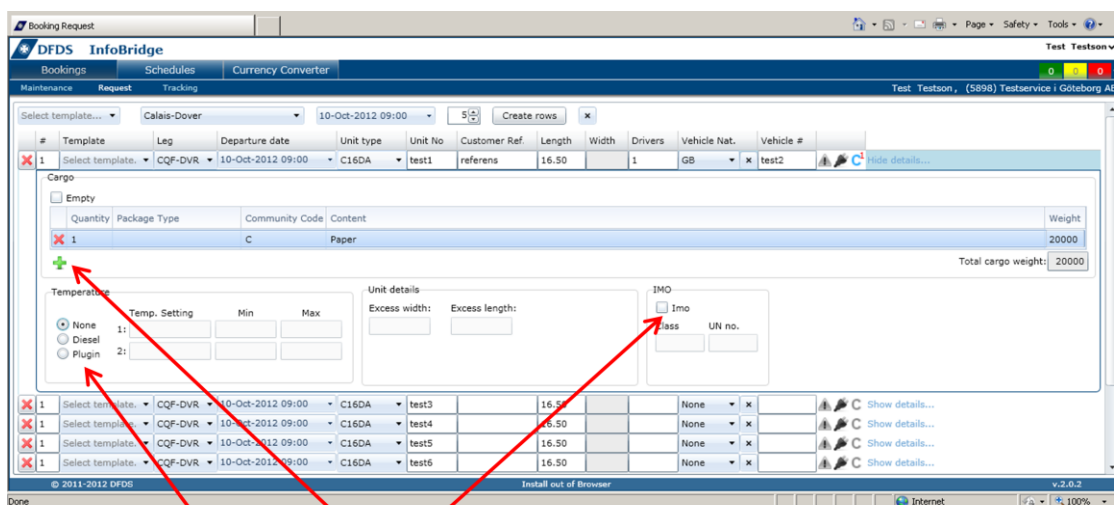
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Click on "create rows" and you'll see the number of rows you created on the screen:

1. If you change your mind and want to delete a row you click on the red cross
2. If you have more than one booking with exact same details you can add the number of bookings in this column. The system will generate this number of bookings when sending the request. Please note that you can't add unit number to such booking. This function can only be used if the unit number isn't mandatory on the route.
3. You can use a template that you've saved (is described further down in the manual)
4. You can change the leg for the booking if you want
5. You can change departure for the booking if you want
6. Change the unit type to the correct one.
7. Fill in details for the booking. Some fields are mandatory on some routes/unittypes. The system will tell you if you missed one when you try to move on.
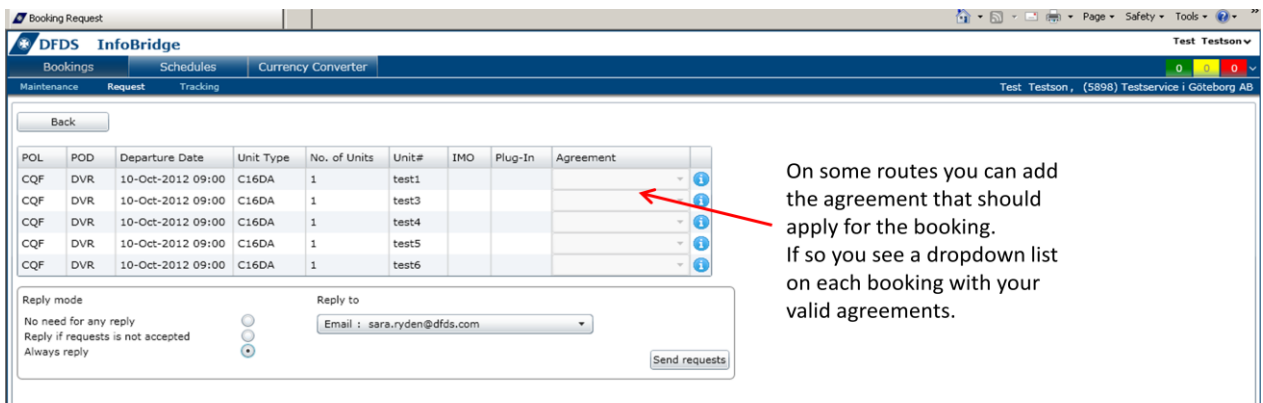

8. Click on show details if you want to fill in specific details for the booking like content, weight, IMO etc. Looks like below.

To add the cargo press on the green plus under cargo. If you want to add more lines click the green plus again. If the unit needs plugin or is IMO tick the boxes for that.

When you have finished adding the details, click on "Next-button" in the bottom right corner. You´ll see this page:
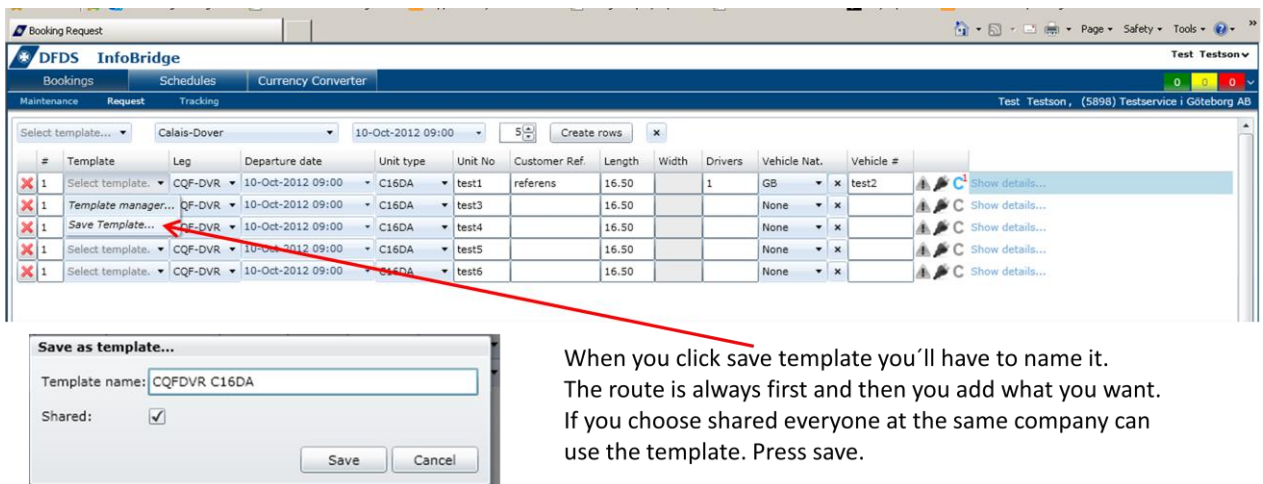

On some routes you can add the agreement that should apply for the booking.
If so you see a dropdown list on each booking with your valid agreements.

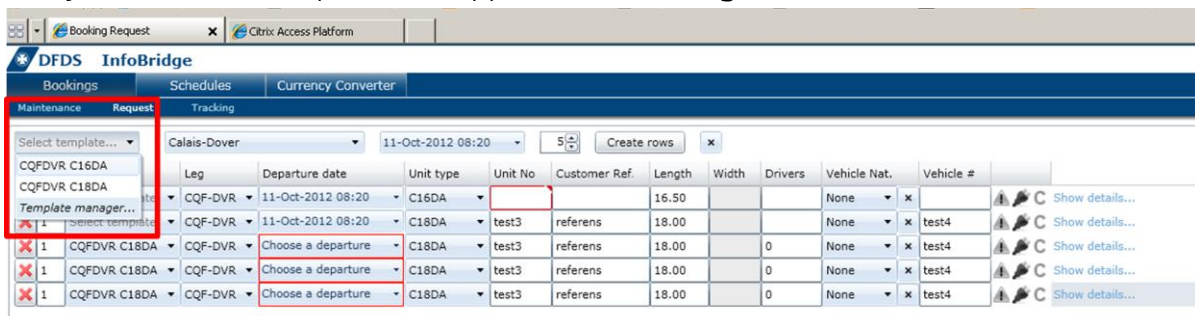Choose if you want a reply to your booking and then press Send requests

Template
If you have bookings with the same details often you can make a template so you don´t have to fill in the same details every time. The first time you have to fill in the details and when you have pressed create row you select "save template" in the dropdown list under template.

When you click save template you´ll have to name it.
The route is always first and then you add what you want.
If you choose shared everyone at the same company can use the template. Press save.

The template is now saved and next time you want to use it you find it on the top row or on the different rows you have created. Choose it and all the details (except the departure date) added in the template will appear in the rows you create

Maintenance

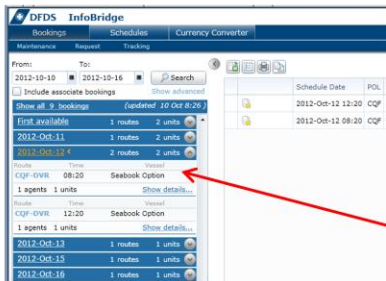In Maintenance you find all the bookings made by your company.

In the upper left corner you put in the daterange for the bookings you want to see.
In the list you now see all your booking made for this period, regardless of what route they are booked on.
For customers on English channel you will also always see your bookings on "First available".

If you want to se each voyage separate you click on the specific date in the list to the left and you will only see the bookings for the specific date you´ve chosen. Click on the arrow next to the date and a list of the specific voyages you have bookings on will appear.
To only see the bookings for one voyage click on the voyage.

If the voyage is closed/sailed a yellow padlock will appear next to the vessel name.

If you want to make a more advanced search you click on "show advanced",which you find just below the search button. You can search for all booking on a specific leg, all bookings with a specific unit number etc. *(Please note that the vehicle reg number is in maintenance called Secondary Unit ID)* When you have added your criteria press search.


Include associate bookings: If you tick "Include associate bookings" you will see bookings made by a customer other than your own and where you are connected to the booking, e.g. notify party or consignee.

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Update bookings

To see and update the information on a booking you click on the booking in the list and the details for that booking will open up at the bottom of the screen.
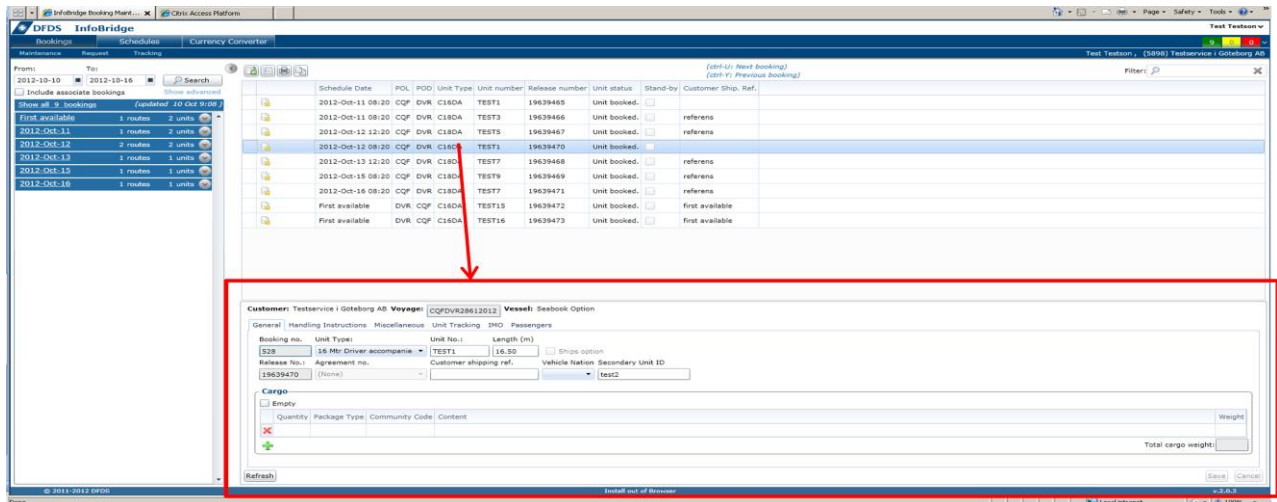
In here you can add/amend details in your booking. There are several tabs with different information and some fields can be amended and some not. The fields which can´t be amended are grey and they differ depending on the status of the booking.
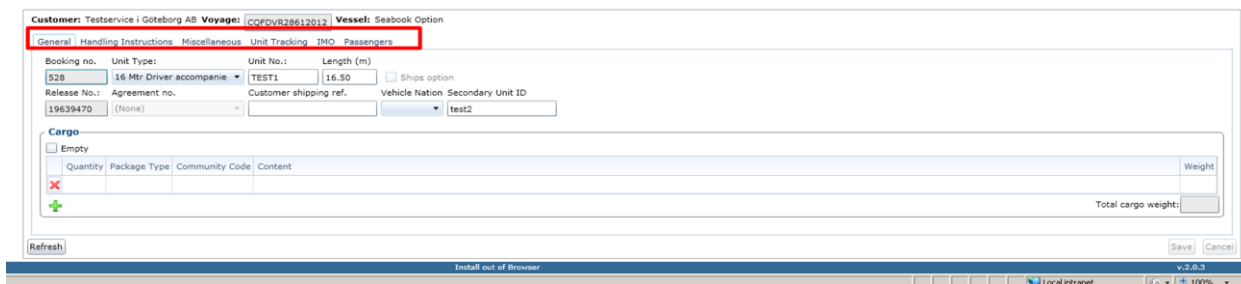
General – The general information for your booking like unit no, reference and cargo etc.
Handling instructions – Information about Imo, plug in, standby etc
Miscellaneous – Information about shipper, consignee, excess dimensions etc.
Unit tracking – The unit tracking (status history) for the booking (retained for a limited period only)
IMO – Detailed information about the IMO if the unit is hazardous.
Passengers – Passport details for the driver/passenger booked on the vehicle

To go between the bookings in the list you can click in the list or you can use the following shortcuts:
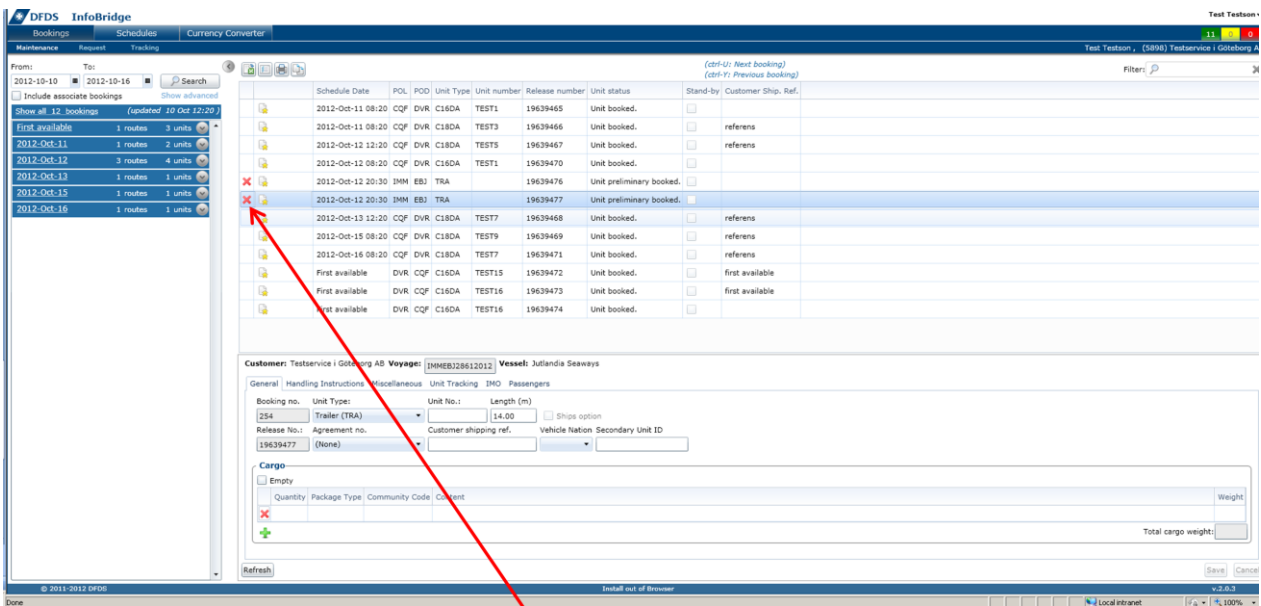Ctrl U = Next booking
Ctrl Y = Previous booking
If you need to update same field on many bookings you can select the first unit, change the details, press Ctrl U and the same field will be active in the next unit ready to be changed. The previous unit is automatically saved.

To close the information about the booking press Ctrl and click on the booking in the list.

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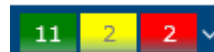
Delete bookings

If you are allowed to delete a booking a red cross will be show in the beginning of the row for the booking. You press the red cross to delete it.
When/if you are allowed to delete depends on the status of the booking.

Status of requested bookings

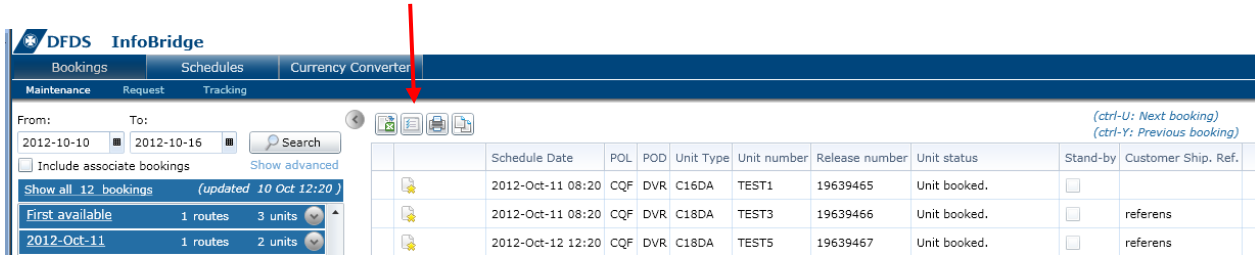In the upper right corner you see the following sign:
If you hover over the arrow you see a list of the recent bookings you´ve requested via InfoBridge and the booking status they have reached. Green ones are ok, yellow ones are not yet handled by DFDS (pending) and red ones are rejected bookings.

	Process state	Request type	Release No.	Unit type	Unit number	Customer Ship. Ref.	Voyage
	Rejected	NEW		TRA	SRTEST2		IMMEBJ28612012 (2012-10-12 2030) TJUT
	Rejected	NEW		TRA	SRTEST1		IMMEBJ28612012 (2012-10-12 2030) TJUT
	Pending	NEW		TRA	SRTEST4		IMMEBJ28612012 (2012-10-12 2030) TJUT
	Pending	NEW		TRA	SRTEST3		IMMEBJ28612012 (2012-10-12 2030) TJUT
	OK	NEW	19639477	TRA	SRTEST2		IMMEBJ28612012 (2012-10-12 2030) TJUT
	OK	NEW	19639476	TRA	SRTEST1		IMMEBJ28612012 (2012-10-12 2030) TJUT
	OK	NEW	19639473	C16DA	TEST16	first available	DVRCQF36512099 (2099-12-31 0000) NSPI
	OK	NEW	19639472	C16DA	TEST15	first available	DVRCQF36512099 (2099-12-31 0000) NSPI

Edit and sort columns

Above the list of bookings you have 4 buttons. The second one is called "Edit columns..." If you click this one you can modify the columns that you see on the screen.

Tick the columns you want to see on your screen.
You can have as many or as few as you like.
Press ok.
This will then be saved until you change it again.

When you have added the columns that you want to see in your view you can sort them by using "drag and drop" (click on the column title for the column that you want to move, drag it to the place you want it and drop it)

Export, print and copy

Above the list of bookings you have 4 buttons.

Export… - If you click the first one you can export your list of bookings to an excel document.
The information you see on the screen is the information you'll get in excel.
Print – the third one is for printing the page just as it looks on screen.
Copy – you use the fourth one if you want to copy some of the rows or all directly into a mail etc. You mark the rows you want to copy, click the copy-button and paste it in your mail etc.
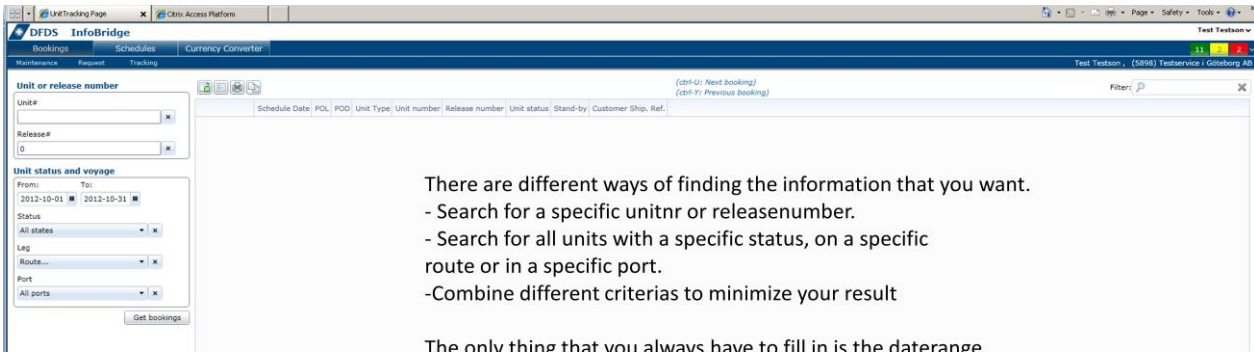
Filter function

In the upper right corner you find the filter function. You can use this function if you want to find which bookings in your list include a specific text or number.
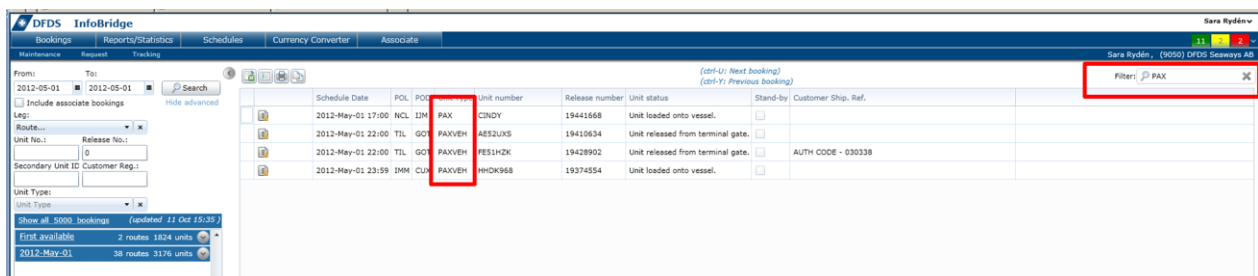
E.g. You have a list of 100 booking and you want to find all the bookings including the word PAX.
You write PAX in filter and the list will change to only show bookings with PAX included.
Please note that the function is case sensitive, so if you type with upper case the result will only be the bookings with the word in upper case.

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Tracking

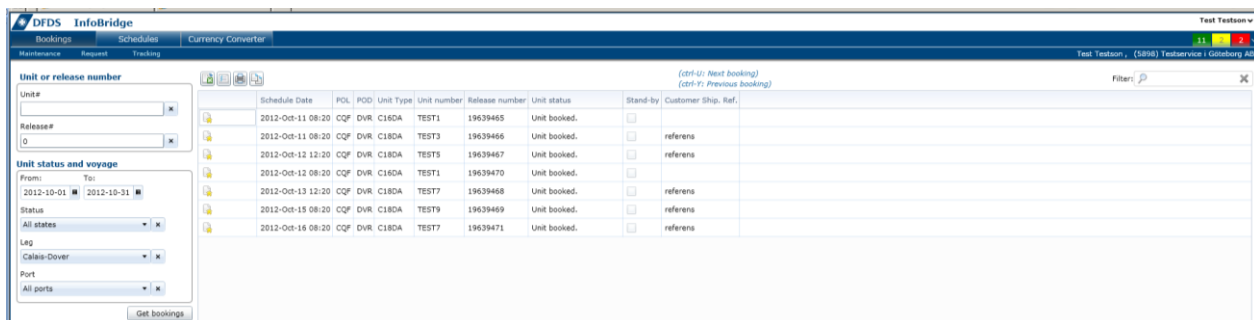In tracking you can do a more advanced search for units with different physical status etc.

There are different ways of finding the information that you want.
- Search for a specific unitnr or releasenumber.
- Search for all units with a specific status, on a specific route or in a specific port.
- Combine different criterias to minimize your result

The only thing that you always have to fill in is the daterange.

When you´ve added your criterias press "Get bookings" and you Result will show as a list like in maintenance.

You can do the same things here as in maintenance except amending the bookings, i.e. see all information for the booking, export to excel, copy etc.

Schedules

In Schedules you'll find the schedules for all DFDS routes. You can find schedules by selecting route or port. You can also choose if you want to see the schedule for a whole month or for a specific day.
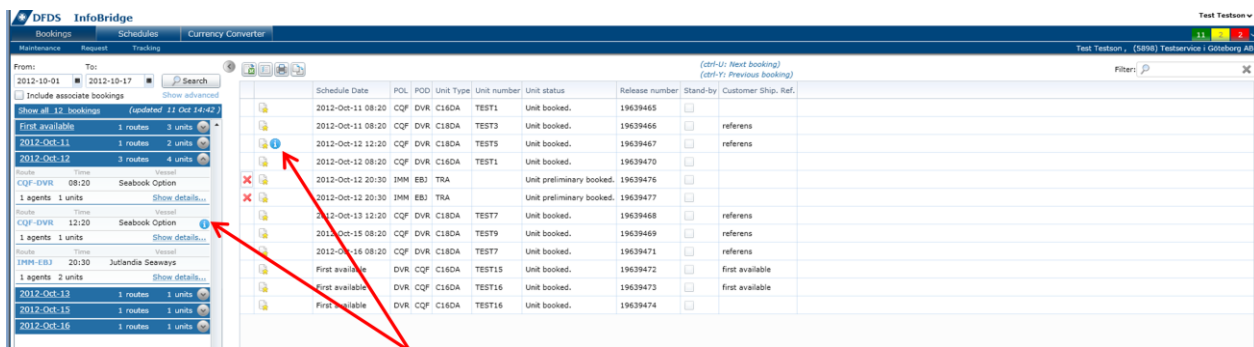

Select route or port, then select date and month.
The Schedule will show in a list below.

If you want to export the schedule to excel you press this button.

If DFDS have added any remarks to the voyage they will be shown here.

The remark on the voyage is also shown in maintenance

If you hover over the icon, the remark shows

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Member profile, change password and log out

In the upper right corner you will find your name followed by an arrow. Click the arrow and the box below will show.

Click here to change/add your profile, like E-mailadress, phonenumbers etc.

Click here to change your password

Click here to log out from infobridge