



SEABOURNE **GROUP**

We are Seabourne. Go on, set us a challenge.

User manual Seabourne Online

Visit the website of Seabourne Online: <http://online.seabourne-group.com/>

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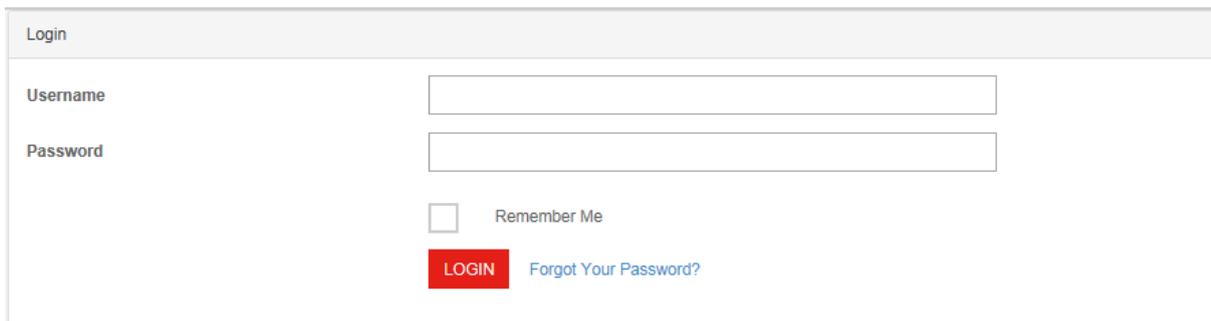
1. Introduction

Welcome to Seabourne Online, the new online booking system from Seabourne Express. The features of the new system have been designed to make it as quick and as easy as possible to book a shipment. This guide will cover the various areas of the system: the Seabourne Online website, shipments, managing your details and address book, reporting and documents.

2. Website

2.1 Login and password

The first screen you will see when you open the Seabourne Online website is the Login screen.



Login

Username

Password

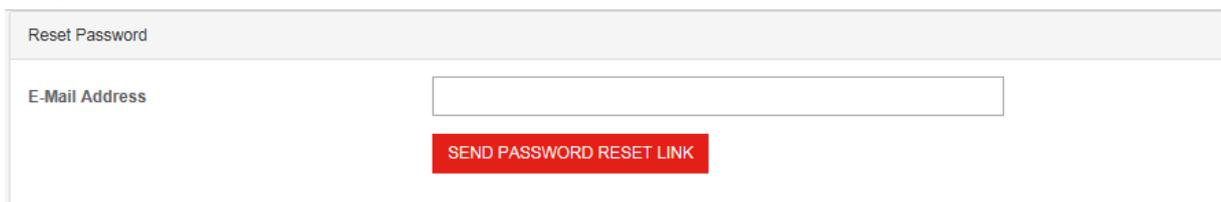
Remember Me

[LOGIN](#) [Forgot Your Password?](#)

- Here you can enter the username and password that have been created for you.
- The system will automatically log you out if you have not been active for a certain time. If you check the 'Remember Me' box, you will remain logged in until you log out.
 - Click on "Login" to access the system.
- Click on "Forgot Your Password?" if you want to reset your password.

Password reset

If you have forgotten your password, you can request a new one from the 'Reset Password' screen.



Reset Password

E-Mail Address

[SEND PASSWORD RESET LINK](#)

- Enter your email address and click on 'Send Password Reset Link' to reset your password.
- An email will be sent to you with a link to reset your password. Opening this link will send you to the screen below where you can choose the new password.

Reset Password

E-Mail Address

Password

Confirm Password

[RESET PASSWORD](#)

- Enter your email address, a new password and the new password again and click on 'Reset Password' to change your password.
- You can now log in with your new password.

Please note! It is important that you use your username to log in and not your e-mail address. You will succeed in logging in with your e-mail address, but then the system will ask you each time to reset your password.

2.2 Start page, menu and sidebar

Once you have logged in, you will be directed to the homepage of Seabourne Online. Here you can access the various options.

The screenshot shows the Seabourne Online homepage dashboard. At the top, there is a navigation bar with links for Home, Order management, Manage, Reports / Queries, Documents, System, Logout, My profile, a LinkedIn icon, and Help. The main content area is divided into several sections:

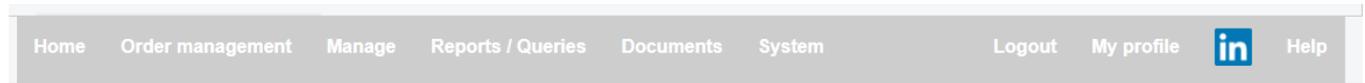
- Home:** A welcome message for DENNIS HENDRIKS from SEABOURNE EINDHOVEN. It includes a "Click here for Corona News" button and a "Seabourne Online Update" section with three bullet points: "You can now delete failed and cancelled shipments. As well, you can cancel non-SO shipments.", "From today a tariff code consisting of 8 digits is mandatory for UK", and "From today the e-mail address of the recipient is obligated for non-document shipments outside of the EU". There is a "READ MORE" button.
- Fast track:** A section with a "SHIPMENT" input field and a "TRACK" button.
- End of day:** A section with four red buttons: "WAYBILLS", "LABELS", "INVOICES", and "MANIFESTS", each with a question mark icon.
- Order management:** A section with links for "Enter shipment", "Track / View / Cancel Shipments (7 days)", "Import shipments", "Order stationery", and "Non-SO Shipments".
- Manage:** A section with links for "Addresses" and "Users".
- Reports / Queries:** A section with links for "Price quote" and "Shipping summary".
- Documents:** A section with links for "Manifests (7 days)", "Waybills", "Print labels", and "Commercial invoices".
- Help:** A section with links for "Support", "Guideline", "FAQ", and "Seabourne Pack Track".

There is also a red banner that says "HELP US TO IMPROVE SEABOURNE ONLINE AND WIN A €25.00 SHIPPING VOUCHER".

The homepage consists of several parts: the grey menu bar, a sidebar and a menu on the homepage itself.

Menu

With the help of the grey menu bar you can access the different parts of the system. You can access the menu from any page in the system so that you can quickly switch to another part.



- **Start page:** This is a link to the home page.
- **Order management:** You can find the following options in this menu:
 - + Register shipments
 - + Tracking and cancelling shipments
 - + Menu import shipments
 - + Seabourne Shipping requirements
 - + Non-SO-shipments
- **Manage:** You can find the following options in this menu:
 - + Accounts
 - + Address book
 - + Customers
 - + Menu Packaging types
 - + Booked by
 - + Shipments (7 days)
 - + Shipments (30 days)
 - + Shipments (all)
 - + Show users
- **Reports/Queries:** This menu gives you access to quotes and an overview of your booked shipments.
- **Documents:** Here you can view and print various documents, such as manifests, notes of lading, labels and invoices.
- **Log out:** You can log out using this link.
- **My profile:** Here you can view and adjust your user data.
- **In:** A link to the Seabourne LinkedIn webpage.
- **Help:** Here you can consult the Seabourne Online Manual. If you have any questions about Seabourne Online, you can send an email directly to our web support by clicking on Support.

Sidebar

The sidebar gives you access to various quick options:

The screenshot shows a sidebar with the following sections:

- Home**: A section with a red underline containing the text "Choose an option from the menus on the right. Remember to click the logout button when you are finished." and a red button labeled "BCP PLAN".
- Fast track**: A section with a red underline containing a "Shipment" label, a text input field, and a red button labeled "TRACK".
- End of day**: A section with a red underline containing four red buttons: "WAYBILLS", "LABELS", "INVOICES", and "MANIFESTS". Each button has a white question mark icon to its right.

- **Want to track your shipment quickly?** If you enter the waybill number here and click on 'track', you will be directed to the shipment's tracking details on the Seabourne website.
- **End of day overviews:** Here you can view and print all consignment notes, labels and invoices for the current day.

Start page Menu

Some of the options from the grey menu bar can also be found on the home page.

3. Shipments

3.1 Register

Via 'shipments' - 'register' you will arrive at the screen below. The registration of shipments is divided into several parts that must be filled in to be able to register a shipment.

New shipment details

The first section is new shipment details

Every field marked with an (*) is mandatory

New shipment details

REBOOK SHIPMENT

*Booked by	<input type="text"/>	*Client	<input type="text" value="Select client"/>
*Job type	<input type="text" value="Here to there"/>	*Account	<input type="text" value="Select a client first"/>
Your reference	<input type="text"/>	*Transport mode	<input type="text" value="Select your account first"/> 

- **Booked by:** Enter the name of the person who is registering the shipment here. (You can also set a default name for this field, see 4.3)
This field has an auto-complete functionality, so if you have previously registered a shipment, previously entered names will be available when you type the name.
- **Job type:** At the moment there are three types of shipments:
 - Here to There: The shipment will be picked up from the account's default address and will be delivered to a specific location.
 - There to Here: The shipment will be picked up at a specific location and will be delivered to the default address on the account.
 - There to There: The shipment will be picked up at a specific location and will be delivered to another specific location.
- **Your reference:** The reference of this shipment. This reference will appear on your invoice. (For this field, you can set whether entering a reference is optional or mandatory, see 4.3)
- **Client:** The name of the company booking the shipment, your company name will be set as default.
- **Account:** The name of the account you want to use for booking the shipment. If you have only one account, it will be selected automatically.
- **Transport mode:** The transport mode you want to use or no transport mode if it is not available. For example, transport mode is not available for Express service.
Note: Some countries will only be available for certain accounts and transport modes.

Pick-up details

The second item is Pick-up Details. This is where the pickup address will be entered. With the command type 'Here to There' the address details will be hidden because the pickup address of the selected account is set by default.

Pickup details

*Country	<input type="text" value="Select a transport mode first"/>	*Contact name	<input type="text"/>	
Search address book	<input type="text"/>	Department	<input type="text"/>	
Search address code	<input type="text"/>	*Telephone	<input type="text"/>	
Address code	<input type="text"/>	Email	<input type="text"/>	
*Company name	<input type="text"/>	Send email alert	<input type="checkbox"/>	
*Address type	<input type="text" value="Business"/>			
*Address line 1	<input type="text"/>			
Address line 2	<input type="text"/>			
Address line 3	<input type="text"/>			
*Postal code	<input type="text"/>			
*Town / City	<input type="text"/>			
County / State	<input type="text"/>			
Pickup reference	<input type="text"/>			
Pickup instructions	<input type="text"/>			

- **Country:** Select the country where the shipment is to be picked up. The country must be selected first, as some address details such as state or postal code depend on the selected country.
- **Search address book:** Here you can search for an existing address in your address book. You can search by address code, street or contact person.
- **Search address code:** Here you can search for an existing address in your address book. In this field you can only search by address code.
- **Company name:** The name of the company where the shipment will be picked up.
- **Address line 1, 2 and 3:** The street name, house number and possibly the neighborhood. Make sure you always put the street name and house number on address line 1.
- **Postal code:** The postcode where the shipment will be collected. The postcode must correspond to the format of the selected country.
- **Town/City:** The name of the place.
- **County / State:** The name of the province or state. For some countries this is a mandatory field and you will have to select a state.
- **Contact name:** The name of the contact person.
- **Department:** The name of the contact's department.
- **Telephone:** The phone number of the contact person where the shipment will be picked up.
- **Email:** The e-mail address of the contact person.
- **Send email alert:** Check this option to automatically send a confirmation e-mail to the contact person where the shipment will be picked up.
- **Private address:** Check this option if the shipment will be collected from a private address. For addresses in the Netherlands this option is not visible and it is automatically determined on the basis of the address whether it is a private address or not.

- **Pickup reference:** Here you can enter a reference for the collection.
- **Pickup instructions:** If you have specific instructions for the collection, you can enter them here. For example: 'Please report to reception'.
- **Show the pick-up address on the waybill:** Tap this option if you do not want to show the pick-up address on the waybill or label. This option is not available to all users. If you would like to use this option, please contact us.

Details recipient

The third section is Details of the recipient. Here you can enter the recipient's address details. With the command type 'There to Here' the address data will be hidden because the delivery address of the selected account is set as default.

Destination details

*Country	Select a transport mode first	*Contact name	<input type="text"/>
Search address book	<input type="text"/>	Department	<input type="text"/>
Search address code	<input type="text"/>	*Telephone	<input type="text"/>
Address code	<input type="text"/>	Email	<input type="text"/>
*Company name	<input type="text"/>	Send email alert	<input type="checkbox"/>
*Address type	<input type="text"/>		
*Address line 1	<input type="text"/>		
Address line 2	<input type="text"/>		
Address line 3	<input type="text"/>		
*Postal code	<input type="text"/>		
*Town / City	<input type="text"/>		
Country / State	<input type="text"/>		
Delivery reference	<input type="text"/>		
Delivery instructions	<input type="text" value="undefined"/>		

- **Country:** Select the country where the shipment is to be delivered. The country must be selected first as some address details such as state or postal code depend on the country selected.
- **Search address book:** Here you can search for an existing address in your address book. You can search by address code, street or contact person.
- **Search address code:** Here you can search for an existing address in your address book. In this field you can only search for an address code.
- **Company name:** The name of the company where the shipment will be delivered.
- **Address line 1,2 and 3:** The street name, house number and possibly the district. Make sure you always put the street name and house number on the 1st address line.
- **Postal code:** The postcode where the shipment will be delivered. The postcode must correspond to the format of the selected country.
- **Town/City:** The name of the place.

- **County / State:** The name of the province or state. For some countries this is a mandatory field and you will have to select a state.
- **Contact name:** The name of the contact person to whom the shipment will be delivered.
- **Department:** The name of the contact's department.
- **Telephone:** The phone number of the contact person.
- **Email:** The e-mail address of the contact person. For shipments with goods that are shipped outside the EU, an e-mail address is mandatory.
- **Send email alert:** Tap this option to automatically send a confirmation e-mail to the contact person where the shipment will be delivered.
- **Private address:** Tap this option if the shipment is to be delivered to a private address. For addresses in the Netherlands this option is not visible and it is automatically determined on the basis of the address whether it is a private address or not.
- **Delivery reference:** Here you can enter a reference for the delivery.
- **Delivery instructions:** If you have specific instructions for the delivery, you can enter them here. This field is not available if you have selected an Economy account.
- **Same day delivery:** If you would like your shipment to be delivered on the same day as the pick-up, please select this box. A Customer Service representative will then contact you after you have finalized your booking to agree on the rate. This is because an express driver will be used who will drive especially for your shipment.

Other details

The fourth section is Other details. Here you can enter the specific details of the shipment, such as the type of shipment, pick-up date and time and insurance.

Other details

*Consignment type

*Pickup date Ready now or between Open until

Insurance ?

- **Consignment type:** The type of shipment you wish to send. You can choose between documents and parcels.
- **Pickup date:** You can enter or select a pick-up date. Also indicate the times when the shipment can be picked up. If you have set fixed pick-up times in your customer data, these will be filled in automatically.
- **Ready now:** Tick this option if the shipment is ready for collection. If you tick this option, you do not need to fill in the pick-up date or the from time.
- **Insurance:** Tap this option if you want to send the shipment additionally insured. When you tick this option, the value and description of the contents of the shipment must be entered (in euros). The standard charge for insurance is 1% of the value of the contents, with a minimum of €25.00.

Parcel details

The next section to be filled in is information about the parcels. You can indicate here how many parcels you want to send, what the content of the shipment is and what the dimensions are.

Several scenarios are possible:

1. Document shipments
2. Parcel shipments within EU
3. Parcel shipments outside EU

1. Document shipments

The screenshot shows the 'Parcel details' form. At the top, there is a header 'Parcel details' and a red horizontal line. Below this, the '*Number of parcels' is set to 1, with '+' and '-' buttons and a red question mark icon. The 'Shipment parcel' section is also visible. The main form area is divided into 'Parcel details' and 'Actions'. Under 'Parcel details', there is a '*Parcel description (English)' field containing 'documents', a 'Select packing type' dropdown menu, and a '*Parcel weight (kg)' field containing '0'.

If you are sending a document, the following information must be entered.

- **Number:** how many envelopes of documents are you sending?
- **Description:** this is filled in automatically in the case of documents.
- **Weight:** in kg

Important: A consignment may only be sent as a document if it contains one or more sheets of paper and if it is packaged in a document envelope.

2. Parcel shipments within EU

The screenshot shows the 'Parcel details' form for parcel shipments within EU. It has the same layout as the document shipment form but includes additional fields for dimensions: '*Parcel length (cm)', '*Parcel width (cm)', and '*Parcel height (cm)', each with an empty input field. The '*Parcel weight (kg)' field is set to 0. The 'Select packaging type' dropdown menu is highlighted in orange and shows 'Select packaging t...'. A red question mark icon is next to it.

If you are sending a parcel within the EU, the following information must be filled in.

- **Number:** How many parcels do you send?
- **Are the parcels identical:** If your shipment consists of more than one parcel, you can indicate here whether the parcels are identical. If they are identical, you only need to enter the data once. These data will then be copied to the other packet(s). If the packages are not identical, you will have to enter the data for each package.
- **Description:** a description of the content in English
- **Weight:** Enter the weight of the package here (in kg)
- **Length:** Enter the length of the package here (in cm)
- **Width:** Enter the width of the package here (in cm)
- **Height:** Enter the height of the package here (in cm)
- **Select a packaging type:** If you have set up standard packaging types (see chapter 4.4), you can select them here.
- **Choose a type of package:** Indicate here how the shipment is packed. You can choose from the following types of packages:
 - ✚ Box
 - ✚ Envelope
 - ✚ Bag
 - ✚ Roll
 - ✚ Can
 - ✚ Pallet
 - ✚ Other

3. Parcel shipments outside EU

Parcel details

*Number of parcels + - ?

Shipment parcel ✚

Parcel details Actions

*Parcel weight (kg) *Parcel length (cm)

*Parcel width (cm) Select packaging type ?
 Select packaging type ▼
 Select packaging type ▼

Line items Line items *I know the HS code, Click here:

*Item description (English) Enter an item description	Tariff code	*Item qty	*Origin country	*Currency	*Total value per package
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select origin country ▼	EUR	<input type="text"/>

+ ✚ ✚

If you are sending a package outside the EU, the following information must be filled in.

- **Number:** How many parcels do you send?
- **Are the parcels identical:** If your shipment consists of more than one parcel, you can indicate here whether the parcels are identical. If they are identical, you only need to enter the data once. These data will then be copied to the other packet(s). If the packages are not identical, you will have to enter the data for each package.
- **Weight:** Enter the weight of the package here (in kg)

- **Length:** Enter the length of the package here (in cm)
- **Width:** Enter the width of the package here (in cm)
- **Height:** Enter the height of the package here (in cm)
- **Select a packaging type:** If you have set up standard packaging types (see chapter 4.4), you can select these here.
- **Choose a type of package:** Indicate here how the shipment is packed. You can choose from the following types of packages:
 - ✚ Box
 - ✚ Envelope
 - ✚ Bag
 - ✚ Roll
 - ✚ Can
 - ✚ Pallet
 - ✚ Other
- **Number of item lines:** Use + and - to adjust the number of item lines. Use a separate item line for each different product. If your items fall under the same heading, you can also use one line for them.
- **Are the item lines identical:** If you need more than one item line for the current package, you can specify whether the contents are identical. If it is, you only need to enter the data once and it will be copied automatically to the other item lines of the package. If the item lines are not identical, you will have to enter the data for each line.
- **Item description:** Enter the name or description of the content here.
Note: The description "sample" is not sufficient, describe the content as clearly as possible. A good description would be: 'plastic bag sample' or 'textile sample'.
- **Statistical code:** If applicable, you can enter the statistics code (HS code) here. If you do not know the statistical code, you will find a link in the top right corner of the item line box to a website where you can look it up. The statistical code is not mandatory (except for the UK) but is advisable so that customs in the country of destination can classify the products correctly.
- **Quantity of item:** Here you can enter how many items the package contains.
- **Country of origin:** Here you can enter the country of origin of the items.
- **Total value per package:** Here you can enter the total value of the items in the item line per package, in euros. If 1 package contains 10 items of 1 euro, the total value is 10 euro.

Using the buttons below, you can quickly add or copy item lines:



- Using + you can add a new item line.
- Using the second button you can copy the details of the current item line. A second item line is automatically added to the current package with the same item details.
- The third button copies the item line from the current packet to another packet in the same shipment.
- Using x, you can delete the current item line.

Pro-forma / commercial invoices

For shipments with goods that are shipped outside the EU, an invoice must be enclosed for customs purposes.

Proforma / Commercial invoices

*Type of export

Invoice number

Importer's VAT number

*Does your shipment contain only samples without commercial value?

Do you want to add your own customs documents? *

Upload your own customs documents

Generate Seabourne invoice

PREVIEW INVOICE

- **Type of export:** Select the export type here. You can choose between DAP permanent export or DDP permanent export. If you choose DAP, the VAT and import duties imposed locally are for the recipient. If you choose DDP, you will have to pay these costs yourself. Please note that DDP service is not possible in all countries.
- **Invoice number:** If you want to generate an invoice from Seabourne and you have your own invoice number which you would like to be included, please enter it here.
- **Importer's VAT number:** Please enter the VAT number of the recipient here.
- **Would you like to add your own documentation to the shipment?**
 - ✚ Upload own customs documentation: if you have your own invoice that you would like to include with the shipment, please select this box and upload your own invoice so we have it digitally in our system.
 - ✚ Generate Seabourne invoice: If you do not have your own invoice and would like the system to generate one for you, select this box. You must also indicate whether you wish to generate a pro-forma invoice or a commercial invoice. A pro-forma invoice should be used for a non-commercial shipment (not for trading purposes) such as a sample, personal gift, inter-company shipments or a defective part. For a commercial shipment with a commercial value, a commercial invoice should be used.
- **Preview invoice:** By clicking on it, you will see a sample invoice so that you can check that all the information is displayed correctly. Please note! This is only an example and cannot be used to attach to the shipment. The shipment must be booked first.

Once you have entered all the necessary data, you can use the buttons below:

SUBMIT SHIPMENT

CANCEL

PREVIEW WAYBILL

GET PRICE QUOTE

BOOK LATER

- **Submit shipment:** Using this button, Seabourne Online will send the shipment to the system and you will have booked the shipment. If you have not entered the data correctly, an error message will be displayed.
- **Cancel:** You cancel the shipment and will be returned to the home page. Whatever you have entered will not be saved.
- **Preview waybill:** The preview waybill button allows you to preview how the waybill will look. When you move the mouse over this button, the cursor changes to a hand or a prohibition sign. This shows whether it is possible to create a preview using the data you have entered.
- **Get price quote:** By using this button you can see the rate directly. If you have entered special requirements (such as next day or time delivery) in the delivery instructions, please note that additional charges may apply.
- **Book later:** When you click here, your shipment is saved but not yet booked. Later you can find this shipment under 'track & cancel' shipments. Here you can still book the shipment later on.

Add a shipment

When you book a shipment, a new shipment is created in Seabourne Online. The status of the shipment is 'created' at this time. Seabourne Online will then enter the shipment into the system. If it fails to do so, the status will change to 'failed'. If the shipment is successfully entered, the status will change to 'booked' and a pop up will appear:

Shipment added ×

The shipment was successfully placed, this is the corresponding Airwaybill number:
206695669

PRINT WAYBILL

CUSTOMS DOCUMENTS

DOWNLOAD THE SEABOURNE TERMS AND CONDITIONS

BOOK A NEW SHIPMENT

REBOOK SHIPMENT

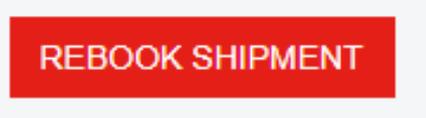
HOME

Depending on your settings in 'Manage' - 'Customers' (4.3), the consignment note, label and/or invoice can be automatically opened for printing.

- **Print waybill:** You can view and print the consignment note of the booked shipment.
- **Print label:** You can view and print a label of the booked shipment.
- **Print invoice:** You can view and print the invoice of the booked shipment.
- **Book a new shipment:** You can book a new shipment on an empty registration page.
- **Re-booking an existing shipment:** You can rebook a previously registered shipment. All fields that are filled in automatically can be changed.
- **Home:** Takes you back to the home page.

Re-booking an existing shipment

If you have already booked a shipment using Seabourne Online, you can easily rebook the same shipment. When you register a new shipment, you will see the button below in the first New Shipment Details box:



When you click on this button, you can select a previously registered shipment. The data of this shipment will then be filled in automatically for you. You can adjust all fields if necessary. This button also appears in the pop-up after a new shipment has been booked.

Rebook shipment ✕

Date range	<input type="text"/>	to	<input type="text"/>
Airwaybill number	<input type="text"/>	Booked by	<input type="text"/>
Reference	<input type="text"/>	Company name	<input type="text"/>
Status	<input type="text" value="All"/>	type	<input type="text" value="Shipments (7 days)"/>

In this screen you can search and filter previously submitted shipments. All fields are optional, if you click 'search shipments' without filling in any further details, all previously registered shipments will appear.

- **Data range:** Select or type a date to search for shipments from a certain date.
- **To:** Select or type a date to search for shipments up to a certain date.
- **Airwaybill number:** Enter a waybill number.
- **Booked by:** Enter a name of a person who has previously booked shipments.
- **Reference:** Enter the pick-up or delivery reference here.
- **Status:** Search for booked shipments by status. (Shipment created, shipment booked, booking failed, cancellation).
- **Company name:** Enter the company name of the recipient here.

Click on "Consignments (7 days)" if the consignment you are looking for has been booked within the last 7 days, "Consignments (30 days)" if the consignment you are looking for has been booked within the last 30 days, or "Consignments (all)" if you want to search all your consignments.

3.2 Track & cancel shipments

In the grey menu bar, under consignments, you will also find the heading Track & Cancel consignments. From this screen you have access to an overview of all your booked shipments of the past 7 days. Here you can search, filter, trace and cancel your shipments.

The screenshot shows the 'Manage shipments' interface. At the top, there is a 'Tracking Summary' section. Below it is a search bar with a red question mark icon to its right. Underneath the search bar is an 'Advanced Search' dropdown menu. At the bottom right of the interface, there is a red button labeled 'FIND SHIPMENTS'.

In the search bar you can enter all possible search terms. For example, an AWB number, company name of the recipient, postcode, reference, etc. If you prefer to use the advanced search function with several fields, select 'Advanced Search' and the field below will expand.

The screenshot shows the expanded 'Advanced Search' form. It contains the following fields:

Date range	<input type="text"/>	to	<input type="text"/>
Origin postal code	<input type="text"/>	Destination postal code	<input type="text"/>
Consignment type	<input type="text" value="Please select a consignment type"/>	Office	<input type="text" value="Please select office"/>
Client	<input type="text" value="Please select client"/>	Account	<input type="text" value="Please select an account"/>
Airwaybill number	<input type="text"/>	Reference	<input type="text"/>
Booked by	<input type="text"/>	Invoice number	<input type="text"/>
Pickup instructions	<input type="text" value="All"/>	Instructions	<input type="text" value="All"/>
Specific pickup instructions	<input type="text"/>	Delivery instructions	<input type="text" value="All"/>
Status	<input type="text" value="All"/>	Specific delivery instructions	<input type="text"/>
		Company name	<input type="text"/>
		Destination country	<input type="text" value="Select country"/>

At the bottom right of the form, there is a red button labeled 'FIND SHIPMENTS'.

- **Data range:** Select or type a date to search for shipments from a certain date.
- **to:** Select or type a date to search for shipments up to a certain date.
- **Origin postal code:** Enter the postal code of the address where the shipment was picked up.
- **Destination postal code:** Enter the postal code of the address where the shipment was delivered.
- **Type of shipment:** Select the type of shipment: documents or parcels.
- **Company name:** Select the company that notified the shipments, the system will automatically select your company name.
- **Account:** Select the account on which the shipments are booked.

- **Waybill number:** Enter a specific waybill number.
- **Reference:** Enter the pick-up or delivery reference here.
- **Booked by:** Enter a name of a person who has previously booked shipments.
- **Invoice number:** Enter an invoice number to search for shipments with this invoice number.
- **Pick up instructions:** Here you can select whether you want to search for shipments with or without delivery instructions.
- **Instructions:** Here you can select whether you want to search for shipments with pick-up and/or delivery instructions.
- **Specific pick-up instructions:** Here you can search for specific collection instructions.
- **Deliver instructions:** Here you can select whether you want to search for shipments with or without delivery instructions.
- **Status:** Filter the search results by status.
- **Specific delivery data:** Search for shipments with specific delivery details.
- **Company name delivery address:** Here you can search for the company name of a specific recipient.
- **Country of destination:** Here you can search for shipments to a specific country.

Click on 'search shipments' to search for shipments. You

will then see the following table under the search options:

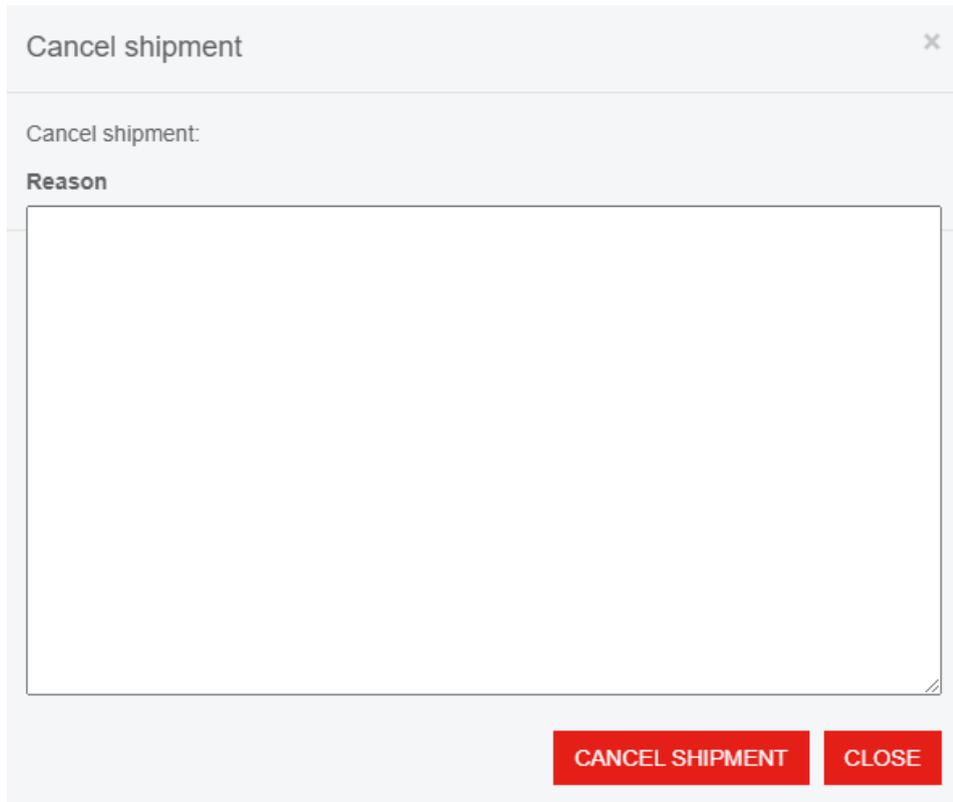
Consignment type	Pickup date	Account code	Service	Transport mode	From town / city / Postal code	To town / city / Postal code	Ref	Track / Rebook	Parcels	Weight (Kg)	Status
206695669	16-06-2021	NLTESTEIN	P	N/A	Seabourne Express, EINDHOVEN, 5657 EG, Netherlands	test, test, 00000, Marshall Islands	test	BOOKED PRICE QUOTATION	1	20.00	Booked CANCEL

Pickup instructions:
Delivery instructions: testing

- Click on **overview** to view the shipment.
- **Trace/rebook:** Here is the latest status, by clicking on the status you will be redirected to the tracking page. If the booking did not go through properly, 'REBOOK' will be displayed here. By clicking on this, the system will make a new attempt to pass the booking.
- **Cancel:** If you want to cancel the shipment, you can do so by using the "cancel" button.
- **View:** Choose how many results you want to see on one page.
- **Price quotation:** By clicking here, you can view the tariff of the shipment. This button is not visible for every shipment.
- Click on a table header to sort search results by column.

Canceling a shipment

When you cancel a shipment, the following pop-up appears:



Cancel shipment

Cancel shipment:

Reason

CANCEL SHIPMENT

CLOSE

In this pop up you can state the reason for cancellation.

Cancellation is only possible if the shipment has not yet been collected. If the system indicates that you are too late to cancel, please contact us by telephone.

When you click on 'cancel shipment', the shipment will be cancelled. You can close the pop up by using 'close'. The shipment will then not be cancelled.

Shipment status

When you have searched for a shipment, the status of the shipment is indicated on the right-hand side. A shipment can have one of these statuses:

- If no status is visible, the shipment has been created and is being forwarded to our system. The shipment will soon be assigned another status.

- Shipment booked: The shipment is booked

Booked

- On request: The booking cannot be forwarded because there is a problem. If you see this status, please contact our Customer Service.

On request

- Cancelled : The shipment has been cancelled by the user.

Cancelled

Details of a shipment

If, after searching for a shipment in the 'Track & Cancel shipments' screen, you click on the 'overview' button under the waybill number, you will be taken to the screen below. Here you can see all the details of the shipment.

[REBOOK](#) [TRACK](#) [WAYBILL](#) [LABEL](#) [BACK TO SHIPMENTS](#)

Customs documents

[PROFORMA INVOICE](#)

Shipment details

Airwaybill number	205009727	Client	Seabourne Express
Booked by	TEST Stephanie	Account	Test Nieuw Vennep
Job type	Here to There	Service	P
Status	Booked	Reference	SAMPLE123456

Pickup details

Pickup instructions	Melden bij receptie		
Company name	Seabourne Express	Postal code	2153 PL
		Contact name	Dhr. M. Slob

- **Rebook:** Rebook the current shipment.
- **Track:** Track the current shipment: you will be redirected to the Seabourne Express website.
- **Back to shipments:** Brings you back to the 'Track & cancel shipments' screen.

If it concerns a shipment with goods outside the EU, you can also open the customs documentation [here](#).

3.3 Menu import shipments

In this screen you can import a CSV file containing a list of shipments into the system in one go. You can download the template here and you will also find instructions on how to fill in this file.

shipment_import

Client

Please select a CSV file
 Geen bestand gekozen

IMPORT SHIPMENTS

Shipment import details

Select a CSV file to import, you can also use the provided example for importing. The fields must be separated by semi-colons (;). Please refer to the guide below for the import details.

DOWNLOAD IMPORT TEMPLATE

3.4 Seabourne Shipping requirements

In this screen you can order shipping supplies.

Order stationery

Client*	<input type="text" value="Seabourne Express"/>	?	Country*	<input type="text" value="Netherlands"/>	?
Account*	<input type="text" value="NLTESTEIN"/>	?	Address line 1*	<input type="text" value="Beatrix de Rijkweg 12"/>	?
Contact name*	<input type="text" value="MARCO VAN DEN AKKER"/>	?	Address line 2	<input type="text"/>	?
Contact email*	<input type="text" value="jdelgijer@ein.seabourne-express.cc"/>	?	Address line 3	<input type="text"/>	?
Contact telephone*	<input type="text" value="40 2353300"/>	?	City*	<input type="text" value="EINDHOVEN"/>	?
Company name*	<input type="text" value="Seabourne Express"/>	?	County / State	<input type="text"/>	?
			Postal code*	<input type="text" value="5657 EG"/>	?

Item details

Select item

Qty **ADD ITEM** ?

Item Qty

ORDER STATIONERY

Your own data are filled in automatically.

At 'Select item' you choose the product you want to order. Next, under 'Quantity', enter the number of items you would like to receive.

By default, this number is limited to 50 pieces per week.

After entering the quantity, click on the 'Add item' button.

Is your order complete? Then click on 'Order Shipping Supplies'.

Your order will then be delivered to you within a few days.

3.5 Non-SO-Shipments

This screen is for you to find any consignments you have not booked through Seabourne Online. For example, shipments booked via a direct link to your system, or shipments booked manually by one of our employees.

Non-SO Shipments

Client*

Account*

business days*

SEARCH

Consignment type	Pickup date	Account code	Service	Transport mode	From town / city / Postal code	To town / city / Postal code	Track / Rebook	Status	Parcels	Weight (Kg)
No entries found										

showing 0 to 0 of 0 Entries Previous Next

4. Administer

4.1 Accounts

In this screen you can see which accounts are linked to your user name. You can also see here whether these accounts are active or inactive.

4.2 Address book

In the 'Address Book' screen, under the 'Manage' option in the grey menu bar, you can access your address book. Here you can search for, modify, add, import and delete addresses.

Manage addresses

Edit address details

Public address book
Entries from the public address book are marked with an asterisk (*)

Address code	<input type="text"/>	Contact person	<input type="text"/>
Postal code	<input type="text"/>	Town / City	<input type="text"/>
Client	<input type="text" value="Please select client"/>	Country	<input type="text" value="Select country"/>
Account	<input type="text" value="All accounts"/>	Company name	<input type="text"/>
		Address type	<input type="text" value="Select address type"/>

ADD ADDRESS **IMPORT ADDRESSES** **EXPORT_ADDRESSES** **FIND ADDRESSES**

DELETE ADDRESSES

- **Address code:** Enter an address code to filter addresses.
- **Postal code:** Enter a postcode to filter addresses.
- **Company name:** Your company name is automatically selected here.
- **Accounts:** Select an account to which the addresses are linked.
- **Contact person:** Enter the contact of an address.
- **Town/City:** Filter addresses by place name.
- **Country:** Filter addresses by country.
- **Company name:** Filter addresses by company name.

With the help of the buttons you can take the following actions:

- **Add address:** Add a new address.
- **Import addresses:** Import addresses from an Excel file.
- **Delete addresses:** Delete all saved addresses.
- **Find addresses:** Carry out a search.

TEST00000001	NLTESTEIN	test	test	00000	MH	test	EDIT
							DELETE <input type="checkbox"/>
							BOOK

- **Edit:** Edit a saved address.
- **Delete:** Delete a saved address
- **Book:** Create a booking to this address.

- **Search:** In the search bar at the top right, you can quickly search within the search results.
- **View:** Choose how many results you want to see on one page.

Click on a table header to sort search results by column.

Add or edit address

In this screen you can add a new address to your address book or edit an existing address.

Address details

Address book	<input type="text" value="Private"/> 
Private address	<input type="checkbox"/>
Client*	<input type="text" value="Please select the client"/>
Account*	<input type="text" value="Please select an account"/>
Country	<input type="text" value="Please select your country"/>
Address code*	<input type="text"/>
Company name	<input type="text"/>
Contact name	<input type="text"/>
Contact email	<input type="text"/>
Contact telephone	<input type="text"/>
Send email alert	<input type="checkbox"/>
Additional contacts	<input type="button" value="ADD CONTACT"/>

Street address	<input type="text"/>
Address line 2	<input type="text"/>
Address line 3	<input type="text"/>
Postal code	<input type="text"/> 
Town	<input type="text"/>
County	<input type="text"/>
Client visibility	Account 
Delivery instructions	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>

SAVE ADDRESS
BACK TO ADDRESS BOOK

- **Address book:** Select where to store the address. Choose "public" if all users can see and use the address. Choose "private" if you want the address to be visible to the current user only.
- **Company name:** Your company name is automatically selected here.
- **Account:** Select the account to which the new address should be linked.
- **Country:** Select the country.
- **Address code:** Here you can enter an address code for easy searching of the address.
- **Company name:** Enter the company name of the new address.
- **Contact person:** The contact person at this address.
- **E-mail:** The e-mail address of the contact person.
- **Telephone:** The phone number of the contact person.
- **Add additional contact:** Here you can link several contacts to one address.
- **Street address:** The street name with house number.
- **Address line 2:** Further address information.
- **Address line 3:** Further address information..
- **Postal code:** Postal code of the address.
- **Town:** The name of the town or city.
- **County:** The province or state of the address.
- **Client visibility** Here you can choose whether the address should be visible for all accounts (choose Company name) or only for the selected account (choose Account).
- **Delivery instructions:** Here you can enter fixed delivery instructions for the address.

Click 'save' to save the address to your address book. Click 'back to address book' to go back to managing addresses. The address will not be saved.

Import addresses

On this page you can import addresses to your address book in Seabourne Online.

Address import

Client*

Account*

Delete existing addresses

Client visibility

Address book

Please select a CSV file

- **Company name:** Your company name is automatically selected here.
- **Account:** Select the account to be associated with the addresses.
- **Delete existing addresses:** Check this option if you want to delete all existing addresses in your address book.
- **Client visibility** Here you can choose whether the address should be visible for all accounts (choose Company name) or only for the selected account (choose Account).

Select a CSV file from your computer. Our Customer Service can give you a template for this that you can fill in.

Click on 'import addresses' to import the addresses.

Delete addresses

When you click on 'Delete all addresses', a pop up will appear. You have the option to remove all addresses for a particular account or for all accounts.

Delete all addresses ×

Client*

Account*

Are you sure you want to delete all addresses?

- **Company name:** Your company name is automatically selected here.
- **Account:** Select which account you wish to delete the addresses from.

Click 'yes' to delete the addresses, 'no' to cancel and close the pop-up.

4.3 Customers

Under the heading management, you will find the heading 'customers'. When you click on this, an overview of one or more company names will appear.

Client name	Primary user	Status	
Test Company	testcompany	ACTIVE	EDIT

Showing 1 to 1 of 1 Entries

Previous 1 Next

When you click on 'edit', the following screen appears:

Clients: Details

Client name*	<input type="text" value="Seabourne Express"/>	?
Upload your company logo	Click here to upload (.png w=245px) <input type="button" value="Bestand kiezen"/> Geen bestand gekozen <input type="button" value="REMOVE LOGO"/>	?
		
Summary mode	<input type="text" value="Simplified"/>	?
Save shipment addresses	<input type="text" value="Ask to save"/>	?
Save to address book	<input type="text" value="Public"/>	?
Default pickup instructions	<input type="text"/>	?
default_sample_shipments	<input type="text" value="no_default"/>	?
Ready now	<input type="checkbox"/>	?
Pickup time	<input type="text" value="16:00"/>	?
Open until	<input type="text" value="16:30"/>	?
Parcel description (English)	<input type="text"/>	?

Default booked by	<input type="text"/>	?
Default account	NLTESTEIN	?
Default telephone number	0716850174	
Default invoice type	Proforma invoice	?
Default export type	Select export type	?
Default parcel length	0	?
Default parcel width	0	?
Default parcel height	0	?
Default tariff code	<input type="text"/>	?
Default origin country	Select country	?
Default parcel weight	0.00	?

Label type	Type three	?
Confirmation type	Type one	
Waybill details	Client	
Default country selection	Netherlands	
Account settings	Select account	?
Pallet requires taillift by default	<input type="checkbox"/>	
Pallet requires taillift for delivery by default	<input type="checkbox"/>	
Pallet is not stackable by default	<input type="checkbox"/>	?

ADD PICKUP MANIFEST GROUP

SAVE CLIENT | **BACK TO CLIENTS**

In this screen you can set a number of options as defaults for your company. The default settings on this page are optional. If you use default settings, some fields will already be filled in for you when you register shipments.

- **Company name:** Your company name. You cannot change this yourself.
- **Upload your company logo:** Here you can select a logo for use within Seabourne Online. Your logo will be added to consignment notes, labels, invoices and will also be displayed at the top right of your personal Seabourne Online page.

- **Summary mode:** If you choose 'normal', you will see all search fields under 'manage shipments (7 days) and shipments (30 days)'. If you choose 'simplified', you will see 1 general search bar. You can always unclick the extra fields.
- **Save address:** Here you can select whether the delivery address should be saved when registering a shipment. Choose "never save" to not save, "always save" to save or "do you want to save the address?" to decide per registered shipment if you want to save the delivery address.
- **Standard pick-up data:** Here you can enter pick-up instructions that will be set as standard in all your shipments.
- **BTW number:** Here is your VAT number.
- **EORI number:** Here is your EORI number (if you have one).
- **UK VAT number:** Here is your UK VAT number (if you have one).
- **UK EORI number:** Here is your UK EORI number (if you have one).
- **Ready now:** Check this option if you want all shipments you book to be ready for collection by default.
- **Pick-up time:** Here you can set the standard time from which consignments can be picked up. (24 hours, 00:00)
- **Open until:** If you want to set a default time that your company is closed for collection, you can indicate this here. (24 hours, 00:00)
- **Description:** Enter here a standard description for the contents of packages.
- **Booked by?** Enter the name of the person booking the shipments here. This is then automatically filled in for each booking.
- **Country:** Here the country where you are located is selected.
- **Enter your default account:** If you have several accounts, you can select which account you would like to set as your default here. When you book a shipment, this account will automatically be selected.
- **Standard invoice type:** Select a default invoice.
- **Standard export type:** Select a standard export type: If you are sending shipments with standard dimensions, you can enter these at **length**, **width** and **height** (in cm).
- **Enter your standard commodity code:** Here you can enter a standard commodity code.
- **Standard country of origin:** Select the default country of origin of the items you send.
- **Enter the standard weight:** If you are sending parcels or documents with a standard weight, you can enter it here.
- **Label type:** If you are using a label printer, select the label type here.
- **attachment type:** If you are using a label printer; you can change the layout of the label here.
- **Waybill details:** This determines which contact name is displayed on the label or the consignment note. If you choose 'Company name', the permanent contact is displayed. If you choose 'User', the person who is linked to the user account is displayed on the label or the consignment note.
- **Standard country of origin:** If you (almost) always have shipments to the same country, selecting the country here will automatically select it in each booking.
- **Pallet standard tailgate required:** By checking this box, this will be selected by default in all your pallet shipments.
- **Pallet standard tailgate required for delivery:** By checking this box, this will be selected by default in all your pallet shipments.
- **Standard pallet not stackable:** By checking this box, this will be selected by default in all your pallet shipments.
- **Account settings:** Here you can enter your preferences for each account.
 - ✚ **Receive delivery confirmations:** By ticking this, you will receive a short email when your shipment has been delivered.

- ✚ Delivery confirmation e-mail: Enter the e-mail address to which the delivery confirmation should be sent.
- ✚ Reference mandatory? By ticking this, it is mandatory to enter a reference when making a booking.
- ✚ Standard delivery details: Here you can specify delivery instructions that will be put in all your shipments by default.
- ✚ Standard package type: Here you can select a type of package which will then be selected by default in every booking.

Create a manifest overview

With this button you can create a grouping of accounts for which you want to have the shipments on a manifest together.

Click 'save' to save your company data. If you click 'back to customers', you will be returned to 'administer' - 'customers'. Your changes will not be saved.

4.4 Menu packaging types

Do you have one or more types of packaging that you use regularly? If so, you can set these up in the packaging types menu.

By clicking on 'Add packing type' you can add a packing.

Packing type details

Packing type name*	<input type="text"/>	?
Description (English)	<input type="text"/>	?
Client*	<input type="text" value="Seabourne Express"/>	?
Weight	<input type="text" value="0.00"/>	?
Length*	<input type="text"/>	?
Width*	<input type="text"/>	?
Height*	<input type="text"/>	?

SAVE PACKING TYPES
BACK TO PACKING TYPES

- **Name packaging types:** Choose a name for your packaging.
- **Description:** Do you want to add a fixed content description to this package? Then fill in the content here in English. This will then automatically be included in the booking when you select this packaging.
- **Company name:** Your company name is automatically entered here.
- **Weight:** Does the package, including the contents, always have the same weight? Then you can also set the weight here.
- **Length (cm):** Please enter the length of the package here.
- **Width (cm):** Please enter the width of the package here.
- **Height (cm):** Please enter the height of the package here.

Choose 'Save Package Type' to save. Choose 'Back to pack types' to return to the previous screen without saving.

As soon as you have set packaging types, you can select them in the booking under 'select packaging type'.

4.5 Booked by

In this screen you can add persons who regularly book shipments. You can search for all shipments booked by a particular person.

4.6 Shipments (7 days)

In this screen you can find all the shipments you have booked in the past 7 days. See also chapter 3.2 Trace & Cancel shipments. This is the same screen.

4.7 Shipments (30 days)

In this screen you can find all the shipments you have booked in the last 30 days. This screen works the same as the 7 days screen. See also chapter 3.2 Trace & Cancel shipments for additional explanation.

4.8 Shipments (all)

In this screen you can find all your shipments. This is the shipment archive. This screen works the same as the 7 days screen. See also chapter 3.2 Tracking & Cancelling Shipments for additional explanation. To ensure the speed of our system, the accessibility of this function is limited. Only a limited number of users can search the archive per hour. If the limit is reached, you will see a message. Please try again later.

4.9 Show users

Click on 'administer' - 'View Users' to get to the screen below. This view shows all of your company's user accounts in Seabourne Online. Users have their own unique login and password. This screen allows you to search, edit and add users.

The screenshot shows a user management interface. At the top left is a red 'ADD USER' button. Below it, there is a 'Show 10 Entries' dropdown and a search bar containing 'user'. The table below has columns: Username, Email, First name, Last name, Status, and User role. Two user entries are visible, each with a red 'EDIT' button to its right.

Username	Email	First name	Last name	Status	User role	
seabournetest	websupport@seabourne-group.com	Seabourne	Seabourne	ACTIVE	User Admin	EDIT
user	user@robotdwarf.com	Test	User	ACTIVE	User	EDIT

Add user

Fields marked with an asterisk must be filled in to add the new user.

- **Username:** This is the unique user name for the user. If you enter a name that already exists, the system will indicate it.
- **Email:** Enter the e-mail address of the new user here; it must be unique.
- **Client:** Your company name will automatically be selected here.
- **Language:** Select the language to be used for the new user account here. You can choose between Dutch, English, German and French.
- **New password:** Choose a password for the new user.
- **Confirm password:** Re-enter your chosen password.
- **First name:** Enter the first name of the new user here.
- **Last name:** Enter the surname of the new user.
- **Title:** Select the salutation.
- **Default address book:** Choose whether the user's address book should be private (only visible to new users) or public (visible to all users).
- **General Telephone:** Enter the general telephone number of the company.
- **Direct Telephone:** Enter the direct phone number of the user.
- **Fax:** Enter a fax number of the new user.
- **Mobile:** Enter a mobile phone number of the user.
- **Booking confirmation:** Enter the e-mail address of the person or persons who are to receive a confirmation e-mail of a shipment booked by the new user. Multiple e-mail addresses can be entered consecutively, separated by ; and without spaces.
- **Cancel shipment:** Enter the e-mail address of the person or persons who are to receive a confirmation e-mail of a shipment cancelled by the new user. Multiple e-mail addresses can be entered consecutively, separated by ; and without spaces.
- **Booked by:** Enter the name of the person who books shipments under this user account. This is then automatically filled in for each booking.
- **Role:** The function of the new user. Your options:
User admin: A user admin has the authority to modify administrative data of your company in Seabourne Online.
User: A user has limited access to your administrative information in Seabourne Online, but can create shipments, add addresses to the private address book and edit their own profile.
- **Shipment visibility:** Here you can set whether the new user has access to all registered shipments (public) or only to shipments booked by the new user (private).

Click 'save' to add the new user. Click 'back to users' to return to 'manage' - 'view users'. Your entered data will not be saved.

User details

Username*	<input type="text" value="seabournetest"/>	?	Booking email list	<input type="text"/>	?
Email*	<input type="text" value="websupport@seabourne-group.com"/>	?	Cancel email	<input type="text"/>	?
Client*	<input type="text" value="Seabourne Express"/>	?	Default booked by	<input type="text"/>	?
Language*	<input type="text" value="English"/>	?	Role*	<input type="text" value="User Admin"/>	?
New password*	<input type="password" value="....."/>	?	Shipment visibility	<input type="text" value="Public"/>	?
Confirm new password*	<input type="password"/>	?	Accounts	<input type="text" value="Export Express"/>	ADD
First name*	<input type="text" value="Seabourne"/>	?	<input type="button" value="SAVE PROFILE"/> <input type="button" value="BACK TO USERS"/>		
Last name	<input type="text" value="Seabourne"/>	?			
Title	<input type="text" value="Select a title"/>	?			
Default address book	<input type="text" value="Public"/>	?			
Telephone	<input type="text"/>	?			
Telephone extension	<input type="text"/>	?			
Fax	<input type="text"/>	?			
Mobile	<input type="text"/>	?			

Edit user

Using 'Edit' you can change existing user data. Fields marked with an asterisk must be filled in to be able to change the user. See 'Add user' for the function of all fields.

Click 'save' to change the user. Click 'back to users' to return to 'manage' - 'view users'. Your changed data will not be saved.

5. Report/Queries

5.1 Quotation

Using 'Report' - 'Quotation', you can see a quotation after entering the package details. You also have the option of booking the shipment immediately afterwards.

Get a price quote

*Client	<input type="text" value="Seabourne Express"/>	*Origin country	<input type="text" value="Select a transport mode first"/>
*Account	<input type="text" value="Select account"/>	*City	<input type="text"/>
Transport mode	<input type="text" value="Select transport mode"/>	*Postal code	<input type="text"/>
Consignment type	<input type="text" value="Documents"/>	*Destination country	<input type="text" value="Select a transport mode first"/>
Your reference	<input type="text"/>	Private address	<input type="checkbox"/>
Alternative collection address	<input type="checkbox"/>	*City	<input type="text"/>
Insurance	<input type="checkbox"/>	*Postal code	<input type="text"/>

Parcel details

Parcel count	<input type="text" value="1"/> <input type="button" value="+"/> <input type="button" value="-"/>	Are the parcels identical	<input type="text" value="Yes"/>	<input type="button" value="ADD PARCEL"/>
Weight	<input type="text" value="0"/>	Select packaging type	<input type="text" value="Select packaging type"/>	<input type="button" value="x"/>

- **Number:** Choose the number of packages.
 - **Are the packages identical:** Choose yes or no if you are sending more than 1 package.
 - **Company name:** Your company name will be selected automatically.
 - **Account:** Select the account. When you select an account, the default address data will be filled in for you at origin or destination.
 - **Transport mode:** If available for the selected account, select a transport mode.
 - **Consignment type:** Choose the type of shipment, documents or parcels.
 - **Your reference:** Would you like your reference to appear on the quotation? Then please fill it in here.
 - **Alternative pick-up address:** Does the shipment need to be collected from an address other than the one linked to the account? Please tick this option.
 - **Insurance:** Would you like to insure the shipment? Please tick this box.
 - **Country of origin:** Select the country where the shipment will be picked up.
 - **City:** Enter the location where the shipment will be picked up.
 - **Postal code:** Enter the postal code where the shipment will be picked up.
 - **Destination country:** Choose the country where the shipment will be delivered.
 - **City:** Enter the location where the shipment will be delivered.
 - **Postal code:** Enter the postcode where the shipment will be delivered.
-
- Click on "add package" to enter the following shipment details:
 - **Weight:** Please enter the weight here. (in kg)
 - **Length:** Enter the length of the package here. (in cm)
 - **Width:** Enter the width of the package here. (in cm)
 - **Height:** Enter the height of the package here. (in cm)
 - **Consignment type:** Choose the type of package here.

Click on 'rate' to request a quote. If everything has been filled in correctly, a pop up will appear:

Price quote ×

View fuel charges here
<http://nl-en.seabourne-group.com/account-tools/fuel-surcharges>

Expected delivery: N/A

Description (English)	Price (EUR)
Transport price (Excluding fuel charge)	14.72
Surcharges	
Fuel Surcharge	4.31
Total	19.03

PRINT

Email **SEND VIA EMAIL**

BOOK SHIPMENT

CLOSE

The price quote is based on the weight and dimensions entered.
If you wish to book the shipment, click on 'book shipment'. The data you have entered will automatically be added to the correct fields when you book the shipment.
You can also print the quotation by clicking on 'Print' or send it by e-mail to an e-mail address of your choice.

5.2 Shipments

This screen is the same as the "Shipments" - "Track & Cancel Shipments" screen described in chapter 3.2.

6. Documents

6.1 Manifests

Like the shipments, the search windows for the manifests are divided into three groups:

- Manifests (7 days)
- Manifests (30 days)
- Manifests (all)

These screens function the same.

Manifests (7 days)

Pickup date from	<input type="text"/>	to	<input type="text"/>
Origin postal code	<input type="text"/>	Destination postal code	<input type="text"/>
Consignment type	<input type="text" value="Please select a consignment type"/>	Office	<input type="text" value="Please select office"/>
Client	<input type="text" value="Please select client"/>	Account	<input type="text" value="Please select an account"/>
Airwaybill number	<input type="text"/>	Reference	<input type="text"/>
Booked by	<input type="text"/>	Invoice number	<input type="text"/>
		Delivery instructions	<input type="text"/>

[FIND MANIFESTS](#)

In this screen you can search, view and print collection manifests.

- **Pick-up date from:** Select a 'from' date when the shipments are booked.
- **to:** Select a 'till' date when the shipments are booked.
- **Postal code:** Search for postcode of pick-up address.
- **Postal code destination:** Search for postcode of delivery address.
- **Consignment type:** Filter shipments by type (documents, parcels or both)
- **Account:** Filter shipments by account. This is only possible if you have set 'administer' - 'Customers' to split your manifests by account. If you have set them to be split by company name, this will have no effect.
- **Client:** Your company name is selected automatically.
- **Reference:** Filter shipments by pick-up or delivery reference.
- **Waybill number:** Filter shipments by waybill number.
- **Invoice number:** Filter shipments by invoice number.
- **Booked by:** Filter shipments by the name of the person who booked the shipment.
- **Delivery instructions:** Filter shipments by delivery instructions.

When you click on 'Search pick up overview', you will see the table below:

Pickup date	Pick up address	Client	Account	Email
16-06-2021	SEABOURNE EXPRESS BEATRIX DE RIJKWEG 12 EINDHOVEN NETHERLANDS	Seabourne Express	NLTESTEIN	<input type="text" value="Email"/>
11-06-2021	SEABOURNE EXPRESS BEATRIX DE RIJKWEG 12 EINDHOVEN NETHERLANDS	Seabourne Express	NLTESTEIN	<input type="text" value="Email"/>

Showing 1 to 2 of 2 Entries (Filtered from 0 Total entries) Previous **1** Next

- Click on an address to view, save or print a manifest.
- Enter an email address to have a manifest sent to you by email. Multiple email addresses can be entered consecutively, separated by ; and without spaces.
- Show number: Select how many search results you want to see on one page.
- Click on a table header to sort the columns.
- You can use the search bar at the top right to quickly search within the search results.

6.2 Waybills

In this screen you can search, view and print consignment notes.

Airway bills

Booked from	<input type="text"/>	to	<input type="text"/>
Pickup date from	<input type="text"/>	to	<input type="text"/>
Origin postal code	<input type="text"/>	Destination postal code	<input type="text"/>
Consignment type	<input type="text" value="Please select a consignment type"/>	Office	<input type="text" value="Please select office"/>
Client	<input type="text" value="Please select client"/>	Account	<input type="text" value="Please select an account"/>
Airwaybill number	<input type="text"/>	Reference	<input type="text"/>
Booked by	<input type="text"/>	Invoice number	<input type="text"/>
Pickup instructions	<input type="text" value="All"/>	Delivery instructions	<input type="text" value="All"/>
Specific pickup instructions	<input type="text"/>	Specific delivery instructions	<input type="text"/>
		Destination country	<input type="text" value="Select country"/>

FIND WAYBILLS

- **Booked from:** Select a 'from' date when the shipments are booked.
- **to:** Select a 'till' date when the shipments are booked.

- **Pick-up date from:** Select a 'from' date when the shipments are picked up.
- **to:** Select a 'till' date when the shipments have been picked up.
- **Postal code:** Search for postcode of pick-up address.
- **Destination postal code:** Search for postcode of delivery address.
- **Consignment type:** Filter shipments by type (documents, parcels or both)
- **Account:** Filter shipments by account.
- **Client:** Your company name is selected automatically.
- **Reference:** Filter shipments by pick-up or delivery reference.
- **Waybill number:** Filter shipments by waybill number.
- **Invoice number:** Filter shipments by invoice number.
- **Booked by:** Filter shipments by the name of the person who booked the shipment.
- **Delivery instructions:** Filter shipments by delivery instructions. Select 'all', 'shipments without delivery instructions' or 'shipments with delivery instructions'.
- **Specific pickup instructions:** Filter shipments by specific pick-up instructions.
- **Specific delivery instructions:** Filter shipments by specific delivery instructions.

When you click on 'search for waybill numbers', you will see the table below.

Show Entries Search :

Shipment number	Date / Time	Your reference	Consignee name	Email	select
206695669	16-06-2021	test	test	<input type="text" value="Email"/>	<input type="checkbox"/>

Pickup instructions:
Delivery instructions: testing



- Click on the left-hand button (download) to open or save the waybill.
- Click on the right button (print) to print the waybill.
- Enter an email address to have the consignment note sent to you by email. You can enter several e-mail addresses one after the other separated by ; and without spaces. Then click on the button with the envelope.
- Show number: Select how many search results you want to see on one page.
- Click on a table header to sort the columns.
- You can use the search bar at the top right to quickly search within the search results.

6.3 Labels

In this screen you can search, view and print labels.

Labels

Booked from	<input type="text"/>	to	<input type="text"/>
Pickup date from	<input type="text"/>	to	<input type="text"/>
Origin postal code	<input type="text"/>	Destination postal code	<input type="text"/>
Consignment type	<input type="text" value="Please select a consignment type"/>	Office	<input type="text" value="Please select office"/>
Client	<input type="text" value="Please select client"/>	Account	<input type="text" value="Please select an account"/>
Airwaybill number	<input type="text"/>	Reference	<input type="text"/>
Booked by	<input type="text"/>	Invoice number	<input type="text"/>
Pickup instructions	<input type="text" value="All"/>	Delivery instructions	<input type="text" value="All"/>
Specific pickup instructions	<input type="text"/>	Specific delivery instructions	<input type="text"/>
		Destination country	<input type="text" value="Select country"/>

[FIND SHIPMENTS](#)

- **Date booked from:** Select a 'from' date when shipments are booked.
- **To:** Select an 'up to' date when shipments are booked.
- **Pick-up date from:** Select a date from when the consignments were picked up.
- **Until:** Select a date from when the shipment was picked up.
- **Postal code:** Search for the postal code of the pick-up address.
- **Postal code of delivery address:** Search on postal code of delivery address.
- **Type of shipment:** Filter shipments by type (documents, parcels or both)
- **Account:** Filter shipments by account.
- **Company name:** Your company name is automatically selected.
- **Reference:** Filter shipments by pickup or delivery reference.
- **Waybill Number:** Filter shipments by way of waybill number.
- **Invoice Number:** Filter shipments by invoice number.
- **Booked by:** Filter shipments by the name of the person who booked the shipment.
- **Delivery Instructions:** Filter shipments by delivery instructions. Select "all", "shipments without delivery instructions" or "shipments with delivery instructions".
- **Specific Pick-up Instructions:** Filter consignments by specific collection instructions.
- **Specific delivery details:** Filter shipments by specific delivery instructions.

When you click on 'search shipments', you will see the table below.

Show Entries Search :

Shipment number	Date / Time	Your reference	Consignee name	Email	select
206695669	16-06-2021	test	test	<input type="text" value="Email"/>	<input type="checkbox"/>

Pickup instructions:
Delivery instructions: testing



- Click on the left-hand button (download) to open or save the waybill.
- Click on the right button (print) to print the waybill.
- Enter an email address to have the consignment note sent to you by email. You can enter several e-mail addresses one after the other separated by; and without spaces. Then click on the button with the envelope.
- Show number: Select how many search results you want to see on one page.
- Click on a table header to sort the columns.
- You can use the search bar at the top right to quickly search within the search results.

6.4 Pro-forma/Commercial invoices

In this screen you can search, view and print invoices.

Invoices

<p>Date range <input style="width: 100%;" type="text"/></p> <p>Origin postal code <input style="width: 100%;" type="text"/></p> <p>Consignment type <input style="width: 100%;" type="text" value="Please select a consignment type"/></p> <p>Client <input style="width: 100%;" type="text" value="Please select client"/></p> <p>Airwaybill number <input style="width: 100%;" type="text"/></p> <p>Booked by <input style="width: 100%;" type="text"/></p> <p>Pickup instructions <input style="width: 100%;" type="text" value="All"/></p> <p>Specific pickup instructions <input style="width: 100%;" type="text"/></p>	<p>to <input style="width: 100%;" type="text"/></p> <p>Destination postal code <input style="width: 100%;" type="text"/></p> <p>Office <input style="width: 100%;" type="text" value="Please select office"/></p> <p>Account <input style="width: 100%;" type="text" value="Please select an account"/></p> <p>Reference <input style="width: 100%;" type="text"/></p> <p>Invoice number <input style="width: 100%;" type="text"/></p> <p>Delivery instructions <input style="width: 100%;" type="text" value="All"/></p> <p>Specific delivery instructions <input style="width: 100%;" type="text"/></p> <p>Destination country <input style="width: 100%;" type="text" value="Select country"/></p>
--	---

FIND INVOICES

- **Date from:** Select a 'from' date when shipments are booked.
- **To:** Select a date when the shipment is booked.
- **Postal code:** Search for the postcode of the pick-up address.
- **Delivery address postal code:** Search for the postcode of the delivery address.
- **Type of shipment:** Filter shipments by type (documents, parcels or both)
- **Account:** Filter shipments by account.
- **Company name:** Your company name is automatically selected.
- **Reference:** Filter shipments by pickup or delivery reference.
- **Waybill Number:** Filter shipments by way of waybill number.
- **Invoice Number:** Filter shipments by invoice number.
- **Booked by:** Filter shipments by the name of the person who booked the shipment.
- **Delivery Instructions:** Filter shipments by delivery instructions. Select "all", "shipments without delivery instructions" or "shipments with delivery instructions".
- **Specific Pick-up Instructions:** Filter shipments by specific collection instructions.
- **Specific delivery information:** Filter shipments by specific delivery instructions.
- **Destination Country:** Filter on a specific destination country.

When you click on 'search for invoices', you will see the table below:

Shipment number	Date / Time	Your reference	Consignee name	Email	select
206695669	16-06-2021	test	test	<input type="text" value="Email"/>	<input type="checkbox"/>

CUSTOMS DOCUMENTS **SEND VIA EMAIL**

Pickup instructions:
Delivery instructions: testing

- Click on 'Customs documentation' to view, save or print an invoice.
- Enter an email address to have an invoice sent to you by email. Multiple email addresses can be entered one after the other, separated by ; and without spaces.
- Show number: Select how many search results you want to see on one page.
- Click on a table header to sort the columns.
- You can use the search bar at the top right to quickly search within the search results.

7. My profile

The 'My Profile' screen is the same as 'administer' - 'Customers' (4.3). The only difference is that in 'My Profile' you have direct access to your own user data.

8. Chat feature

At the bottom right of the screen you can find our chat function. During office hours, you can use this to chat live with one of our employees.

To start chatting, click on the icon and enter your name. Then click on 'Start chat'.

While chatting, you can simply navigate through the pages. The chat will move to each page!



9. Help

Under 'Help' you will find the latest version of the Seabourne Online manual and some frequently asked questions.

If you have any questions or experience any problems with the system, please contact us. By using the 'Support' link you can send us an email directly. You can reach the web support at websupport@seabourne-group.com.