

Customer Portal User Guide



MARINETRANS[®]

Marinetrans Customer portal

Our customer portal gives you access to see your stock lists and track your shipments.

It's quick and easy to use, available on all your devices, giving you the overview you need, when you need it.



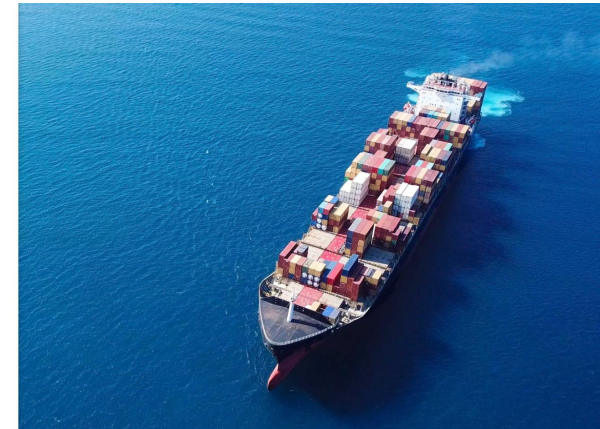
Welcome to
Marinetrans Customer Portal!

Email

Password

Login

[Forgot password?](#)



- Dashboard
- Search
- All vessels
 - Marinetrans Express
 - Marinetrans Global
 - Marinetrans Glory
 - Marinetrans Goodness**
- Hubs
- Users

Marine Trans Test

Karine Småstuen Demo
Full access

Marinetrans Goodness

Stock Shipments Requests

PO number

Supplier

Station (All)

Status (All)

Period (All)

With poor ISO

Create request



| <input type="checkbox"/> | STATION | DATE | SUPPLIER | PO NUMBER | ITEMS | WEIGHT | VALUE | STATUS <input type="text"/> | STOCK NO |
|--------------------------|---------|------------|-------------------|----------------|-------|--------|-----------|-----------------------------|-------------|
| <input type="checkbox"/> | AMS3 | 22.09.2009 | Wrist Europe | mt3-0005 | 3 | 43 | 426 EUR | New | ams3-682387 |
| <input type="checkbox"/> | GOA | 25.05.2011 | Goa Test Supplier | Test test | 2 | 28 | | New | GOA-988041 |
| <input type="checkbox"/> | GOA | 24.05.2011 | Ma Go | MAGO 888999 | 1 | 24 | 2000 EUR | New | goa-50000 |
| <input type="checkbox"/> | OSL5 | 24.04.2009 | Ama Salg | MT3-00078 | 1 | 65 | 72168 NOK | New | OSL-682407 |
| <input type="checkbox"/> | | 09.11.2015 | Marinetrans | gns2014/12-201 | 2 | 61 | | Stock | -20013 |
| <input type="checkbox"/> | AMS | 10.06.2018 | Apro | MT3-00001 | 1 | 1 | 491 SGD | Stock | SIN-682381 |
| <input type="checkbox"/> | AMS | 10.06.2018 | Hyundai Engine | MT3-0004 | 1 | 6 | 131 SGD | Stock | sln-682384 |
| <input type="checkbox"/> | AMS | 10.06.2018 | Wrist Europe | mt3-0005 | 3 | 43 | 426 EUR | Stock | ams3-682387 |

Key features

- See dashboards with key information about your shipments and costs
- See your vessel stock lists
- Send requests for shipments and quotes directly to your key account manager
- Follow your shipments in process
- See your past shipments

How it works

We create your team as users, and you can immediately log in by going to portal.marinetrans.com.

You choose what roles your team should have and what information they should see.

If you are a user with full access, you can administrate the users from your company.

It's easy, fast and secure.

Activate account and first log in

Contact Marinetrans to get registered.

1. All registered users will receive an email with activation link.
2. When you click on the Activate account button in the email, you get to set your password and sign in.

1



Dear Karine Småstuen

You have been registered as a user in the Marinetrans Customer Portal.

Your role is Full access.

Please click the button below to activate your account and set your password.

[Activate account](#)

Your username and password are private and should not be shared with anyone else.

If you did not expect to be registered in the Customer Portal, please contact us.

Best regards,
Marinetrans

2

First login

Please enter the password that will be used for your account

[Sign in](#)

Welcome to
Marinetrans Customer Portal!

Email

Password

Login

[Forgot password?](#)



Log in

Access the portal at <https://portal.marinetrans.com>.

Log in with your email and password.

If you don't remember your password, click on [Forgot password?](#), enter your email address and click on [Reset my password](#).

We will send you an email with a link to a reset password page.

See the stock list for a vessel

1. Go to All vessels in the left menu
2. Find the vessel. You can search for vessel name or manager name.
3. When you click on the vessel, the stock list will be displayed.
4. To see PO details or documents, click on the stock item.

MARINETRANS
THE GLOBAL SUPPLIES FORWARDER

- Dashboard
- Search
- All vessels 1**
- Hubs
- Users

All vessels

Search marinetrans g 2 x Only vessels with stock

| VESSEL NAME ↑ | MANAGER | TOTAL STOCK |
|----------------------|---------|-------------|
| Marinetrans Global | Ola | 61 |
| Marinetrans Glory | Bonnie | 52 |
| Marinetrans Goodess | | 27 |
| Marinetrans Goodness | Terje | 75 |

4

Stock details

| | |
|-------------------------------------|-------------------------------------|
| PO number PO-123456789 | Stock no OSL-123412 |
| Supplier Marinetrans Oslo | Receipt date 09.11.2020 |
| Station BGO4 (BERGEN) | First entry BGO4 (BERGEN) |
| ISO packing Normal | ISO label Normal |
| ISO paper Normal | Weight 66 |
| Value | Status Stock |

Documents

PO

Items (1)

| | |
|-----------------------------------|---------------------------|
| Item 1 MTL-3640952-704 | Warehouse ref - |
| L x W x H 120 x 80 x 63 | CBM 0.605 |
| VW 101 | Weight 66 |

3

Marinetrans Goodness

Stock Shipments Requests

PO number Type here... Supplier Type here... Station (All) Status (All) Period (All) With poor ISO [Create request](#) [Download](#)

| <input type="checkbox"/> | STATION | DATE | SUPPLIER | PO NUMBER | ITEMS | WEIGHT | VALUE | STATUS ↑ | STOCK NO |
|--------------------------|---------|------------|-------------------|----------------|-------|--------|-----------|----------|-------------|
| <input type="checkbox"/> | AMS3 | 22.09.2009 | Wrist Europe | mt3-0005 | 3 | 43 | 426 EUR | New | ams3-682387 |
| <input type="checkbox"/> | GOA | 25.05.2011 | Goa Test Supplier | Test test | 2 | 28 | | New | GOA-988041 |
| <input type="checkbox"/> | GOA | 24.05.2011 | Ma Go | MAGO 888999 | 1 | 24 | 2000 EUR | New | goa-50000 |
| <input type="checkbox"/> | OSLS | 24.04.2009 | Ama Salg | MT3-00078 | 1 | 65 | 72168 NOK | New | OSL-682407 |
| <input type="checkbox"/> | | 09.11.2015 | Marinetrans | gns2014/12-201 | 2 | 61 | | Stock | -20013 |
| <input type="checkbox"/> | AMS | 10.06.2018 | Apro | MT3-00001 | 1 | 1 | 491 SGD | Stock | SIN-682381 |

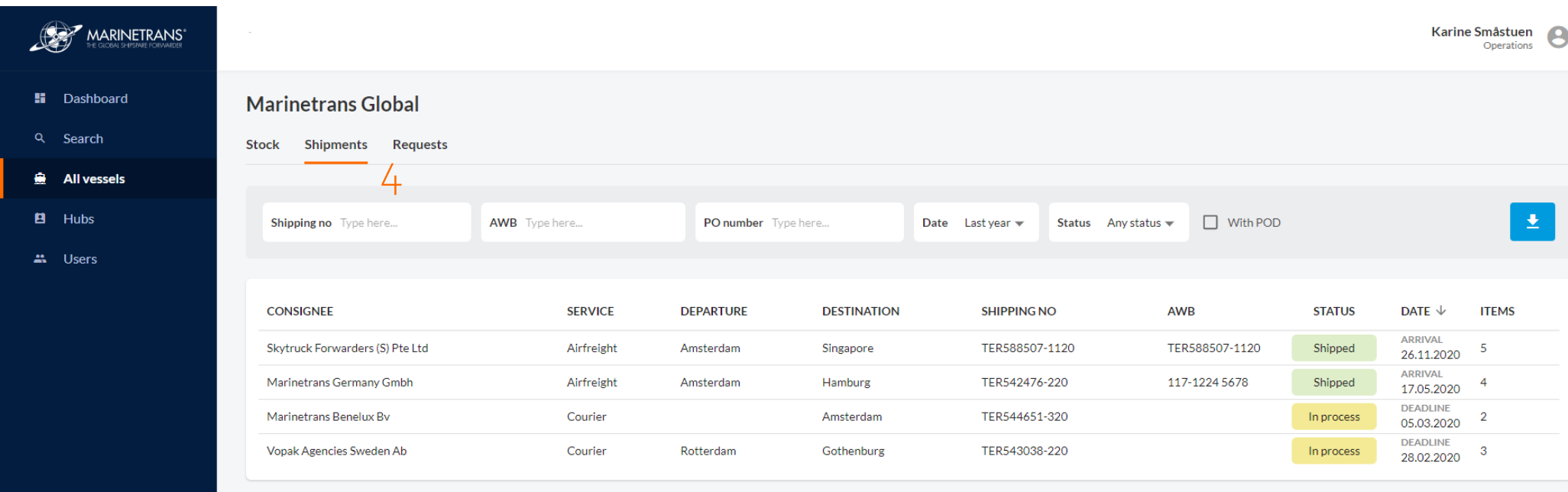
You can hover station codes and statuses to get more information.

| | | |
|----------|--------------------------|-------------|
| 426 EUR | Stock | ams3-682387 |
| 2000 SGD | Dangerous goods In stock | SIN-7075 |

| |
|-----------|
| Poor |
| ISO paper |

See the shipments for a vessel

1. Go to All vessels in the left menu
2. Find the vessel. You can search for vessel name or manager name.
3. When you click on the vessel, the stock list will be displayed.
4. Choose the Shipments tab.
5. To see the details of a shipment or the documents, click on one of the rows.



The screenshot displays the Marinetrans Global web application interface. On the left is a dark blue sidebar with navigation options: Dashboard, Search, All vessels (highlighted), Hubs, and Users. The top right corner shows the user profile for Karine Småstuen, Operations. The main content area is titled 'Marinetrans Global' and has three tabs: Stock, Shipments (selected and underlined with an orange '4'), and Requests. Below the tabs is a search and filter bar with input fields for 'Shipping no', 'AWB', and 'PO number', a 'Date' dropdown set to 'Last year', a 'Status' dropdown set to 'Any status', and a 'With POD' checkbox. A blue download button is on the right. Below the search bar is a table of shipments.

| CONSIGNEE | SERVICE | DEPARTURE | DESTINATION | SHIPPING NO | AWB | STATUS | DATE ↓ | ITEMS |
|---------------------------------|------------|-----------|-------------|----------------|----------------|------------|------------------------|-------|
| Skytruck Forwarders (S) Pte Ltd | Airfreight | Amsterdam | Singapore | TER588507-1120 | TER588507-1120 | Shipped | ARRIVAL 26.11.2020 | 5 |
| Marinetrans Germany Gmbh | Airfreight | Amsterdam | Hamburg | TER542476-220 | 117-1224 5678 | Shipped | ARRIVAL 17.05.2020 | 4 |
| Marinetrans Benelux Bv | Courier | | Amsterdam | TER544651-320 | | In process | DEADLINE 05.03.2020 | 2 |
| Vopak Agencies Sweden Ab | Courier | Rotterdam | Gothenburg | TER543038-220 | | In process | DEADLINE 28.02.2020 | 3 |

Send shipment request to Marinetrans (1)

You can instruct Marinetrans to ship selected items, or you can ask for a quote.

It's only possible to send requests for one vessel at the time. If you want to request shipments for several vessels, you need to contact your account manager by email or phone.

1. Go to the stock list of the vessel you want to make the request for.
2. Select the items.
3. Click Create request.
4. Fill in the shipment details. Not mandatory fields are marked as optional.

Marinetrans Express **1**

Stock Shipments Requests

PO number Type here... Supplier Type here... Station (All) Status (All) Period (All) With poor ISO **3** [Create request](#) [Download](#)

| <input type="checkbox"/> | STATION | DATE | SUPPLIER | PO NUMBER | ITEMS | WEIGHT | VALUE | STATUS ↑ | STOCK NO |
|-------------------------------------|---------------|------------|----------------|--------------------------|-------|--------|-------|----------|---------------|
| <input type="checkbox"/> | DXB10 | 28.11.2019 | Test Test Test | Test Test Test Test Test | 1 | 0 | 0 | New | DXB10-3289646 |
| <input checked="" type="checkbox"/> | AB22 2 | 17.02.2020 | Testing | 4500523789 | 1 | 60 | | Stock | ABA-3365211 |
| <input type="checkbox"/> | AGP4 | 31.03.2020 | Didrik Test. | 1221222 | 1 | 1 | | Stock | AGP4-3421572 |
| <input type="checkbox"/> | AGP4 | 09.03.2020 | Didrik Test | 1212222 | 1 | 0.5 | | Stock | AGP4-3398014 |
| <input type="checkbox"/> | AMS3 | 08.04.2020 | Didrik Test. | 1233659 | 1 | 2 | | Stock | AMS3-3429856 |

Create shipping request for Marinetrans Express

Client details

Client **Marine Trans Test**

Vessel **Marinetrans Express**

Account manager **Terje**

Manager (buyer) **Terje**

Emails for confirmation
Multiple e-mails should be separated by comma (,) or semicolon (;)

Deliver to **4**

Name

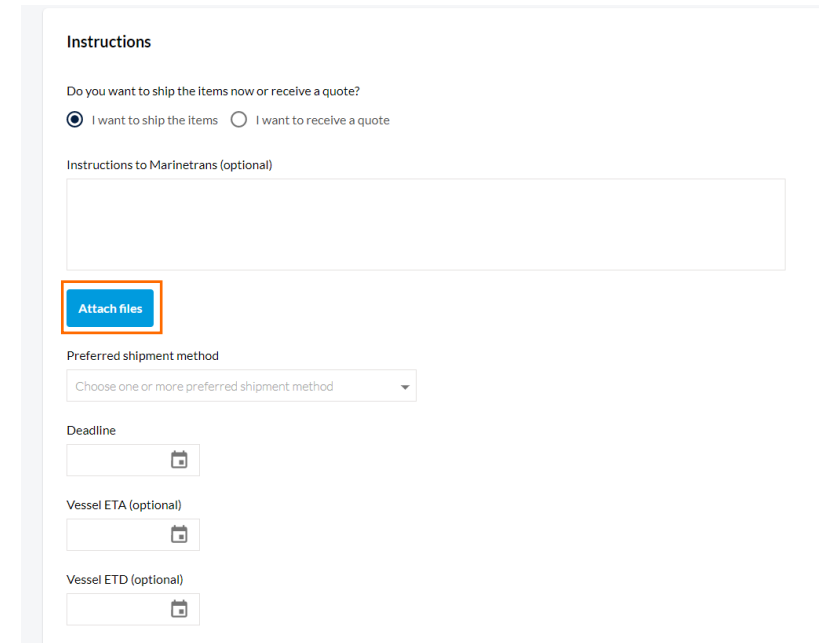
Address

Send shipment request to Marinetrans (2)

If you have specific instructions to Marinetrans in some documents, you can add it as attachments to the request.

When you send the request, an email will be sent to your key account manager who will assist you further.

Confirmation emails will also be sent to the emails entered in the Emails for confirmation fields.



The screenshot shows a web form for sending a shipment request to Marinetrans. The form is titled "Instructions" and contains the following elements:

- Instructions**: A section header.
- Do you want to ship the items now or receive a quote?**: A question with two radio button options: "I want to ship the items" (selected) and "I want to receive a quote".
- Instructions to Marinetrans (optional)**: A text input field for providing specific instructions.
- Attach files**: A blue button with a white border, highlighted by a red rectangle, for uploading documents.
- Preferred shipment method**: A dropdown menu with the text "Choose one or more preferred shipment method".
- Deadline**: A date input field with a calendar icon.
- Vessel ETA (optional)**: A date input field with a calendar icon.
- Vessel ETD (optional)**: A date input field with a calendar icon.

See all shipment requests

1. To see all shipment requests, go to search and click on the Requests tab
2. To see shipment requests for a specific vessel, go to the stock list of the vessel and click on the Requests tab.

Search

Stock Shipments **Requests** 1

Vessel Type here... Search Type here... To create a new request, go to the vessel's stock list

| VESSEL | TYPE | SENT | FROM STATION | DELIVER TO | DEADLINE | PIECES | WEIGHT | ACCOUNT MANAGER | MANAGER |
|--------|-------------|------------|--------------|---------------------------------------|------------|--------|--------|-----------------|---------|
| Test 2 | Instruction | 19.11.2020 | Oslo | B&J EXPRESS INTERNATIONAL COMPANY LTD | 20.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Instruction | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 21.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Quote | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Instruction | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 21.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Quote | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Instruction | 19.11.2020 | Oslo | Skytruck Forwarders (S) Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Test 2 | Instruction | 19.11.2020 | Oslo | | | | | | |

Test 2

Stock Shipments **Requests** 2

Search Type here... To create a new request, please go to the stock list

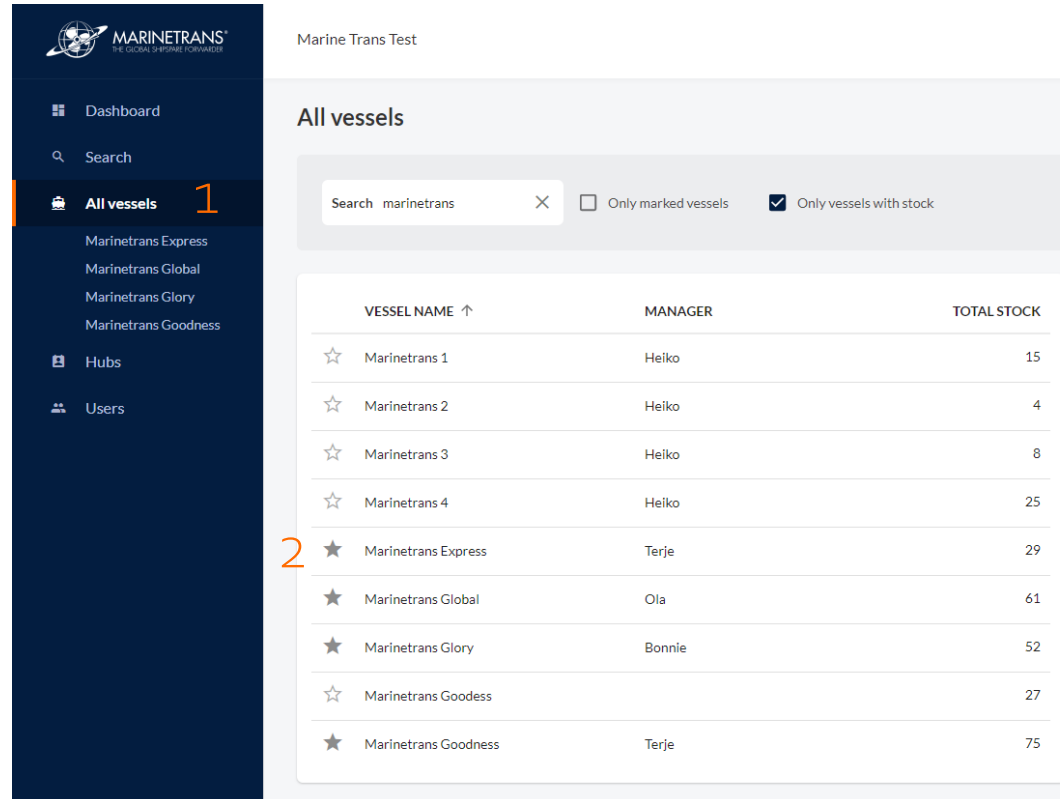
| TYPE | SENT | FROM STATION | DELIVER TO | DEADLINE | PIECES | WEIGHT | ACCOUNT MANAGER | MANAGER |
|-------------|------------|--------------|---------------------------------------|------------|--------|--------|-----------------|---------|
| Instruction | 19.11.2020 | Oslo | B&J EXPRESS INTERNATIONAL COMPANY LTD | 20.11.2020 | 1 | 2 | Terje | Terje |
| Instruction | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 21.11.2020 | 1 | 2 | Terje | Terje |
| Quote | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Instruction | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 21.11.2020 | 1 | 2 | Terje | Terje |
| Quote | 19.11.2020 | Oslo | Marinetrans Singapore Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Instruction | 19.11.2020 | Oslo | Skytruck Forwarders (S) Pte Ltd | 19.11.2020 | 1 | 2 | Terje | Terje |
| Instruction | 19.11.2020 | Oslo | B&J EXPRESS INTERNATIONAL COMPANY LTD | 19.11.2020 | 1 | 2 | Terje | Terje |

Mark vessels as favorites

You can mark vessels as favorites and get easy access to the stock lists from the left menu.

1. Go to All vessels
2. Find the vessels you want to mark as favorites and click the star by the vessel name.

The vessels you mark will be added to the left menu.



Marine Trans Test

All vessels

Search marinetrans Only marked vessels Only vessels with stock

| | VESSEL NAME ↑ | MANAGER | TOTAL STOCK |
|---|----------------------|---------|-------------|
| ☆ | Marinetrans 1 | Heiko | 15 |
| ☆ | Marinetrans 2 | Heiko | 4 |
| ☆ | Marinetrans 3 | Heiko | 8 |
| ☆ | Marinetrans 4 | Heiko | 25 |
| ★ | Marinetrans Express | Terje | 29 |
| ★ | Marinetrans Global | Ola | 61 |
| ★ | Marinetrans Glory | Bonnie | 52 |
| ☆ | Marinetrans Goodness | | 27 |
| ★ | Marinetrans Goodness | Terje | 75 |

Search for PO, shipment or request

1. Go to Search in the left menu.
2. Choose if you want to search in the stock lists, the shipments or in the requests.
3. Use the search fields and the filters to find what you are looking for. You can also choose more filters by clicking on Choose filters on the stock list search page.

To see more details of one PO, shipment or request, click on the row.

Marine Trans Test

Karine Småstuen Demo
Full access

Search


Stock Shipments Requests

Vessel Type here... PO number Type here... Shipping no Type here... Station (All) Status (All) Period Last 12 months Choose filters

| VESSEL | STATION | DATE | SUPPLIER | PO NUMBER | SHIPPING NO | ITEMS | WEIGHT | VALUE | STATUS ↑ | STOCK NO |
|-----------------------------|---------|------------|-------------------------------|-------------------------------|-------------|-------|--------|----------|----------|---------------|
| Marinetrans Goodess | ABZ | 02.11.2020 | Test Test | test test test | | 1 | | 1000 GBP | New | ABZ-3633792 |
| Marinetrans Glory Bonnie | DXB10 | 02.12.2019 | Test Test Test Test Test Test | test test test test | | 2 | 1 | 0 | New | DXB10-3291668 |
| Marinetrans Global Ola | DXB10 | 02.12.2019 | Test Test | test test test test test test | | 2 | 1 | 0 | New | DXB10-3291669 |
| Marinetrans 4 Heiko | DXB10 | 28.11.2019 | Test Test | test test test 123333 | | 2 | 0 | 10 USD | New | DXB10-3289449 |

Export search results or stock lists to CSV

1. To export search results, stock lists or shipment lists, click on the Export to CSV button.
2. The CSV file will be downloaded and can be open in for example Excel.



MARINETRANS
THE GLOBAL SHIPPIER FORWARDER

- Dashboard
- Search
- All vessels
- Marinetrans Express**
 - Marinetrans Global
 - Marinetrans Glory
 - Marinetrans Goodness
- Hubs
- Users

Marine Trans Test

Karine Småstuen Demo
Full access

Marinetrans Express

Stock Shipments Requests

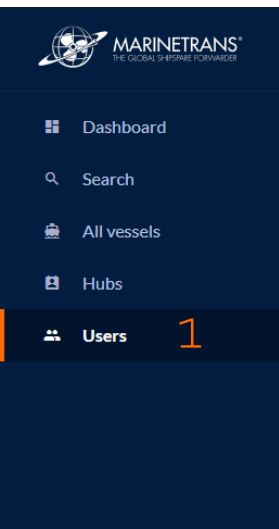
Station (All) Status (All) Period (All) With poor ISO

| <input type="checkbox"/> | STATION | DATE | SUPPLIER | PO NUMBER | ITEMS | WEIGHT | VALUE | STATUS ↑ | STOCK NO |
|--------------------------|---------|------------|----------------|-------------------------------|-------|--------|-------|----------|---------------|
| <input type="checkbox"/> | DXB10 | 28.11.2019 | Test Test Test | Test Test Test Test Test Test | 1 | 0 | 0 | New | DXB10-3289646 |
| <input type="checkbox"/> | AB22 | 17.02.2020 | Testing | 4500523789 | 1 | 60 | | Stock | ABA-3365211 |

2

| Station | Date | Supplier | PO number | Items | Weight | Value | Status | Stock no | Pick up | Dangerous g | Poor ISO stat | Dimensions | Total CBM |
|---------|-----------|--------------|----------------|-------|--------|------------|--------|----------------|---------|-------------|---------------|-------------|-----------|
| AMS3 | 9/22/2009 | wrist europe | mt3-0005 | 3 | 43 | 426 EUR | New | ams3-682387 | | Yes | | 20x20x20 | 0.008 |
| GOA | 5/25/2011 | GOA test sup | Test test | 2 | 28 | | New | GOA-988041 | | | | | |
| GOA | 5/24/2011 | MA GO | MAGO 88899 | 1 | 24 | 2000 EUR | New | goa-50000 | | | | | |
| OSL5 | 4/24/2009 | AMA SALG | MT3-00078 | 1 | 65 | 72168 NOK | New | OSL-682407 | | Yes | | 80x60x60 | 0.288 |
| 6 | 11/9/2015 | Marinetrans | gns2014/12- | 2 | 61 | | Stock | -20013 | | | | 100x100x120 | 1.208 |
| AMS | 6/10/2018 | APRO | MT3-00001 | 1 | 1 | 491 SGD | Stock | SIN-682381 | | | | | |
| AMS | 6/10/2018 | HYUNDAI EN | MT3-0004 | 1 | 6 | 131 SGD | Stock | sin-682384 | | | | | |
| AMS | 6/10/2018 | wrist europe | mt3-0005 | 3 | 43 | 426 EUR | Stock | ams3-682387 | | Yes | | 20x20x20 | 0.008 |
| AMS | 6/10/2018 | Test supplie | test test test | 2 | 20 | 2000 SGD | Stock | SIN-707573 | | | | | |
| AMS3 | 6/22/2018 | Test | TEST PO | 1 | | | Stock | AMS3-1729422 | | | | 20x30x40 | 0.024 |
| AMS3 | 6/12/2018 | kelvion mad | test test | 1 | 0 | | Stock | AMS3-20001256 | | | | 0x0x0 | 0 |
| AMS3 | 6/7/2018 | Bras molding | GNS2014/12- | 3 | 1870 | 250000 USD | Stock | AMS3-17270:Yes | | | | 1200x1200x2 | 360.25 |
| AMS3 | 6/6/2018 | Test | Test Test | 1 | 10 | | Stock | AMS3-1327656 | | | | 10x20x30 | 0.006 |

Create users



| NAME | EMAIL | PHONE | ROLE | ACTIVE |
|------------------|-------------------------------|----------|-------------|--------|
| Anne Hansen | karinemarinetrans+4@gmail.com | | Full access | |
| Frida P. Karlsen | karinemarinetrans+3@gmail.com | | Full access | ✓ |
| Karine Larsen | karinemarinetrans+1@gmail.com | 91919191 | Full access | ✓ |

Users with Full access can create users in their company.

1. Go to Users in the left menu.
2. Click on Create user.
3. Enter name, email and phone number (phone number is not mandatory).
4. Choose a role.
5. Click Create user .

An email with an activation link is sent to the registered user.

Marinetrans recommends that at least one person in each company has Full access.

3


4

5

Remove and edit users

Users with Full access can remove and edit users in their company.

1. Go to Users in the left menu.
2. To remove a user, click on the remove button on the row of the user you want to remove and confirm the removal.
3. To edit the name or the role of a user, click on the edit button on the row of the user you want to edit.









- Dashboard
- Search
- All vessels
- Hubs
- Users 1**

Karine Larsen
Full access

Users

Search Type here...

Create user

| NAME | EMAIL | PHONE | ROLE | ACTIVE | |
|------------------|-------------------------------|----------|-------------|--------|---|
| Anne Hansen | karinemarinetrans+4@gmail.com | | Full access | 2 |   |
| Frida P. Karlsen | karinemarinetrans+3@gmail.com | | Full access | ✓ |   |
| Karine Larsen | karinemarinetrans+1@gmail.com | 91919191 | Full access | ✓ 3 |   |

Questions or feedback?

Contact us at
customerportal@marinetrans.net