Handy Reference Guide





Index

Pag	ge	Section
3		Accessing the site
4		Logging In
5		Profile
6		Your new home page
7		Bookings
8		Users
10		Need Help?
11		Offers (Contract Rate)
12		Ferry only bookings (Economy, Flexi and Premium fares)
19		Other products
20		Logging out





Accessing the site

You can access the "Business Traveller" site via the Loyalty Clubs drop menu in the top navigation bar of the main **stenaline.co.uk** and **stenaline.ie** websites.

Please click Login.

Alternatively save the links below to your favourites:

- UK:- https://www.stenaline.co.uk/business-customer
- ROI:- https://www.stenaline.ie/business-customer





Logging In

To login, simply enter your details:

As a new member and Admin User, enter your email address and password you used when joining.

All other Admin Users and Users enter your email address and relevant password.

If you have any problems logging onto the system please contact us:

Email: <u>Businesstraveller@stenaline.com</u>

Call: UK: 08445 768 882 ROI: 01 907 55555

Hours: 0800 – 2200hrs Monday to Friday 0900 – 1800hrs Saturdays

Stena Line Customer Support / FAQs	Freight	Sailing Updates	Groups & Events	Loyalty Schemes •	Search Agents	Login/Mar	Q nage Booking	2
Home / Login to your profile	В	USINESS TRAVE	ELLER PROGRAM	(Me	f Share	G+1 3	Tweet	6
Business Traveller Inwerde from Steine Line			LOG IN TO YOUR B ACCOUNT E-mail Address (i)	USINESS TRAVELLE	R			
MORE INFORMATION			Password (i)					
WHY BOOK ONLINE?				Eorgetten n	Chrowese			
MAKE THE MOST OF YOUR ACCOUNT			Remember me	Login				
USEFUL LINKS	MOF	E ABOUT US	PARTNER	5 & TRADE		SOCIAL ME	DIA	
Login or Manage Booking	Abo	it Stena Line	Affiliates			f Sten	a Line UKIE	
Frequently Asked Questions	Lega	al di nieula Centre	Agents			f Sten	a Line UK to	
Sign up to E-deals			Select Co	untry		Holland		
Mobile Site & App			00.00100					
Stena Line Freight						Holland	a Life UK 10	
Using Tesco Clubcard Boost Tokens						Voul	lube -	



Profile



In this section you can:

- Change your personal details and password.
- Only the Admin User/s have the authority to change the company details.

Please ensure all profile and company information is kept up to date.



MY PROFILE

In this section you can amend your registered e-mail address (where all your email confirmations are sent to) and you can change your password. Only an Admin user can change the company details.

CURRENT USER

Contact Title *	Mrs 🖌
Contact First Name *	Stena
Contact Surname *	Line
Contact Telephone No. *	+44 🔹 1234564555
Contact E-mail Address	MrsStenaLine@stenaline.com
REGISTERED DETAILS	
Account Number	FA10002
Company Registration No.	123456
Company Registration No. Company Name *	123456 Stena Associates Ltd
Company Registration No. Company Name * Billing Address *	123456 Stena Associates Ltd West Bank Road
Company Registration No. Company Name * Billing Address * Billing Town/City *	123456 Stena Associates Ltd West Bank Road Belfast
Company Registration No. Company Name * Billing Address * Billing Town/City * Billing Postcode *	123456 Stena Associates Ltd West Bank Road Belfast BT3 9JL
Company Registration No. Company Name * Billing Address * Billing Town/City * Billing Postcode * Company Address *	123456 Stena Associates Ltd West Bank Road Belfast BT3 9JL West Bank Road



Welcome

On this Welcome page you will see your choice of routes and reminder of the discount levels for upgrades and downgrades.

There are also 5 tabs to help you manage your business account online:

Profile:	Where you can change personal details and Admin
	User/s can amend company details.
Bookings:	Allows you to retrieve, review, amend or cancel
	bookings.
Users:	Add, remove and manage nominated Users.

- Offers: Any available promotional offers.
- Need Help? Where you will find this Handy Reference Guide and our FAQS.

You will also see "Book your Trip" panel for making your single or return discounted Economy, Flexi and Premium bookings.

	WELCOME	PROFILE	BOOKINGS	USERS	OFFERS	NEED HELP?	
BOOK YOUR TRIP							
 Return One way Cairnryan - Belfast Belfast - Cairnryan Butward Beturn Outward Tue 8 Mar Passengers (including driver) 1 4 Adults O Children (4 - 15 yrs) 	Bu Tre Reward	sines sines velle	S Pr Line	N N			
0 Infants (Up to 3 yrs) Senior citizens i Students i How are you travelling? i Car, MPV, 4x4 up to 2 m high No caravan/trailer Different party size or vehicles out/return	Welcome to manageme • An easy t amend and • As an Adi account – t or both. It is • The adde their own b	the new onlin nt system offer o use booking s cancel any boo nin user, the fu his can be colle s for you to dec d advantage of ooking confirm	e Business Trave ing you: search function wi okings you have r inctionality to nom eagues or staff wi ide, set up and m allowing multiple ation send to their	ler booking a nere you can nade. inate the use o make book anage. users to logir individual er	ind travel retrieve, view rs for your sings or travel n and have mail addresses	YOU CHO OF ROU Belfas Belfas	R TE TE st - Cairnryan st - Liverpool n - Holyhead
Offer code (i)	Simple ar required as	d easy access and when you	to your account p need to.	rofile for any	updates	Rossi	are - Fishguard are – Cherbourg
Continue	SAVE FOR STARTE	E 10%	S	AVE :	12.5%	SA FOR M	VE 15% ORE FREQUENT USERS



Bookings

Bookings

- You can view all active company bookings here.
- You can use the quick search function by entering the booking reference number and or the name the booking was made under.
- You can then retrieve the booking by either clicking on the reference number or selecting manage booking to view, cancel or amend the booking.

					f Share	G+1 0 Tweet	đ
WELCOME	PROFILE	BOOKINGS	USERS	OFFERS	NEED HELP?		
BOOKI	NGS						
Booking refe	rence:	Name:					
71059927 Booking Date	e24/11/2015	Wiebke Jensen ↔ Hol- Du	18/11/2015	08:55		Manage booking	
72752346 Booking Date	e18/11/2015	Wiebke Jensen ↔ Hol- Du	18/11/2015	08:55		Manage booking	
79465679 Booking Date	e18/11/2015	Wiebke Jensen ↔ Hol- Du	18/11/2015	02:30		Manage booking	
70958980 Booking Date	e17/11/2015	Wiebke Jensen ↔ Hol- Du	17/11/2015	20:30		Manage booking	
73852100 Booking Date	e17/11/2015	Wiebke Jensen ↔ Hol- Du	18/11/2015	02:30		Manage booking	
72614812 Booking Date	e15/11/2015	Wiebke Jensen ⊶ Liv- Be	15/11/2015	10:30		Manage booking	



Users

On this tab, you can see all the nominated Users for your account.

Users will be staff from within your company that make bookings, travel or both.

The Roles

- Admin User:-
 - Can make bookings, manage details for ALL registered Users.
 - Add & remove Users, update the company details and /or travel.

User:-

Can make bookings, update his or her own personal details and or /travel.

When nominating other Users please only select "Yes" in the administration column if you would like them to be set up as an Admin User with the functional authority to amend company details and add or remove other Users.

WELCOME	PROFILE	BOOKINGS	USERS	OFFERS	NEED HELP?			
MY USERS - BUSINESS TRAVELLER								
In this section you can add, update and delete your nominated users. Please nominate the people you would like to make bookings and/or travel on your Business Traveller account. If you would like nominated users to be able to amend company details please tick 'Yes' in the administration drop down panel.								
Name		Telephone N	0.	E-mail Addre	155 Ac	Imin		
First17 Sur1	7	0044874651	3777	email@emai	l.com Y	Remove Change		
Firstname S	ur name	0044159753	4682	email@web.	com N	Remove Change		
Dr Dr		0044769837	395	emails@web	.de N	Remove Change		
Wiebke Jens	sen	0044172418	3351	mail@email.	com Y	Change		

Add user



Add Users

On this table you will see Add User option.

As an Admin User, you can nominate staff members to make bookings and/or travel on your Business account by clicking on the

"Add User" button.

You will also be able to set these members as Admin Users if required and can remove a member at any time.

When nominating other Users please only select "Yes" in the administration column if you would like them to be set up as an Admin User with the functional authority to amend company details and add or remove other Users.



When adding other Users you will also need to set their passwords and advise them to contact you for their login details. Please recommend that they change their password to one of their choice.

WELCOME	PROFILE	BOOKINGS	USERS	OFFERS	NEED HELP?	
USERS If you are an a on the "Add Us a member at a	dmin user, you ser" button belo ny time.	can nominate sta w. You will also b	ff members to e able to set th	make bookings nese members	s and/or travel on yo as admin users if re	ur account by clicking quired and can remove
Name		Telephone No.	E-mail /	Address	Admii	ı
					Y	Change
Title ³ Select E-mail Addres Confirm E-ma	* First Nam ss * ill Address *	e *	Surname*		Admin user? * Select	Add user
+44 🗸						
Password						
Confirm Pass	word *					
						Cancel Save



Need Help?

On this tab it is possible to view our:-

- Handy Reference Guide
- FAQS

If you cant find the answer to your query please:-

Email: Businesstraveller@stenaline.com

Call: UK: 08445 768 882 ROI: 01 907 55555

Hours: 0800 – 2200hrs Monday to Friday 0900 – 1800hrs Saturday

PROFILE BOOKINGS USERS OFFERS NEED HELP?	
--	--

NEED HELP?

Please click on the link below to access our Handy Reference Guide or check out our FAQS.

If you need to speak with our Business Traveller Team please call 08445 768 882 Lines are open Monday-Friday 08:00-20:00 hrs and Saturday 09:00-18:00 hrs. Email: businesstraveller@stenaline.com

FAQS	
MEMBERSHIP	$\mathbf{>}$
DISCOUNTS AND BENEFITS	$\mathbf{>}$
MAKING BOOKINGS AND NOMINATING USERS	$\mathbf{>}$
PAYMENT	$\mathbf{>}$

For terms and conditions click here



Offers

On this tab it is possible to book your:-

• Contact Rate for the Belfast – Cairnryan route

Select Book Now

Book now >

You will be taken to the Passenger & Vehicles step

Once you have selected the number of guests and vehicle type (if applicable)

You must "Tick" the contract rates option.

TICK FOR CONTRACT RATES

✓ Contract rates (i)

Your choice of sailings and fares will be displayed.





Making a Booking

To book a ferry only Economy, Flexi or Premium Fare "NOT Contract Rate" :

Enter your travel details in the "Book your Trip" panel to the left of your screen.

Click:- Continue

Please Note

If booking a foot passenger on the outward and a car on the return, (or vice versa) you will need to make two separate bookings.

Home / Welcome
BOOK YOUR IRIP
Return One way
Cairnryan - Belfast 💉
Belfast - Cairnryan 🖌 🗸
🛱 Outward 🛱 Return
Tue 1 Mar Tue 8 Mar
Passengers (including driver) (i)
4 Adults 👻
0 Children (4 - 15 yrs)
0 Infants (Up to 3 yrs)
Senior citizens (i) Students (i)
How are you travelling? 🚺
Car, MPV, 4x4 up to 2 m high 💉
No caravan/trailer 🗸 🗸
Different party size or vehicles out/return
Offer code (i)
Low Fares Finder
Continue >



Ferry Booking

Business Traveller discount is made visible both in the departure list as well as in the price information

(i PRICE INFORMATION	
	Checkout	

→ 0U	TWARD)	O Return O N							
Route				Date	s	show fares by				
Cairnryan ·	- Belfast		~	Tue 1 Mar	Ċ		Day Month			
Date	Time		Ship		Premium 🧃	Flexi i	Economy			
Mon 29 Feb	Departs: Arrives:	19:30 21:45	Stena Sup	erfast VIII	○ <mark>£200.45</mark> £217.00	○ <mark>£179.20</mark> £192.00	○ <mark>£170.70</mark> €182.00			
Mon 29 Feb	Departs: Arrives:	23:30 01:45	Stena Sup	erfast VII	⊖ £170.70 €182.00	C £149.45 £157.00	○ <mark>£140.95</mark> €147.00			
Tue 01 Mar	Departs: Arrives:	04:00 06:15	Stena Sup	erfast VIII	⊖ £170.70 £182.00	⊖ £149.45 £157.00	○ £140.95 £147.00			
Tue 01 Mar	Departs: Arrives:	07:30 09:45	Stena Sup	erfast VII	C £183.45 £197.00	⊖ <mark>£162.20</mark> £172.00	C £153.70			
Tue 01 Mar	Departs: Arrives:	11:30 13:45	Stena Sup	erfast VIII	⊖ £187.70 £202.00	⊖ £166.45 £177.00	⊖ £157.95 €167.00			
Tue 01 Mar	Departs: Arrives:	15:30 17:45	Stena Sup	erfast VII	⊖ <mark>£196.20</mark> £212.00	£174.95 £187.00	C £166.45 £177.00			
Tue 01 Mar	Departs: Arrives:	19:30 21:45	Stena Sup	erfast VIII	⊖ <mark>£196.20</mark> £212.00	⊖ £174.95 €187.00	⊖ <mark>£166.45</mark> €177.00			
Tue 01 Mar	Departs:	23:30	Stena Sup	erfast VII	£170.70	£149.45	£140.95			

K Earlier sailings

Later sailings 🕻



Passenger Details

- The details of the logged in user are pre-populated to the paying customer details.
- If you're a member of Extra you can still enter your Extra account number in the guest list, in order to be able to earn points on purchases made onboard.
- Extra points cannot be earned or redeemed against Business Traveller fares.

			•				
1	First name * Wi	ebke					
	Surname * Jer	15en					
Mobi	vile number * +4	4 🖌 1724183351	i				
Н	ome number +4	4 🗸	i				
	1	Send SMS for sailing disruptions					
PASSENGERS	& VEHICLES (i)						
First	t name *	Surname *	Extra	Membershin No	Gender *		
Wieb	bke	Jensen		i	Select 🗸		
1 Age	Category *	Nationality *	Speci	al Needs			
Adu	ilt 👻	United Kingdom	r no dis	sability 🗸			
🥌 V	/ehicle Registration	Number*	i)			
TERMS AND C	CONDITIONS						
I have read	d and understood the	Stena Line Terms and Conditions	s and Privacy P	olicy.			
	1						
< Back						Contin	iue >

PASSENGER DETAILS

Title Select

PAYING CUSTOMER DETAILS



Your Business Traveller account number, level of discount and Extra number (if applicable) will be printed on your boarding card.



PAY & CONFIRM

Pay & Confirm

Payment

Enter your credit or debit card details in the payment section.

Credit Accounts

For those on weekly direct debit, please finalize the booking without payment.

How to apply for a Credit Account?

Please click on the links below:

UK:-

https://www.stenaline.co.uk/loyalty-schemes/business-traveller/credit-account ROI:-

https://www.stenaline.ie/loyalty-schemes/business-traveller/credit-account

PASSENGER DETAILS	PAY & CONFIRM
TOTAL PRICE	£116.00 i
SAILINGS	Edit
LIVERPOOL (BIRKENHEAD) - BELFAST	
Ship	Stena Mersey Tue 01 Dec, 22:30 Wed 02 Dec, 06:30 Adult x 1
Vehicles	Car, MPV, 4x4 up to 1.8m high x 1
PAYMENT This page is secured by strong encryption SSL, built into your web browser in combination with a security certil	ficate on our server. Your private information is secure.
CREDIT/DEBIT CARD	
Please select your preferred payment method from the options below. Card type Visa (25.00)	Verified by VISA
LEFT TO PAY	£121.00
< Back	Continue to payment >



Pay & Confirm

After payment has been completed, an itinerary will be sent to the email address of the User logged in.

It is possible to send the itinerary to more than one email address.





Bookings

Bookings

To view your booking history and to retrieve, amend or cancel bookings, select the "BOOKINGS" tab.

You can use the quick search function by entering the booking reference number and or the name the booking was made under and then, select the return key on your keyboard.

You can then retrieve the booking by either clicking on the reference number or selecting "Cancel" or "Change" in the "Amend Booking" column.

VELCOME	PROFILE	BOOKINGS	USERS	OFFERS	NEED HELP?	
BOOKI	NGS					
looking refe	rence:	Name:				
71059927 Booking Date24/11/2015		Webke Jensen	18/11/20	015 08:55	Manage booking	
72752346 Booking Date18/11/2015		Wiebke Jensen	18/11/20	015 08:55	Manage booking	
79465679 Booking Date18/11/2015		Wiebke Jensen	18/11/20	015 02:30	Manage booking	
70958980 Booking Date17/11/2015		Wiebke Jensen	17/11/20	015 20:30	Manage booking	
73852100 Booking Date 17/11/2015		Wiebke Jensen	18/11/20	015 02:30	Manage booking	
72614812 Booking Date 15/11/2015		Wiebke Jensen	15/11/20	015 10:30		Manage booking



Amending a Booking

Amending a Booking

If you select to either change or cancel your booking, a light-box will appear giving you a short overview of your booking and the options to:

- View the full itinerary
- Cancel
- Edit the booking

To edit the booking, simply review the options that are available to edit and select the edit button alongside the item you would like to change.

					Ferries Europe by ca
e / Bookings					G+1 0 Y Tweet
	WELCOME PROFILE BOO	KINGS USERS	LEVELS OFFERS	NEED HELP?	
TRIP	AMEND YOUR BOOKING			×	
ne way					
st 👻	Booking reference				
n 🗸	MY BOOKING	3398			Manage booking
Return					
iding driver) (1)	This booking may be viewed online no amendments are possible.	e but	View Bo	oking	Manage booking
VIIS)	O→ Belfast - Liverpool (Birkenhea Wed 23 Mar 22:30	ad)			Manage booking
yrs) 🗸	PASSENGER DETAILS Amanda Draper Adult Donavan Draper Child	VEHICLES SFZ 1141	Car, MPV, 4x4 up to 2	m high	Manage booking
) Students (i)				_ 11	
alling? (i)	Fishguard-Rosslare Sun 03 Apr 14:30				
o to 2 m high 👻	PASSENGER DETAILS Amanda Draper Adult	VEHICLES SFZ 1141	Car, MPV, 4x4 up to 2	m high	Manage booking
or vehicles	Donavan Draper Child				Manage booking
		- Del- Ca 23/12	2010 11:30		
	73388727 H C Booking Date27/12/2015 ↔	Gibson Bel- Ca 23/12 Cai- Be 27/12			Manage booking
der (i)	72256856 Booking Date17/12/2015	lter Gilmore Bel- Ca 12/12 Cai- Be 17/12			Manage booking



Amending a Booking

Continued:

As an example, if you had selected to edit the route, date or time of your sailing, you would be presented with the screen to the right.

Simply make the changes required and select "Continue" or "Checkout"

You will receive an updated itinerary to confirm the changes to the booking.

T	D IRELAND			TO BRITAI	N			TO H	OLLAND						_		
outes & Ti	metables	Low Fares I	inder	Special Off	ers	Rail 8	& Sail 🛛	Coach	& Sail	Day	Trips	Ferri	es	Sailing	g Update	es	
DNOMY, FLI	EXI OR PREMIUM	r. ut	1350	10					,	R. 6	đ	AMEN	D BOOI	KING			4
→ 0U	WARD						۲	Return	One	way		PASS	ENGERS &	VEHIC	LES		
oute Holyhead -	Dun Laoghaire	*	Date Tue 27	May 🇯	B			Show Da	fares by y Mon	th		1x 🕅 1:					
Date	Time		Ship					Economy	y (1		SAILING ↔ Hol	S & FARES (head - Dur	1 Laogha	ire		
Tue 27 May	Departs: Arrives:	10:30 12:45	HSS Ste	na Explorer				● £119.	00			Tue ECI +•• Dur Thu	27 May 20 DNOMY Laoghaire 17 Jul 201	14, 10:30 - Holyhe 4, 13:30 -	- 12:45 ad - 15:45		
Wed 28 May	Departs: Arrives:	10:30 12:45	HSS Ste	na Explorer				() £119.	.00		ŀ	ECI STENA PI	US & ONE	BOARD I	EXTRAS		
Alternat	ive outward ro	ute: Holyhea	d (T5) - Du	blin Port (T2)								INCLUDE	D TICKETS	& ENTI	RIES		
Tue 27 May	Departs: Arrives:	08:55 12:10	Stena No	ordica				○ £99.	00			Cont	inue			>	
Tue 27 May	Departs: Arrives:	13:50 17:05	Stena Ad	venturer				○ £99.	00								
Tue 27 May	Departs: Arrives:	20:30 23:45	Stena No	ordica				○ £79.	00			TOTAL :	£	25	8.0	0	
Wed 28 May	Departs: Arrives:	02:30 05:45	Stena Ad	venturer				○ £79.	00			U PR	Cheo	kou	ıt		
Wed 28 May	Departs: Arrives:	08:55 12:10	Stena No	ordica				○ £99.	00				Undo o	change	25		
											20	-		-			



Other Products

Once logged in you will arrive at the Welcome page.

On this page there are other products you can book, however no discount will apply as they are not Economy, Flexi or Premium fares.

These products will still count towards your total revenue spend.







Logging Out

To log out please use the log out button located in the drop down menu in the top right navigation panel below the search field – please see arrow opposite.

Once successfully logged out you will be taken back to the login entry point.





