

Register / Login



To access or apply for online track & trace please select "mySeatruck customer login" from the main Seatruck webpage or follow the link <https://secure.seatruckferries.com/>

When "myseatruck" is selected you will be directed to a welcome page. New users will need to "register" first by selecting the online application form.

Once completed your request will be processed, upon authorisation you will receive a user name and password which is required to login.

Please note, applicants must view terms and conditions and tick the applicable box before submitting

A new feature of mySeatruck allows users to stay signed in

WELCOME TO My SEATRUCK

Sign in to My Seatruck

 Stay Signed On[Register](#) [Contact Web Support](#)

Online Registration Application Form

Title *

Mr

First Name *

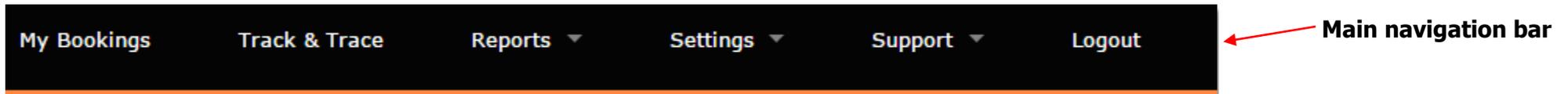
Surname *

* denotes mandatory field

I have read and agree to the [terms and conditions](#) of online use

My Bookings – homepage

Once registered, "logged in" users will be directed to Seatruck's **my bookings** homepage, here you will find a navigation bar which gives access to main site options. The homepage also shows a list of current live sailing schedules, actual departure times and the current status of your bookings.



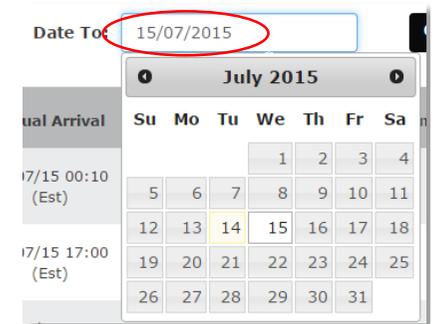
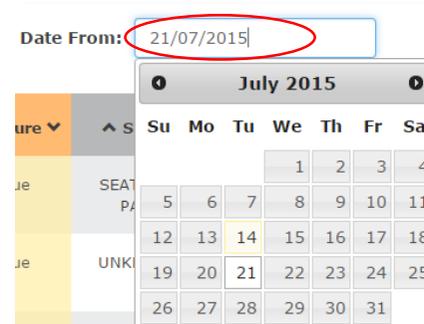
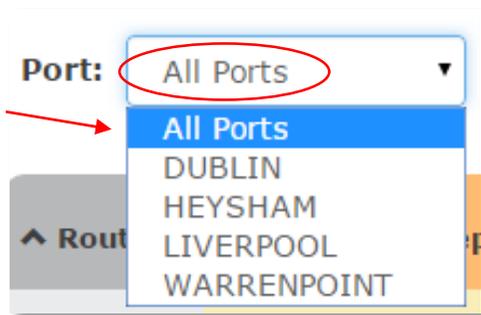
My Bookings

Port: Date From: Date To:

Route	Scheduled Departure	Ship	Actual Departure	Actual Arrival	Total Allocation
HEYDUB	15/07/15 02:15 Wed	SEATRUCK PACE	13/07/15 02:15 (Est)	13/07/15 10:15 (Est)	0
HEYDUB	16/07/15 02:15 Thu	SEATRUCK PACE	14/07/15 02:15 (Est)	14/07/15 10:15 (Est)	0

Simply click the required sailing to amend, transfer or request new bookings.

Users can enhance searches by selecting specific port and date.



My Bookings - selecting a sailing

When selecting a sailing, users will see the status of "bookings" defined by 4 tabs - **1: confirmed** **2: standby** **3: pending** **4: booking request**

Anything listed in brackets indicates the number of bookings/units on quay, relevant to the selected sailing

Sailing Loadlist - HEYDUB Thursday 16/07/15 02:15

^ BkNo v	^ Cust v	^ T v	^ Reg v	^ Unit ID v	Ref	^ L v	^ W v	^ Wth v	^ H v	^ St v
Self Drive										
HEY0020328	SEATRUCK STAFF	Selfdrive		TEST	TBA	4.30	0.00	2.50		Booked

Users can amend or cancel an existing booking by ticking the box and clicking the "edit" or "cancel" box.

Anything listed as "awaiting shipment" indicates the unit is physically on quay, amendments can only be made to the "contents" or "customer reference" for this criteria.

Anything in "pending" indicates a unit has arrived on quay but is not allocated to a specific sailing. If standard bookings allow, users will have the option of ticking the "awaiting shipment" box and clicking **"transfer to current sailing"**.

Please make sure you have selected the correct sailing when **"transferring"**

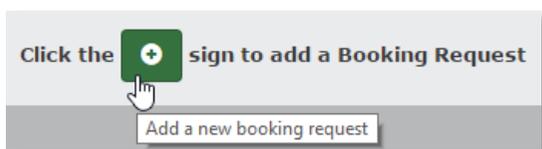
Please note, online users must have standard allocations in place to use the "transfer" option.

New booking Requests

To request a new booking users must first select the required sailing

Select the **New Booking Requests** tab which will enable users to request a new booking.

Please note, this will only **"request"** a booking for the **sailing you are viewing**, a member of Seatruck's freight team will either **"confirm"** or **"standby"** your request.



After selecting **"new booking request"**, click the green plus sign to determine the number of bookings required. Please give as much detail as possible in order for Seatruck to process your request efficiently. Drop down menus are available to help improve accuracy when booking. Please enter a reference, if applicable.

When you have finished entering the booking criteria select the **"save"** button. The status should now change from **New (not saved)** to **CREATED**.

Booking Requests: Sailing - HEYDUB Friday 17/07/15 02:15

Close Save Help

Customer	Category	Type	Unit ID	Length	Reference	Haz?	Driver	Status	
	DROP	TAUTLINER	TBA	13.7	TBA	NO	0	New (Not Saved)	

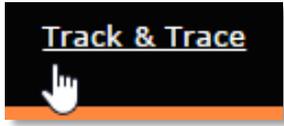
After clicking the refresh button, users will see the **"booking request"** tab showing (1). **Booking Request (1)**

Once submitted "Seatruck bookings" will either "confirm" or "standby" the request. Only then will the "confirmed" or "standby" tab show the request in brackets ().

Users will receive an automated email from Seatruck confirming the request as "standby" or "confirmed"

Track & Trace

Selecting "track & trace" allows users to track specific equipment from booking stage, arrival to collection. It will show units on a specific quay for collection and give details of arrival and collection times. Users can refine searches by selecting from the various fields displayed below.



Track & Trace Vehicles

A typical search will allow users to view the shipping date, time, shipping reference, unit ID and status.

^ BkNo v	^ Customer v	Route	Unit Id
Self Drive			
DUB0781498	SEATRUCK STAFF	DUBLIV	1 FOOT PAX

Port ALL PORTS
 All Ports
 DUBLIN
 HEYSHAM
 LIVERPOOL
WARRENPOINT

Account
 HEYSHAM
 LIVERPOOL
WARRENPOINT

Unit ID

Shipping Reference

Date Selections From: 09/07/2015 To: 23/07/2015

Unit Status
 Booked
 Awaiting Collection
 Released
 Cancelled
 Awaiting Shipment / Loaded
 Sailing Closed / In Transit



By selecting a shipping reference an additional content box will provide users with arrival and collection details.

Check In Details		Release Details	
Check In Port:	DUBLIN	Release Port:	LIVERPOOL
Check In Haulier:	MARINE LIFE	Release Haulier:	MARINE LIFE
Check In Registration:	MARINE LIFE	Release Registration:	MARINE LIFE
Check In Driver:	MORGAN	Release Driver:	
Check In Date:	24/04/15	Release Date:	24/04/15
Check In Time:	07:40	Release Time:	19:11



Reports

Selecting **"booking report"** from the **"reports"** menu allows users to view booking/shipping statistics in excel format.

Selecting **"booking statistics"** from the **"reports"** menu allows users to view monthly or weekly shipping statistics in pdf format.

Users can select required boxes depending on the information required, simply click **"get report"** to download the report in excel.

Account ANY ▾

Route ALL ROUTES ▾

Date Period

Current Booking Status

Booked
 Arrived

Checked In
 Arrived and Priced

Documents Complete
 Arrived and Invoiced

Loaded
 Released

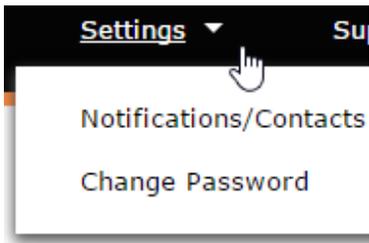
Provisionally Closed
 Released and Priced

Finally Closed
 Released and Invoiced

ALL ROUTES ▾
 All Routes
 DUBLIN-HEYSHAM
 DUBLIN-LIVERPOOL
 HEYSHAM-DUBLIN
 HEYSHAM-WARRENPOINT
 LIVERPOOL-DUBLIN
 WARRENPOINT-HEYSHAM

? Note: The downloaded report file format (.CSV) can be opened directly using Microsoft Excel

 Get Report



Settings

When selected from the main menu **"settings"** will allow two options, change password and amend notifications and contacts.

When selecting the "contact details" users can add, amend or delete a contact. The contact details you provide allow Seatruck to contact you by your preferred method

Select the green cross  to add a new contact. Select the red button  to delete a contact

Notifications & Contacts: ZZSTA1

The "Automatic notifications" tab will allow users to select from numerous shipping confirmations and reports. These confirmations will be sent via email. To add or remove a notification "double click" your selection add the required email address and click "save changes". Select the green cross  to add a new recipient, select the red button  to delete.

If you require any help or technical information when using Seatruck's online track & trace please do not hesitate to contact web support using the following address: websupport@seatruckgroup.co.uk