

DFDS, ASTRID booking user guide, incl FAQ

05-30-2023

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Introduction

DFDS booking system, Astrid, is the base for planning the operations at the terminal.

Time slots are booked by carrier or supplier, depending on set-up. Slot times are available several days in advance and deadline is 15:00 hrs the day before arrival.

Create Booking

- 1) Click “My Booking”
- 2) Click “Create +” button

The screenshot shows the 'My Booking' page in the Astrid system. The top navigation bar includes the Astrid logo, 'Shipment', and 'My Booking'. The main content area is titled 'Bookings' and features a date selector at the top with tabs for 'TODAY - SEP 30TH', 'TOMORROW - OCT 1ST', 'FRIDAY - OCT 2ND', and 'SATURDAY - OCT 3RD'. Below the date selector is a search bar with the placeholder 'Enter Ref No / Carrier / Operation Type / ...'. A table with columns 'Business Area', 'Time', 'Ref No', 'Unit Number', 'Carrier', 'Operation Type', 'THUS', 'Notes', 'Transports', and 'Actions' is displayed. A message 'There are not any bookings for selected date' is shown below the table. A red box highlights the 'CREATE +' button in the top right corner.

- 3) Fill the fields (the fields with (*)) are mandatory fields and you cannot pass them as empty).

The screenshot shows the 'Fill booking information' form in the Astrid system. The form is divided into two columns. The left column contains fields for 'Client *', 'Operation Type *', 'Unit Type *', 'THU *', 'Contains Dangerous Goods *' (with radio buttons for 'Yes' and 'No'), and 'Preferred Booking Date *'. The right column contains fields for 'Business Area *', 'Service *', 'Unit No *', 'Ref/Order Numbers/Transports *', and 'Customs Clearance Needed *' (with radio buttons for 'Yes' and 'No'). Below these fields is a 'Details' section with fields for 'Name', 'Surname', 'Email', 'Phone Number', and 'Notes'. A 'CONTINUE' button is located in the bottom right corner.

- 4) If the selected time is not available, system offers the closest time slots.

The screenshot shows the ASTRID booking interface. The 'Preferred Booking Date' field is highlighted with a red box and contains the value '01/10/2020 11:15'. A modal dialog is displayed in the center, titled 'Not available! You can select from suggested booking time(s) listed below for preferred date'. The dialog lists two suggested times: '09:30' and '13:00', each with a clock icon. The background form is dimmed, showing fields for Client, Business Area, Operation Type, Service, Unit Type, Unit No, and a 'CONTINUE' button at the bottom right.

- 5) Click on one of the suggested times and click “CONTINUE” button and then Confirmation page should appear.

The screenshot shows the ASTRID booking interface after selecting a time. The 'Preferred Booking Date' field is highlighted with a red box and contains the value '1/10/2020 09:30'. The background form is now fully visible, showing fields for Client, Business Area, Operation Type, Service, Unit Type, Unit No, Ref/Order Numbers/Transports, and a 'CONTINUE' button at the bottom right. The 'CONTINUE' button is highlighted with a red box.

ASTRID Shipment My Booking

< Go back

Confirm your booking

Reservation Date Time: 10/01/2020 09:30

Client *	Business Area *
OCULUS	Dagab
Operation Type *	Service *
Unloading	ayb
Unit Type *	Unit No *
Trailer	123
THU *	Ref/Order Numbers/Transports *
100	12
Contains Dangerous Goods *	Customs Clearance Needed *
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

Details

Name	Surname
Email	Phone Number

Notes

Notes

CONFIRM

- 6) Click “CONFIRM” button and “Reference Number” and “Reservation Date Time” should appear.
If you click “RETURN MAIN PAGE” you directed to “My Booking” page, if you click “CREATE ANOTHER BOOKING” you directed to “Fill booking information” page

ASTRID Shipment My Booking

< Go back

Confirm your booking

Reservation Date Time: 10/01/2020 09:30

Client *	Business Area *
OCULUS	Dagab
Operation Type *	Service *
Unloading	ayb
Unit Type *	Unit No *
Trailer	123
THU *	Ref/Order Numbers/Transports *
100	12
Contains Dangerous Goods *	Customs Clearance Needed *
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

Details

Name	Surname
Email	Phone Number

Notes

Notes

CONFIRM

[Go back](#)

Confirmed

Reservation Date Time: 10/01/2020 09:30

Client *	Business Area *
OCULUS	Dagab
Operation Type *	Service *
Unloading	ayb
Unit Type *	Unit No *
Trailer	123
THU *	Ref/Order Numbers/Transports *
100	12
Contains Dangerous Goods *	Customs Clearance Needed *
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

Details

Name	Surname
Email	Phone Number

Notes

Notes

Booking has been confirmed. Please note your reference number
Reference Number: DE-B18-2010010930-1
Reservation Date Time: 10/01/2020 09:30

[RETURN TO MAIN PAGE](#)
[CREATE ANOTHER BOOKING](#)

Booking List

- 1) The system shows the bookings of today and the following three days

ASTRID

Shipment

My Booking

CREATE +

Bookings

TODAY - SEP 30TH

TOMORROW - OCT 1ST

FRIDAY - OCT 2ND

SATURDAY - OCT 3RD

Select Business Area

Enter Ref No / Carrier / Operation Type / ...

Business Area	Time	Ref No	Unit Number	Carrier	Operation Type	THU/S	Notes	Transports	Actions
Dagab	10:00	DE-B18-2009301000-2	123	DFDS-CORPORATE	Loading	0			<div><div></div><div></div></div>
Dagab	11:30	DE-B18-2009301130-2	1	DFDS-CORPORATE	Unloading	12		2	<div><div></div><div></div></div>

- 2) You can use “Business Area” for filter. User can select more than one business area for filter and system shows only selected business areas bookings.

ASTRID Shipment My Booking

Bookings CREATE +

TODAY - SEP 30TH TOMORROW - OCT 1ST FRIDAY - OCT 2ND SATURDAY - OCT 3RD

Enter Ref No / Carrier / Operation Type / ...

Dagab, Volvo Packaging terminal.

☐ Select All

☒ Dagab

☒ Volvo Packaging terminal

☐ Volvo Container

☐ Test

☐ Recop Test With Companies (D)

Unit Number	Carrier	Operation Type	THUS	Notes	Transports	Actions
123	DFDS-CORPORATE	Loading	0			📄 🗑️
1	DFDS-CORPORATE	Unloading	12		2	📄 🗑️

- 3) You can use “Reference No”, “Unit Number”, “Carrier” for filter

ASTRID Shipment My Booking

Bookings CREATE +

TODAY - SEP 30TH TOMORROW - OCT 1ST FRIDAY - OCT 2ND SATURDAY - OCT 3RD

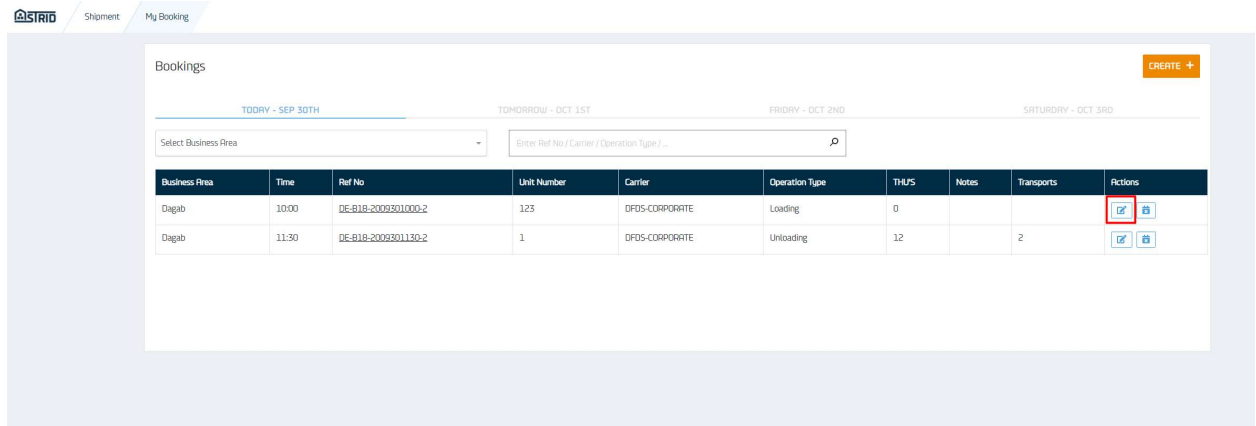
Select Business Area

1130





Business Area	Time	Ref No	Unit Number	Carrier	Operation Type	THUS	Notes	Transports	Actions
Dagab	11:30	DE-B18-2009301130-2	1	DFDS-CORPORATE	Unloading	12		2	📄 🗑️

EDIT BOOKING

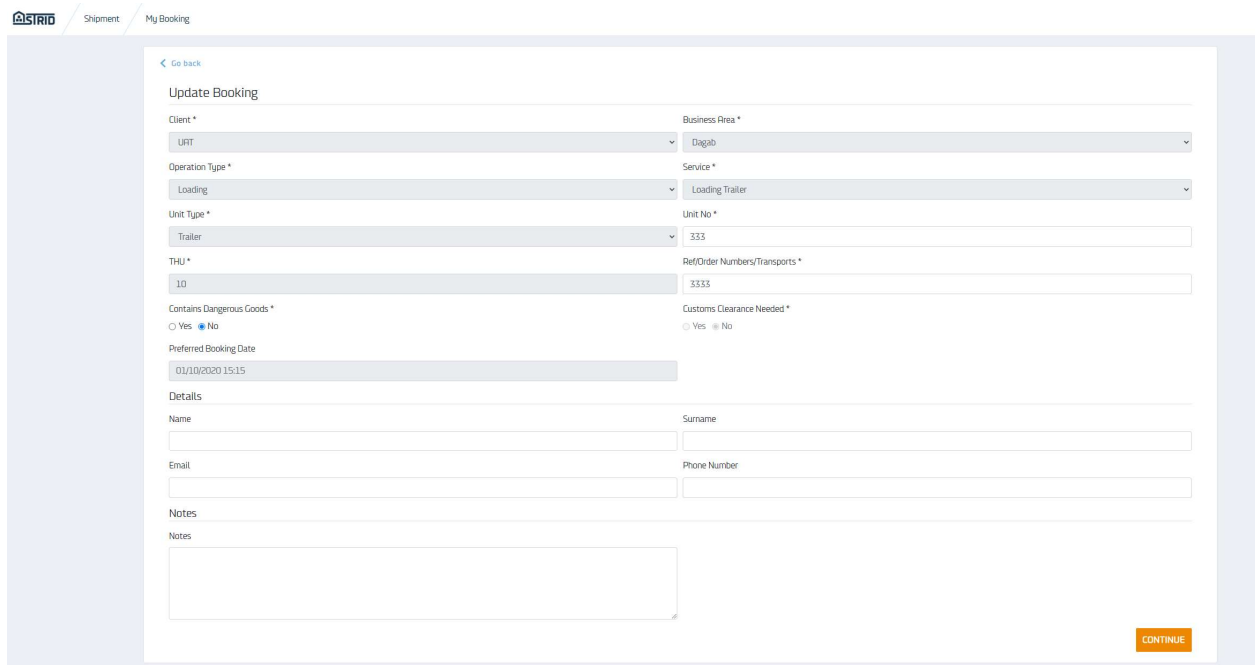
- 1) Click “Edit” button on the booking



The screenshot shows the 'My Booking' page in the ASTRID system. At the top, there are tabs for 'Shipment' and 'My Booking'. Below the tabs, there's a 'Bookings' section with a 'CREATE +' button. A date range selector shows 'TODAY - SEP 30TH', 'TOMORROW - OCT 1ST', 'FRIDAY - OCT 2ND', and 'SATURDAY - OCT 3RD'. Below this is a search bar with the placeholder 'Enter Ref No / Carrier / Operation Type / ...'. A table lists bookings with columns: Business Area, Time, Ref No, Unit Number, Carrier, Operation Type, THUS, Notes, Transports, and Actions. The first booking is highlighted with a red box around the 'Edit' button (pencil icon) in the Actions column.

Business Area	Time	Ref No	Unit Number	Carrier	Operation Type	THUS	Notes	Transports	Actions
Dagab	10:00	DE-B18-2009301000-2	123	DFDS-CORPORATE	Loading	0			 
Dagab	11:30	DE-B18-2009301130-2	1	DFDS-CORPORATE	Unloading	12		2	 

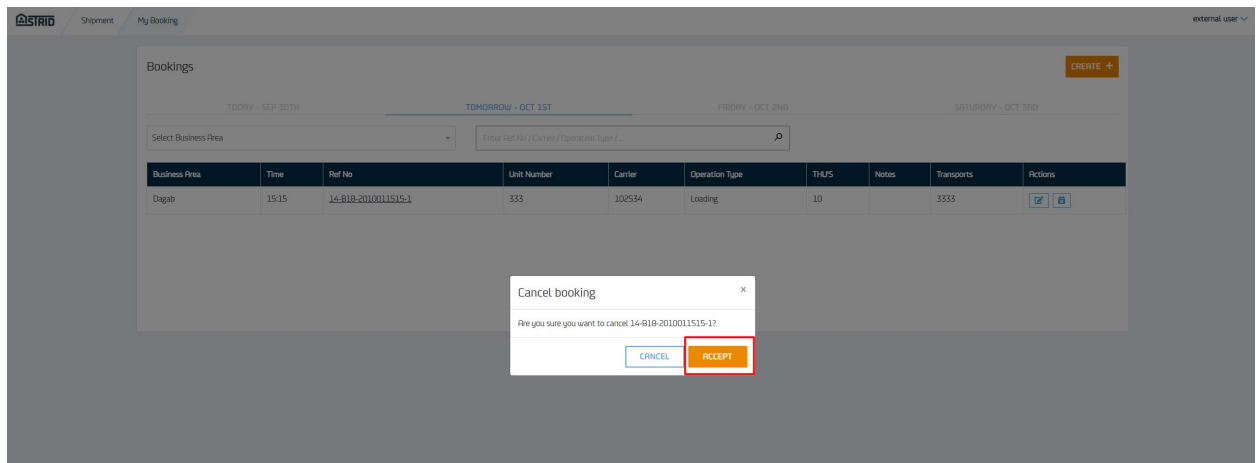
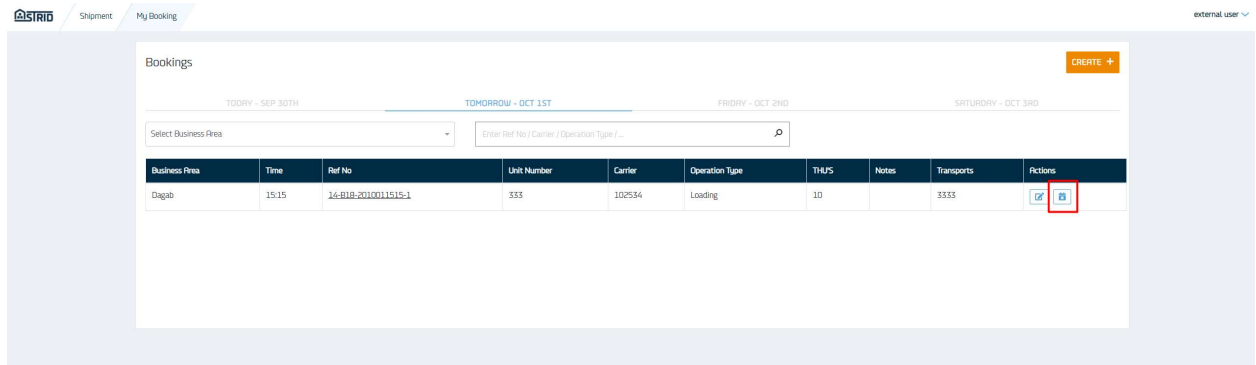
- 2) User can't edit the gray fields. If the user filled gray fields wrong, user must cancel the booking and create it again.



The screenshot shows the 'Update Booking' form in the ASTRID system. At the top, there's a 'Go back' link. The form is divided into several sections: 'Update Booking', 'Details', and 'Notes'. The 'Update Booking' section contains fields for Client *, Business Area *, Operation Type *, Service *, Unit Type *, Unit No *, THU *, Ref/Order Numbers/Transports *, Contains Dangerous Goods *, and Customs Clearance Needed *. The 'Details' section contains fields for Name, Surname, Email, and Phone Number. The 'Notes' section contains a text area for Notes. A 'CONTINUE' button is located at the bottom right of the form.

CANCEL BOOKING

- 1) Click “Cancel” button on the booking and click “ACCEPT” button on the pop up



FAQ / QA (Questions and Answers)

Question:

Who should book a time in Astrid?

Answer:

For Volvo Crossdock (goods): Carrier book the time in Astrid.

For Volvo Packaging (emballage): Carrier or supplier book the time in Astrid.

Question:

How do I get access to Astrid?

Answer:

Send an E-mail to Cargo.Planning.dlc@dfds.com including the following information:

- E-mail address to the person that should have access
- Carrier name
- Client name (for example Volvo Packaging or Volvo Crossdock or another customer name)

Question:

How do I know the booking is confirmed?

Answer:

Once the booking is created successfully the system will confirm with a unique reference number. This should be used as a reference upon arrival at DFDS reception.

Question:

Can I book one slot time for both goods and packaging or several other clients combined?

Answer:

No. Bookings should be made separately for each client. For example, Volvo Crossdock (goods) and Volvo Packaging terminal (emballage).

Question:

Booking has not been made. Could the unit still be handled? (= Non advised)

Answer:

Time slot for loading/ unloading should be booked via the system ASTRID, latest 15:00 hrs. the day before arrival.

Carrier that arrives to DFDS without or outside a prebooked slot time will be handled when time is available.

Driver should report arrival at DFDS reception and will be given a beeper or a time when he/ she can return to the reception for further information.

Question:

Is it possible to change a booked time?

Answer:

When a booking is confirmed it's not possible to change the time. You can cancel the confirmed booking and make a new booking.

Time slot for loading/ unloading should be booked via the system ASTRID, latest 15:00 hrs. the day before arrival.

Carrier that arrives to DFDS without or outside a prebooked slot time will be handled when time is available.

Driver should report arrival at DFDS reception and will be given a beeper or a time when he/ she can return to the reception for further information.

Question:

Is it possible to cancel a booking?

Answer:

A booking can be cancelled until 15:00 hrs. the day before arrival. If the deadline has passed, information that the slot time will not be used should be registered in the system ASTRID as a comment for the concerned booking.

Question:

Is it possible to give information about a delay?

Answer:

Information regarding late arrival should be registered in the system ASTRID as a comment for the concerned booking.

Question:

Could a unit be prioritized upon request by carrier?

Answer:

Time slot for loading/ unloading should be booked via the system ASTRID, latest 15:00 hrs. the day before arrival.

DFDS can not prioritize a non-booked unit over a unit with an agreed slot time.

Carrier that arrives to DFDS without or outside a prebooked slot time will be handled when time is available.

Driver should report arrival at DFDS reception and will be given a beeper or a time when he/ she can return to the reception for further information.

Question:

There are customs goods on the arriving unit. How should this be handled?

Answer:

Carrier book their time in Astrid. Click Yes in the box for "Customs Clearance Needed".

Write the **MRN** number for the T1 as a comment in the booking.

If goods should only be customs cleared, not unloaded at DFDS; state as a comment: "ONLY CUSTOMS, NO UNLOADING" and click Yes in the box for "Customs Clearance Needed". (Driver needs to await OK from DFDS before leaving DFDS terminal after customs clearance)

Please note that the driver must present the T1 document at the DFDS goods reception when the driver arrives to DFDS terminal.

If the driver doesn't present the T1 document DFDS will forward all costs and fees from the Swedish Customs and DFDS admin cost for handling each case.

Customs goods that should be cleared and ready for further transport on the same day needs to have a slot time arrival latest 15:00 hrs.

Question:

There are dangerous goods on the arriving unit. How should this be handled?

Answer:

Carrier book their time in Astrid. Click Yes in the box for “Contains Dangerous Goods”. Driver is responsible to present dangerous goods documents upon arrival.

Please note that the driver must present dangerous goods declaration, DGD Documents, at the DFDS goods reception when the driver arrives to DFDS terminal.
