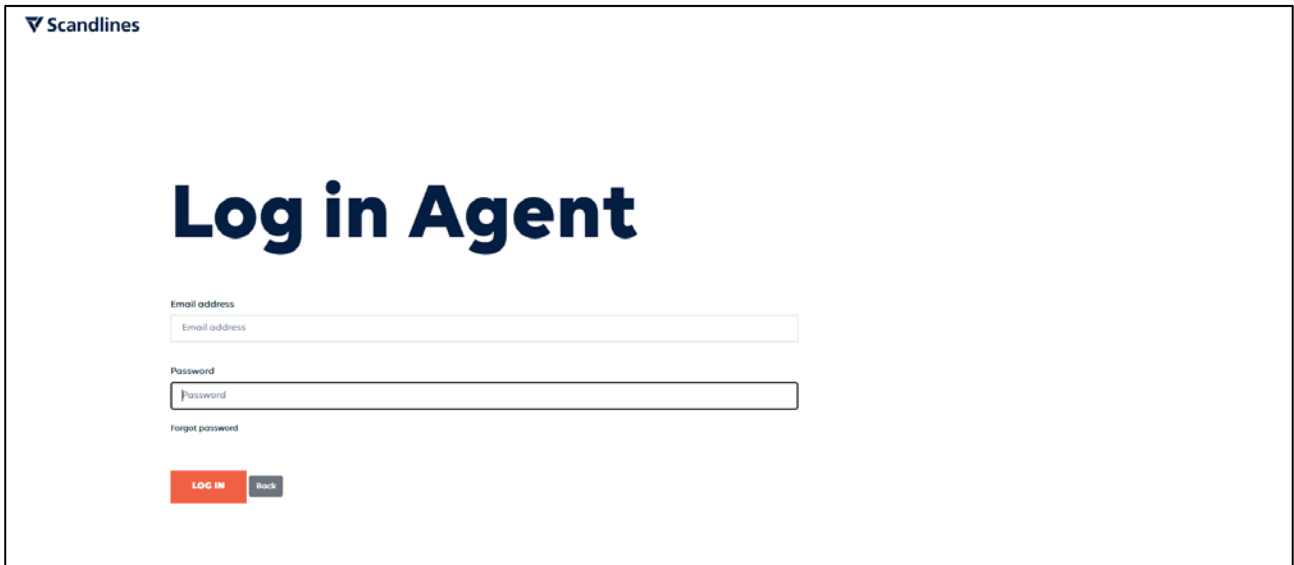


Agent Logon Booking System

1. Login

To login to the booking system you must use your email and password that you received from Scandlines. Please note that at the first login you will be asked to change the password – not necessary.

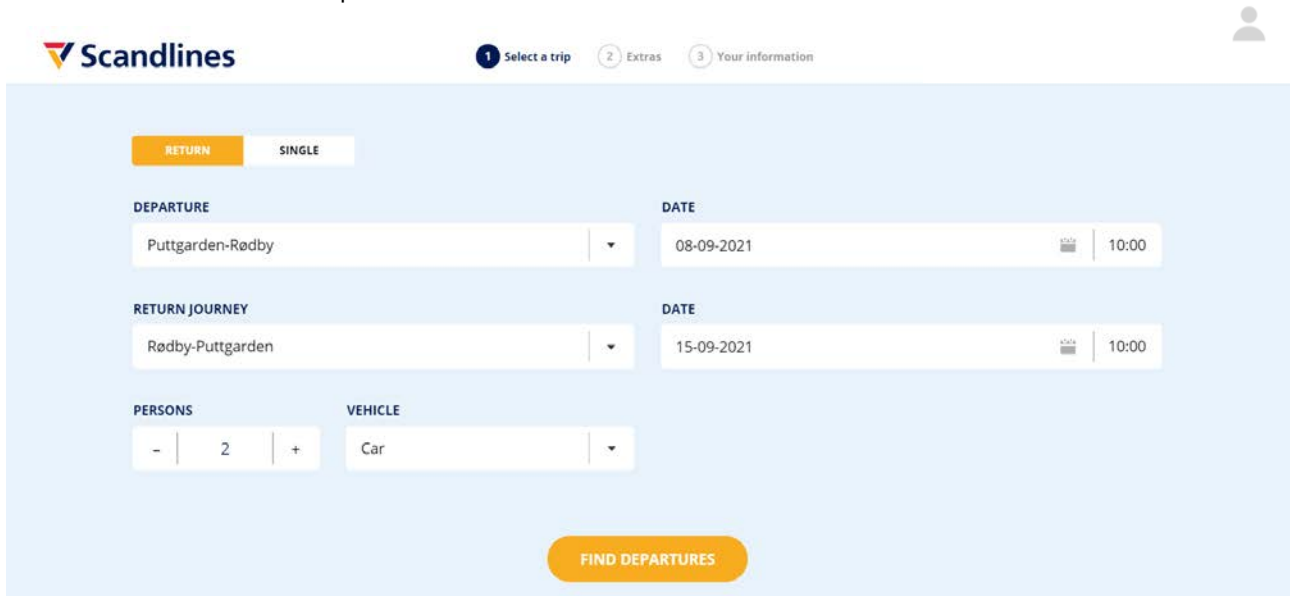


The screenshot shows the Scandlines logo in the top left corner. The main heading is "Log in Agent" in a large, bold, dark blue font. Below the heading are two input fields: "Email address" and "Password". The "Email address" field has a light blue border and a small "Email address" label above it. The "Password" field has a light blue border and a small "Password" label above it. Below the "Password" field is a link that says "forgot password". At the bottom of the form are two buttons: a red "LOG IN" button and a grey "Back" button.

If you do not have an Agent Logon Agreement with Scandlines, please contact the Servicecenter by e-mail servicecenter.germany@scandlines.com.

2. Create a new booking

In this booking dialog you can enter the required booking details. Here you can choose between return or single ticket. There is also the possibility to choose between the routes and the desired departure date and the time of the ferry crossing. In addition, the type of vehicle and number of persons in the vehicle must be stated.



The screenshot shows the Scandlines booking interface. At the top left is the Scandlines logo. To the right are three steps: 1 Select a trip, 2 Extras, and 3 Your information. A user icon is in the top right corner. The main form has two tabs: RETURN (selected) and SINGLE. Below the tabs are two rows of input fields. The first row is for the DEPARTURE, with a dropdown menu showing 'Puttgarden-Rødby' and a DATE field showing '08-09-2021' and '10:00'. The second row is for the RETURN JOURNEY, with a dropdown menu showing 'Rødby-Puttgarden' and a DATE field showing '15-09-2021' and '10:00'. Below these are two more fields: PERSONS, which is a numeric input set to '2', and VEHICLE, which is a dropdown menu showing 'Car'. At the bottom center is a large orange button labeled 'FIND DEPARTURES'.

Tip: The name of your company **must** appear in the top right next to the little man. If it is SMILE, please start the Agent Logon again.

3. Ticket types

In the next step, choose between the desired departure time and the desired ticket type. For more information about the different ticket types, just click on the ticket type by activating the left button.

The screenshot displays the Scandlines booking interface. At the top, there is a banner for a "HYBRID FERRY" with a sunset background. Below this, a "Puttgarden → Rødby" section is active for "Wed 08. Sep 2021". It features a departure time selector with options: 10:45, 11:15, 11:45 (selected), 12:45, and 13:15. Below the selector are three ticket type options: Economy (EUR 40.00), Standard (EUR 80.00), and Flex (EUR 120.00). To the right, there are promotional banners for "SMILE" and "Your trip" details. A "CONTINUE" button is located at the bottom right of the interface.

4. Extras

At the next step you have the opportunity to add [Refund Service](#).

5. Customer's contact details

In the subsequent step, the end customer's information must be entered.

Customer's contact details

FIRST NAME * Test ✓	LAST NAME * Customer ✓
EMAIL ADDRESS * stina.kompernass@scandlines.com ✓	MOBILE PHONE * 🇬🇧 +44 ▾ 12345678 ✓
POST CODE * 1234 ✓	COUNTRY * Great Britain ▾

Yes, there are persons with limited mobility (wheel chair) in the car

NB. Please note that all documents relating to the booking will be sent to the email address listed in the field "Agent's Email" below. Please enter your / the agent's email address.

The "Reference code" field must be also filled out. Maximum of 15 characters. For example: car 1, car 2, license plate, customer name.

Refund service

Add Refund Service

Cancel your ferry ticket just until departure time and get the full fare refunded.

EUR 11.00 **ADD**

RECOMMENDED

No Refund Service

Without a Refund Service, you cannot have the ticket price refunded, regardless of the reason.

EUR 0.00 **ADDED ✓**

Agent's contact details

AGENT'S EMAIL *

Booking confirmation and voucher for the end-customer are going to be sent to this e-mail address

REFERENCE CODE

Reference code must be a maximum 15 characters.

I have read and accepted [General Conditions of Carriage *](#)

[BACK](#) **SET UP BOOKING**

Then check that all fields marked with a yellow asterisk (*) have been filled out and that the General Conditions of Carriage are ticked.

After the booking has been made by clicking on "Set up booking", you will be asked again whether the TRS should be booked, although you have already selected without TRS.

Are you sure you want to continue without Refund Service?

With Refund Service it is possible to cancel the ticket & get af full refund.

[ADD REFUND SERVICE \(EUR 11.00\)](#)

CONTINUE WITHOUT

Regardless of whether you book this service or not, you have to click on "Set up Booking" again and an email will be sent to the email address you entered. This confirmation must be forwarded to the end customer, as they need the confirmation when checking in at the ferry port.

6. Receipt

After the booking has been made, the booking confirmation is displayed. Here you have the option to print out the confirmation. Please note that the confirmation is not valid as a ticket.



Thank you for your order

Booking number: S2100323340

An email with the booking confirmation and voucher has been sent to stina.kompennass@scandlines.com

The confirmation and the voucher are attached to this mail. Please send/give the voucher to the customer and ask him to bring it along for the check-in in the harbor. Please also inform the customer to keep the check-in time which is stated on the voucher.



Test



The barcode is used for check-in at the terminal

Check-in procedure

CHECK-IN NO LATER THAN 15 MINUTS BEFORE DEPARTURE

1

Please have the ticket ready

2

Use the automated check-in lanes
(for cars up to 6 meters)

3

Scan the barcode from the ticket or
enter the booking number at the
machine



7. Booking confirmation by email

You will also receive a booking confirmation from Scandlines to the email address you provided. This includes the confirmation. Please forward the confirmation to the final customer, as the customer needs the confirmation for check-in at the port.

fr 02-07-2021 10:51
no-reply@scandlines.com
Scandlines Booking Confirmation

To Kompernass, Christina

S2100323340 confirmation.pdf
118 KB



[See this mail in the browser](#)

Thank you for your booking

Please receive the booking confirmation and voucher from Scandlines. Please check the booking information. The confirmation and the voucher are attached to this mail. Please send/give the voucher to the customer and ask him to bring it along for the check-in in the harbor. Please also inform the customer to keep the check-in time which is stated on the voucher.

Agency No.: 4122


Your order

Booking number: S2100323340

8. Scandlines confirmation

The confirmation is a travel document and the end customer must bring this in printed form to the check-in at the ferry port. If the end customer has purchased a ticket for a vehicle up to 6 m in length, the confirmation can be scanned in at the check-in machine at the ferry port.

Then the ferry ticket will be issued. The check-in machine is marked with signs above the vehicle lanes. If the end customer has purchased a ticket for a vehicle over 6 m in length, the confirmation must be given in the attended check-in and the number of people in the vehicle must be confirmed. Then the ferry ticket will be issued.



Dear customer,
Thank you very much for your booking. We hereby confirm as follows:

Booking Confirmation	Booking reference: S2100323340 Ticket reference: SC2100623185 Customer Reference: Test Booking	Valid for travel
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Booking Holder: Test Customer
+4412345678
stina.kompernass@scandlines.com

Travel details Puttgarden - Rødby				Confirmed
Departure port:	Puttgarden	Departure date and time:	08.09.2021 11:45	
Arrival port:	Rødby	Arrival date and time:	08.09.2021 12:30	
Ticket:	Standard	Vessel:	MV Deutschland	

Product	Description	Qty.	Unit price	Length (m)	Discount	Total
Passenger	Passenger	2	0.00 EUR			0.00 EUR
Vehicle	Car	1	80.00 EUR	5.0		80.00 EUR
Services	Refund Service	1	11.00 EUR			11.00 EUR

Travel details Rødby - Puttgarden				Confirmed
Departure port:	Rødby	Departure date and time:	15.09.2021 12:15	
Arrival port:	Puttgarden	Arrival date and time:	15.09.2021 13:00	
Ticket:	Standard	Vessel:	MV Prinsesse Benedikte	

Product	Description	Qty.	Unit price	Length (m)	Discount	Total
Passenger	Passenger	2	0.00 EUR			0.00 EUR
Vehicle	Car	1	80.00 EUR	5.0		80.00 EUR
Services	Refund Service	1	0.00 EUR			0.00 EUR
Total						171.00 EUR

Please note:

Check-in: Check-in at the departure port until 15 minutes before departure.
If your car is up to 6 meters long, please use the self-service check-in when you arrive at the port, or else use the service lane. Please bring your booking confirmation.
We wish you a nice trip!



9. Tip

It can sometimes happen that you are thrown out of the agent logon unnoticed. You will notice at the latest when you are suddenly asked to pay by credit card after confirming "Create booking" (step 5). This is normally not possible for customers with an agent logon (you have now been redirected to the booking page for our normal end customers). Please cancel immediately. Please start the booking from the beginning.

TIP: Please avoid being inactive for too long! Better to be concentrated and make the booking quickly than to act hectically!

In view of the current Covid19 pandemic, we would like to raise your general awareness of offering your customers the Ticket refund service (TRS). You can find a summary of the advantages on our [homepage!](#)

We also recommend the following links:

Prices: <https://www.scandlines.com/prices/>

Customer service: <https://www.scandlines.com/customer-services/>

Please go ahead and book the ferries!