

Agent Logon Booking System

1. Login

To login to the booking system you must use your e-mail and password that you received from Scandlines together with the Agent Logon Agreement. Please note that at the first login you will be asked to change the password.

If you do not have an Agent Logon Agreement with Scandlines, you can contact Scandlines Customer Servicecenter by e-mail customerservice.germany@scandlines.com.

Agent login

EMAIL *

PASSWORD *

[Forgot password](#)

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.



1 Select a trip 2 Extras 3 Your information

RETURN SINGLE

DEPARTURE: Puttgarden-Rødby DATE: 30-10-2017 08:00

RETURN JOURNEY: Rødby-Puttgarden DATE: 30-10-2017 08:00

PERSONS: - 1 + VEHICLE: Car

3. Tickets types

In the next step, choose between the desired departure time and the desired ticket type. For more information about the different ticket types, you can open the drop-down list by clicking the arrow next to the price.

Outbound trip: Puttgarden-Rødby MON 30. OCT 2017 →

REMEMBER TO RESERVE TIME TO SHOP IN THE BORDER SHOP SEE OPENING HOURS

EARLIER DEPARTURES

10:45		Single ticket from EUR 78,- ▼
<small>Arrival: 11:30</small>		
11:15		Single ticket from EUR 78,- ▼
<small>Arrival: 12:00</small>		

LATER DEPARTURES

Homebound trip: Rødby-Puttgarden MON 30. OCT 2017 →

EARLIER DEPARTURES

13:45		Single ticket from EUR 78,- ▼
<small>Arrival: 14:30</small>		
14:15		Single ticket from EUR 78,- ▼
<small>Arrival: 15:00</small>		

LATER DEPARTURES

Your trip NEW BOOKING

Outbound trip: Puttgarden-Rødby
M/V Schleswig-Holstein
Mon 30. Oct 2017
Car
Economy EXTRA: 10:45 **EUR 78.00**

Homebound trip: Rødby-Puttgarden
M/V Schleswig-Holstein
Mon 30. Oct 2017
Car
Economy EXTRA: 13:45 **EUR 78.00**

Total **EUR 156.00**

CONTINUE TO EXTRAS

4. Extras

At the next step you have the opportunity to choose extras such as our big breakfast buffet. Here you can also add Refund Service.

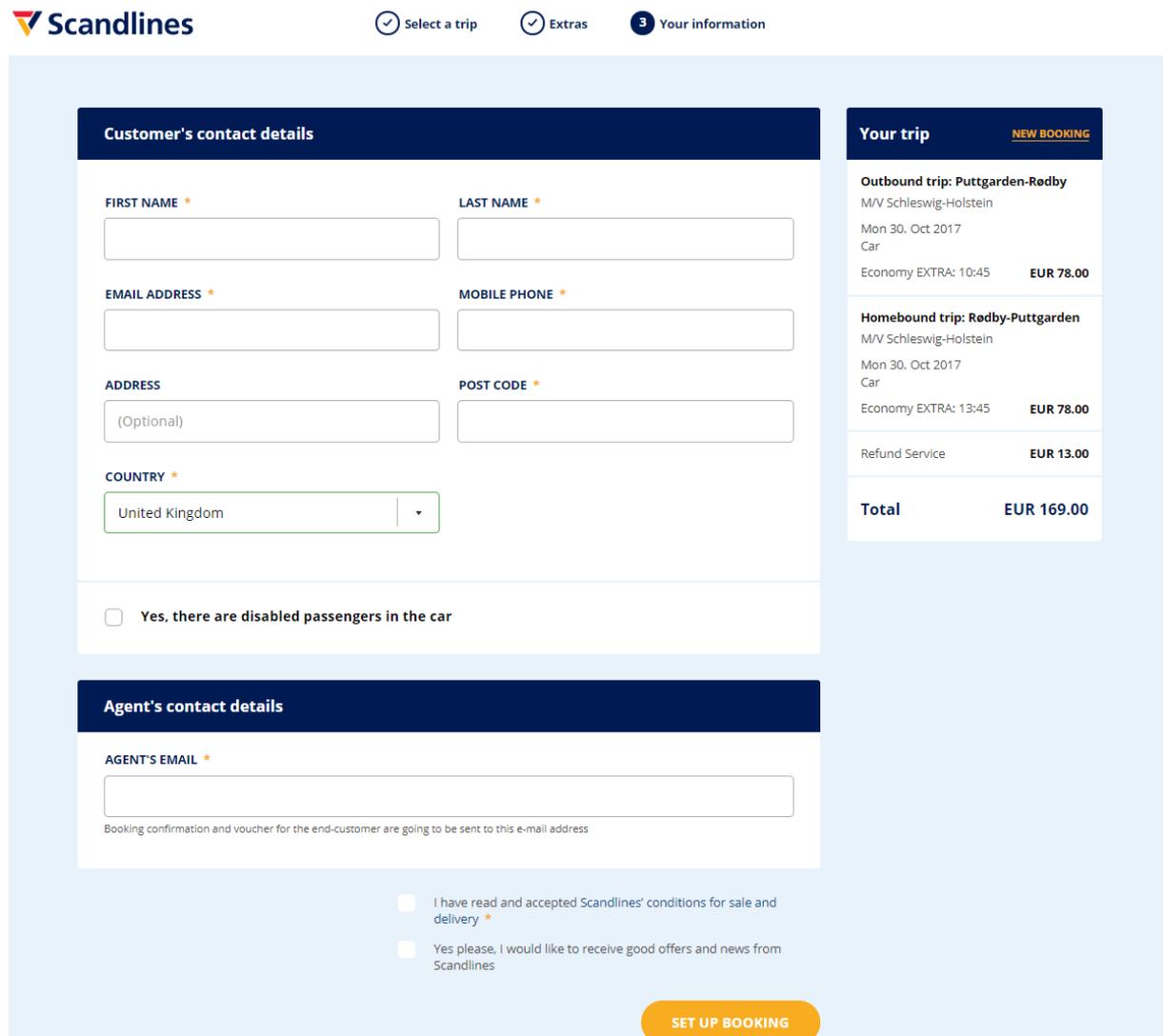
	<p><small>OUTBOUND TRIP</small></p> <p>Scandlines breakfast buffet</p> <p>Scandinavian breakfast buffet with a selection of well-known, cold and hot dishes incl. coffee/tea ad libitum.</p> <p style="text-align: right;">EUR 17.44</p> <p style="text-align: right;">ADD</p>	<p>Your trip <small>NEW BOOKING</small></p> <hr/> <p>Outbound trip: Puttgarden-Rødby M/V Schleswig-Holstein Mon 30. Oct 2017 Car Economy EXTRA: 10:45 EUR 78.00</p> <hr/> <p>Homebound trip: Rødby-Puttgarden M/V Schleswig-Holstein Mon 30. Oct 2017 Car Economy EXTRA: 13:45 EUR 78.00</p> <hr/> <p>Total EUR 156.00</p>
<p>Refund service</p> <p><input type="radio"/> No Refund Service EUR 0.00 Without a Refund Service, you cannot have the ticket price refunded, regardless of the reason.</p> <p><input type="radio"/> Add Refund Service EUR 13.00 Cancel your ferry ticket just until departure time and get the full fare refunded.</p>		
<p>CONTINUE</p>		

5. Customer's contact details

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

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

To the e-mail address entered, an e-mail will be sent with a confirmation attached. Please forward the confirmation to the final customer, as the customer needs the confirmation for check-in at the port.



The form is titled "Scandlines" and has three progress steps: "Select a trip", "Extras", and "Your information" (the current step). It is divided into two main sections: "Customer's contact details" and "Agent's contact details".

Customer's contact details

FIRST NAME * [text input] LAST NAME * [text input]

EMAIL ADDRESS * [text input] MOBILE PHONE * [text input]

ADDRESS [text input, (Optional)] POST CODE * [text input]

COUNTRY * [dropdown menu, United Kingdom]

Yes, there are disabled passengers in the car

Agent's contact details

AGENT'S EMAIL * [text input]

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

I have read and accepted Scandlines' conditions for sale and delivery *

Yes please, I would like to receive good offers and news from Scandlines

Your trip NEW BOOKING

Outbound trip: Puttgarden-Rødby
M/V Schleswig-Holstein
Mon 30. Oct 2017
Car
Economy EXTRA: 10:45 **EUR 78.00**

Homebound trip: Rødby-Puttgarden
M/V Schleswig-Holstein
Mon 30. Oct 2017
Car
Economy EXTRA: 13:45 **EUR 78.00**

Refund Service **EUR 13.00**

Total **EUR 169.00**

SET UP BOOKING



6. Receipt

Based on the information entered, the booking confirmation appears on the screen from which it can be printed.

Please note that the booking confirmation is not valid as a ticket.



Thank you for your order,

We look forward to welcoming your customers on board

An email with the booking confirmation and voucher has been sent to

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.

If you have any questions, you are welcome to contact our Customer Service.
Monday-Friday 8:00-18:00, Saturday-Sunday 9:00-18:00 on phone +49 (0) 381 - 77
88 77 66 or by email at servicecenter.germany@scandlines.com

Booking number: S1700015450

Departure: Puttgarden-Rødby Economy EXTRA, Monday, October 30, 2017 11:45 – 12:30 M/V SCHLESWIG-HOLSTEIN Car, 1 Person	EUR 78.00
Departure: Rødby-Puttgarden Economy EXTRA, Monday, October 30, 2017 14:45 – 15:30 M/V SCHLESWIG-HOLSTEIN Car, 1 Person	EUR 78.00
Refund Service Cancel the ferry ticket until the departure and get the full ticket price refunded.	EUR 13.00
This booking was made via Agent Logon	Total EUR 169.00

7. Booking confirmation

On the basis of the information entered, Scandlines sends the booking confirmation to the specified mail address.

Please forward the confirmation to the end customer, as the confirmation must be printed and presented at the check-in at the port in order to get the ticket.



[See this mail in the browser](#)

Thank you for your booking, Stefanie

This is a confirmation that you have booked a ticket at Scandlines. Note that this receipt can not be used as a ticket. Your ticket is attached to this mail as a PDF.

REMEMBER TO PRINT THE ATTACHED TICKET AND BRING IT TO THE HARBOUR

Scandlines thank you for your booking and wish you a good trip.

Your order

Booking number: S1700015450

Outbound: Puttgarden-Rødby

Economy EXTRA, 30 October 2017 10:45 - 11:30 M/V SCHLESWIG-HOLSTEIN 78.00 EUR

Car, 1 person

CHECK-IN: PUTTGARDEN UNTIL 15 MINUTES BEFORE DEPARTURE

Homebound: Rødby-Puttgarden

Economy EXTRA, 30 October 2017 13:45 - 14:30 M/V SCHLESWIG-HOLSTEIN 78.00 EUR

Car, 1 person

CHECK-IN: RØDBY UNTIL 15 MINUTES BEFORE DEPARTURE

Refund Service

13.00 EUR

Cancel your ferry ticket all the way to the departure and get the full price refunded.

[Read the Refund Service terms](#)

Subtotal **169.00 EUR**

Total 169.00 EUR

8. Scandlines confirmation

The confirmation serves as a travel document, and the end customer must therefore print it out and bring it to the check-in at the ferry port.

If the end customer buys a ticket for a car up to 6m length, the customer must scan the confirmation at the self-service machine in the ferry port and enter the number of persons on the screen. Then the ferry ticket is printed. The self-service machine is marked by signs over the lanes.

If the end user buys a ticket for a car with a length of more than 6 m, the customer must drive to the personalized check-in lane at the ferry port and deliver the confirmation and confirm the current number of persons in the car. The customer then receives the ferry ticket.



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D-20459 Hamburg
+49 77 88 77 66
Buchung@scandlines.com



Issued: 30.10.2017 08:31
ID: EXTERNAL_SYSTEM
Scandlines Servicecenter
Tel. +49 77 88 77 66

Customer/Agency:

VAT Number:
SAP Nr.:

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

Booking Confirmation	Booking reference:	S1700015450	Valid for travel
	Ticket reference:	SC1700016068	

Booking Holder: Stefanie Krøyer

GB
+4401715669108
stefanie.krøyer@scandlines.com

Travel details Puttgarden - Rødby

Departure port:	Puttgarden	Departure date and time:	30.10.2017 10:45
Arrival port:	Rødby	Arrival date and time:	30.10.2017 11:30
Ticket:	ECONOMY_EXTRA	Vessel:	MV Schleswig-Holstein

Product	Description	Qty.	Unit price	Length (m)	Discount	Total
Passenger	Passenger	1	0.00 EUR			0.00 EUR
Vehicle	Car	1	78.00 EUR	6.0		78.00 EUR
Services	Refund Service	1	13.00 EUR			13.00 EUR

Travel details Rødby - Puttgarden

Departure port:	Rødby	Departure date and time:	30.10.2017 13:45
Arrival port:	Puttgarden	Arrival date and time:	30.10.2017 14:30
Ticket:	ECONOMY_EXTRA	Vessel:	MV Schleswig-Holstein

Product	Description	Qty.	Unit price	Length (m)	Discount	Total
Passenger	Passenger	1	0.00 EUR			0.00 EUR
Vehicle	Car	1	78.00 EUR	6.0		78.00 EUR
Services	Refund Service	1	0.00 EUR			0.00 EUR

Total	169.00 EUR
Balance due	169.00 EUR