

Self-Service check-in for busses at Scandlines ports



01. In which ports is the self-service lane available?

The service is currently available in the ports of Puttgarden (Germany) and Rødby (Denmark).

02. Which busses can use the self-service lane for fast check-in?

- All busses with a **valid pre-booking**, as well as
- Busses that wish to purchase a **single crossing** - *(it is currently not possible to purchase other ticket types in the self-service lane)*

03. What data is required to use the self-service lane?

The most efficient process is achieved when the correct bus license plate is already stored in the pre-booking.

The cameras in the self-service lane automatically recognizes the license plate and initiates the check-in process.

Alternatively, the driver can scan the **QR code** on the booking confirmation at the self-service kiosk or manually enter the **booking number** *(the one that starts with S2.)*.

The self-service kiosk then carries out the check-in process. During the process, **the total number of passengers**, including the driver and tour guide, must be confirmed/entered.

If required, the bus license plate must also be confirmed or entered manually at the self-service kiosk.

Remember to adjust the vehicle length:

Please ensure that the bus length has been adjusted before arrival. If the bus length needs to be adjusted, please send an email via gruppen@scandlines.com to our customer service.

Please notice: If the bus length has not been adjusted before arrival, please use the manual check-in and provide the correct length to the staff.

04. At what time is the latest for me to add OR update my license plate on the pre-booking?

If you wish to modify your pre-booking with the license plate, please contact gruppen@scandlines.com and request our Service center to add it on your booking **latest 2 hours before the booked departure time.**

Remember to inform your booking number *(the one that starts with S2..)*

05. Which language is used at the self-service kiosk?

The default language of the self-service kiosk is English. The driver can switch to their preferred language via a flag symbol on the screen. The dialogue is available in 16 different languages.

06. Which documents does the bus driver receive at the self-service kiosk?

After successful check-in, the self-service kiosk issues:

- the ferry ticket with lane number,
- if applicable, a voucher for the second leg of a combination ticket to Sweden,
- and coupons for the driver and tour guide

07. How does the onward journey proceed after check-in?

After a successful check-in and collecting the documents, the lane number is displayed on the screen. The barrier then opens, allowing access to the terminal lanes.

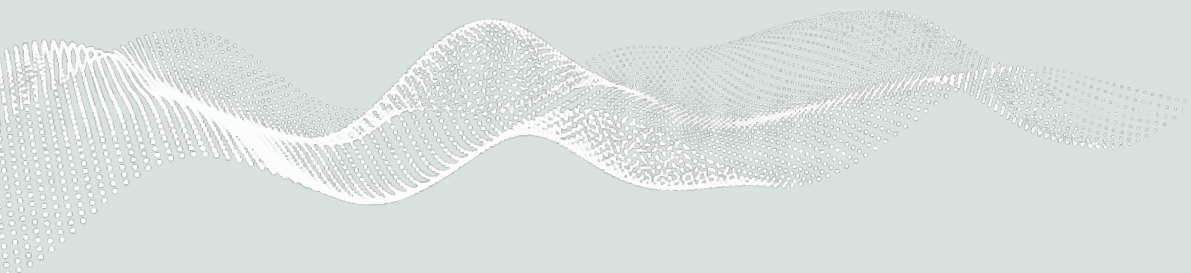
Why does a second barrier have to be passed?

Due to international security regulations (ISPS), access to the terminal lanes is controlled by an additional barrier. At this point, a camera recognizes the already checked-in front license plate and opens automatically.

If the front license plate cannot be recognized due to weather conditions, the ferry ticket with the corresponding barcode can be scanned at this barrier.

Waiting for boarding in the lanes

After passing the barriers, vehicles are queued in the designated lanes for boarding at the terminal. Boarding begins once the green traffic light above the respective lane is illuminated. Scandlines staff may assign specific lanes or parking positions on board the ferry if required.



08. Can busses with pre-booked 1-day or 2-day return tickets use the self-service lane?

Yes, this is possible.

If no license plate was entered during booking, the license plate captured by the camera on the outbound journey will be used for the return journey. **A return trip with a different license plate is not possible for these ticket types.**

09. Can busses without a pre-booking use the self-service lane?

In principle, yes. However, only single crossings are available in this case.

Valid Scandlines customer number

If the driver can identify himself / herself with a valid customer number, a ticket will be issued and debited to the specified customer number, provided that all information is entered correctly at the self-service kiosk:

- Valid customer number
- Possible PIN code*
- Possible Reference*

**if this is set up in your agreement*

If the PIN code is not known, the self-service kiosk cannot be used. Instead, you will be referred to the manned check-in.

Extra security – PIN code and reference

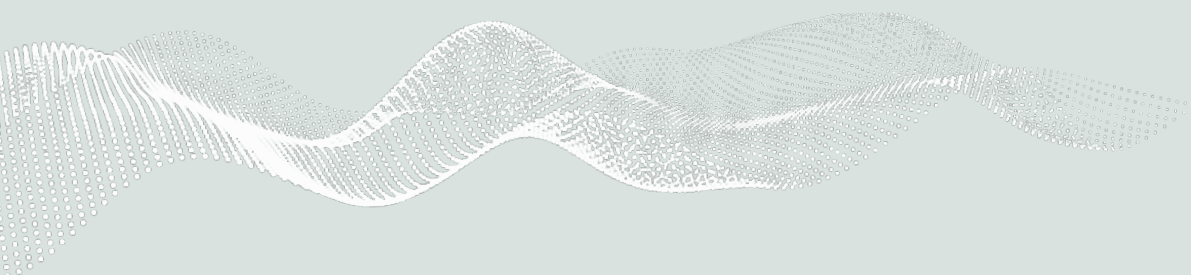
We can set up your customer number with extra security, e.g.:

- PIN code is required
- requirement that the reference field is always filled in when booking

If you wish this, you are welcome to contact your Key Account Manager for more information.

What if I do not have a customer number?

- A new ticket is issued and must be paid immediately by credit card.



10. What should be done if a bus arrives late or early at the terminal?

The self-service lane can still be used. Based on the data or license plate, the system identifies the booking and automatically assigns the bus to the next available departure with free capacity.

11. Can the number of passengers be adjusted at the self-service kiosk?

Yes. During each check-in, the **total number of passengers**, including the driver and tour guide must be entered. If the actual number of passengers exceeds the number stated in the pre-booking, handling depends on available capacity.

12. Can the self-service lane be used if the license plate was not stored in the pre-booking?

Yes, if a valid pre-booking number is provided. In this case, the license plate must be entered manually during the check-in process.

13. Which vehicles CANNOT use the self-service lane?

Until further notice, busses must be checked in manually at the staffed ticket counter in the check-in building if:

With an existing booking

- they are transporting passengers with reduced mobility (e.g. wheelchair users),
- they arrive at the port on a date different from the one booked.

Without an existing booking

- they wish to purchase a new ticket at the port and pay in cash or by credit card,
- they wish to purchase 1-day or 2-day return tickets, or combination tickets.



More detailed informations are available here - just scan the QR Code.