

Gateway service Instructions – Vuosaari (Finnsteve Terminal)

1) Where Gateway visits are possible in Vuosaari?

At the Finnsteve gate area there are **self-service kiosks** used for Gateway transactions.

A vehicle and driver registered in the Gateway system can use the kiosks **24/7** to deliver or pick up trailers in **Finnlines traffic** that they are authorized to haul.

2) Yard position and map (pickup/delivery)

After entrance, the kiosk will provide:

- the **yard location of an import trailer** (pickup), or
- the **yard location for an export trailer**, where the trailer must be delivered.
- A yard map is available in the app.

3) Lanes and kiosks

- **Entry kiosk: lane 4** (fourth lane from the left)
- **Exit kiosk: lane 2** (second lane from the right)

4) License plate cleaning for reliable identification:

Drivers must ensure that license plates are clean and clearly readable. In addition to the front plate, drivers must also clean:

- the **lorry unit's rear plate** when driving without a trailer, or
- the **rear plate of the trailer combination** when driving with a trailer.

This helps ensure reliable identification at the gate portals.

5) Traffic and safety rules on the terminal area

Within the terminal area you must comply with the **current Port of Helsinki speed limits** and all other applicable port-area rules.

6) Problem situations and contacts

Phone numbers are available at the kiosks for problem situations:

- **FIPS**: primary support for all problem situations
 - Weekdays **06:45–22:30**
 - Weekends **10:00–15:00**
- **Port Info**: contact **only outside FIPS opening hours** if you cannot exit the terminal area.

Please note: Port Info **does not release or receive cargo units.**