

Smart Web B2B Guide

Travel Agencies' Booking System



Login

Link to production environment

b2b.grimaldi-app.com/SmartBookingScreen/#/auth/login

Latest Smart Web B2B Quick Guide

www.finnlines.com/b2b-quick-guide

Forgot your username and/or password?

[Please contact Finnlines Customer Service](#)

A screenshot of a login form. At the top, it says "SIGN IN TO GET IN TOUCH". Below this are two input fields: "Username" and "Password". At the bottom of the form is an orange button labeled "LOGIN".

SIGN IN TO GET IN TOUCH

Username

Password

LOGIN


Username Your own personal username (e.g. RBQWERTY)


Password Your own password

Agency code Not needed for the login

Change Password

Agency / Company : Hansalink customers for Finland FLRIISO EN


 Change Password Summary

 Logout Return

Especially when logging in for the first time, please change your password and use strong password to protect your account and data.

Please follow these password requirements:

- At least 8 characters long
- At least one upper case character
- At least one lower case character
- At least one number
- At least one of these special characters: !@#\$%_&


Transport Technology

CHANGE PASSWORD

Old Password *

Password *

Repeat Password *

Let's get started!

1 Choose Route 2 Select Sailings 3 Confirm & Pay

One Way **Round-Trip** Copy on all routes

Outbound / Return

Departure Port	Arrival Port	Departure 23/6/2026	Time
Departure Port	Arrival Port	Departure 25/6/2026	Time

In most cases, you need to use only the fields marked with a blue rectangle.

Passengers

A 0	J 0	C 0	I 0
Aikuinen	Nuori (13-17 v)	Lapsi (6-12 v)	Lapsi (0-5 v)

Vehicles

Select Make	Select Model	Type	Length	Height	Weight	Width	Make	Model	Reg.Number	Fuel Type
When selecting a vehicle please select the fuel type too.										

+ Add

Speed Buttons

Offer Codes & Agreements

Offer Code	Validation Code	Agreements	Validation Code
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Reset Search




Select One Way or Round-Trip

- Move the slider “Copy on all routes” to the left, if the number of passengers and vehicles are not the same on the outbound and inbound trip.
- Add pets and bicycles to the booking on the Booking Summary page.

Select vehicle

- If the vehicle is longer than 12 meters, choose LCAR (height <2,1 m) or CMP (height <4,4 m) and enter the length in the field “Length”
- Add Reg. Number (you can also do this later on the Booking Summary Page)
- Select the Fuel Type

Type CMP	Length 13.0	Height 4.4	Weight 9000.0	Width 2.4	Make TBD	Model TBD	Reg.Number ABC123	Fuel Type Petrol / Diesel Int...	
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KAPPELLSKÄR → NAANTALI

Departure
8/25/2026

Sailing Details	25-08-26 10:30 Arrival: 25-08-26 19:55 Ship: Finnsirius	25-08-26 21:45 Arrival: 26-08-26 07:15 Ship: Finncanopus	26-08-26 21:45 Arrival: 27-08-26 07:15 Ship: Finncanopus
Special	€ 126.80	€ 149.60	-
Standard	€ 145.80	€ 180.80	-

The lowest-possible price does not include an accommodation but only the passenger and vehicle products selected on the previous page.

Pets, cabin and other onboard products can be selected on the next page.

Depending on the route 2nd, 3rd and 4th passenger in a cabin may travel for free. System calculates the discount automatically after the cabin is selected on the next page.

NAANTALI → KAPPELLSKÄR

Departure
8/29/2026

Sailing Details	29-08-26 10:00 Arrival: 29-08-26 17:45 Ship: Finncanopus	29-08-26 22:45 Arrival: 30-08-26 06:30 Ship: Finnsirius	30-08-26 10:00 Arrival: 30-08-26 17:45 Ship: Finncanopus	30-08-26 22:45 Arrival: 31-08-26 06:15 Ship: Finnsirius
Special	€ 111.60	€ 134.00	€ 111.60	€ 134.00
Standard	€ 126.80	€ 154.80	€ 126.80	€ 154.80

Price

Total Amount: € 238.40

Flexibility Level Details ^

SPECIAL
<https://www.finnlines.com/ferry-trips/conditions-special-and-standard-prices>

STANDARD
<https://www.finnlines.com/ferry-trips/conditions-special-and-standard-prices>

Read the Flexibility Level Details carefully through.

SPECIAL in a nutshell:

- no modifications allowed
- no refund in case of cancellation

Back

Next

Click on the button Passengers to add passenger details.

Travel Summary

Kapellskär → Naantali

Change



Departure Date / Time: 25-08-26 10:30
Arrival: 25-08-26 19:55

Ship: **Finnsirius**
Flexibility Level: **SPECIAL**

Qty	Product	Unit Price	Dues	Discount	Price
2	Adult	€ 40.00	€ 22.40	€ -8.00	€ 54.40
2	Junior 13-17 yrs	€ 30.00	€ 22.40	€ -30.00	€ 22.40
1	Vehicle	€ 55.00	€ 6.00	€ -11.00	€ 50.00
					Subtotal: € 126.80

Naantali → Kapellskär

Change



Departure Date / Time: 29-08-26 22:45
Arrival: 30-08-26 06:30

Ship: **Finnsirius**
Flexibility Level: **SPECIAL**

Qty	Product	Unit Price	Dues	Discount	Price
2	Adult	€ 32.00	€ 22.40	€ -6.40	€ 48.00
2	Junior 13-17 yrs	€ 24.00	€ 22.40	€ -24.00	€ 22.40
1	Vehicle	€ 72.00	€ 6.00	€ -14.40	€ 63.60
1	AB4 Inside cabin	€ 56.00		€ -11.20	€ 44.80
					Subtotal: € 178.80

Products and Services



Passengers and Pets

Seats

Berths

Vehicles

Onboard Services

Cabins

Outbound Return Round Trip

Economy inside cabin, 2 beds(40)

AB2E



Inside cabin, 4 beds(102)

AB4



Comfort inside cabin, 4 beds(10)

AB4C



Inside cabin, suitable for disabled, 3 lower beds and 1 upper bed(1)

AB4D



Confirm

Preview Fees

Summary

Ext. Customer Id

Customer Reference

Customer Reference

Offer Codes and Agreements

Offer Code

Validation Code

Loyalty Program

Membership Number

Price

Total Amount:

€ 305.60

To Pay: € 305.60

Add preferred products on the Products and Services view and select the preferred trip. Product availability is shown in the view.

Back

Reset

Passengers1 outbound journey

Adult

BH First Name Surname Date of Birth 8/18/2008 Gender Help Countr... Mobile Email

D Reg. Number TBD Document Type Document Number Document Nationality FINLAND Cabin Seat Berth Onboard Service

Adult

BH First Name Surname Date of Birth 8/18/2008 Gender Help Countr... Mobile Email

D Reg. Number Document Type Document Number Document Nationality FINLAND Cabin Seat Berth Onboard Service

Junior (13-17 yrs)

BH First Name Surname Date of Birth 8/18/2013 Gender Help Countr... Mobile Email

D Reg. Number Document Type Document Number Document Nationality FINLAND Cabin Seat Berth Onboard Service

Junior (13-17 yrs)

BH First Name Surname Date of Birth 8/18/2013 Gender Help Countr... Mobile Email

D Reg. Number Document Type Document Number Document Nationality FINLAND Cabin Seat Berth Onboard Service

Copy Passenger Details Mandatory passenger information Additional mandatory passenger information on Świnoujście–Malmö route System fills in these fields automatically if products are selected. You may change the preferred order e.g. cabin allocation.

Click **“Copy Passenger Details”** if same passengers are travelling on outbound and inbound journey.

Select one passenger as the **Booking Holder**. All trip-related communication will be directed to this person. Click **BH** button above and copy passenger details to the booking holder details.

Booking Holder Information

First Name Surname Country Co... Mobile SOS Prefix SOS Number Email Gender Document Nationality Address Zip Code

Town Country


Almost ready!

Once you have entered the passenger data and checked your travel summary seems correct you may enter **Confirm**.

It is suggested to change the email address to agent's address. Finnlines booking confirmation will be sent to this email address.

Print ticket Print and/or download the booking confirmation.

N.B. Finnlines sends only urgent travel-related information to passenger's mobile phone numbers or email address.

 **Booking Confirmed** ✕

Booking successfully created!

Booking Reference	F260077301
Email	<input type="text" value="Email"/>
Language	Language ENGLISH ▾

Print ticket

Select documents to send by email Ticket

Send Mail & Close

Q Booking Reference Agency / Company : Toimisto Gatehouse-matkat TESTIMATKA EN

Sailing Information

Departure Port Arrival Port Departure From Departure To

Account Details

Customer / Agency Customer / Agency ID Ext. Agency ID CRM Account CRM Customer ID

Booking Holder Information

First Name Surname Mobile Email

Reset Search

After clicking on the button **Send Mail & Close**, you will automatically return to the first page **Route and Passengers**.

By clicking on the magnifier in the left menu, you can search for the booking e.g. with the passenger's name or directly with the booking reference.

Need to modify the booking?

Change vehicle's register number and/or fuel type on existing booking.

1. Search the booking and change the register number and fuel type in Vehicles menu.
2. Save the change by clicking **Buy/Modify**. Information will be automatically changed also on Passengers view.

This modification can be done free of charge for special and standard priced bookings.

No other modifications are allowed for special-priced bookings.

The screenshot displays the 'Products and Services' interface. At the top, there are three circular progress indicators labeled 'A 94%', 'C 99%', and 'I 99%'. Below these are navigation tabs: 'Passengers and Pets', 'Seats', 'Berths', 'Vehicles' (highlighted in orange), 'Onboard Services', and 'Cabins'. A trip type selector shows 'Outbound', 'Return', and 'Round Trip' (highlighted in orange). The main section shows 'Bicycle(150)' with a quantity of 1, a minus button, 'BCY', a plus button, and a green dot. Below this are 'Select Make' and 'Select Model' dropdowns. A table of vehicle specifications is shown:

Type	Length	Height	Weight	Width	Make	Model
CAR	6.0	2.10	2000.0	2.0	TBD	TBD

Below the table, the 'Reg. Number' field is highlighted with a blue box and contains 'XYZ456'. The 'Fuel Type' dropdown is also highlighted with a blue box and contains 'Petrol / ...'. A trash icon is visible to the right of the fuel type dropdown. At the bottom, there is a '+ Add' button and a row of action buttons: 'Print ticket', 'Buy/Modify' (highlighted with a blue box), and 'Preview Fees'.



Q & A

How to remove selected onboard products?

1. Open the **Products and Services** section.
2. Select the correct product category, e.g. **Cabins** (highlighted).
3. Choose the correct leg of the journey, e.g. **Return**.
4. Find the product you want to remove.
5. Click the **minus (-) button** next to the product until the quantity is **0**.

The product will disappear from the Travel Summary once the quantity is set to zero.

The screenshot displays the Finnlines booking interface. The top navigation bar includes 'Booking' and 'Passengers'. The main content is divided into two panels: 'Travel Summary' and 'Products and Services'.

Travel Summary (Kapellskär → Naantali):

Qty	Product	Unit Price	Dues	Discount	Price
2	Adult	€ 40.00	€ 22.40	€ -8.00	€ 54.40
2	Junior 13-17 yrs	€ 30.00	€ 22.40	€ -30.00	€ 22.40
1	Vehicle	€ 55.00	€ 6.00	€ -11.00	€ 50.00
2	Archipelago Buffet 13:00 adult	€ 74.00			€ 74.00
2	Archipelago Buffet 13:00 junior (13-17 years)	€ 56.00			€ 56.00
					Subtotal: € 256.80

Travel Summary (Naantali → Kapellskär):

Qty	Product	Unit Price	Dues	Discount	Price
2	Adult	€ 32.00	€ 22.40	€ -6.40	€ 48.00
2	Junior 13-17 yrs	€ 24.00	€ 22.40	€ -24.00	€ 22.40
1	Vehicle	€ 72.00	€ 6.00	€ -14.40	€ 63.60
1	AB4 Inside cabin	€ 56.00		€ -11.20	€ 44.80
1	Cargo Buffet early breakfast, adult	€ 18.00			€ 18.00
1	Cargo Buffet early breakfast, junior (13-17 years)	€ 14.00			€ 14.00
					Subtotal: € 210.80

Products and Services:

The 'Products and Services' section is divided into three main categories: 'Passengers and Pets', 'Seats', and 'Berths'. The 'Berths' category is highlighted in orange. Under 'Berths', there are three sub-sections: 'Vehicles', 'Onboard Services', and 'Cabins'. The 'Return' leg is selected. The 'Cabins' section shows the following products and their quantities:

Product	Quantity
Economy inside cabin, 2 beds(40)	0
Inside cabin, 4 beds(102)	1
Comfort inside cabin, 4 beds(10)	0
Inside cabin, suitable for disabled, 3 lower beds and 1 upper bed(1)	0

At the bottom of the 'Products and Services' section, there are two buttons: 'Confirm' and 'Preview Fees'.

Can I make changes to an existing booking?

- On the **special-priced booking** you can only change the vehicle's register number and/or fuel type.
- On the **standard-priced booking** you can make changes and add products after you have confirmed the booking. The system will show the amount to pay on the bottom right corner. Save the changes by clicking **Buy/Modify**.

The screenshot displays the Finnlines booking system interface. The top navigation bar includes 'Passengers', 'Route and Passengers', 'Sailings and Fares', and 'Booking Summary'. The main content area is divided into three sections:

- Travel Summary:** Shows the route from Helsinki, Vuosaari to Travemünde, Skandinavienkai. The departure date/time is 21-10-26 15:00 and the arrival is 22-10-26 21:00. The ship is Finnstar with a flexibility level of STANDARD. A 'Change' button is visible.
- Products and Services:** A table listing items with their quantities, unit prices, dues, discounts, and total prices. The subtotal is € 1230.00.
- Summary:** Displays booking details such as Booking Reference (F260077304), Booking Status (BOOKED), and Ext. Customer Id.

At the bottom right, a 'Price' section shows the Total Amount as € 1230.00 and the amount To Pay as € 482.00. A 'Buy/Modify' button is highlighted in blue, and a 'Preview Fees' button is in red. Other buttons include 'Print ticket', 'Back', and 'Reset'.

Qty	Product	Unit Price	Dues	Discount	Price
2	Adult	€ 280.00	€ 96.00		€ 376.00
1	Vehicle	€ 305.00	€ 45.00		€ 350.00
1	AB3 Inside cabin	€ 280.00			€ 280.00
2	Meal Package, adult	€ 214.00			€ 214.00
1	Electricity for camper van or caravan	€ 10.00			€ 10.00
					Subtotal: € 1230.00

Can I cancel the booking in the B2B Smart Web system?

- Unfortunately, it is not possible to cancel the booking in the B2B reservation system.
- To cancel the booking please contact our [Finnlines Customer Service](#).

