

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](#)



SIGN IN TO GET IN TOUCH

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 n 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 *

Confirm

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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KAPELLSKÄR → NAANTALI

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: Finnscanopus	26-08-26 21:45 Arrival: 27-08-26 07:15 Ship: Finnscanopus
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 → KAPELLSKÄR

Sailing Details		29-08-26 10:00 Arrival: 29-08-26 17:45 Ship: Finnscanopus	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: Finnscanopus	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

Booking

Passengers

Click on the button Passengers to add passenger details.

Route and Passengers

Sailings and Fares

3 Booking Summary

Travel Summary

Kapellskär → Naantali

Change



Departure Date / Time: 25-08-26 10:30

Ship: Finnsirius

Arrival: 25-08-26 19:55

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

Ship: Finnsirius

Arrival: 30-08-26 06:30

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

0

Inside cabin, 4 beds(102)

AB4

1

Comfort inside cabin, 4 beds(10)

AB4C

0

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

AB4D

0

✓ 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

Back

Reset

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

Booking

Passengers

Route and Passengers

Sailings and Fares

Booking Summary

BH=Booking Holder

D=Driver

Passengers1

outbound journey

Adult

BH

First Name

Surname

Date of Birth

8/18/2008

Gender

Help

Countr...

Mobile

Email

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

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

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

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.

Passengers2

inbound journey

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

Type mobile number in form “501234567” and remember to add the correct country code.

Finlines

a Grimaldi Group company

Need for assistance?

Booking

Passengers

Route and Passengers

Sailings and Fares

3 Booking Summary

Passengers1

Adult

BH

First Name

Surname

Date of Birth10/21/2008

Gender

Help

Countr...

Mobile

Email

D

Reg. NumberABC123

Document Type

Document Number

Document NationalityFINLAND

Adult

BH

First Name

Surname

Date of Birth10/21/2008

D

Reg. Numb...

Document Type

Document Number

Document NationalityFINLAND

BDGR Vision-impaired passenger is travelling with a guide dog and requires assistance to and from the terminal to the vessel.

BLND Vision-impaired passenger.

BLDR Vision-impaired passenger is travelling without a sighted companion and requires a walker to and from the terminal to the vessel.

BLSC Vision-impaired passenger is travelling with a sighted companion and requires no assistance.

DEAF Hearing-impaired passenger

DPNA Disabled passenger with intellectual or developmental disability needing assistance

MEDA Medical assistance (oxygen)

PPOC Passenger is travelling with an approved portable oxygen concentrator.

WCHS Wheel chair to top of steps - passenger is able to walk but unable to ascend or descend stairs.

WCMP Passenger is travelling with a manual wheelchair.

WCBD Passenger is travelling with a dry cell battery-powered wheelchair.

Vehicles carrying passengers who use a wheelchair (WCHS, WCMP and WCBD) are automatically assigned a space close to the elevator. If a passenger uses a rollator and requires an accessible parking space near the elevator, please inform [Customer Service](#) separately.

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	Email
Language	Language ENGLISH

Print ticket

Select documents to send by email ☒ Ticket

Send Mail & Close

Agency / Company : Toimisto Gatehouse-matkat TESTIMATKA EN

Sailing Information

Departure Port Arrival Port Departure From 6/20/2026 Departure To 6/27/2026

Account Details

Customer / Agency Toimisto Gatehouse-mat Customer / Agency ID 39240 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 shows the 'Products and Services' section of a Finnlines booking system. At the top, there are three circular progress indicators labeled A (94%), C (99%), and I (99%). Below these are three tabs: 'Passengers and Pets', 'Seats', and 'Berths'. The 'Vehicles' tab is currently selected and highlighted in orange. Under the 'Vehicles' tab, there are three sub-tabs: 'Outbound', 'Return', and 'Round Trip'. The 'Round Trip' tab is selected. Below the sub-tabs, there is a section for 'Bicycle(150)' with a minus button, 'BCY', and a plus button. A green dot is visible to the right of this section. Below this, there are two dropdown menus: 'Select Make' and 'Select Model'. Below these are several input fields: 'Type' (set to CAR), 'Length' (6.0), 'Height' (2.10), 'Weight' (2000.0), 'Width' (2.0), 'Make' (TBD), and 'Model' (TBD). Below these fields are two more dropdown menus: 'Reg. Number' (set to XYZ456) and 'Fuel Type' (set to Petrol / ...). A green trash icon is to the right of the 'Fuel Type' dropdown. Below these fields is a green '+ Add' button. At the bottom of the form, there are three buttons: 'Print ticket', 'Buy/Modify' (which is highlighted with a blue box), and 'Preview Fees' (which is red and has a crossed-out icon).



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. On the left, the 'Travel Summary' for the route Kapellskär → Naantali is shown, including departure and arrival times, ship name (Finnisrius), and a list of onboard products with their quantities and prices. On the right, the 'Products and Services' section is active, showing various categories like Passengers and Pets, Seats, Berths, Vehicles, Onboard Services, and Cabins. The 'Cabins' category is highlighted. Within the 'Cabins' section, the 'Return' leg is selected. A list of cabin options is shown, including 'Economy inside cabin, 2 beds(40)', 'Inside cabin, 4 beds(102)', 'Comfort inside cabin, 4 beds(10)', and 'Inside cabin, suitable for disabled, 3 lower beds and 1 upper bed(1)'. The 'AB4' cabin option is highlighted with a blue box, and its quantity is being reduced from 1 to 0 using the minus button. The 'Confirm' button is visible at the bottom right.

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

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

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 for modifying an existing booking. The interface is divided into several 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, and the flexibility level is STANDARD. A 'Change' button is present.
- Products and Services:** A table listing the booking details:

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
- Passengers and Pets:** A section for managing passengers and pets, including options for Vehicles, Onboard Services, Berths, and Cabins. It shows details for Adult (414), Junior (13-17 yrs) (414), Child (6-12 yrs) (414), and Infant (0-5 yrs) (414).
- Summary:** A section on the right providing booking details:
 - Booking Reference: F260077304
 - Booking Status: BOOKED
 - Ext. Customer Id
 - Customer Reference
 - Offer Codes and Agreements
 - Offer Code, Validation Code, Loyalty Program, Membership Number
 - Price: Total Amount: € 1230.00, To Pay: € 482.00

At the bottom, there are buttons for 'Print ticket', 'Buy/Modify', 'Preview Fees', 'Back', and 'Reset'.

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](#).

