

1. Where can I find the DFDS APP?

The DFDS APP can be downloaded on all Android and Apple devices via the app/google play store.

<https://apps.apple.com/us/app/dfds-ferries-cruises/id1447470946>

<https://play.google.com/store/apps/details?id=com.dfds&hl=en>

2. How can I access the Coach Scan via the APP?

Create a DFDS account with your email address then send your account email address you created in the app to coachaccess@dfds.com together with your name and the name of the company that you are working for.

3. How will I know when I have been granted access to the Coach San Function?

Once access has been granted, we will inform you, the “Coach Scan” option will appear under “Profile” section in the app.

4. When do I need to provide the passport details?

Once the driver is happy, they have all their passengers onboard the coach the passports can start to be scanned any time before arriving at the port.

5. Do I need to provide all the passenger information at once?

You can submit details for one passenger and then either close the app & return later or continue to add all the passenger details at once.

6. I have entered passport details incorrectly, what should I do?

Once details are submitted, they cannot be amended, please make sure you check over all details before scanning the document. Any incorrect details can be collected at check in.

7. Do I need to complete the process for both the outward and return journey?

You must scan all passports for both the outward and return journey by selecting the route in the app.

8. Can I scan passports using different devices for the outward and return journeys?

Yes, simply enter the booking reference on the different device to start scanning.

9. I have more passengers travelling than booked.

You will not be able to scan more passports than what has been booked. You must advise DFDS in advance to amend the passenger amount. Any extra passenger information will be collected at the port when you check in.

10. I have less passengers travelling than what is booked.

Scan the passports of the passengers who are travelling. The details will still be saved even if there is an outstanding amount. Simply advise the agent at check-in.

11. What do I do if I have different passengers traveling on the outward journey to the return?

As you must scan the passports for both the outward and inward departure this is not an issue. Please assure each passport scanned is travelling on the selected route.

12. I am getting an error when scanning one of the passports.

Continue to scan the other passports and we will collect the information at the port when you check in.

13. I am having issues with the DFDS APP, what should I do?

If you are experiencing issues scanning passports via the DFDS App, we will collect this information at the port when you check in.

14. Is my data safe?

Due to GDPR regulations, once submitted, it is not possible to view your API details in our system. For information regarding how we protect and manage your personal information please read our [privacy policy](#)

IMPORTANT for HMRC- The driver must declare at check in that all passports have been pre-scanned via the DFDS APP for every passenger travelling and must advise any differences to what has been submitted.