Vehicle Booking System
User Guide
Lyttelton Container Terminal

Contents

Using VBS – Quick guide

1. **Register for VBS –** Go to https://www.1-stop.biz/signup/vbs to get started. You will only need to register your organisation once. Your request will take around three business days to process. If we accept your registration request, you can add multiple users to your organisation's account. Visit http://www.lpc.co.nz/our-services/vehicle-booking-system-vbs/ for further information.

   NOTE: If you are already registered for LPC CityDepot then you will automatically be given access to LCT. If you are registering for the first time and need access to both areas you will need to select that during the registration process.

2. **Login to VBS –** Go to http://vbs.1-stop.biz/ . Enter your user name and password into the login box on the top right hand side of the screen. The user name and password would have been sent to you when you registered.

3. **List your truck fleet –** You will only need to do this the first time you make a booking and as you add vehicles to or remove vehicles from your fleet. It is important you enter the vehicle's fleet number and registration number as well as the correct combination type. If the fleet number is the registration number then enter this in both fields. Go to page 4 for further information

4. **Book a timeslot –** You need to book a time slot to either drop off or pick up containers. Book the time slot for the date and time you need to deliver or pick up a container. Remember, one booking is for one container for one hour. For instance, if you wish to drop off one container and also pick up another two, then three bookings will be required. Go to page 7 for further information

5. **Confirm your booking –** Enter the container number to confirm your booking **OR** list your booking to put it back on the data base for another company to pick up should you no longer need it. A fee will still be payable for listed bookings unless that booking is taken by another VBS registered transport operator. Go to page 10 for further information

6. **Manifest –** You must select the vehicle and driver and then allocate the VBS booking(s) to the correct position of the truck and for pick ups, also select the correct door direction. All bookings for one truck visit must be on one manifest. Go to page 18 for further information

Once the system is live, no booking = no entry.

List Truck Drivers

For security reasons, LPC will now require all transport companies to have the correct driver allocated to bookings. The driver will be allocated to the bookings at the manifesting stage. It is important you add the right driver to a manifest as the drivers will be using their licence number to arrive bookings at LCT and ECY.

All drivers will need to be loaded into VBS and this is a process you will only need to do once. When you add a driver into one facility then they will be added automatically to all LPC facilities.

1. Click on 'Truck Drivers'

2. Add Drivers Licence number for your first driver then click 'Add"

Add Driver

Driver's Licence * xx123455   **Add**

3. The Drivers licence number will be added to the list as below

Truck driver has been added successfully

Add Driver

Driver's Licence * [   ]   **Add**   **Refresh Driver Details**

Licence	First Name	Last Name	Callup Id	Status	Expire	Mobile	Email	Actions
	STEPHEN	CHADFIELD	99B	✔				◉
	BRENT	MILLER		✔				◉
	DARRYN	GARRIE	273	✔				◉
	ABBEY	RAY	AJR	✔				◉

Note: There are a number of statuses that will show for drivers. If there is a tick then no further action is required.

If the status is Banned, Licence unknown or Licence not associated with any transporter appear then please contact the VBS team. You will not be able to manifest any bookings to a driver whilst these statuses are showing.

4. Click on the "Action" button and edit. Complete drivers details as per below and save.

5. *Note: This step is optional*

❌

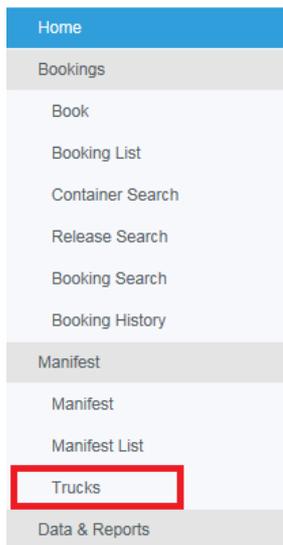**Unknown Unknown**

First Name   John

Last Name   Smith

Driver's Mobile 0211111111

Driver's Email   jsmith@

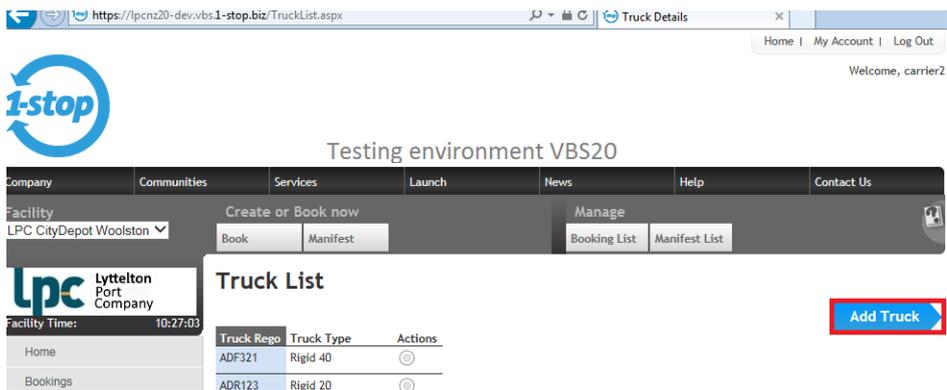Expiry Date   31/01/2019

Save

List or change your truck fleet

LPC will now require you to enter both a fleet number and a registration number when adding vehicles to your truck fleet. For any trucks that are already active in the 1-Stop VBS system. You will be required to enter this detail on any existing vehicles already listed in VBS. You will only need to go through this process once and then again if you are adding vehicles to your fleet. When you add a vehicle into one facility then it will be added automatically to all LPC facilities.

1. Click on 'Manifest' on the left hand menu. Select the 'Trucks' tab on the left hand menu.

2. Select 'Add Truck'.

3. Enter the truck registration number, fleet number and truck type and then click 'Add'.

   Note: At this stage you can also allocate a driver to a vehicle if you would like to. If you chose to do this then the driver information will automatically populate once the vehicle is chosen at the manifesting stage.

Add Truck

Truck Rego *	ABC123
Fleet Number	001
Default Truck Type *	Rigid 40 ▼
Driver	bob jones - XX123456 ▼

Add ▶

4. Repeat steps 2 and 3 until your fleet is entered into the 1-stop system.

   Note: If you often have another carrier working for you it may be beneficial to include the vehicle(s) in your truck list for your VBS as well.
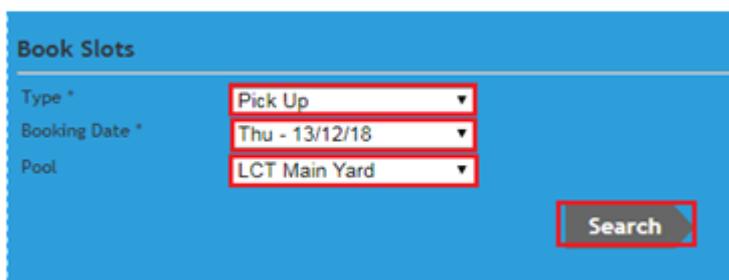
Booking a time slot

Making a booking

1. Click on 'Bookings' on the left hand menu and then click 'Book'.

2. Select the type of booking you want to make. Either Pick up or Drop off. Then the day you would like to make the booking for and also which yard (LCT or ECY) and then click 'Search'.

   NOTE: ECY will be released in phase 2 of the LCT VBS implementation

3. The bookings screen will then appear. The booking system covers the 24 hour clock however. If there is no drop-down box available then either there are not time slots left for that hour or, the zones are closed and no bookings can be made.

4. Find the time zone you wish to book into. Below we have used the 13:00hrs time slot. This means you are able to bring the container in from 12:45hrs until 14:15hrs **without** incurring additional charges. Select how many slots you would like to book remembering one container is one slot and then click 'Book'.

5. The below screen will appear confirming your booking(s) have been secured. This will show you the date, time zone, type of booking (pick up or drop off) and the number of slots booked. From here click either 'Summary' to complete the booking confirmation process (go to step 3 of confirming a booking), or 'Continue booking' to add more bookings (repeat above steps).

NOTE: If you click summary you will be able to go straight to the next step and confirm the bookings made in the screen presented.

6. Prior to the start of the time zone for your booking you will need to either;

   - 'Confirm' the booking; OR
   - Return ('List') the booking

Important Information:

> - *If a booking is not used or listed then a no-show fee and a timeslot fee will be incurred.*
> - *When you return a booking 1-stop will make the booking available on the portal again. This means that another transport company may be able to utilise it.*
>
>   ***NOTE:*** *if a booking is listed after half way through the time zone then a no-show fee and a timeslot fee will be applicable.*
> - *If another transport company utilises the booking then there is no VBS timeslot fee incurred and the no-show fee will not be applied. However, if the re-listed booking is not utilised by anyone else, then both a timeslot fee and a no-show fee will apply.*
> - *1-stop is designed so that when a carrier is trying to book a container a listed/returned booking will be utilised before a new booking. This maximises the chance for a listed booking to be utilised by another carrier.*
> - *It is the responsibility of the carrier to list the booking.*

# Confirming a booking

Confirming a booking

Whilst the process is the same for confirming bookings in LCT/ECY VBS, you may see some different error messages or additional fields. The following pages will take you through the base process and also show and explain what different errors may populate for different container types.

The process for listing and retrieving bookings is the same as CityDepot VBS.

1. Click on 'Bookings' on the left hand menu and then click 'Booking List'.

2. Select the date and time zone you have made the booking for and then click 'Search'.
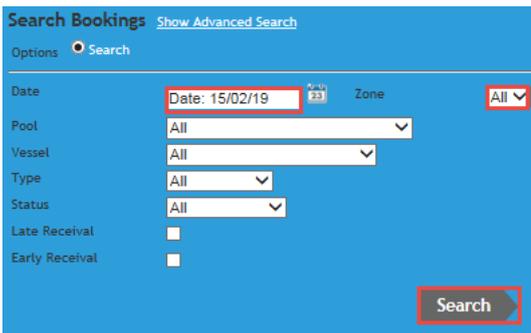
3. The below will then populate. Click action dot and then click 'Edit'.

    Note: If you have made more than one booking for the time zone selected they will list one after the other. Be sure to check the booking type (pick up or drop off) before proceeding, and which yard it is for (LCT or ECY).

4. **A)** For pick ups (Imports), enter the container number in the container number field and the pin / random number if required, then press the tab button on your keyboard. If you do not press tab the container type will not populate. Once it has populated click 'Confirm'.

Booking Type	Pick Up ⌄
Container No *	SUDU1688514
Container PIN	321719
Pool	LCT Main Yard
Length *	20' ⌄
Vsl / Voy	9400215,AGLAIA,040S ⌄
Commodity	General ⌄
Full / Empty *	Full ⌄
ISO	
Declared VGM Weight	
Holds	
Disch Status	

Retrieve | List | Clear | Confirm ▶

Once you have confirmed the booking it will populate the declared weight and also hold fields. If the holds field has clear or is blank, then you will be able to manifest the container. If it states "held" then you will not be able to manifest until these have been removed.

If you hover over the word "held" you will be able to see what type of hold is applied to the container.

✔ Updated Successfully   ✖

🖨 Print

Booking Details
Pick Up   Ref: 28168177   Date: 28/01/2019   Zone: 16   Status: Confirmed

Container No *	FCIU8599071
Container PIN	
Pool	LCT Main Yard
Length *	40' ⌄
Vsl / Voy	9400215,AGLAIA,040S ⌄
Commodity	General ⌄
Full / Empty *	Full ⌄
ISO	4510
Declared VGM Weight	12691.0 kg
Holds	Held
Disch Status	Yard

Retrieve | List | Clear | Confirm ▶

B) For drop offs (Exports), enter the container number in the container number field and then press the tab button on your keyboard. As above, the container details will not populate if you do not press the tab button. If the container has been correctly pre advised you will be able to confirm the booking and manifest.

If the container has not been pre advised, the below message will populate. All export containers will need to be pre advised before booking confirmation will be allowed.

5. Once you have successfully confirmed the booking the below will show at the top of the screen.

Confirming a Reefer Booking with OMAR

Reefers can not be booked for drop off or pick up between the hours of 2300 and 0700 each day unless a notification has been sent from VBS to say otherwise.

The booking details are sent to LCT from the shipping line and have the temperature, humidity and vent setting details. Please ensure that these details are correct on the pre advice in CAP before confirming a booking. If the details are incorrect please contact your customer or shipping line to have them amended. LPC will not amend booking details unless advised directly from the shipping line.

Any frozen or chilled meat products will be subject to OMAR restrictions. A valid OMAR back on power date and time must be entered in to CAP when pre advising. If the OMAR information is not added to the pre advise you will be unable to add the booking to a truck manifest.

Below is an example of how to enter the OMAR back on power date/time in CAP.

NOTE: If there is no humidity or vent settings for the reefer than leave these fields blank.

Below is an example of the error you will see in VBS if you try to manifest a booking without a valid OMAR date/time.

Confirming a Dangerous Goods Booking

Exports

It is now a mandatory requirement that LPC receives all DG documentation for export containers through the 1-Stop VBS system. An additional field has been added in the booking confirmation screen to allow for the DG documents to be added. If the documents are not attached to the booking you will not be able to manifest the booking.

The container must also be correctly pre advised in CAP before you will be able to confirm the booking. Follow the below steps to add DG paper work to a booking

1. Make a booking for a drop off slot as per instructions on page 7.

2. Go to your booking list to confirm the booking as per page 10.

3. For all Dangerous Goods Exports, a PDF file containing the DG paperwork will need to be attached to the booking either after you have clicked confirm (Picture A) or by going back to your booking list and adding before continuing on to manifest (Picture B).

A)

B)

4. Click on the attach button and upload the DG paperwork

5. Once the DG paperwork has been successfully uploaded the Haz Doc icon will show as below. You will now be able to manifest the booking.

Imports

The current advertised dwell time rules around pick up of Dangerous goods still apply once VBS is implemented. Please see the below link to our DG Guidelines pamphlet.

http://www.lpc.co.nz/wp-content/uploads/2015/07/DG-Guidelines-for-Customers.pdf

Dangerous Goods paper work will no longer be printed or supplied by LPC and your driver must have the paperwork when they arrive at LCT. LCT does not require the Dangerous Goods paperwork to be uploaded to a pick up booking for an import container.

Confirming an OOG (out of gauge) booking

All out of gauge containers will display the below message in yellow upon successful confirmation of the booking. Please ensure that if special assistance will be required to load or unload the container that you contact loms@lpc.co.nz before proceeding any further with the booking.

Manifest a booking to a truck

The process for manifesting will remain the same as it currently is at CityDepot. You must have a confirmed booking(s) with container(s) already assigned to them to be able to manifest a booking.

It is also now mandatory requirement to select the correct driver when manifesting.

- ➢ Go to the 'Manifest' Screen
- ➢ Set your manifesting parameters and click 'Search'

- ➢ Select the truck from your available truck fleet
- ➢ Select the Driver

- ➢ Add your bookings to the truck as necessary and then click 'Create Manifest'

Container List

The container list is a new area of VBS that is currently only available in the LCT facility of VBS. It will show you a list of current pick up and drop off containers that you have for LCT.

Containers will automatically be added to the list once you have confirmed a booking or, alternatively, you can manually add containers to the container list.

1. To manually add a container to the list, click on container list then click add container.

2. Select the type of container, (drop off or pick up) and enter the container numbers.

   NOTE: You can add multiple containers to the list at the same time however, they must be all pick up or all drop off.

3. Click "Add" and the containers will populate on the list

Adding a Container to a Booking

If you have bookings made but are yet to confirm them, you are able to do this from the container list.

1. Click on the "action" button next to the container you would like to allocate, and click on "Attach to booking"

2. This will bring up all unconfirmed bookings that you have and can assign a container to

3. Click on the "+" under action

Container: APZU3699539, Pick Up

Attach to booking

Slot date	Zone	Booking ref	Location	Pool	Status	Action
28/01/2019	16	28160686	MAIN	Main Yard	Booked	+

4. The booking has now been allocated to the container and will show as confirmed. You can then go to the manifest screen to manifest the booking(s) to a truck

Pool	Timeslot Date	Time Zone	Status	Actions
Main Yard	28/01/2019	16	Confirmed 28160686	◎

Holds Column

The "Holds" column will show if there is currently any holds on the container. Green means the container has no holds and can be manifested for collection. Red means there are currently holds against the container. You can hover over the red dot to see the holds on the container.

Container List

Vessel	All ▼
Type	Select ▼
Status	☑ Not ready ☑ Ready to book ☑ Confirmed ☑ Pending or error ☑ Manifested
Text	mrku8930352

Search

Add containers   Match pins

Created	Container	Type	Size	Weight	Comm	Full/Empty	Location	Holds	Vessel	Pin	Exp Cutoff
04/03/2019 12:49:06	MRKU8930352	Pick Up	20' - 2210	29170 kg	General	Full		●	MAERSK GARONNE 9235579 443S		

Assigning a Pin/Random number to a Container(s)

There are a two different processes for pin numbers to be added to containers.

Option 1: Type the number in when confirming the booking from the booking list screen

Option 2: In the Container List screen, click on Match pins

Place one pin number per line and then click Match.
NOTE: If multiple containers have the same pin number you only need to enter the pin number once.

Vehicle Booking System – FAQ

Q. How do the time zones work?

A. The time zones will be hour to hour and be numbered from 0 to 23. For example, if you make a booking for zone 9 then the booking slot is any time between 09:00hrs and 10:00hrs. If you make a booking for zone 13 then the booking slot will be between 13:00hrs and 14:00hrs.

The diagram on the following page will help you to understand how a time zone works for a booking. We have used a 13:00hrs time zone slot as an example.

➢ Bookings can be made up to 30 minutes before the end of the time zone (up to 13.30hrs in our example).

➢ The time zone will be open for vehicle acceptance 15 minutes prior to the time zone starting which will be 12:45hrs for the below.

➢ The time zone will close for vehicle acceptance at 14:15hrs which will give the vehicle a 1.5hr window for arrival at the depot.

➢ If the vehicle arrives between 15 and 45 minutes after the end of the time zone, i.e. 14:15hrs or after in the below example but before 14:45hrs, the booking will still be accepted but an additional late arrival fee will be incurred.

➢ If the vehicle has not arrived within 45 minutes of the end of the time zone (by 14:45hrs in our example) then the booking will be deemed as a "no-show" and a new booking will need to be made for the pick-up or drop off.

➢ If the vehicle is a no-show then a no-show fee will be incurred for this in addition to the timeslot fee.

Example -Booking for the 13:00 Time Zone

When can you make a timeslot booking for 13:00?

| 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 |

You can make and confirm a booking any time up until 30 minutes before the time zone closes for acceptance. Booking need to be confirmed by 13:59

You will not be able to book after 13:30 for this time zone

What will this cost?
Booking a timeslot will incur the Booking Fee
If you list the booking slot and it gets picked up by someone else, they will be charged for it.
However, If the listed booking is not picked up by someone else you will be liable for the Booking Fee and a No Show Fee

You will need to:
Make a booking before 30 minutes into the zone and confirm the booking before the zone closes.

When can you arrive for a 13:00 Booking?

You will not be serviced if you arrive more than 15 minutes early

You are expected to arrive between 12:45 and 14:15

After 14:45 you are considered a No Show and will not be serviced if you do arrive

| 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 |

You are considered late if you arrive after 14:15 but before 14:45
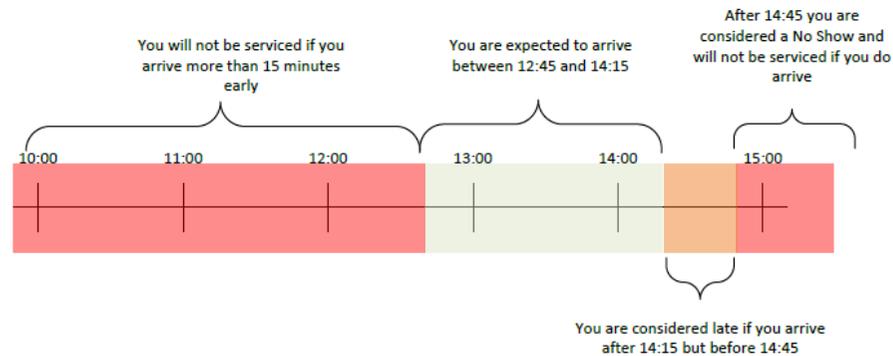
What will this cost?
Arriving when expected will cost nothing extra (you will only be charged the Booking Fee)
If you arrived late an additional Late Fee will apply per booking
If you did not arrive at all or arrived too late an additional No Show Fee will apply per booking

You will need to:
Manifest the booking before arrival

Q. How far in advance will bookings be released?

A. Bookings will be released 3 days prior to the date of the timeslot. E.g. Monday at 9AM bookings will be released for Thursday that week..

Q. Can you have more than one booking per truck per hour?

A. Yes however, one booking is for one container. If you have multiple containers then you will need to create multiple bookings. When you manifest the vehicle you will select what container(s) it will be dropping off and what release(s) or containers it will be collecting.

Q. Can you book for a time zone that is already active?

A. Yes. You can book a slot for a time zone up until 30 minutes before the time zone ends. E.g. for a 13:00hrs booking you can book a slot any time before 13:30hrs.

Q. What can you do if there are no slots left?

A. Continue to search the system for available time slots, there may be bookings that get listed by other carriers that you will be able to use. Also consider using another time slot for your booking.

Q. How can I check what charges I have been billed for past bookings?

A. To reconcile actual container numbers against your own system or your VBS invoice follow the below steps.

  ➢ Go to 'Booking List'.

  ➢ Search by date and leave zone as 'All'.

  ➢ Print or email the list of containers to yourself.

  ➢ Containers will be listed for the day. Anything showing 'No Show' or 'Wrong Zone' may have an additional charge.

Q. What happens during a wind event?

A. If LCT or ECY has to close due to high wind we will still process bookings once the yard reopens. Should you choose to wait; no late arrival fee or no show fee will apply for time zones during the closure period. If you are unable to wait please contact vbs@lpc.co.nz and LPC will re book a time slot at no extra charge.

Please note that LPC will always work with you to get through these tricky periods. It is in all of our interests to make the disruptions as pain free as possible and the VBS will allow us to better plan and coordinate.

Q. My container has been redirected from ECY to LCT, what do I do?

A. The LPC VBS team will handle the redirection of containers between ECY and LCT.

Q. The system is rejecting your export container. What can you do?

A. For export containers, log into LPC's CAP via the below link and check that the container has been correctly pre advised.

If it hasn't, pre advise the container in CAP and then you will be able to confirm your booking. Remember to ensure that all relevant information such as, OMAR if require for reefer container, over dimensional information for oversized containers and, Dangerous goods information for any dangerous goods containers.

If your container has been pre advised, check that LPC is receiving cargo for that vessel. If the vessel is receiving and you are still unable to confirm your booking, please contact the VBS team for assistance.

For import containers, use the container list in 1-Stop to ensure there are no holds on the container that need to be removed. Be sure to also check that a valid pin is against the container if it is required.

If you are still unable to confirm your booking then contact the VBS team for assistance.

Q. What information will truck drivers need to enable their bookings to be processed?

A. LCT kiosks have been upgraded so that all container types are able to be processed. Your driver will still need to know the containers numbers for drop off and/or pick up but will no longer be required to enter them. They will need to enter their drivers licence number into the kiosk and select the relevant bookings they are there for. Once they have confirmed arrival for their bookings they will be processed as normal. If your drivers have any issues at the kiosk they can pick up the help desk phone and speak to one of our friendly customer services officers.

If you have any questions please contact the VBS team on

03 328 7987 or vbs@lpc.co.nz