

Vehicle Booking System Billing Guide



Overview

As of March 12th 2018 LPC is charging for booking timeslot fees. From April 2nd 2018 Late Arrival and No Show charges will also be applicable.

A new function has been released to all users which enables the user capabilities to check what booking time slot fees have been charged for a particular day and also what extra charges may have been applied. It is the responsibility of the transport users to monitor all charges to ensure invoices will be processed correctly first time.

LPC will be invoicing VBS charges on a weekly (Monday to Sunday inclusive) basis and request that all waiver requests are submitted in 1-Stop by **5PM Monday for the week prior**.

The following pages will show you how to search charges in 1-Stop and also how to request a fee waiver.

Fee schedule

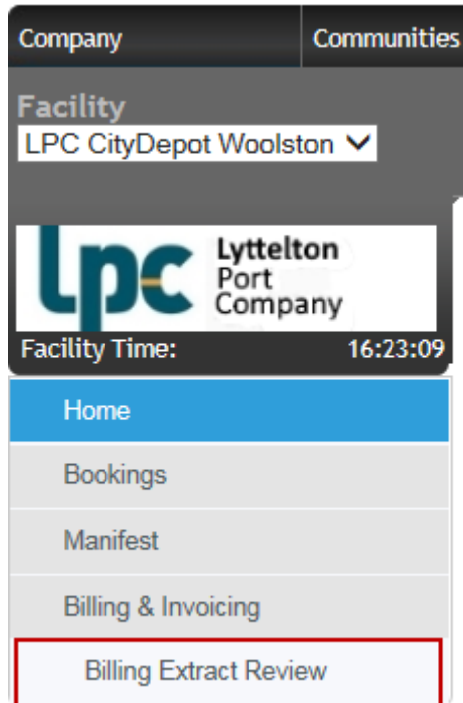
Fee Type	Description	Fee (rate per container)
Timeslot fee	Every booking made will incur a timeslot fee. This will be charged to whomever has made the booking. 1 Container = 1 timeslot.	\$5.50
Other Charges		
Late arrival fee	An additional charge for when the transport operator has turned up more than 15 minutes out side of the booked time zone but less than 45 minutes outside of the booked time zone.	\$20.00 (+ Timeslot Fee)
No-show fee	An additional charge for when the transport operator has failed to turn up within the time zone booked and also not turned up within the late arrival zone. (I.e. beyond 45 minutes past the end of the relevant hour). This fee applies instead of the late arrival fee but in addition to the timeslot fee	\$50.00 (+ Timeslot Fee)

Above rates are subject to periodic review.

Above rates are exclusive of GST.

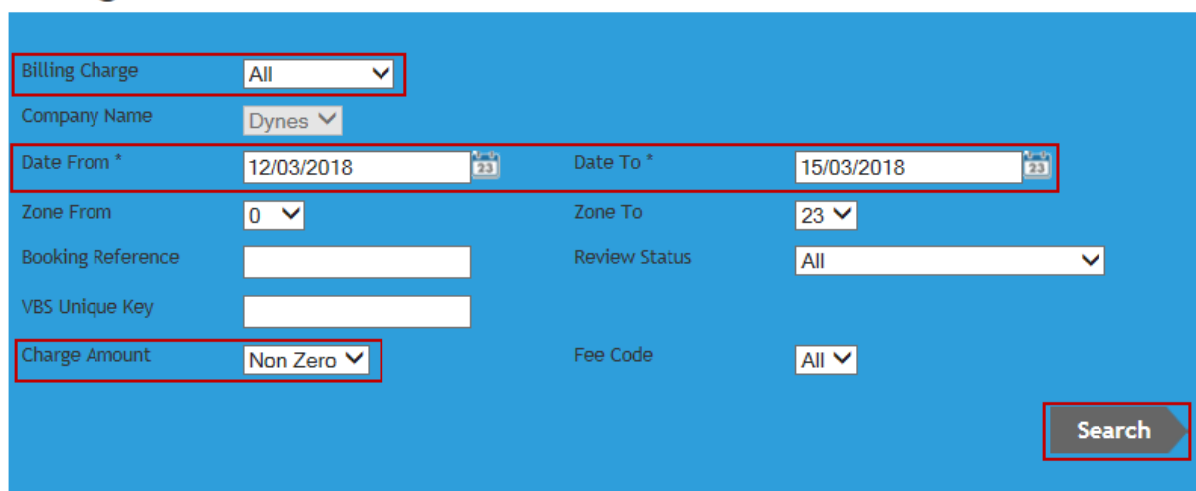
Searching Charges

1. On the menu on the left hand side of your screen in 1-Stop click on 'Billing & Invoicing' and then 'Billing Extract Review'



2. To see all charges leave 'Billing Charge' as 'All'. Otherwise, to see specific charges choose the type of charge you wish to see. Change your from and to dates to the date range you wish to see. You can also filter by charge amount. (If you filter by all this will show the total of all charges including the charges that have been waived. To see just the bookings there is a legitimate charge for select 'Non Zero' in this field.) Click 'Search'

Billing Extract Review



The screenshot shows the 'Billing Extract Review' search form with the following fields and values:

- Billing Charge: All
- Company Name: Dynes
- Date From *: 12/03/2018
- Date To *: 15/03/2018
- Zone From: 0
- Zone To: 23
- Booking Reference: (empty)
- Review Status: All
- VBS Unique Key: (empty)
- Charge Amount: Non Zero
- Fee Code: All

The 'Search' button is highlighted with a red box.

- A list of charges will appear. You will see the 'Fee Code', 'Charge Amount' and if the charge has been waived. To view the history of the booking you can click on the 'Booking Reference' number for that line and an additional screen will appear with all of that bookings history.

Billing Extract Review

Billing Charge:

Company Name:

Date From *:

Date To *:

Zone From:

Zone To:

Booking Reference:

Review Status:

VBS Unique Key:

Charge Amount:



Fee Code:

[Search](#)









 CSV Email Print

Total Charges 3 Total Amount 61.00

Slot/Event Date	Zone	Company	Charge Type	Booking Reference	VBS Unique Reference	Slot Type	Fee Code	Charge Amount	Waived	Carrier Comment	Facility Comment	Action
09/03/2018	15	Dynes	NOSHOW	15D364128	136836194	Drop Off	NOSHOW	50	N			
09/03/2018	15	Dynes	SLOT	15D364128	136836194	Drop Off	Slot Fee	5.50	N			

How to request a Fee Waiver

1. To request a fee waiver follow the previous steps to search charges.
2. For the line you wish to request a fee waiver on click the dot under the 'Action' column and then click 'Review'.

Total Charges		5		Total Amount		116.50						
Slot/Event Date	Zone	Company	Charge Type	Booking Reference	VBS Unique Reference	Slot Type	Fee Code	Charge Amount	Waived	Carrier Comment	Facility Comment	Action
09/03/2018	14	Dynes	NOSHOW	14P300095	136836108	Pick Up	NOSHOW	50	Y			
09/03/2018	14	Dynes	SLOT	14P300095	136836108	Pick Up	Slot Fee	5.50	Y			
09/03/2018	15	Dynes	SLOT	15D364128	136836194	Drop Off	Slot Fee	5.50	N			 Review
09/03/2018	15	Dynes	SLOT	15D729537	136836190	Drop Off	Slot Fee	5.50	N			
09/03/2018	15	Dynes	NOSHOW	15D364128	136836194	Drop Off	NOSHOW	50	N			

3. To request that a particular fee is waived, type in your reasoning for the request in the 'Carrier Comment' and then click 'Save'. The VBS Co-Ordinator will then review and either accept or decline the waiver request. If the fee is waived a 'Y' will appear under the 'Waived' column. If the request is declined a comment will appear under 'Facility Comment' and a 'N' will remain under the 'Waived' column.

✖

Company	Dynes
Slot Date	09/03/2018
Booking Ref	15D364128
Zone	15
VBS Unique Key	136836194
SlotType	EXPORT
Slot Status	NOSHOW
Container Number	TRHU2098683
Fee Code	Slot Fee
Amount	5.50
Carrier Comment	<div style="border: 1px solid red; padding: 2px;">Depot closed for wind. Didn't Dehire</div>
Charge Waived	No <input type="checkbox"/>
Reviewed By	
Review Date	

Save