

# Vehicle Booking System User Guide for LPC City Depot



## Contents

➤ Overview	Pg. 3
➤ VBS quick guide	Pg. 4
➤ Register for VBS	Pg. 5
➤ Logging into VBS	Pg. 6
➤ Adding multiple users to your organisation	Pg. 7
➤ List your truck fleet	Pg. 9
○ Change vehicles in your fleet	Pg. 11
➤ Checking an incoming container	Pg. 12
➤ Checking a release for pick up	Pg. 13
➤ Booking a timeslot	Pg. 14
➤ Confirm a Booking	Pg. 18
➤ Return a booking	Pg. 20
➤ Retrieve a booking	Pg. 22
➤ Manifest a booking to a truck	Pg. 24
➤ Cancel a manifest	Pg. 28
➤ Fees and Charges	Pg. 30
➤ Frequently Asked Questions	Pg. 31

## Overview

### Purpose of the Vehicle Booking System

Lyttelton Port Company now has an online vehicle booking system (VBS) that transport operators will use to book a time slot for the pick up and delivery of containers into both the City Depot and the Lyttelton Container Terminal. The VBS will result in a number of benefits for all parties in the supply chain by improving information data quality, reducing congestion and smoothing out traffic flows.

LPC is aware that the introduction of a VBS will mean some changes to processes within the Canterbury supply chain. However we are confident that there will be a significant operational improvement for all port users and we are committed to working through these changes alongside all stakeholders.

### **Indicative timing for the VBS implementation at each LPC site as follows:**

LPC City Depot	February 2018
Lyttelton Container Terminal	Second Half 2018
ECY	TBC
Midland Port	TBC

**The confirmed “go live” date for each site will be set out on our website.**

## 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. Go to page 5 for further information.
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 will have been sent to you when you registered. Go to page 6 for further information
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 use the vehicle's fleet number instead of the vehicle's registration number unless there is no fleet number. Go to page 9 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 pick up another two, then three booking's will be required. Go to page 14 for further information
5. **Confirm your booking** – Enter either the container number (drop off) or release number (pick up) 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. However, a fee will still be payable for released bookings unless that booking is taken by another VBS registered transport operator. Go to page 18 for further information
6. **Manifest** – You must select the vehicle and allocate the VBS booking to the correct position of the truck and also select the correct door direction. Go to page 24 for further information
7. **Reminder** – As a final step, drivers will need to provide the LPC Container Controller with either the container number for Drop Off or Release number for Pick Up.

**You will need to register for VBS by Tuesday 13<sup>th</sup> of February 2018 as we are planning to go-live with VBS from the 20<sup>th</sup> of February. Once the system is live, no booking = no entry.**

## Register for VBS

You will only need to register your organisation once. After you have registered your organisation you will then be able to add multiple users to your account.

1. Go to <https://www.1-stop.biz/signup/vbs>
2. Register by completing the form below. All sections must be filled in.

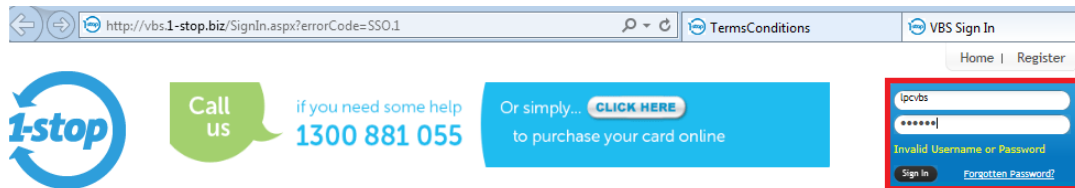
<b>First name</b>	<b>Last name</b>
<input type="text" value="Joe"/>	<input type="text" value="Blogs"/>
<b>Company's location</b>	
<input type="text" value="New Zealand"/>	
<b>Phone</b>	
<input type="text" value="+64"/>	<input type="text" value="33287987"/>
<b>Email</b>	
<input type="text" value="vbs@lpc.co.nz"/>	
<b>NZ Business Number</b>	
<input type="text" value="Business Number"/>	
<b>How did you hear about us?</b>	
<input type="text" value="Other"/>	
<b>Tick the checkbox below to continue</b>	
<input checked="" type="checkbox"/> I'm not a robot	
 reCAPTCHA Privacy - Terms	
<input type="button" value="Get started"/>	

By clicking on "Get started", you agreed to the [Terms & Conditions](#)

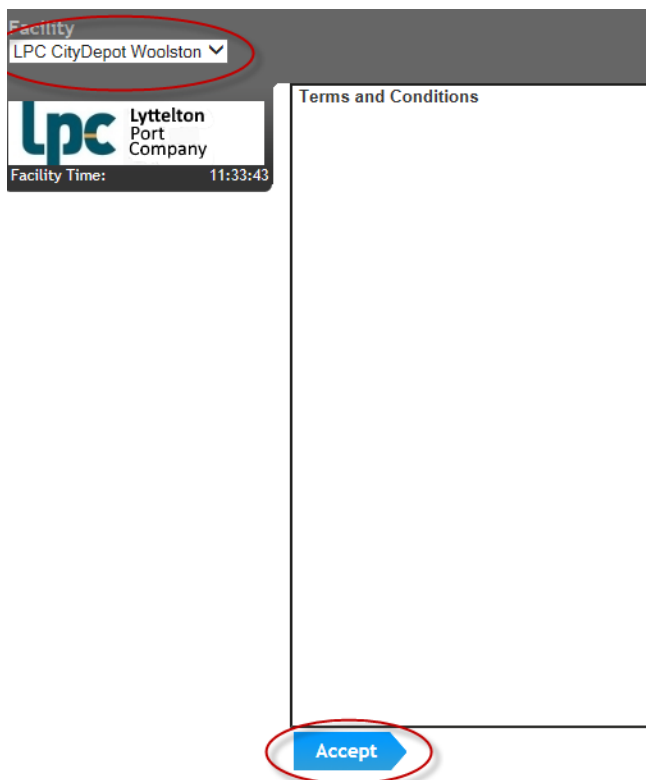
Your request will be processed in around three business days and, if we accept your registration request, you will receive an email confirming your user name and password. If you don't receive the email, please contact Abbey Ray at [vbs@lpc.co.nz](mailto:vbs@lpc.co.nz) or phone 03 328 7987.

## Login to VBS

1. Go to <http://vbs.1-stop.biz/>
2. Enter your username and password. (You would have received this after you registered)



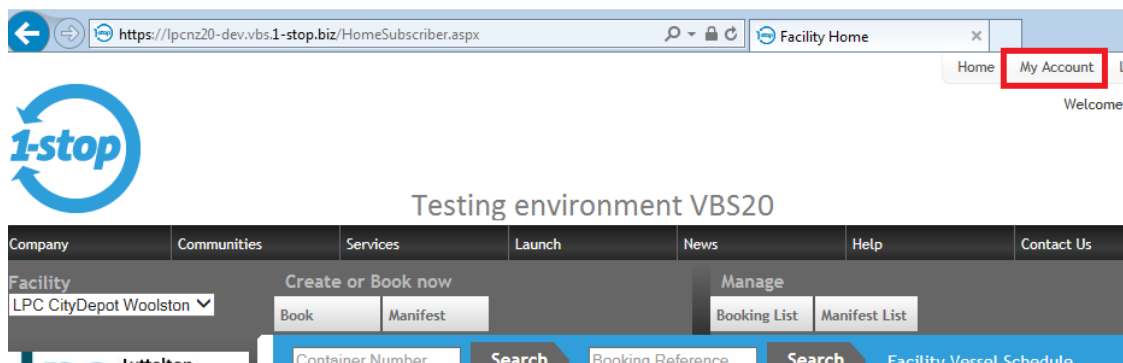
3. Select '**LPC CityDepot Woolston**' in the 'Facility' drop-down box in the top left hand corner. You will be presented with terms and conditions which you must accept in order to use the system.



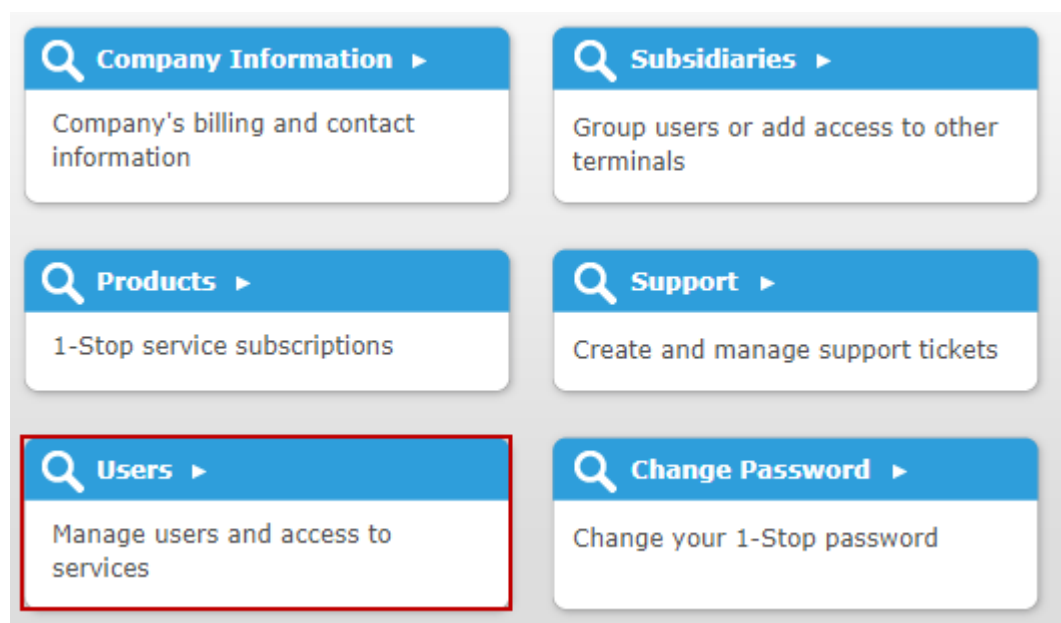
## Adding users to your organisation

If your registration is approved, you may need to add more than one user to your organisation. A user is anyone that will be accessing your organisations VBS. For instance, each dispatcher should have an individual user log in. Although you may have multiple users for your organisation only one user will be able to book a slot for an organisation at any given time. To add additional users, follow the steps below.

1. Login to the VBS system as per instructions on the previous page.
2. Click on the 'My Account' section of the website. (This is in the top right corner)



3. Click the 'Users' icon on the page presented.



4. Click on the 'Add Person' icon at the bottom right hand side of the screen.

👤 Organisation Users

Filter

Product: -- Select Product --

Role: -- Select Role --

Status: Active

People	Username	Subsidiary	Active	Locked	Action
Ms Abbey Ray	aray	Lyttelton Port Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>
Mr Barry Vorster	bvorster	Lyttelton Port Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>
Ms Laurie Gould	lxl	Lyttelton Port Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>
Mr Peter Woltersdorf	pyw	Lyttelton Port Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>
Mr T Test	lpc	Lyttelton Port Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>

[Add a Person](#)

5. Complete the information requirements in the screen presented and press 'Save'.

**Note:** Not all items are compulsory – the website will tell you if you have missed any of the compulsory items out.

### User Details

\* Subsidiary: Lyttelton Port Company

#### Contact details

\* Title: Mr

Job Title:

\* First Name:

\* Last Name:

\* Email Address:

\* Office Phone:

Mobile Number:

Fax:

State: Northland

#### Credentials

\* Username:

Temporary password: xpdl2zs [\(Generate new password\)](#)

[Save](#)

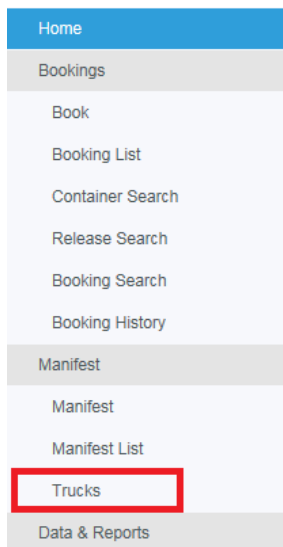


# List or change your truck fleet

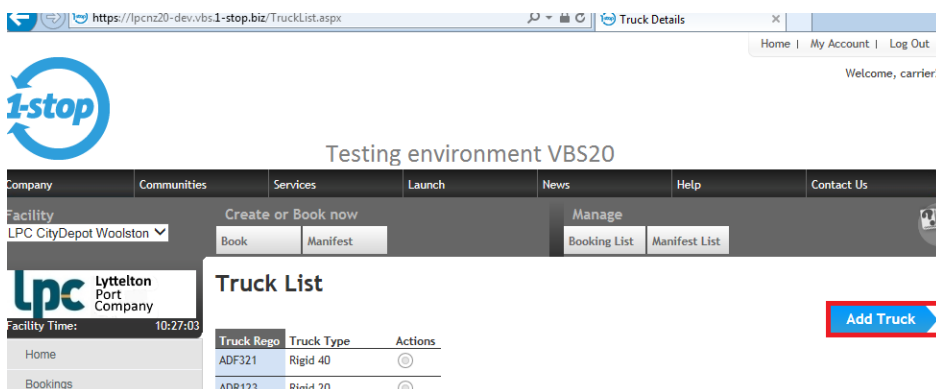
## List your truck fleet

You will only need to do this when you first register or when you make changes to your truck fleet. This is a requirement so that when you go to manifest your bookings to a vehicle you can select the correct vehicle.

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 Fleet number and truck type in the slots as per below and then click 'Add'.

✖

### Add Truck

Truck Rego *	<input type="text" value="123"/>	<span style="color: red;">&lt;-- Please use the vehicles <b>FLEET</b> number instead of Truck Registration number.</span>
Default Truck Type *	<span style="background-color: #0070C0; color: white; padding: 2px;">Semi Trailer</span> ▼	

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. Perhaps use their company name and then fleet number in the Truck Rego field above so that it is easy for you to recognise them when manifesting e.g. LPC123.

## Changing your fleet

We realise that from time to time your vehicle combinations may change. If you need to change the combination type follow the below instructions.

1. Click on 'Manifest' on the left hand menu. Select the 'Trucks' tab on the left hand menu. (As per instruction 1 on page 9).
2. Click on the 'Actions' dot and select 'Edit'

### Truck List

Truck Rego	Truck Type	Actions
ADF321	Rigid 40	⊙
ADR123	Rigid 20	⊙
BGF432	Other	⊙
FDR765	B-Double	⊙ <b>Edit</b>
GFT432	Dog Trailer	⊙ <b>Remove</b>

3. Select the new Truck Type using the drop down and click 'Save'.

### Edit Truck

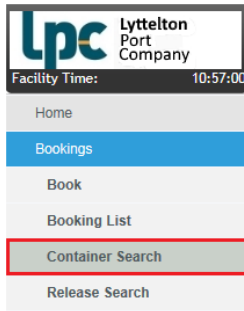
Truck Rego \*

Truck Type \*

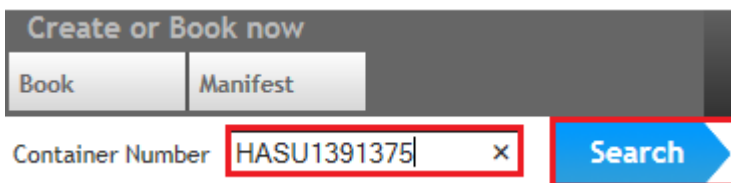
## Checking an incoming container

We suggest that you check an incoming container has been pre-advised to LPC before making a booking. If a container has not been properly pre-advised it will not be accepted by LPC City Depot but you will still be required to pay for the booking. Follow the below steps to do this.

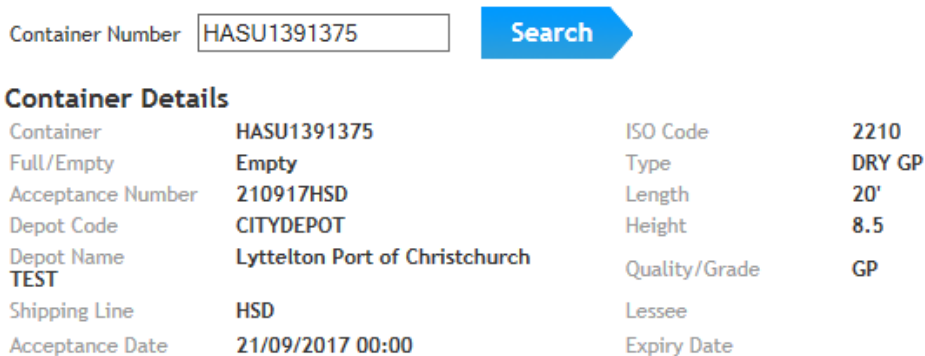
1. Click on 'Bookings' on the left hand menu. Select 'Container Search'.



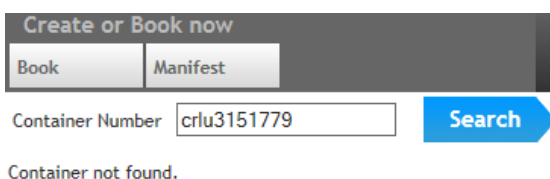
2. Enter the incoming container number and click 'Search'.



3. If the container has been pre-advised into the system it will show as below and you can make a booking.



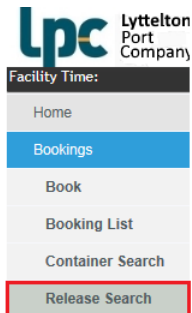
4. If the container has not been pre-advised into the system it will show as below and you will need to contact the shipping company to get them to advise the depot it will be coming in.



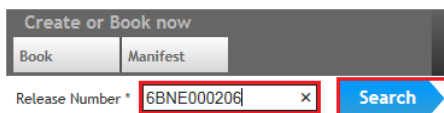
## Checking a release for pick up

We suggest that you check LPC has received the necessary container release instruction before making a booking to pick-up the container. If LPC has not received the necessary release instructions you will be unable to confirm your booking with LPC and you will still be required to pay for the booking. Follow the below steps to do this.

1. Click on 'Bookings' on the left hand menu. Select 'Release Search'.



2. Enter the release number and click 'Search'.



3. If the depot has been sent the release and it is valid the below will appear. You will be able to check that the size, type, grade and quantity of containers are correct. If anything is incorrect please contact the shipping company directly to make changes.

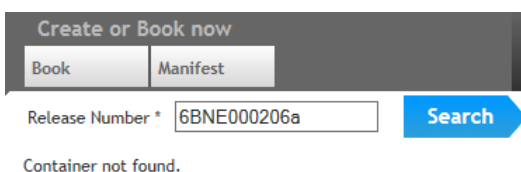
Release Number \*

**Release Details**

Release Number	6BNE000206	Shipping Line	HSD
Depot Code	CITYDEPOT	Lessee	
Depot Name	Lyttelton Port of Christchurch		
TEST			
Effective Date	21/11/2017 00:00	Expiry Date	21/03/2018

ISO	Size	Type	Height	Quality / Grade	Full / Empty	Original Qty	Qty Released	Qty Booked	Qty Remaining
4510	40	DRY GP	9.5	GP	Empty	10	0	0	10

4. If the depot does not have the release or it is not valid then the below will appear. You will need to contact the shipping company to get them to send the release instruction through to the depot.



## Booking a Time Slot

### Before you begin

Before you can make a booking you need to know what time slot(s) you want the booking for. You will also need to know what type of booking you are wanting, either a drop off, a pick up or both.

Please note, once you have entered the booking screen, you have 3 minutes to complete the booking to ensure others who want to use the system in your business can access it.

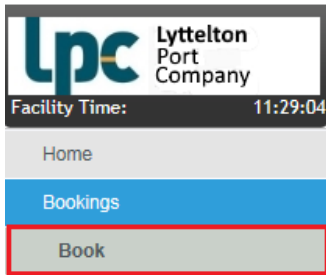
### How does a time zone work?

The below 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.

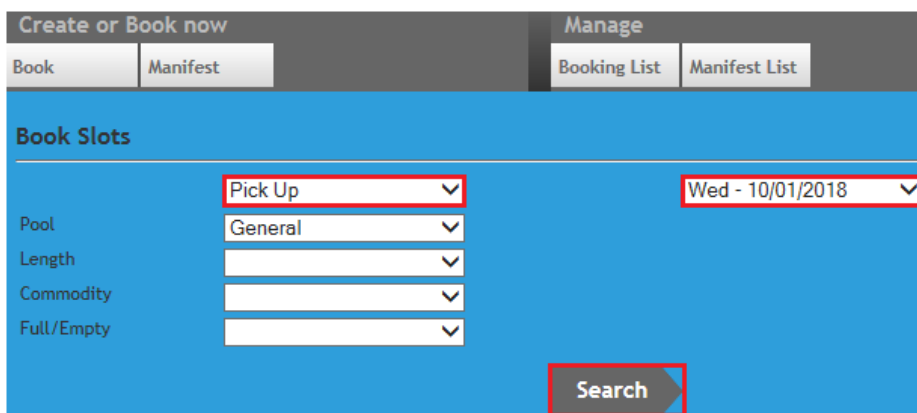
- Bookings can be made up to 30 minutes before the end of the time zone (up to 13:30hrs in our example).
- The time zone will be open for vehicle acceptance 15 minutes prior to the time zone starting (12:45hrs in our example).
- The time zone will close for vehicle acceptance at 14:15hrs which will give 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 our 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.

## 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 and then the day you would like to make the booking for and then click 'Search'.

A screenshot of the 'Book Slots' form in the LPC booking system. The form is titled 'Book Slots' and is set against a blue background. It features several dropdown menus for selection: 'Pick Up' (highlighted with a red border), 'Wed - 10/01/2018' (highlighted with a red border), 'Pool' (set to 'General'), 'Length', 'Commodity', and 'Full/Empty'. A 'Search' button with a right-pointing arrow is located at the bottom right of the form, also highlighted with a red border. Above the form, there are navigation tabs for 'Create or Book now' (containing 'Book' and 'Manifest') and 'Manage' (containing 'Booking List' and 'Manifest List').

3. The bookings screen will then appear. The booking system covers the 24 hour clock however; bookings are only available during LPC City Depot operating hours. Zones that have no drop-down box available are closed bookings and you can no longer book for that time zone.

- Find the time zone you wish to book into. Below we have used the 13:00hrs time slot. This means we 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'.

Pick Up Slots, Wed, Jan 10, 2018


 Refresh

Timezone	Slots Available	Require
0	0	
1	0	
2	0	
3	0	
4	0	
5	0	
6	0	
7	0	
8	0	
9	0	
10	0	
11	8	<input type="text"/>

Timezone	Slots Available	Require
12	7	<input type="text"/>
13	10	<input type="text" value="1"/>
14	10	<input type="text"/>
15	10	<input type="text"/>
16	10	<input type="text"/>
17	10	<input type="text"/>
18	10	<input type="text"/>
19	10	<input type="text"/>
20	10	<input type="text"/>
21	10	<input type="text"/>
22	10	<input type="text"/>
23	10	<input type="text"/>

**Book** 

**Summary**

Time left to book  
 0:28

- The below screen will appear confirming your booking(s). 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.*

### Booking Result For **Wed, Jan 10, 2018**

 **Booked 1 Slots**

**Summary** **Continue booking**

Zone	Booking Ref	Type	Expire on
13	13P078859	Pick Up	



6. Prior to the start of your booking you need to either:
- 'Confirm' the booking; OR
  - Return ('List') the booking.

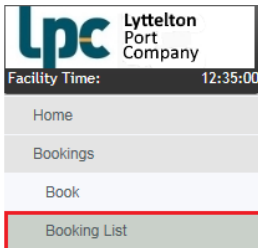
***Important Information:***

- *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 the cut off time for bookings for a 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.*

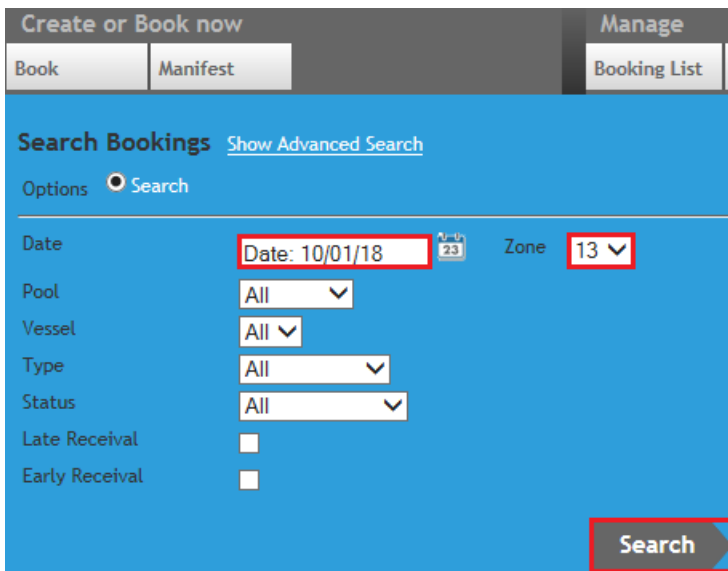
# Confirm, Return or Retrieve your booking

## Confirming a booking

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



2. Select the date and timezone you have made the booking for and then click 'Search'.



3. The below will then pop up. Click the dot below Action 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.*

**Booking List** Email Print Refresh

Bookings	Location	Container Dates						
Slot Date	Zone	Booking Ref	Type	Slot Attribute	Status	Container/ERN	Expire	Action
10/01/18	13	<a href="#">13P078859</a>	Pick Up		Arrived	960540074		
10/01/18	13	<a href="#">13P883673</a>	Pick Up		Booked	No Container - Edit Booking		<span>Edit</span> <span>List</span>
10/01/18	13	<a href="#">13P915238</a>	Pick Up		Arrived	960540074		<span>Email</span>

4. A) For pick ups, enter the release number in the reference number slot and 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'.

✖

 Print

**Booking Details**  
**Pick Up** Ref: **13P524869** Date: **10/01/2018** Zone: **13** Status: **Booked**

---

Container Number       Empty Release Number

---

Booking Type: Pick Up ▾  
 Reference No: 6BNE000206 <-- Ensure you click the TAB button once you have entered the booking number  
 Container Type: 40' 4510 DRY GP (10) ▾

Retrieve
List
Clear
Confirm


---

The Terminal makes no representation and give no warranties as to the accuracy of this information as per the Terms displayed on login. When you save this booking, you indicate your compliance with those Terms

< Previous
Next >

- B) For Drop Offs, enter the container number in the Container No slot 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. Once it has populated click 'Confirm'.

✖

 Print

**Booking Details**  
**Drop Off** Ref: **13D962779** Date: **10/01/2018** Zone: **13** Status: **Booked**

---

Container Number       Empty Release Number

---

Booking Type: Drop Off ▾  
 Container No: HASU1391375  
 Length \*: 20' ▾  
 Commodity \*: DRY GP ▾  
 Full / Empty \*: Empty ▾  
 ISO: 2210

Retrieve
List
Clear
Confirm

---

The Terminal makes no representation and give no warranties as to the accuracy of this information as per the Terms displayed on login. When you save this booking, you indicate your compliance with those Terms

< Previous
Next >

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

✖

✓

Updated Successfully

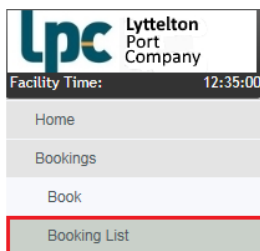
✖

## Returning a booking (Listing)

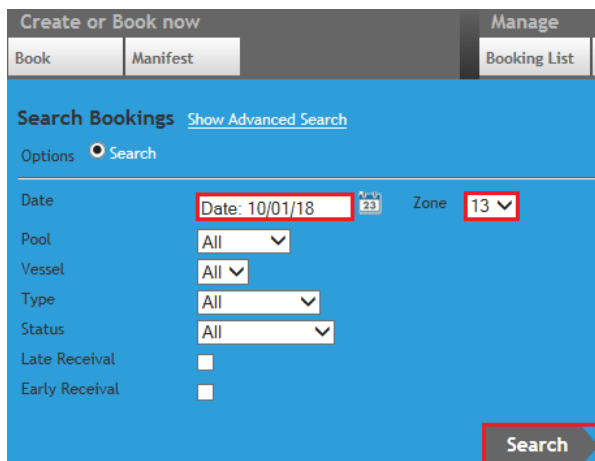
If you have made a booking and it is no longer needed you are able to return the booking to the listing of available bookings.

- 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 if it is listed within the applicable booking timeframe for a time zone.
- 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.

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'.



The screenshot shows the 'Search Bookings' form. At the top, there are tabs for 'Create or Book now', 'Manifest', and 'Manage', with 'Manage' selected. Below the tabs, there are buttons for 'Book', 'Manifest', and 'Booking List'. The main form area has a blue header with 'Search Bookings' and a link for 'Show Advanced Search'. Under 'Options', the 'Search' radio button is selected. The form contains several input fields: 'Date' (set to 10/01/18), 'Zone' (set to 13), 'Pool' (set to All), 'Vessel' (set to All), 'Type' (set to All), and 'Status' (set to All). There are also checkboxes for 'Late Reveal' and 'Early Reveal', both of which are unchecked. A 'Search' button with a right-pointing arrow is located at the bottom right of the form.

- The below will then appear on your screen. Click the dot below Action and then click 'List'.

### Booking List

Slot Date	Zone	Booking Ref	Type	Slot Attribute	Status	Container/ERN	Expire	Action
10/01/18	14	14P326382	Pick Up		Booked	No Container - Edit Booking		<input type="radio"/> Edit <input checked="" type="radio"/> List <input type="radio"/> Email

1 of 1

- The below will then appear. Select 'Yes'.

**List Booking?**

Are you sure you want to list this slot? You will not be able to retrieve your slot until 10 minutes has passed.

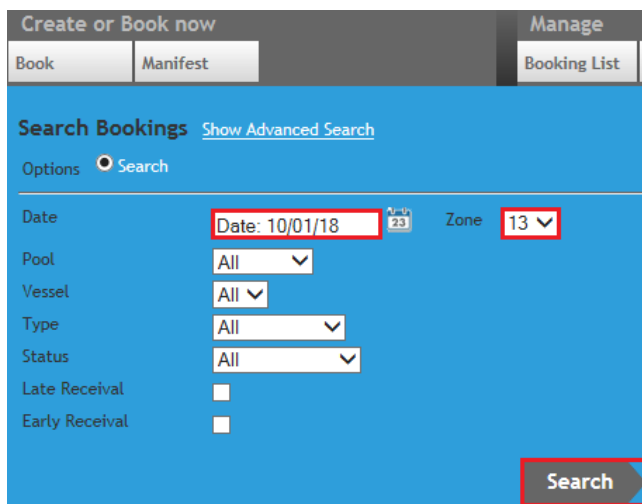
## Retrieving a booking

If you have returned (listed) a booking but have decided you would like to use it follow the below steps. Only one VBS timeslot fee will be applied.

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 pop up. Find the booking with the status 'Listed' and select the Action dot and then select 'Edit'.

### Booking List

Slot Date	Zone	Booking Ref	Type	Slot Attribute	Status	Container/ERN	Expire	Action
10/01/18	14	<a href="#">14P326382</a>	Pick Up		Listed	No Container - Edit Booking		<input type="radio"/> <span>Edit</span> <span>Email</span>

1 of 1

4. Select 'Retrieve'.

 Print

**Booking Details**  
[Pick Up](#) Ref: **14P326382** Date: **10/01/2018** Zone: **14** Status: **Listed**

---

Container Number       Empty Release Number

---

Reference No

Container Type


Retrieve
List
Clear
Confirm

---

The Terminal makes no representation and give no warranties as to the accuracy of this information as per the Terms displayed on login. When you save this booking, you indicate your compliance with those Terms

< Previous
Next >

5. Enter your release number and click the Tab button. Click 'Confirm' and proceed as normal.

 Print

**Booking Details**  
[Pick Up](#) Ref: **14P326382** Date: **10/01/2018** Zone: **14** Status: **Booked**

---

Container Number       Empty Release Number

---

Booking Type

Reference No

Container Type

Retrieve
List
Clear
Confirm

---

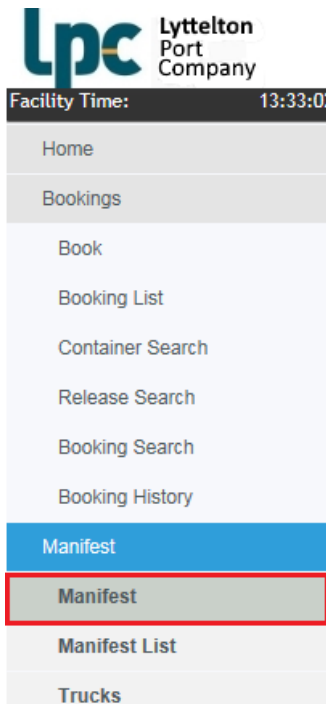
The Terminal makes no representation and give no warranties as to the accuracy of this information as per the Terms displayed on login. When you save this booking, you indicate your compliance with those Terms

< Previous
Next >

## Manifest a booking to a truck

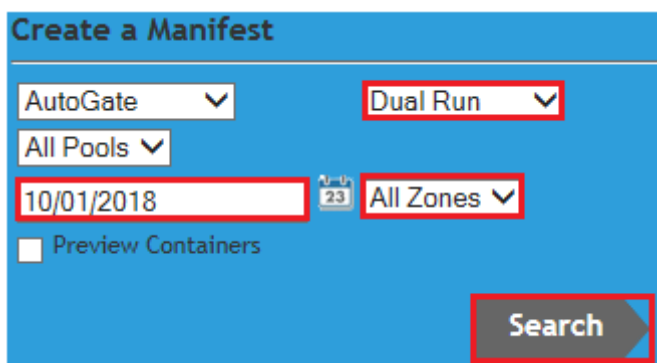
You must have a confirmed booking(s) with container(s) already assigned to them to be able to manifest a booking.

1. Select the 'Manifest' drop down on the main screen and then click 'Manifest' in the sub-section.



2. Enter the appropriate search criteria for the booking(s) you wish to manifest to a truck and then click 'Search'.

*NOTE: Select Dual Run if you are going to drop off and pick up containers on the same trip on the same vehicle. You only need to change the date and time if you are searching for a specific date and time zone. If you want to manifest a few different time zones at once then leave the zone area to say All Zones.*




The screenshot shows the 'Create a Manifest' form. The 'Dual Run' dropdown, the date field '10/01/2018', the 'All Zones' dropdown, and the 'Search' button are highlighted with red boxes. Other fields include 'AutoGate', 'All Pools', and a 'Preview Containers' checkbox.



- Click on the 'Select' from 'Truck Fleet' button. This will bring up your fleet list.

## Select Truck & Driver


Truck Rego \*   [Select from Truck Fleet](#)

Truck Type  ▼

- Click the '+' next to the truck you want to create the manifest for.

### Truck Fleet

WHIPLASH TRANSPORT

Rego	Truck Type	Action
ADF321	Rigid 40	
ADR123	Rigid 20	+
BGF432	Other	+
FDR765	B-Double	+

- The below screen will appear. Note that the trucks fleet number and truck type will now appear at the top left hand side of the screen.

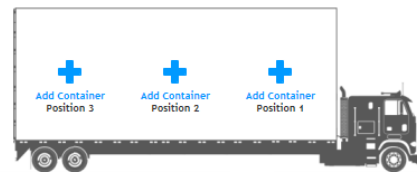
### Select Truck & Driver

Truck Rego \*   [Select from Truck Fleet](#)

Truck Type  ▼

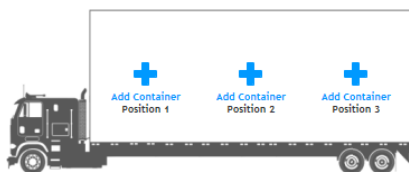
### Add Containers to Truck

Direction: [Drop-off](#)



Total Declared Weight: 0 kilos

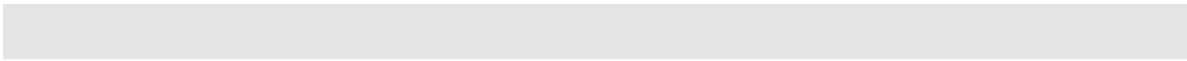
Direction: [Pick Up](#)



Total Declared Weight: 0 kilos

[Create Manifest](#)

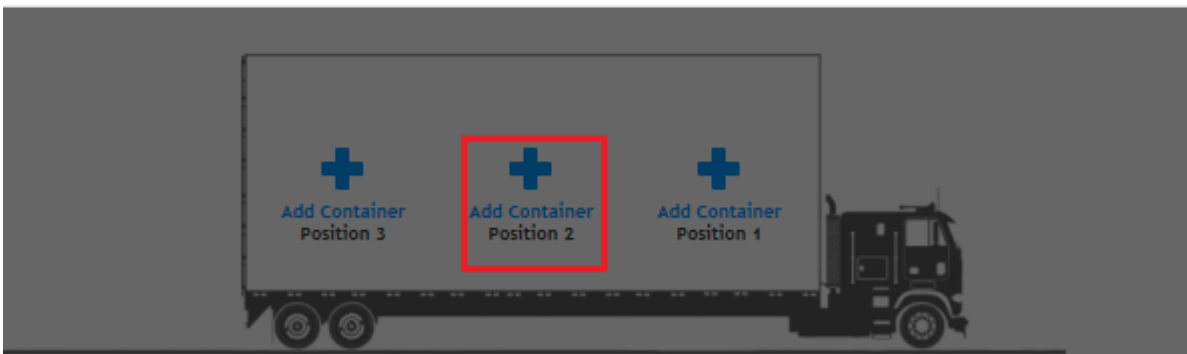
- So that you can manifest a truck that is dropping off and picking up all at the same time, a 'drop off' and 'pick up' section will appear each time you select a vehicle. To begin manifesting the inbound trip click on a container position (Front = 1, Middle = 2 or Rear = 3). Your valid bookings for the time zone you searched will then appear. Click on the '+' button next to the booking you wish to select.



## Add Container

Drop-off, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13D962779	HASU1391375	20	+



- The below screen will pop up. For incoming containers the door direction does not matter so just leave it as any. Select 'Add'.

## Add Container

Drop-off, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13D962779	HASU1391375	20	+

Container/ERN HASU1391375  
 Door   
 Commodity DRY GP



- Follow Step 6 again for the pick up. This time you will need to select a door direction. Once you have done that click 'Add'.

## Add Container

Pick Up, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13P524869	6BNE000206	40	+

Container/ERN 6BNE000206  
 Door   
 Commodity DRY GP



9. Once you have allocated your bookings to the trucks click 'Create Manifest'.

■ **LPC CityDepot Woolston** Company: WHIPLASH TRANSPORT Date: 10/01/2018 Zones: All Run: Dual Gate: AutoGate Adjacent Zones: No

### Select Truck & Driver

Truck Rego \*  [Select from Truck Fleet](#)  
 Truck Type

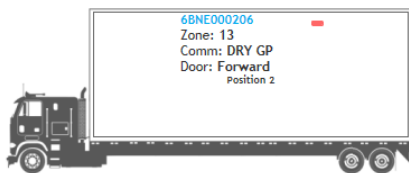
### Add Containers to Truck

Direction: Drop-off



Total Declared Weight: 0 kilos

Direction: Pick Up



Total Declared Weight: 0 kilos

[Create Manifest](#)

10. The below notification will appear on your screen. This means the truck has successfully been manifested and is now able to go to the depot for their VBS booking once the time zone is open. Click 'Finish'.

## ✓ Truck Manifest Confirmation

Movement Id: **8631094**

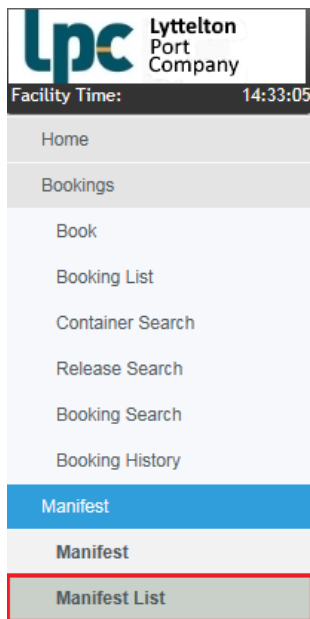
Manifest Details	
Company:	WHIPLASH TRANSPORT
Date/Zone:	10/01/2018, All
Gate:	AutoGate
Run Number:	26
Truck Details	
Rego:	ADF321
Containers	
Drop off:	HASU1391375
Pick up:	6BNE000206 40' DRY GP

[Finish](#) [Continue Manifesting](#)  
[Update Search Options >](#)

## Cancelling a manifest

Due to a break down or some other incident, you may wish to cancel a manifest for a truck and re manifest the relevant booking to another vehicle. To cancel a manifest, follow the steps below.



1. Select the 'Manifest' button from the main screen and then click 'Manifest List' in the sub-section.



2. Enter the appropriate search criteria for the booking(s) you wish to cancel the manifest for and then click 'Search'.

The screenshot shows the 'Check Manifest' search form. It features a 'Search by Date' dropdown menu set to '10/01/2018', a 'Show Adjacent Zones' checkbox, and several input fields for 'Rego', 'Gate Type' (set to 'All'), 'Container', and 'Booking Reference'. A 'Search' button is located at the bottom right of the form, highlighted with a red box.

3. Click on the dot under Actions and select 'Cancel'.

Type	Run Date	Run	Movement ID	Rego	Info	Status	Truck Visit Num	Created	Actions
A	10/01/2018	27	8631095	BGF432		OK	14P326382	10/01/2018 02:03:22 PM	 Edit Truck View Cancel

4. Click 'Yes'. The manifest will be cancelled.

**Cancel Manifest?**

Are you sure you want to Cancel Manifest 8631095?

---

## Fee schedule

Fee Type	Description	Fee (rate per container)
<b>Timeslot fee</b>	Every booking made will incur a timeslot fee. This will be charged to whomever has made the booking. 1 Container = 1 timeslot.	\$5.50
<b>Other Charges</b>		
<b>Late arrival fee</b>	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)
<b>No-show fee</b>	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.***

**To ensure adequate time to get used to the VBS system LPC will implement a staged introduction of charges as follows:**

20th February until 4th March	No fees will apply
4th March until 1st April	Timeslot Fee only
2nd April onwards	All Fees Apply

## Vehicle Booking System – FAQ for LPC City Depot

### **Q. How do the time zones work?**

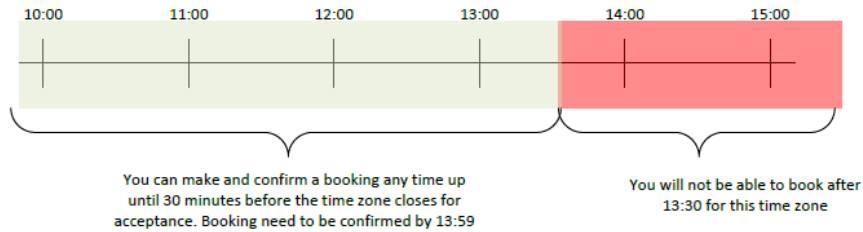
A. The time zones will be hour to hour and be numbered from 0 to 23. For example, if you make a booking for zone 9 then the booking slot is any time between 09:00hrs and 10:00hrs. If you make a booking for zone 13 then the booking slot will be between 13:00hrs and 14:00hrs.

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?



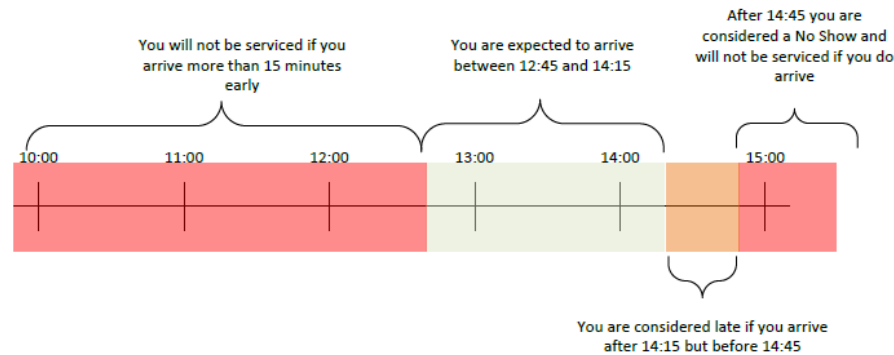
### What will this cost?

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?



### 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) 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. The system is rejecting your inbound container or release. What can you do?**

- A. For inbound containers, go to [www.track-trace.com](http://www.track-trace.com) and double check the container is definitely destined for dehire at LPC City Depot. If the container is destined for dehire at City Depot you will need to get in touch with the shipping company to inform the depot that the container is ok to accept.

For container releases, if the VBS system is rejecting the release then you will need to speak to the shipping company and have them send the release through to LPC City Depot.

**NOTE: LPC suggest that prior to making a booking for receipt or pick up you utilise the container search or release search field in the 1 stop system to avoid any late or no show fees.**

**Q. What happens if you get to the depot and no stock is available?**

- A. LPC City Depot will do their best to advise you in ample time if there are shortages of stock. In the occurrence that your vehicle arrives and no stock is available then you will be given the option of cancelling the booking (with no charges incurred) or you may choose to collect something else in place of the original booking.

**Q. What happens during a wind event?**

- A. If LPC City Depot has to close due to high wind we will still process your booking. 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](mailto: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. What information do truck drivers now need to bring to the container controllers?**

- A. Drivers will need to provide the Container Controllers with their Transport Company name and fleet number on arrival. The driver will also need to still bring their container number(s) and/or release number(s) in for confirmation as well.

**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.

*If you have any questions please contact Abbey Ray, VBS Co-ordinator on  
03 328 7987 [vbs@lpc.co.nz](mailto:vbs@lpc.co.nz)*