

## 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?

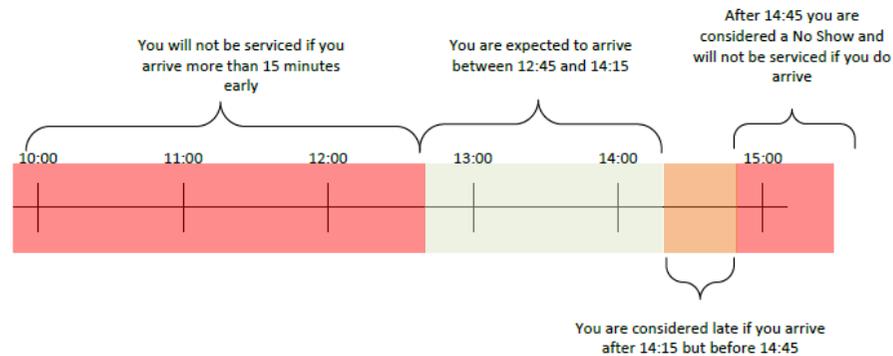
Booking a timeslot will incur the Booking Fee  
If you list the booking slot and it gets picked up by someone else, they will be charged for it.

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.