

15 December 2017

CUSTOMER NOTICE

CITYDEPOT VEHICLE BOOKING SYSTEM

We wanted to give all stakeholders an update on the upcoming VBS implementation at CityDepot. The team have been very busy getting the system ready for the 20th February 2018 roll out date, and we felt this was a good opportunity to update you on a number of areas:

- New VBS Coordinator – We are pleased to advise that Abbey Ray will be joining LPC on the 8th January as our new VBS Coordinator. Some of you may know Abbey as she has extensive logistics and trucking experience in Canterbury – we are really looking forward to her starting and she will be the key contact point for all VBS related matters going forward.
- Training Plans – We expect to commence training of users of the VBS from Monday 22nd January 2018. We will provide you with a firm list of days and times early in January, but we will make hands on training available in Woolston for all VBS users. It's really straight forward so this will only take around an hour each session, and we will also provide training resources to take back for future reference. Refresher training will also be available the week prior to go-live on 20th February.
- Initial log-in setup of trucking companies and users – we will also coordinate this with you early in the New Year.
- Business Rules – we have been working through business rules that will apply and the list below gives a high level feel for how the VBS will work:
 - Time slots will be for a 1 hour duration starting on the hour e.g. 1300hrs – 1400hrs
 - There will be a 15 minute grace period either side of the time zone where we will serve trucks without penalty e.g. 1245hrs – 1415hrs
 - If you are up to 30 minutes late we will still serve you, but there will be a penalty fee applied (amount still to be confirmed) e.g. 1415hrs – 1445hrs
 - Any more than 30 mins late (which is 45 mins after the hour) we won't serve you and there will be a no-show penalty applied (amount still to be confirmed). This effectively allows a 2 hour window for a truck to be processed.
 - Time slots will be released on a Wednesday for all days of the week following, to allow bookings to be made in advance. We expect that there will be plenty of slots offered each day to meet the truck demand and we will actively manage the slot allocation process day to day and hour to hour.
 - We will offer a penalty holiday for a period of time after go-live before any penalties will be applied.
 - The training program will walk through the process of making a booking and any other VBS related queries you may have. For example to confirm a time slot you will need to have either an Export Release Number (ERN) from the shipping line (for an empty pickup) or a valid container number (for an empty return).
- We will provide further updates around the business rules over the coming weeks and during the training sessions. We are aware that the VBS will result in changes to planning requirements and we are committed to working through the implementation with all users to make it as easy as possible.

We hope you find the above of interest. On behalf of the LPC team we wish you and your families a very safe and happy Christmas and we look forward to working with you in 2018.

We will update our website with ongoing updates about the VBS on the following page:
<http://www.lpc.co.nz/our-services/vehicle-booking-system-vbs/>

Please feel free to contact us if you have any queries on email: vbs@lpc.co.nz