

26 January 2018

## CUSTOMER NOTICE

### TRAINING UPDATE

Thank you to all those who have arranged to attend a training session starting from next week. Spots are filling but there is still space left, so if you are yet to arrange your training please contact us as soon as possible so we can sign you up to a session.

The training sessions held at 41 Chapmans Road will take place in the Loft meeting room. This is not the city depot site office, it's the building on the front along Chapmans Road and has plenty of angle parking to use. Come up the stairs and we will be in the room at the top.

As we draw closer to 20<sup>th</sup> February we also wanted to update you on a couple of other items:

#### VBS Registration

You will shortly be able to register your company to use the VBS on the following link. There will also be a guide posted on our website shortly how to complete the registration, see above. Each company should only register once and we will show you how to add separate users to your account during the training. Please feel free to register at your convenience, but this must be completed prior to the 13<sup>th</sup> February to allow us time (3 working days) to process the registration before we go live.

<https://www.1-stop.biz/signup/vbs>

#### Go Live Process

The first slots will be issued on the 20<sup>th</sup> February for trucks coming to City Depot on Tuesday 27<sup>th</sup> February from 0600hrs. This means that all trucks coming in after that time must have a booking in place. No booking will mean no service, however we will be flexible in the first days as everyone gets used to the system.

#### VBS Fees

We have now finalised our fee schedule which will be as follows:

Fee Type	Description	Fee (rate per container/slot)
<b>Timeslot Fee</b>	Every booking made will incur a timeslot fee. This will be charged to whoever has made the booking. 1 container = 1 timeslot.	\$5.50
<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.	\$50.00 (+ Timeslot Fee)

Above prices are excluding GST.

More details will be provided around the timings in the training. We will implement a staged approach to the fees as follows:

20<sup>th</sup> February until 4<sup>th</sup> March - No fees will apply

4<sup>th</sup> March until 1<sup>st</sup> April - Timeslot Fee only

2<sup>nd</sup> April onwards - All Fees Apply (Timeslot, Late Arrival and No show)

We look forward to seeing you at the training sessions and please feel free to contact our VBS Coordinator Abbey Ray if you have any queries on email: [vbs@lpc.co.nz](mailto:vbs@lpc.co.nz)