

26 July 2019

CUSTOMER NOTICE

LYTTELTON EMPTY CONTAINER YARD (ECY) VBS

We would like to advise all trucking companies that in mid August we will activate the 1-Stop vehicle booking system at the Lyttelton Empty Container Yard (ECY). This is the planned next stage of our VBS programme and we are currently fine tuning and testing the processes for all direct de-hires and empty shuttle containers going to and from the ECY.

We will confirm the exact timing and pricing details shortly and will also provide updated user manuals for those who use the ECY.

Since go-live of VBS at the terminal we have seen a 30% reduction in the average truck turn time and a drastic reduction in the number of instances we have queues. We acknowledge the efforts of the trucking industry to adopt the system and we are currently working with NZ Trucking Association and Road Transport Association to identify some additional improvements that can be made to optimise the way the system works as we lead up to the busier season at the end of the year. Initiatives we are working on include:

Increasing flexibility for trucks at LCT

- Where capacity makes it possible we are opening time zones early to reduce waiting time for trucks that have arrived early. You will see notifications coming through on VBS, your driver can check these using the 1-Stop app on any smart phone.
- Releasing extra slots – we are releasing extra slots where we can during the high demand day slots to allow more trucks the ability to get a day time slot if needed.
- We are considering making listed slots unspecified i.e. they can be used for either pickup or drop off bookings.
- We would like to remind all users that there is an option to utilise consecutive bookings in the VBS. This means that a truck can arrive for multiple bookings from consecutive time zones (the time zones must be one after the other) that have been manifested on one single manifest. The truck must arrive within the time slot parameters of the earliest booking in order to be processed at the kiosk.

Increasing slot availability at the 10am slot drops

- We are still seeing some operators over booking by a significant amount every day which makes it seem that there are not enough time slots to meet everyone's requirements. On average we are currently releasing more than 10% over the daily requirement.
- We are evaluating ways to address this and working with the small number of high offending companies to get their processes improved to only book what they need.
- We are hoping these voluntary measures will be sufficient to make things easier; however we are keeping a close eye on it as we can implement user specific rules that make it harder to secure a slot booking or to list a booking thereby discouraging temptation to over book.

We welcome any feedback or comments to the proposed enhancements above and we would also like to offer the support and guidance of our VBS team to anyone who would like to have some upskilling for their despatchers, in particular maximising flexibility and identifying slot requirements for each day. If you would like some extra support and training in this area please let us know and we will arrange some training sessions at suitable times.

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