

2 April 2019

## **CUSTOMER NOTICE**

### **LYTTELTON CONTAINER TERMINAL VBS**

We would like to update all users of the LCT vehicle booking system with the latest status of the implementation, as some users are finding it hard to book sufficient time slots.

Volumes on Monday were relatively high as expected and Tuesday is looking similar. The total time slots released each day this week is sufficient to cover the demand, and the spread of time slots between each hour zone within the day matches the hourly pattern pre VBS i.e. we are offering the same amount of capacity at the same time we were before, in particular between 6am and 6pm.

Despite their being sufficient supply, some users are having difficulty finding slots at their required times. This is primarily caused by a small number of truck carriers booking slots they do not need, then failing to relist them and having them become no-shows. Monday's bookings saw over 100 no shows (15% of the total capacity), which is lost capacity for all of us and a significant contributor to difficulty finding time slots.

We will start charging late and no-show fees from next Monday, however in the meantime we are closely monitoring the situation and working with the high no-show carriers to reduce these rates and give everyone a fair shot at securing bookings.

On a more positive note, we are receiving a lot of positive feedback from drivers about the new kiosk process and users are reporting a much improved average turn time for their trucks visiting the terminal.

We would like to thank the many carriers who are working hard to match their bookings to their requirements, and we encourage all users to only book time slots they think they will need and to relist those they don't as soon as they are aware.

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