

10 April 2019

## **CUSTOMER NOTICE**

### **LYTTELTON CONTAINER TERMINAL VBS**

We would like to provide all users with another update on the implementation of VBS at Lyttelton Container Terminal.

The kiosk and VBS system continues to be stable and trucks are processing through quickly with no issues. We had some operational resource issues for a short time on Tuesday morning and all late and no-show fees have been waived for Tuesday to allow users to catch up and get the volume through.

Time slots are being released in line with the historic hourly split during the day, and we are currently releasing around 10% more capacity than demand each day to ensure everyone is able to secure bookings.

The number of daily no shows has reduced from last week meaning that more slots are available for legitimate bookings. We are working with the small handful of operators who are at the top of the no show list to assist them improving their booking and planning processes.

We also encourage all users to re-list any bookings they won't use as soon as they can – if you re-list more than 4 hours prior then you won't pay a slot fee regardless if it is taken up by anyone else or not.

We continue to monitor the system and rules very closely and appreciate the feedback we have received thus far. The VBS requires us all to plan our operations much further in advance which will ultimately make the whole supply chain in Canterbury more efficient with less waste and lost capacity.

Many trucking companies have embraced the change and we would like to thank all of you for your cooperation as we work through the transition period.

We will continue to provide regular updates, please feel free to contact us if you have any queries on email: [vbs@lpc.co.nz](mailto:vbs@lpc.co.nz)