

23 January 2019

CUSTOMER NOTICE

LYTTELTON CONTAINER TERMINAL VBS

We would like to provide all customers an update on the vehicle booking system (VBS) implementation at the container terminal.

Testing has almost been completed and we are currently targeting to go live in the week starting the 25th February 2019. We will keep all stakeholders updated on the exact day as we get closer to the time, in the meantime please note the following:

- Initially the VBS will be applied to the container terminal only – ECY will be implemented at a later stage (currently planned 2nd quarter 2019)
- Charges will be the same as currently applied at City Depot. The timeslot fee will be charged from go live and we will have a 2 week holiday on the late arrival and no show fees to allow users to get used to the processes:
 - Timeslot Fee \$5.50 per container/slot + GST
 - Late Arrival Fee \$20.00 (plus timeslot fee) + GST
 - No Show Fee \$50.00 (plus timeslot fee) + GST
- The business rules and timings will be the same as those currently applied at City Depot. We will be keeping a close eye on these to make sure they remain workable in the LCT environment.
- The booking process in 1-Stop for trucking companies will be the same as currently used for City Depot. Users will have the option to select either City Depot or LCT and coordination of the day to day VBS operations will remain with Abbey and Rebecca as it is today.
- It will not be possible to make a vehicle booking for an export container without a valid pre-advise in our system. At present the export pre-advise rate is around 97% of containers so this should not have any material impact on making vehicle bookings.
- We will be issuing updated training material and “how to” guides during February prior to go live. We will also hold training sessions for those who wish to receive some extra training, either at our offices or at your site.
- At the same time as we go live, our kiosk will be upgraded to handle reefer and dangerous goods containers. We will issue a guide on how to use the upgraded kiosk during February.
- There will also be some small changes to the traffic management in the waiting lines at the terminal, to prevent off window trucks from mixing with those on their window. We will keep you posted with updates as we move closer to implementation.

During the implementation we will have extra resources on hand to assist with managing the transition.

We will keep you updated with progress, in the meantime please feel free to contact Abbey or Rebecca if you have any queries on email: vbs@lpc.co.nz