

5 September 2019

## **CUSTOMER NOTICE**

### **LYTTELTON VBS UPDATE**

We would like to give all VBS users an update on some changes taking place over the coming weeks.

#### **LCT VBS Changes:**

We have listened to clear feedback about experiencing difficulties securing slots at the 10am/2pm slot drops each day and have decided to make two modifications to the LCT VBS to help alleviate these issues, which are being caused by some operators intentionally over booking.

The below changes will therefore take effect from Thursday 12<sup>th</sup> September for slots on Monday 16<sup>th</sup> September.

#### **Introduction of tiered booking classes**

There is currently a limitation for all users that 4 slots per hour can be booked in the first 1 hour after the slots are released. LPC will introduce a new tiered system to this limit that is based on each trucking company's volume through the port. High volume users will continue to be able to book 4 slots per hour, medium users 3 slots, low users 2 slots and occasional users 1 slot.

See the below diagram for a simple explanation – our system data shows that this change will not impact the majority of users, only those who are booking many more slots than they actually need. These measures will reduce this and mean more slots are available for valid bookings at the slot drop times. LPC will not release details about which tier operators are in and will regularly review the volumes to ensure the correct tier is allocated.

#### **Free listing time moving from 4 hours to 12 hours**

Currently users may list a booking up to 4 hours prior to the zone opening without incurring the late listing fee. Feedback has indicated that this is not long enough to allow other operators time to pick up the slot and re-plan their trucks to make use of it.

In order to increase the chances of the listed slot being reused we will extend the free listing time out to 12 hours prior to the zone opening. This means that if you list a booking more than 12 hours prior there will be no fee, but within the 12 hours we will charge the normal fee. Again, please see the diagram below for a simple explanation.

This change will mean there is more chance to pick up any extra slots that may be needed to deal with the normal operational changes that occur through the day.

We appreciate the feedback we have received from many of you and we believe that these measures will go a long way towards increasing the availability of slots for users. We will closely monitor the changes and to ensure full visibility we will publish a weekly update for all users on our website that shows the number of slots being released and used each week, plus other VBS performance measures.

The link to the update is: <http://www.lpc.co.nz/our-services/vehicle-booking-system-vbs/>

### Implementation of VBS at Lyttelton Empty Container Yard (ECY):

From Thursday 26<sup>th</sup> September VBS will go live for all empty containers to and from the ECY. Some points to note:

- All direct de-hire and empty bulk run containers will need to be pre-advised by the importer or trucking company using CAP prior to a vehicle booking being made
- Charges and slot windows will be the same as current at LCT
- No trucks will be processed at ECY from the above date without a valid booking
- If you have any queries about the process or procedures then please contact the VBS team
- ECY slots for Thursday 26<sup>th</sup> will be dropped on Monday 23<sup>rd</sup>

Please feel free to contact us if you have any queries.

Summary of LCT VBS changes being made effective Thursday 12<sup>th</sup> September:

	3 Days	2 Days	1 Day	12 Hours	4 Hours	Zone Opens
Current	Maximum bookings in first hour 4 per container				Free Lifting Time Ends	
New	Maximum bookings in first hour based on volume tier			Free Lifting Time Ends		
Volume Tier = High	4 per hour, for the first hour					
Volume Tier = Medium	3 per hour, for the first hour					
Volume Tier = Low	2 per hour, for the first hour					
Volume Tier = Occasional	1 per hour, for the first hour					