

23 May 2019

CUSTOMER NOTICE

LCT VBS UPDATES AND REMINDERS

We would like to provide customers with some further updates and reminders post the implementation of VBS at LCT.

We are continuing to work alongside carriers to decrease the number of unlisted and unused bookings and thank all carriers for working alongside LPC during the initial implementation period. We have had information back from a number of carriers GPS systems which show average turn times at LCT are currently about 20 minutes.

We are currently working on developing phase 2 of VBS which will include stack runs out of LCT and the implementation of VBS at ECY. We will update all customers closer to the time of the implementation and provide guidance on the new processes in due course.

To ensure that the bookings process is seamless and to allow for the timely processing of truck visits at LCT, we would like to take this opportunity to remind all carriers of the following:

- All vessels have a cargo receipt cut off of 6 hours prior to the vessels ETA. If a container is going to be arriving after the cut off approval must be granted by the VBS team. Please email vbs@lpc.co.nz with the container number and the expected time of arrival and the team will confirm if a late acceptance can be granted.
- Export reefer containers can only be received during 0700 and 2300 Monday – Friday and 0700 – 1500 Saturday and Sunday unless a prior arrangement has been made with the VBS team.
- Please ensure truck drivers are selecting the correct manifest at the kiosk and that all bookings for a single truck visit are manifested on one single manifest. This is to ensure that LPC can process the booking(s) without the driver having to circle around and process twice.
- Bookings must be listed four or more hours prior to the time zone to avoid incurring a no show fee and timeslot fee. If a booking is listed less than four hours prior to the start of the zone and, is utilised by another carrier then a no show fee and timeslot fee will not be applicable. If the booking is listed less than four hours prior to the booking and is not utilised by another carrier then a no show fee and timeslot fee will be applied.
- All fee waiver requests must be directed to the VBS team either by email or through the billing extract review in 1-Stop. The billing extract is reviewed on a daily basis by the team and the cut off for waiver requests is Monday at 1700 for the week prior.
- If you are unable to secure a timeslot for a specific time then please continue to search the system for listed bookings. We are unable to continually add timeslots to time zones as our equipment is pre allocated to the number of bookings released. There are a number of time slots available for booking on weekends which we encourage all transporters to utilise. Where we see a demand for more slots we are working with LCT operations to gain addition equipment where possible.
- With the new Customer Services Unit now in place we would like to advise that the contact phone number for all VBS enquires is 03 328 7987 and that all email enquiries for VBS go to vbs@lpc.co.nz
- The Customer Services team will be available after hours to help with trouble shooting if your vehicle has an issue while trying to process a booking at LCT. They will also be able to assist with any issues pertaining to confirming or manifesting a booking out of hours. All other enquiries should still be directed to the VBS team.

Thank you for your continued efforts since the go live of LCT VBS. If you have any questions or comments please email: vbs@lpc.co.nz

ABBIE RAY
VBS Manager