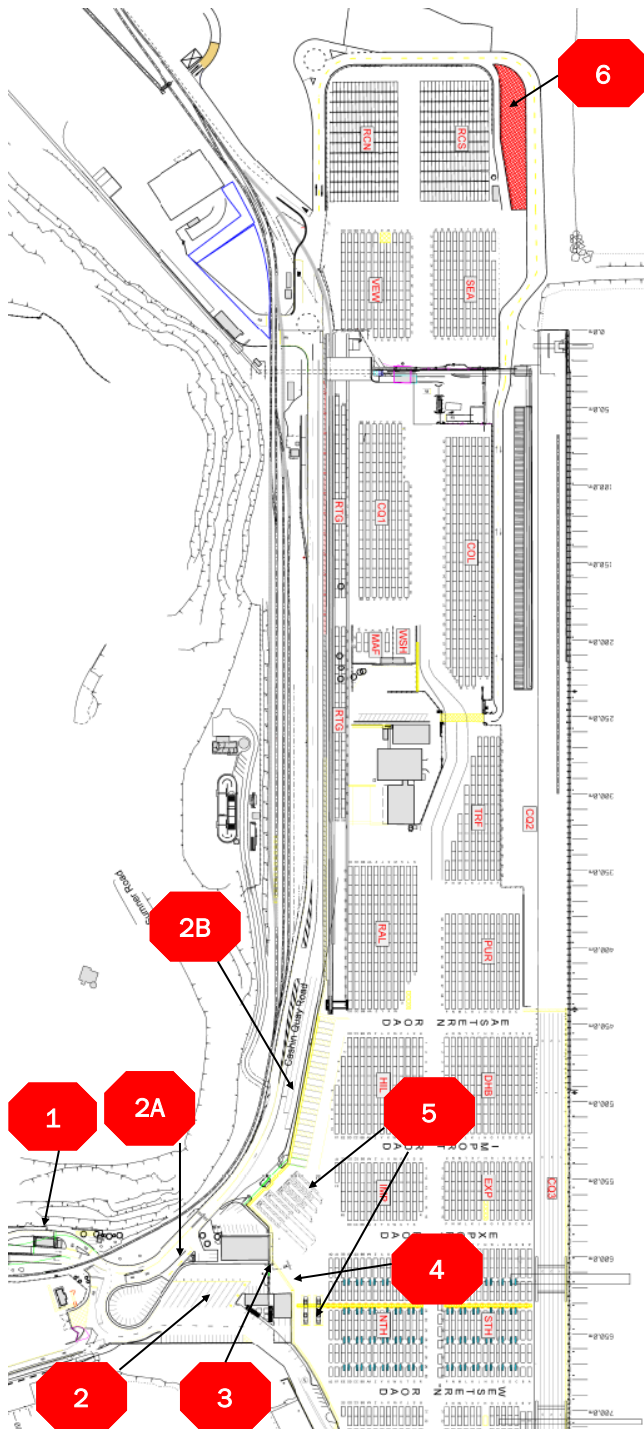


## Lyttelton Container Terminal Map



## Lyttelton Container Terminal Contact details...

**Customer Services Unit**  
KIOSK phone: push button to talk  
Phone: +64 3 328 7987  
Email: [customerservices@lpc.co.nz](mailto:customerservices@lpc.co.nz)

**Vehicle Booking System**  
Phone: +64 3 328 7976  
Email: [vbs@lpc.co.nz](mailto:vbs@lpc.co.nz)

**Security Control Centre (SCC)**  
Phone: +64 3 328 7917  
Email: [securityteam@lpc.co.nz](mailto:securityteam@lpc.co.nz)

**Operations Supervisor**  
Phone: +64 21 302 890  
Email: [lctops@lpc.co.nz](mailto:lctops@lpc.co.nz)

**Port Access & Inductions:**  
[www.lpc.co.nz/lpc/portaccessandinductions/](http://www.lpc.co.nz/lpc/portaccessandinductions/)

**VBS online**  
[www.lpc.co.nz/customer-portal/customer-tools/vehicle-booking-system-vbs/](http://www.lpc.co.nz/customer-portal/customer-tools/vehicle-booking-system-vbs/)

**Online Help:** see Related Documents section at  
[www.lpc.co.nz/customer-portal/container-terminal/](http://www.lpc.co.nz/customer-portal/container-terminal/)

Lyttelton Port Company  
Private Bag 501, Lyttelton 8841, New Zealand  
Tel: +64 3 328 8198  
Email: [office@lpc.co.nz](mailto:office@lpc.co.nz)

[www.lpc.co.nz](http://www.lpc.co.nz)

# Container Terminal RECEIPT & DELIVERY

Truck Driver Orientation Guide



## Truck Arrivals & Access

Access to the Container Terminal (LCT) begins at the port's main Security gate (Point 1 on the map overleaf).

- Regular visitors must apply for a Port Access Card (PAC). This can be done online from the **Port Access & Inductions** page at [www.lpc.co.nz/lpc/portaccessandinductions/](http://www.lpc.co.nz/lpc/portaccessandinductions/). This card provides swipe access via the right-hand lane
- Without a PAC you must use the left-hand visitor lane at the main gate and present photo ID and substantiation for your visit to the Security Control Centre (SCC) to obtain a pass

**NOTE:** All drivers **must** have a current Container Truck Driver Induction (available online). **Trucks must not carry passengers into the Container Terminal, they must be left outside the port's main Security gate (refer to Trainee & New Drivers section).** The driver's licence number registered for each transaction in any port KIOSK must match the truck driver transporting the container/s. Responsibility for ensuring truck drivers transport any load safely to/from LCT (including DGs and Oversize) in accordance with relevant NZ legislation rests with their employer.

## Documentation Required

A manifested VBS booking is required to enable uplift or delivery. It will not be possible to manifest a booking for a delivery in the VBS system without having first completed the online Pre-Advise that is compulsory for all export and outbound coastal containers. All truck transactions are Self-Service using KIOSKS at the exchange gates so it is important that Truck Drivers always double-check the transaction details showing on-screen are correct before proceeding any further.

## (Main) Western R&D Exchange Gate

This gate has 10 Truck Park-up lanes visible as you drive in from the main gate (Point 2 on the map). If this area is full, continue east down the main road to access the Queuing Lanes (Point 2B on the map) and wait for a space to become available. Between the Queuing and Park-up lanes (Point 2A on the map) is a lay-by for the first truck in line to move into to see when a Park-up lane has become free. Once in a Park-Up lane, register your visit in the KIOSKS located against the eastern wall of Waterfront House (directly behind the 10 Park-Up lanes). **NOTE: Do not wait on the yellow hatchlines leading to the Top 10 Park-up** — this blocks other traffic and poses a safety risk. Trucks parked here will be asked to move and may lose their position in the queue. Drive sequence: 2B ➔ 2A ➔ 2

## Eastern R&D Exchange Gate

For R&D of containers located at the Eastern end of the Terminal, register visits in the KIOSKS located in the East R&D Office.

## Truck Call-Up

Both exchange gates use an electronic Call-Up display. Once you have registered at the KIOSK wait for your BAT number to appear on the Truck Call-Up display. While waiting ensure that...

- You're wearing PPE: Steel-cap Boots and zipped-up High-Viz
- **All** twistlocks are unlocked
- Reefer containers are unplugged from generators
- Your swinglift is at the correct length for collecting a container

The number beside your BAT number on the Call-Up display is the lane you must immediately proceed to inside the Terminal; remember this number. **Western Gate** = Lanes 1 to 8 (turn left inside the Terminal gate to access exchange lanes 1 to 5 or right for lanes 6 to 8). **Eastern Gate** = Lanes 11 to 12 (turn right and reverse in). PPE must be worn at all times while in the Terminal.

## Trainee & New Drivers

**You cannot carry passengers in your truck—Trainee drivers accompanying another driver must carry photo ID and first report by phone to the SCC before entry or remain outside the port's main Security gate.** New drivers must first complete the online Container Truck Driver Induction then contact Customer Services for registration in the Terminal system. Once registered a BAT number is issued to you—this is your individual Driver ID used on our Truck Call-Up display. Trucking companies and individual drivers must also be registered in VBS (available online).

## General Information

**Export/outbound coastal containers:** Customers are responsible for providing accurate Pre-Advise and must correct any booking errors with the Shipping Line before submitting it online. Pay special attention to providing correct VGM, ISO type, DG Class/UN number/s, Oversize detail and Reefer temp/vent/humidity data.

**Import/Inbound coastal containers:** Correct container details, including Shipping Line PIN number (where applicable), driver details, deck position and door orientation must be provided when manifesting a VBS appointment.

### Demurrage, MPI Inspections, Wash and Other LCT Holds:

Where a container has attracted a charge or late hold, a written acceptance of the charge or application for late processing must be received before the container will be released or gated-in.

**NOTE:** Fish and Meat export reefers **must** have OMAR 'required on power' time recorded during Pre-Advise. **Class 1 DG, Oversize/OOG units requiring special handling** must be pre-costed and booked with the LCT Operations Supervisor separate to VBS. Drivers are responsible for presenting at port with controls and risk mitigation plans already in place along with load appropriate, road-worthy vehicles and trailers to ensure safe transport to/from LCT.

## Entering the Terminal—Western Exchange Gate

Proceed and stop at the access gate. To open the gate push the button on the yellow pole and once the gate light turns green, **proceed with caution**. Once you've driven past this gate **STOP** at the STOP sign just inside (Point 4 on the map) and ensure the way is clear before proceeding to your assigned lane. **NOTE:** You must **not** use cell phones inside the Terminal.

**\*\*\* STRADDLES HAVE THE RIGHT OF WAY \*\*\***

**Once inside the Terminal at either gate, always watch out for:**

- Straddles servicing trucks in the truck lanes
- Straddles on the roadway or container stack areas
- Pedestrians and forklifts

**Proceed with caution** and ensure that you drive to and stay within the truck lane assigned. Once parked in your designated lane (Point 5 on the map)...

- All persons must exit the truck cab **immediately**, wearing PPE
- Follow the **yellow walkway hatchlines** to the **green Safe Zone** area in front of your truck to oversee the exchange—use hand signals to assist the straddle driver line up with twistlocks
- **Never** leave the Safe Zone until the straddle has gone—Drivers not in the safe zone will not be served.

If twistlocks or swinglift length need adjusting inside the Terminal ensure all straddles are clear of the truck and lane beforehand. **Never walk down the side of your truck while a straddle is over it—if there is an issue, signal the straddle driver to stop then contact R&D Control from the phone in the Driver's hut.**

## Incorrect, Misdeclared, Bulging or Damaged Units

It is the responsibility of the **truck driver** to ensure the correct container is exchanged. Always double-check the container number loading onto your truck is the correct one before leaving the loading lanes. **Correct any errors by signalling the straddle driver to stop then contact R&D Control from the phone in the Driver's hut inside the Safe Zone.** Any Customs, MPI issues or costs incurred to return or divert an incorrect container will be for the care and account of the trucking company and not LPC.

**Health and Safety is paramount;** undeclared/misdeclared containers (VGM, DG, Oversize, etc) may attract penalties. Containers with bulging walls may be rejected by the Terminal—units in this condition may not fit down the ship cell guides. Damage to container or truck must be reported to the Customer Services Unit prior to leaving the port. LPC will not record damage reported after the truck has departed the port's main Security Gate.