

## Haulier Information for the Port Of Felixstowe (PFL)

The information given below covers what a haulage company or driver needs to know in order to deliver a container to (or collect a container from) the Port of Felixstowe i.e.:

- Gate Opening hours
- RHIDES – Driver Identity Card
- VBS – Vehicle Booking System
- Use of PIN or Vehicle Registration Number for container collections
- Terminal Gate process

The following links give access to other useful information:

- Map of Trinity Terminal

<http://www.portoffelixstowe.co.uk/haulier/documents/Trinity%20Traffic/ttytraffic-eng.pdf>

- Safety and contact information

<http://www.portoffelixstowe.co.uk/haulier/documents/Safety%20Instructions/donot-eng.pdf>

- Operation stack information

<http://www.portoffelixstowe.co.uk/haulier/documents/Operation%20Stack/opstack-eng.pdf>

N.B. The rules of the Highway Code and Road Traffic Legislation apply within the port and Port Police will conduct vehicle checks and report drivers for traffic offences.

### **Gate Opening Hours**

Gate opening hours are:

Landguard

This Terminal is now closed.

Trinity. There are two sets of haulier gates:

South Gates Open: 23:00 Sunday to 14:30 Saturday (24 hrs between these times)

North Gates Open: Monday to Thursday 07:00 to 23:00  
Friday 07:00 to 19:00

### **RHIDES – Driver Identity Card**

Full details of RHIDES is available on [www.rhides.com](http://www.rhides.com)

All drivers entering a container terminal at Felixstowe must have a 'RHIDES' card. In brief, the process for getting a RHIDES card is:

- The Haulage company register themselves online
- PFL send the haulage company logon details and a user guide
- The haulage company enter the drivers details
- PFL send the driver a letter via the company address asking them to collect their card – a map showing the location of the Pass Office is included.
- The driver comes into the Pass Office with two forms of id and the card is issued.

The card remains the property of the driver once issued and companies can remove drivers from their list or 'adopt' them when they change companies.

Temporary cards are available but drivers are only allowed two temporary cards – after the second they must get a permanent card.

## **VBS – Vehicle Booking System**

Full information on VBS is available on [www.portoffelixstowe.co.uk/vbs](http://www.portoffelixstowe.co.uk/vbs)

Every driver going to Trinity Terminal will need a VBS Booking Number for their visit. Any company can register for VBS using the form on the website.

Bookings are made for one hour periods and must contain the container numbers that the driver will be delivering/collecting during the visit. The system checks that all the containers are actually ready before it allows them to be added to a Booking i.e. it minimises driver rejections at the gate.

## **PIN/Vehicle Registration Number**

In order to check that a driver is allowed to collect a container PFL require the company in charge of the 'release' of the container to enter either a 'PIN' or a vehicle registration to the port Community System 'Destin8' (more information about Destin8 can be found on <http://www.mcplc.com/html/corefrm.html> ). When the driver arrives at the terminal gate the PFL systems check that the driver has the correct PIN or vehicle registration for the containers.

## **Terminal Gate Process**

### **1. Get the right Terminal**

When a driver arrives at the Port of Felixstowe they must go to the correct Terminal, either Landguard, Trinity or Dooley. The first two are both container terminals and the latter is a RoRo trailer terminal.

If you are unsure which terminal a container is for ( or is to be collected from), check with the local agent or shipping line. VBS only applies to Trinity and, if a container is **not** for Trinity it will refuse to allow it on a Booking with a warning.

If the Driver does go to the wrong terminal they will be redirected at the ingate which is a waste of the drivers time and holds up others waiting to use the Gates.

### **2. Have your RHIDES card**

If the driver does not have a card they must visit the Pass Office first. For directions please go to <http://www.rhides.com/documents/map-passoffice.pdf>

### **3. Have your information ready**

The driver will need:

VBS Booking Number

Container Number(s)

PIN or Vehicle reg. for collections

If appropriate, Dangerous Goods Note(s), correctly completed. The container must also have the correct placards.

They must also wear a 'hi-visibility jacket.

#### **4. Collections only**

If the driver is only collecting i.e. arriving with an empty trailer, they should use the Self Service lanes. These are located as follows:

Trinity South Ingate	Lanes 6, 7 and 8
Trinity North Ingate	Lane 1
Landguard	Use Lane 1, park and walk to Self Service

Self Service lanes have a screen and keyboard which is used by the driver to 'ingate' themselves.

The Self Service system will print a UIR (UNIT Interchange Receipt) for each container you are delivering

N. B. twistlocks must be adjusted before entering the terminal.

#### **5. Deliveries (with or without collections)**

If the driver has an export to delivery then they must use the following lanes:

Trinity South Ingates	Lanes 1 to 5
Trinity North Ingate	Lanes 1 to 4
Landguard	Lanes 2 and 3

When the driver arrives under the gate canopy they should,

- Get out of the cab, give your Booking Number to the checker and undo the twistlocks.
  - The checker will give the driver a form with the Booking number, container numbers, seal numbers (if they can be read) and a note of any damage.
- Take the note into the 'One Stop Shop' office and give it to a 'TCO' at the window plus any DGN's.
- Put your RHIDES card in the reader and use the handscan.
  - The 'TCO' will do the checks on the PFL system and issue you with a 'UIR (Unit Interchange Receipt) for each container. This will be a three parts document for imports and one part (which the driver keeps) for exports.

The UIR has details of the containers plus the location that the driver needs to go to.

#### **6. Inside the Terminal**

See the following for Safety information.

<http://www.portoffelixstowe.co.uk/haulier/documents/Safety%20Instructions/donot-eng.pdf>

The driver should go to the location given on the UIR and wait to be served (see note about location "THA" below). A 'RTG' ( the Rubber Tyred Gantry crane) is generally used for full containers and an 'Empty Handler' for empty containers. The ingate process sends a message to a screen in the operator's cab with details of which container the driver wants (or is collecting) and where it is.

The driver must stay in the cab (see the Safety Notice for more information) and inch your trailer back or forth to line up with the crane.

The driver may need to visit several locations depending on where the containers are destined for (or are located).

## **7. THA**

If the location for your container is very busy i.e. a number of trucks are already in the area waiting, the UIR will show a location of 'THA'. This is a holding area inside the Terminal (the THA is marked on the Yard Map)

<http://www.portoffelixstowe.co.uk/haulier/documents/Trinity%20Traffic/ttytraffic-eng.pdf>

Trucks are held here and called forward in the order of arrival

On arrival at the THA the driver should:

- Park in the slots adjacent to the office
- Go into the office and show them the UIR
- The clerks will issue a pager
- Go and Park in a slot in the main holding area
- The pager goes off automatically as soon the drivers turn comes up
- Drive back to the Slots by the office, go in and hand in the pager
- The clerks will issue a note with the location to deliver the container to (or collect it from)

## **8. Outgate**

Empty Chassis

Use Lane 9 at the outgate – comply with the traffic light system and the barrier will lift to allow the truck to leave.

Loaded Chassis

Upon arrival at the Out-gates wait until the traffic light turns green before entering the lane. Upon entering the lane switch off your engine and make contact with one of the checkers advising your job number, which can be found on the Unit Interchange Report received at time of In-gate. The clerk will use a handheld computer to confirm the details of the job and enter the seal numbers. At this time the barrier should raise, if this is not the case a radiation alarm has been detected and Customs will contact the driver accordingly, the barrier raising should ***not*** be taken as a signal to leave. After the checker has completed the checks you should then proceed into the Gate House and await your vehicle registration to be called out. At this time you will be handed a 'Gate Pass' which you must sign.

## **9. Police Gate**

At the Police Gate at the exit from the port the driver should hand in the Gate Pass. The guard will double check to see that all is in order before allowing the vehicle to leave the port.

## **10. Aborted Deliveries**

All loaded vehicles leaving the port must have a valid gate pass so, if a driver is delivering a container and has to pull out for any reason, they will need a Gate Pass before they can leave the port.

If they have already entered the Terminal the systems will automatically print a Gate Pass at the outgate.

If the driver has not entered the Terminal then the haulage company or agent will have send a message to the Police Station requesting a Gate Pass. The driver will need to go the Police Station to get the Pass and then leave the port.

Finally, a driver is arriving at the port with a container that they know will still be on the truck when they leave they should stop at the Police Gate on the way in and give them the details. When the driver leaves they should use the same Police Gate and they will allow you to leave.

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