



Vehicle Booking System *Update*

January 2007

Will there be a charge for using VBS?

Following a trial period, the charges for VBS will be as follows:-

Peak periods will be
**05:00 – 07:00 &
13:00 – 19:00,
Monday to Friday.**

Peak Period
£2.00

Off Peak Period
Free

'No Show' Fee
£21.00

'Late Notification'
Fee
£1.00

All charges are per booking and not per container.

The maximum fee that can be incurred will not exceed the 'No Show' fee.

'Late Notification' charges will be incurred if container details are added/changed three hours prior to the commencement time of the booking.

Port to Introduce Vehicle Booking System

Over 4,000 HGV drivers visit the Port of Felixstowe every day. Although the Port offers a 24-hour service, 40% of these arrivals occur within a daily six-hour period.

To enable the Port of Felixstowe to improve its service level to hauliers and plan its yard resource more efficiently, it will be introducing a Vehicle Booking System (VBS) at its container terminals.

The purpose of this newsletter is to provide you with additional information on how VBS will operate.

Frequently Asked Questions...

What improvements to current turnaround times will there be as a result of introducing VBS?

The number of bookings available each hour will be set with regards to the number of vehicles that can be physically processed within that period. This will prevent the situation that can arise at present, when a significantly greater number of vehicles arrive than can be handled at any given time. Better matching of arrivals with the resources available to handle vehicles will result in improved turnaround times, particularly at peak periods. The Port will ensure that its operational staff are trained and committed to attaining an improved service.

How will the Port of Felixstowe communicate updates of its VBS to the haulage industry?

The Port of Felixstowe has had extensive discussions with members of the Road Haulage Association and Felixstowe Port Users' Association, and will continue to do so as the system develops. It is intended to widen this forum at a later date, details of which will be communicated to you in due course.

Details of how to register for VBS will be communicated via the website at www.portoffelixstowe.co.uk/vbs. In addition, the Port is encouraging hauliers to register on the Port's website for the 'Alert Subscription', which will provide updates on operational conditions at the Port, as well as information regarding VBS.

If I have a booking during a peak period and the booking terms are not met by the Port, can I expect a refund?

VBS will be introduced *initially* for a trial period. During this period, ongoing service levels will be determined. Following the end of the trial period, if those service levels are not met for specific bookings, no peak period charge will be made for that particular booking. The exception to this will be if the 'Late Notification' parameters have not been met, in which case no refund will be made.



Port of Felixstowe

For further information, visit
www.portoffelixstowe.co.uk/vbs
or email: vbs@fdrc.co.uk



VBS Frequently Asked Questions January 2007

What is the purpose of the 'Late Notification' period?

The 'Late Notification' period is the three-hour timeslot prior to the commencement time of the booking. Having the 'Late Notification' period ensures that the Port is provided with the relevant information within a timeframe that enables it to plan its workload and resources, and thereby provide hauliers with an improved level of service.

Bookings that fall into the 'Late Notification' period will be exempt from refunds, as they do not allow sufficient notice to enable the Port to plan its resources.

Will the use of VBS offer any concessions to shunters?

No. Shunters will have to make bookings in the same way that every other haulier does.

Can VBS accommodate *urgent* container deliveries or collections?

Urgent container deliveries or collections can only be accommodated if a slot is available.

Will VBS be flexible?

Yes. The system will be flexible enough to allow bookings to be moved to another booking period. Bookings can be moved within a six-hour window either side of the original booking time, provided spare slots are available - this is known as the 'Tether Period'. However, if the booking is changed to a slot within the 'Late Notification' period, a charge may be incurred.

Bookings can be made in advance for a specific booking period. Bookings need not contain specific container details at the time of booking. However, they must be added before the 'Late Notification' period prior to the booking's timeslot.

If container details are added during the 'Late Notification' period, it will not invalidate the booking - the booking will, however, incur a 'Late Notification' charge, and will be exempt from a refund.

Can I cancel a booking?

No. If, for whatever reason, a booking is no longer required, it cannot be cancelled, but it can be placed into an 'Exchange', where other users have the opportunity to utilise the booking slot. If the booking slot remains unused, a 'No Show' charge will be incurred.

Will the rail terminals operate using VBS?

If hauliers are collecting from, or delivering to, a train, a VBS booking will not be required. However, if container(s) are on, or are to be delivered to, the container parks, a booking will be required.

When does the Port intend to introduce VBS?

Initially, the Port will be conducting trials of VBS with a selection of volunteer hauliers, to test the system and make sure that any glitches are resolved.

The Port will be encouraging feedback from hauliers at all stages of the process. Once the Port is confident that a robust system is in place, it will conduct mandatory trials with all hauliers, prior to full implementation of the system in 2007.

How do I register for the system?

As a condition of registration for VBS, all hauliers will be required to complete a Direct Debit mandate, which will be made available on the website at www.portoffelixstowe.co.uk/vbs shortly - publication of the mandate will be communicated via the e-mail alert service. Hauliers are encouraged to submit their application for VBS as soon as the mandate is available.

It has been decided that it will not be a *mandatory* requirement for hauliers to belong to the Felixstowe Cargo Processing System (FCPS) to be able to register for VBS. However, hauliers are encouraged to join FCPS in order to take advantage of the many benefits offered by this port community system, which operates in several UK ports and inland clearance locations. Details are available at

<https://www.fcps.co.uk/>

How will RHIDES (Road Haulier IDENTification System) fit in with VBS?

RHIDES cards are set to be a mandatory requirement for drivers arriving at the Port of Felixstowe by March 2007, when a 'no card, no container' policy will come into effect.

The Port would recommend that all hauliers visit the RHIDES website at www.rhides.com to ensure that their drivers are registered for RHIDES cards as soon as possible.

**For further information, visit
www.portoffelixstowe.co.uk/vbs
or email: vbs@fdrc.co.uk**

