

Important VBS Notice

December 2008

In response to recent problems caused by some operators making block bookings during peak periods, the number of bookings available at these times will be temporarily increased to encourage all companies to behave responsibly when using the system.

In addition, and for the same reason, changes will shortly be made to the system to allow the number of bookings any haulier is able to access within the periods of concern to be capped.

This will alter the 'Appointment Availability' screen to include the number of bookings the haulier has access to, (A) in the screen shot below, as well as the total number of bookings remaining within the hour (B). This will also mean that the hour displayed will change, from showing 05:00-05:59 to just 05:00 (C). It should therefore be understood that, in future, the hour chosen will be the start time of the hour.

Days	Available Appointments for Thursday 04 December 2008.			
<input type="radio"/> Wednesday 03 Dec 08	<input type="radio"/> 00:00 225 / 225	<input type="radio"/> 08:00 225 / 225	<input type="radio"/> 16:00 5 / 225	
<input checked="" type="radio"/> Thursday 04 Dec 08	<input type="radio"/> 01:00 225 / 225	<input type="radio"/> 09:00 225 / 225	<input type="radio"/> 17:00 5 / 225	
<input type="radio"/> Friday 05 Dec 08	<input type="radio"/> 02:00 225 / 225	<input type="radio"/> 10:00 225 / 225	<input type="radio"/> 18:00 5 / 150	
<input type="radio"/> Saturday 06 Dec 08	<input type="radio"/> 03:00 225 / 225	<input type="radio"/> 11:00 225 / 225	<input type="radio"/> 19:00 225 / 225	
<input type="radio"/> Sunday 07 Dec 08	<input type="radio"/> 04:00 225 / 225	<input type="radio"/> 12:00 5 / 225	<input type="radio"/> 20:00 225 / 225	
<input type="radio"/> Monday 08 Dec 08	<input type="radio"/> 05:00 225 / 225	<input type="radio"/> 13:00 0 / 220	<input type="radio"/> 21:00 225 / 225	
<input type="radio"/> Tuesday 09 Dec 08	<input type="radio"/> 06:00 150 / 150	<input type="radio"/> 14:00 5 / 225	<input type="radio"/> 22:00 225 / 225	
<input type="radio"/> Wednesday 10 Dec 08	<input type="radio"/> 07:00 225 / 225	<input type="radio"/> 15:00 5 / 225	<input type="radio"/> 23:00 225 / 225	

Key ■ Weather Affected Period ■ Late Notification Period

The Port is committed, as always, to providing a system without charges. However, its ability to do so is reliant upon the haulage community using the system responsibly. If the use of quotas, and restricting the number of days in advance that a persistent offending haulier can make bookings, proves ineffective, the Port will be forced to implement the 'No Show' charge of £21.00.

As a result, updated direct debit mandates are required (see link below). These must be received no later than the **2nd February 2009**. *Any haulier who does not provide a completed direct debit by this date will be blocked from VBS and will be unable to operate from the Port.*

Please send completed direct debit forms with your user name marked at the top of the form to:

VBS Finance Administrator
Tomline House
The Dock
Felixstowe
Suffolk
IP11 3SY

We regret the need to make these changes, but they are necessary to ensure that the system continues to work for the benefit of all users.

Link for direct debit forms at <http://www.portoffelixstowe.co.uk/vbs/public/frmRegistration.aspx>

If you have any queries, please contact Wayne Gissing, Senior Manager - Haulage Operations, on (01394) 602611.