

## Contents

1. What is VBS? .....	3
2. Why is it necessary? .....	3
3. What is different in VBS2? .....	3
4. How do I register? .....	3
5. What if I arrive at the Port of Felixstowe without a VBS booking? .....	4
6. How many bookings will The Port of Felixstowe make available each hour? .....	4
7. How do I make a VBS booking? .....	4
8. When can I make a VBS booking? When do VBS bookings become available? .....	4
9. When do I need to add container details to a VBS booking? .....	5
10. What is a Late Notification? .....	5
11. How will hauliers be able to find out the status of their bookings? .....	5
12. What is a Load & Go? .....	6
13. Are there any special provisions for overnight bookings? .....	6
14. What are the service levels to be used for planning purposes for haulier turnaround at the Port of Felixstowe? .....	7
15. What if these service levels are not met? .....	7
16. Do I have to pay for VBS? .....	7
17. How will charges be levied? .....	8
18. What is a Guaranteed Booking? .....	8
19. How much does a Guaranteed Booking cost? .....	9
20. Can I restrict my staff from purchasing Guaranteed Bookings? .....	9
21. What is a No Show? .....	9
22. What is 'Exchange Free Time'? .....	10
23. What if I return a booking to the exchange (or lose a booking to the Auto-Exchange mechanism) but then decide that I do require a booking for that hour? .....	10
24. The Port failed to meet the service levels on an earlier visit to the port. This subsequently caused a No Show on a later booking. What will the Port do to address this? .....	10
25. What does the Port do during inclement weather or operational delays to prevent my booking from becoming a no show? .....	10
26. When can a haulier challenge a no show charge? .....	11
27. How should a Haulier challenge a No Show charge? .....	12
28. What is VBS Pre-allocation? .....	12

29. I don't qualify for pre-allocation, how do I know that all the peak time VBS bookings haven't gone to those who qualify?.....	12
30. What are the criteria required in order to qualify for VBS pre-allocation?.....	13
31. How is the amount of bookings a haulier is pre-allocated calculated? .....	13
32. How do I know if I meet the pre-allocation criteria? .....	13
33. What is the Auto Exchange mechanism? .....	13
34. When will the Auto Exchange mechanism run? .....	14
35. Can a haulier take a booking from the exchange after the Auto Exchange has run? .....	14
36. Will I face a No Show charge for bookings taken off me at Auto Exchange?.....	14
37. I consider myself to be a shunter and do not feel that I can work within the constraints of the Auto Exchange mechanism. What can be done to assist me?.....	14
38. What is a FAP? .....	15
39. What are the VBS rules during a FAP?.....	15
40. Is there a helpdesk service I can use for VBS2?.....	15
41. What assistance can the VBS help desk provide? .....	16
42. What is a Remote Access Code (RAC)? .....	16

## **1. What is VBS?**

VBS (Vehicle Booking System) is a mandatory, web-based appointment system to be used by all hauliers wishing to collect and/or deliver containers at the Port of Felixstowe.

## **2. Why is it necessary?**

VBS is designed to reduce the effect of the ‘peaks and troughs’ of hauliers arriving at the port during certain hours of the day. The number of VBS bookings available reflects the number of hauliers that can arrive and be processed in any one hour period, allowing the Port of Felixstowe to control congestion as well as anticipate daily traffic flows providing sufficient resources to meet demand.

## **3. What is different in VBS2?**

The Port of Felixstowe considered VBS 1 to be a success in achieving the port’s primary objectives of reducing congestion (by spreading haulier arrivals), and reducing the amount of costly errors being dealt with during the ingate process.

In providing VBS2 the Port of Felixstowe has worked closely in consultation with our haulage partners in order to improve the system, with the intention of providing a better level of service for all hauliers.

Primary changes include:

- Introduction of a No Show charge to address the level of wasted bookings.
- Introduction of an Auto Exchange mechanism
- Reduced early arrival tolerances
- Pre-allocated VBS bookings
- Guaranteed bookings
- Revised indicative service levels
- Revised rules for availability and release of VBS bookings
- Revised method for obtaining bookings
- Provision for VBS across both Port of Felixstowe terminals

Further details about each of the changes set-up above can be found in the FAQs below or within the [VBS User Guide](#).

## **4. How do I register?**

It is free to register for VBS. A haulier must complete the application form and direct debit mandate located on the Port of Felixstowe VBS website, via the [Registration](#) option.

All existing hauliers are required to re-register for VBS 2 providing updated contact and Direct Debit details. Re-registration is required no later than August 7<sup>th</sup> to ensure uninterrupted access to VBS.

Hauliers are required to inform the Port of Felixstowe of any changes to their address, contact details or Direct Debit/bank details. This should be done via the submission of a new VBS application form and Direct Debit mandate.

**5. What if I arrive at the Port of Felixstowe without a VBS booking?**

A haulier will not be permitted to enter the container terminals without a valid VBS booking. Hauliers without a VBS booking are not permitted to wait/park on the port complex.

**6. How many bookings will The Port of Felixstowe make available each hour?**

The Port will set a limit on the number of bookings allowed in any one-hour period based approximately on the number of trucks that can be processed through the gates in that period. This number will generally remain static, but can, and will, vary according to gate (and lane) opening hours.

As with VBS1, the Port will retain the ability to limit any one haulier's allowance of bookings secured during any one hour. The Port will exercise this right in order to ensure a fair distribution of bookings to all hauliers during periods of high demand.

As was the case with VBS1, the number of bookings available during shift changeover hours will reduce to reflect the reduced operating capacity of the terminal(s) during this time.

These hours will be:

06:00 hrs - 07:00 hrs (Monday to Saturday)

18:00 hrs - 19:00 hrs (Monday to Friday)

**7. How do I make a VBS booking?**

A general user guide containing step-by-step instructions as to how to create and manage VBS bookings can be found on the Port of Felixstowe website at the following link:

<http://www.portoffelixstowe.co.uk/vbs/public/documents/userguide.pdf>

**8. When can I make a VBS booking? When do VBS bookings become available?**

Day templates containing all VBS slots available for each hour/day are generally released 3 days in advance of the current hour. For example a haulier will have access to bookings for Thursday at 13:00 from Monday at 14:00 etc.

Hauliers who meet the criteria for pre-allocated bookings will have been automatically allocated a fixed number of VBS bookings prior to the release of the day template. [See Q28 for further information about pre-allocation.](#)

## 9. When do I need to add container details to a VBS booking?

VBS2 allows a haulier to be able to create and be in possession of a VBS booking without containers associated up until a certain time. At this point – known as the ‘Auto Return to the Exchange time’ – all VBS bookings must have valid container details associated with them, or they will be returned to the exchange

This ensures that:

- The haulier avoids a potential No Show charge for a booking that they possessed but may not have subsequently used; and
- Other hauliers with the required container details have the opportunity to make use of this booking, increasing the number of hauliers serviced.

## 10. What is a Late Notification?

Those bookings amended (or taken from the exchange) outside of the set timeframe (currently 3 hours) are classed as late notifications. In such instances the Port will make every effort to service the haulier as normal, but will consider the booking to be exempt from the indicative service level commitments due to the late provision of information. Empty export containers will not fall under late notification rules and bookings for such containers can be made and/or changed up until they reach the ingate.





## 11. How will hauliers be able to find out the status of their bookings?

As part of the system, the 'Booking Manager' facility will allow hauliers to select various options for displaying/retrieving the bookings they possess. All bookings will be displayed in ascending order, with a 'traffic light' indicator showing the status of each:

### Booking Status :

 Booking OK	 Booking OK (with Load and Go)
 No Details	 Only Load and Go details exist
 Errors Exist	
 The Booking is being revalidated by the system.	

### Completion Status :

 The Booking has been ingated.
 The Booking has been outgated.
 Booking did not arrive within allocated time period and has incurred a no show penalty.
 Booking did not arrive within allocated time period. You have not incurred a no show penalty for this booking.

## **12. What is a Load & Go?**

As requested during the consultation process, VBS will continue to cater for early morning collections, which are yet to be landed from a vessel and customs cleared. Under normal circumstances an import container can only be added to a VBS booking if these criteria are met. However, a Load & Go is designed to allow a haulier to create a booking for a container that is expected to become available overnight, outside of a haulier's normal office hours. This means a traffic operator can provide their driver with a VBS booking and associated Load & Go container for use overnight. Load & Go bookings can only be made for hours between 23:00 & 08:00.

In electing to create such a booking the haulier accepts the risks involved, e.g. if the import container does not become available within the booking time chosen, then the booking would be classed as a No Show and a No Show charge would be payable, if that was the only container associated to the booking and the booking was not used (ingated). Further information as to how to create a Load & Go booking can be found within the [VBS User Guide](#).

## **13. Are there any special provisions for overnight bookings?**

The Port recognises that some haulage operators – notably shunting operations – seek to take advantage of the port's traditionally less busy hours in order to maximise their container exchange. Such operators have indicated that a more flexible approach to their arrival overnight would benefit all parties.

The Port has therefore relaxed booking conditions between 23:00 & 03:00. Hauliers in possession of a valid VBS booking between these hours can be ingated at any time during them. All such bookings will however expire at 03:59. Any booking not used by this point – or returned to the booking exchange (whether automatically or not) within the late exchange parameters (see the document '[Parameters for the use of VBS Slots](#)') would be considered a No Show, and be liable for a No Show charge.

**14. What are the service levels to be used for planning purposes for haulier turnaround at the Port of Felixstowe?**

The Port of Felixstowe is committed to providing the highest level of service to all of our customers. Within haulier operations our ability to provide improved levels of service will always be dependent upon the haulage community providing relevant information in sufficient time, prior to arrival.

To assist in the planning of bookings – for guidance purposes only – the indicative service levels will be as follows:

- 1-part job = 60 minutes
- 2-part job = 80 minutes
- 3-part job = 100 minutes
- 4-part job = 120 minutes

The Port of Felixstowe does not consider these times to be our own internal targets, but in recognition of the feedback received during the consultation process for VBS2 these times are being published to provide an indication of the time likely to be taken by a haulier for a visit.

**15. What if these service levels are not met?**

If these service levels are not met, and a haulier has a 'No Show' for a booking between two and three hours later, then the No Show charge will be cancelled ([see also Q24](#)). This cancellation of the No Show charge will only occur in instances where the VBS booking in question has not been changed within the late notification periods and where the Auto Return to Exchange mechanism has not run.

PLEASE NOTE THAT THIS IS YOUR SOLE REMEDY IN THESE CIRCUMSTANCES, AND YOU SHOULD REFER TO THE PORT OF FELIXSTOWE'S GENERAL TRADING TERMS AND CONDITIONS, WHICH APPLY TO THE USE OF VBS AND ITS USERS AND WHICH LIMIT THE PORT'S LIABILITY.

These can be found at <http://www.portoffelixstowe.co.uk/commercial>

**16. Do I have to pay for VBS?**

With the exception of the annual administration fee\*, under normal circumstances VBS is currently designed to be a free service to use. The following charges do however currently apply:

- 1. Guaranteed Bookings                      £15 each
- 2. No shows                                        £30 each
- 3. Annual Administration fee\*            £1 per year

## 17. How will charges be levied?

Invoices shall be issued online on a monthly basis via a customer's VBS account. Payments shall be collected via Direct Debit. Invoice & payment collection dates are as follows:

- 3<sup>rd</sup> working day of the month – Invoices for VBS transactions in the previous month will be issued via VBS account. An email will be sent to the contact address held within the haulier's VBS account to inform it of its availability.
- Payment will be taken by Direct Debit on the 25<sup>th</sup> day of the month following the month in which the transactions occurred, or if this is not a working day, the next working day.

Note: a summary of a haulier's VBS bookings (and any related charges) will also be available daily via their VBS account.

Example:

Invoice Period	Invoice issued	Monies collected
Ugr vgo dgt 2011	Y gf pguf c{'7yj "Qevqdt	Tuesday 25th October

If Direct Debit collection is unsuccessful the Port's Credit Control department will contact the haulier direct to establish the reason why. The Port of Felixstowe will then attempt to collect the same amount again via Direct Debit. Should collection again be unsuccessful, the haulier's VBS account may be suspended until payment has been received.

In the event that the Port is required to issue a credit note, this will be raised in the month following the month of issue of the relevant invoice. The credit value shall remain on the users account until there is a large enough invoice to match it against.

## 18. What is a Guaranteed Booking?

A Guaranteed Booking is designed to be used by any haulier who wishes to obtain a booking when no other VBS slots are available. A small number of Guaranteed Bookings will be available each hour. The Port's expectation is that these bookings will only be used in exceptional circumstances. If bookings are not available via VBS, then the Port's Customer service team WILL NOT be able to create one. In such circumstances, please do not call to ask for a booking to be created for you. The Guaranteed bookings are designed to provide for such urgent instances.

### **19. How much does a Guaranteed Booking cost?**

A Guaranteed Booking costs £15 pounds. When a Haulier / Traffic Operator elect to use a guaranteed booking, a warning message shall appear detailing the commitment to the charge.

Guaranteed Bookings are non-refundable and can only be used for the hour in which they are secured.

A Guaranteed Booking can not be returned to the exchange and can still be subject to a No Show charge.

### **20. Can I restrict my staff from purchasing Guaranteed Bookings?**

Yes – the use of Guaranteed Bookings is an ‘opt-out’ process. A haulier must place its desire to opt-out of the service in writing. This should be addressed to the following email account:

[vbsadministrators@fdrc.co.uk](mailto:vbsadministrators@fdrc.co.uk)

All VBS2 accounts will be set with the option to purchase a Guaranteed Booking from August 1<sup>st</sup>. Please note that this replaces all previous communication of Guaranteed Bookings as an opt-in process.

### **21. What is a No Show?**

A No Show is defined as follows:

- Failure to arrive at the port for your booking within the agreed time period (taking into account the relevant early/late arrival tolerances).
- Returning your booking to the exchange outside of the exchange free time and the booking is subsequently not used by another haulier.

**PLEASE NOTE THAT IN SUCH CIRCUMSTANCES A NO SHOW CHARGE OF £30 WILL USUALLY BE LEVIED.**

Please note that under normal circumstances the Port of Felixstowe considers the late arrival tolerance offered for each hour to be sufficient time for a haulier to arrive at the port and ingate, irrespective of any queuing traffic present.

In the event that exceptional delays are occurring, the Port may exercise its discretion to extend either the late arrival tolerances or apply a Flexible Arrival Period (FAP).

Therefore, ‘queues at Ingates’ WILL NOT (in normal circumstances) be accepted as a valid reason to dispute a No Show charge.

This does not apply to overnight bookings where all bookings between 23:00 & 03:00 will expire (and hence be classed as No Shows) at 03:59.

**22. What is ‘Exchange Free Time’?**

This is the time before any booking hour starts when a haulier can return a VBS booking to the exchange and not be liable for a No Show charge. Like the time at which the Auto Return to Exchange function runs, this time period varies for each booking hour. Should a haulier return a VBS booking AFTER the Exchange Free time, and that booking is not re-used by another haulier, it will become a No Show (and the haulier therefore will become liable for a No Show charge).

A summary of the time at which Exchange Free time applies can be found in the document [‘Parameters for the use of VBS Slots’](#).

**23. What if I return a booking to the exchange (or lose a booking to the Auto-Exchange mechanism) but then decide that I do require a booking for that hour?**

If the required hour is within the Auto-Exchange period then a haulier can take a booking back from the exchange (subject to availability) provided the relevant container details are added. In this circumstance if the hauliers own booking is still in the exchange, they will receive it back.

The exchange works on a first in first out basis.

**24. The Port failed to meet the service levels on an earlier visit to the port. This subsequently caused a No Show on a later booking. What will the Port do to address this?**

The Port of Felixstowe accepts that at times a haulier may not complete their transaction(s) within the port’s indicative service levels (see Q14). In this event, if the haulier subsequently No Shows for a booking between 2 and 3 hours later, the No Show charge shall not be raised.

Hauliers are advised that this only applies to bookings 2-3 hours after the failed service level - not the following hour. A single haulier/vehicle attempting to use continuous bookings in adjacent hours places themselves at risk of earning a No Show charge should they fail to arrive for all VBS bookings.

**25. What does the Port do during inclement weather or operational delays to prevent my booking from becoming a no show?**

In the event that Port operations are impacted by high winds, inclement weather, or other operational delays, a Flexible Arrival Period (FAP) will be applied ([see Q38](#)). The FAP will cover all affected hours allowing for a haulier to arrive outside of their booked VBS slot once operations resume. Hauliers not intending to complete their journey to the Port during a FAP (as indicated on the appointment availability screen) are asked to return their bookings to the exchange.

No Show charges shall not apply for those hauliers failing to arrive during a FAP.

## **26. When can a haulier challenge a no show charge?**

No Show charges can be challenged as follows:

### **1. Immediately after the event.**

All registered VBS account holders can choose to receive an email notifying when a No Show has occurred by selecting such within the 'Your Profile' option. This will send an email to the address associated within 'Your Profile' but will also be accessible via the 'Messages' option on the Menu Screen.

The information will also be visible on the VBS account summary via their VBS homepage or via the 'Booking Manager' function.

In this circumstance the haulier can challenge the no show immediately after it occurs. Should the appeal be successful, the No Show charge shall be deleted from the hauliers account and will not be raised on the monthly invoice.

### **2. After receiving a monthly invoice.**

In this instance as the invoice will have already been raised, the VBS No Show charge shall be collected as per the scheduled Direct Debit agreement. Should the haulier successfully challenge a No Show that appears on the monthly invoice, then a credit shall be raised for the following month.

## **27. How should a Haulier challenge a No Show charge?**

In the event that a haulier wishes to dispute a No Show charge, the haulier must place their query in writing, stating the following info:

- VBS booking number
- Invoice number (if the No Show is showing on a monthly invoice)
- Date and time of event
- Amount of charge queried
- Reason for dispute (including supporting evidence if relevant)
- Contact details – Telephone & email
- Name of sender

The dispute letter can be sent via email or post to the following address(es):

Email: [vbsadministrators@fdrc.co.uk](mailto:vbsadministrators@fdrc.co.uk)

Post: VBS Finance Administrator  
Tomline House  
Port of Felixstowe  
IP11 3SY

Consideration will be given to the query, and a reply shall be provided via email within 7 working days.

PLEASE NOTE THE FOLLOWING:

- VBS no show queries will not be accepted via telephone
- Only one challenge per email/letter will be accepted

## **28. What is VBS Pre-allocation?**

VBS Pre-allocation is the term used to refer to the distribution of a proportion of VBS bookings to hauliers meeting certain criteria prior to the release of the day template.

## **29. I don't qualify for pre-allocation, how do I know that all the peak time VBS bookings haven't gone to those who qualify?**

A rule will be applied to ensure non-qualifying hauliers continue to have fair access to bookings during all hours of the day. This rule will ensure that the proportion of bookings left for non-qualifying hauliers will be greater than the total proportion of business that they collectively represented over the same period (8 weeks).

**30. What are the criteria required in order to qualify for VBS pre-allocation?**

In order to qualify for VBS Pre-allocation a haulier must satisfy the following criteria:

1. The number of VBS bookings a haulier uses at the Port of Felixstowe must account for greater than 1% of the total VBS bookings used over a defined period (currently deemed to be 8 weeks).
2. A haulier's daily VBS arrival pattern must be split between peak/off-peak with a minimum 65% off-peak arrivals
3. A container-to-VBS booking ratio equal to, or in excess of, 1.65 containers per booking.

**31. How is the amount of bookings a haulier is pre-allocated calculated?**

The amount of bookings a haulier meeting the pre-allocation criteria is allocated is directly proportionate to the volume of business that they accounted for during the preceding 8 weeks at the Port of Felixstowe.

The percentage of all VBS arrivals that a haulier accounted for during the 8-week reference period is allocated to them on an hourly basis as a percentage of the available gate capacity, less a reducing factor of 10%.

The bookings are allocated in the same fashion around the clock Monday to Friday. Saturday and Sunday operations are exempt from pre-allocation BUT DO require a valid VBS booking.

**32. How do I know if I meet the pre-allocation criteria?**

All hauliers that meet the criteria for the initial pre-allocation have been contacted directly by the Port of Felixstowe prior to the commencement of VBS2 on August 1<sup>st</sup> 2011.

Every haulier thereafter shall be assessed against the criteria on a weekly basis. Hauliers can become eligible for pre-allocation at any time, OR can have their pre-allocation removed at any time, should they fail to meet the criteria.

Those hauliers who feel that they meet the criteria for pre-allocated bookings, but have not been contacted by the Port of Felixstowe can appeal by contacting Customer Services on 01394 604060.

**33. What is the Auto Exchange mechanism?**

In order to ensure the greatest possible utilisation of VBS bookings in each hour, an automated process has been developed that will automatically return bookings with no containers associated to the exchange at a set time before a booking begins.

This allows other hauliers to make use of these bookings.

The use of the Auto Exchange (and the time parameters associated) shall initially be run as a trial to be reviewed after 3 months of use.

**34. When will the Auto Exchange mechanism run?**

The time that the auto exchange runs varies depending on the hour of the VBS slot. During the hours of 07:00-22:00 the Auto Exchange shall run 3-hours (180 minutes) before the booking hour starts.

Overnight, when haulier offices are less likely to be manned, the Auto Exchange shall run earlier. By 23:00hrs the Auto Exchange shall have run for every hour up until and including 06:00. This means that by 23:00 the only bookings not in the exchange are those bookings that have one-or-more containers on them, i.e. a haulier is clearly indicating an intention to use them.

Full details of when the Auto Exchange mechanism is run for each hour can be found in the document '[Parameters for the use of VBS Slots](#)'.

**35. Can a haulier take a booking from the exchange after the Auto Exchange has run?**

Yes – but only by adding valid container details.

**36. Will I face a No Show charge for bookings taken off me at Auto Exchange?**

No – Even if the VBS does not get subsequently re-used. The Auto Exchange is designed in part to prevent the haulier from No Shows without associated containers.

**37. I consider myself to be a shunter and do not feel that I can work within the constraints of the Auto Exchange mechanism. What can be done to assist me?**

If a haulier considers themselves to be a shunting operation it is possible for the Port of Felixstowe to remove the operators exposure to the Auto Exchange mechanism – providing certain criteria is met.

The criteria to define a shunter is as follows:-

- Company to provide list of all registration numbers of vehicles dedicated to shunt operation.
- Of such registrations they must arrive at the Port on average every 3-hours (8 times in a 24-hour period or part there of)
- 70% of registrations provided must match this criteria.

For consideration please complete the 'Shunter Exemption Form' which can be found at the link below:

<http://www.portoffelixstowe.co.uk/vbs/public/documents/shunterexemption.pdf>

Provided the criteria is met, then under this circumstance bookings will not be returned to the exchange via the Auto Return to Exchange function, however the operator places themselves at a greater risk of obtaining a No Show as a result.

### **38. What is a FAP?**

FAP stands for Flexible Arrival Period and is used by the Port most commonly during periods of bad weather affecting operations.

A FAP can be applied across a number of hours. During these hours a haulier can use any valid VBS booking within these times to ingate. This prevents a hauliers VBS booking from timing out whilst operations are restricted/ceased.

FAPs can also be applied for any event that is causing delays to port operations or to haulier arrivals e.g. local traffic incidents within a short radius of the port.

The application (and extension) of a FAP is at the discretion of the port's Customer Services department.

### **39. What are the VBS rules during a FAP?**

- The end time will be set in order to allow sufficient time in which to deal with any backlogs once the weather abates.
- When a FAP is set, an e-mail will be sent to all users notifying them of the times of the FAP (and any changes).
- Bookings are able to be cancelled during the FAP. These will be deleted completely, i.e. not returned to the Exchange.
- Bookings that have already been made remain valid, and can be in-gated at any time during the FAP. For example, a booking for the first hour of the FAP is still valid when the gates re-open, because the FAP will remain in force to help to clear any backlogs.
- No Show charges will not apply during the FAP.
- Bookings during the FAP can be moved to a period outside if availability exists (but normal booking rules will apply)

If the FAP is less severe than predicted, and any backlog is cleared earlier than anticipated, the amount of bookings made available will be increased accordingly

### **40. Is there a helpdesk service I can use for VBS2?**

A 24 hour helpdesk will be available Monday to Friday (excluding public holidays).

At weekends the helpdesk will close at 15:00hrs Saturday and reopen at 23:00hrs Sunday.

Exceptions to these opening times will apply during public holidays.

The helpdesk can be contacted during these times on 01394 604060.

#### **41. What assistance can the VBS help desk provide?**

The helpdesk is provided to resolve general VBS queries including:

- Questions relating to system access problems (lost password etc.)
- Provision of information relating to opening hours and port operational status – especially during port stoppages.
- Advice/resolution in relation to the creation or amendment of a booking.
- General port access information, including directions and information relating to creating a VBS account.

The helpdesk **cannot:**

- Create bookings for periods when none are available via the internet based service.
- Can not move a booking into a hour that is already fully booked.
- Handle disputes/enquiries regarding No Show charges.

Any haulier calling the helpdesk to ask for the creation of a booking will be referred back to the internet based VBS service, or offered a VBS booking during the next available hour.

#### **42. What is a Remote Access Code (RAC)?**

In some instances in order to provide remote assistance for a haulier, the Customer Services team will require the provision of a Remote Access Code (RAC). A haulier can create/amend their Remote Access Code via 'Your Profile' accessed from the VBS main menu.

**THE INFORMATION PROVIDED IN THESE FREQUENTLY ASKED QUESTIONS IS FOR INFORMATION PURPOSES ONLY, AND MAY BE UPDATED AND AMENDED AT ANY TIME. THE INFORMATION CONTAINED IN THESE FREQUENTLY ASKED QUESTIONS IS NOT INTENDED TO BE LEGALLY BINDING ON THE PORT. ALL VBS USERS SHOULD REFER TO THE PORT OF FELIXSTOWE'S GENERAL TRADING TERMS AND CONDITIONS, WHICH APPLY TO THE USERS AND USE OF VBS.**