



Port of Felixstowe

Re launch of VBS - VBS Phase 2

***Freight Travel Management Plan (FTMP).
Within this document the Port was obligated to
demonstrate a commitment to managing and
influencing the volume, impact and arrival
patterns of traffic using the port.***

A member of the Hutchison Port Holdings Group



Agenda / Objectives

- CEO address
 1. Changes to VBS - summarised
 2. Pre allocation criteria
 3. “Shunters” – any consideration
 4. Secondary gate/errors
 5. Re application process
 6. Bank Holiday Working Arrangements
 7. AOB



1. Changes to VBS

- Mandatory requirement to include seal number for exports
- Pre allocation of slots to those hauliers meeting the selection criteria incorporated
- Auto return to exchange mechanism incorporated
- No Show charge applied
- *Peak booking charge withdrawn indefinitely*
- Guaranteed bookings incorporated
- Revised indicative service levels applied
- Early arrival tolerances changed (30 minutes to 5 minutes)
- Bookings released 2 days in advance



2. Pre allocation – qualifying criteria

1. Number of VBS bookings must account for greater than 1% of the total VBS bookings used.
 2. Daily VBS arrival pattern must be greater than 65% off-peak.
 3. Containers exchanged per VBS booking must be 1.65 or greater on average.
- ✓ Volume of bookings not pre allocated will be greater than the proportion of business collectively represented .
 - Data will be taken over an 8-week period and adjusted accordingly based on results.



3. Shunters

The Port requires timely and accurate information to be associated to all VBS bookings and would prefer to have no exceptions to this rule. However, following observations made within the consultation period concerns have been raised relating to “shunters”. With this in mind the following criteria will be used to assess if special provision is relevant.

- Number of visits by registration = or > than 6 per day
- % of such registrations meeting above = or > than 70%
- ✓ Auto return disabled. Responsibility for No Show would remain with haulier concerned.
- List of registration numbers to be provided by such companies.
- RHIDES cards will be cross referenced against these to ensure vehicle and registered driver (RHIDES) match.
- If such companies meet the pre allocation criteria no allocation within peak times will be provided and service level guarantees would be exempt.



4. Secondary gate charges

As outlined within the consultation documentation the Port intends to introduce charges for duplicate gate transactions.

- To address the level of gate errors/rejections
 - Incorrect PIN number – 5.5%
 - Booking complete – already been used by another driver – 1.65%
 - Booking time expired – arrived too late – 0.7%
 - Booking time has not started – arrived too early – 2.4%
 - No container details for this booking number – 0.34%
 - Error resolution at secondary gate (incorrect containers & above) – 6.41%
- Discuss issues / solutions with VBS forum
- Provide sufficient time to assess and improve prior to introduction of charges.



5. Re application process

As part of the re launch of VBS(2) all hauliers will be required to re apply for access to the system.

- New application forms and direct debit forms will be made available from Monday 18th April.
- To create an account a direct debit mandate is mandatory – no exceptions.
- Hauliers wishing to retain the current log-in details can do so by including the VBS log in on the application form.



6. Bank holiday working arrangements

	07:00 - 19:00	07:00 - 15:00	19:00 - 07:00	23:00 - 07:00
Fri 22 April	Closed			
Sat 23 April	n/a	Open	Closed	
Sun 24 April	Closed		n/a	Open
Mon 25 April	Closed		n/a	Open
Tue 26 April	Open as normal			
Wed 27 April	Open as normal			
Thu 28 April	Open as normal			
Fri 29 April	Closed		Closed	
Sat 30 April	n/a	Open	Closed	
Sun 01 May	Closed	n/a		Open
Mon 02 May	Closed			Open
Tue 03 May	Open as normal			

- Which dates/times can be effectively used?
- Attendees agreed to communicate requirements no later than Wednesday 27th April for potential opening on Friday 29th April.



HPH

Our Mission

**To be the global market leader in
port development, operations and logistics services**