

# FPUA VBS UPDATE

PHASED CHANGES EXPLAINED

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# Phase 1 Recap – October

## Auto-Exchange Changes

The first changes that we made to the automated grab back focussed on VBS availability in the most popular hours between 11:00 to 19:00hrs. The grab back time was changed from 2hrs prior to booking time to 4hrs.

## VBS Transparency

We introduced a new report that provided the facts surrounding the quantity of VBS bookings that we release each day. This is available without the need to log in to VBS so that non VBS account holders can access the information.

## Returned VBS Bookings

The standard templates for VBS were updated with bookings returned to pre COVID-19 levels as quayside volume increased. The increases totalled 1796 extra bookings across the week (TTY = 1190 / LNG = 606)

### Discussion Points:

- Is there any feedback from FPUA members concerning these changes?

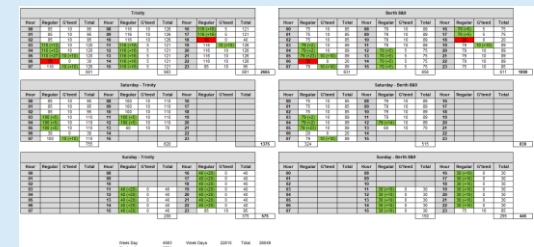
Parameters for the use of VBS slots (version 8 - 07/02/2020)						
Time of VBS	Auto Exchange Minutes	Auto Exchange Time	Exchange Free Time Minutes	Exchange Free Time	Early Arrival Tolerance (minutes)	Late Arrival Tolerance (minutes)
	This is the amount of time allowed BEFORE a VBS starts that the system will "Grab Back" if it does not have valid container details on it. In such circumstances the VBS booking will normally return to the exchange free from the risk of a No Show charge (unless a haulier is classed as a Shunter)		The amount of time BEFORE a booking starts that a haulier can return an unwanted VBS slot without the risk of incurring a No Show charge (see question 22 in VBS FAQ's)		The amount of time before or after a VBS booking time, when still valid to use the related booking to enter the Port.	
00:00	480	16:00	180	21:00	185	135
01:00	540	16:00	180	22:00	245	75
02:00	600	16:00	180	23:00	305	15
03:00	660	16:00	180	00:00	0	60
04:00	720	16:00	180	01:00	5	60
05:00	780	16:00	240	01:00	5	60
06:00	840	16:00	300	01:00	5	60
07:00	900	16:00	60	06:00	5	60
08:00	120	06:00	60	07:00	5	60
09:00	120	07:00	60	08:00	5	60
10:00	120	08:00	60	09:00	5	60
11:00	240	07:00	60	10:00	5	60
12:00	240	08:00	60	11:00	5	60
13:00	240	09:00	60	12:00	5	60
14:00	240	10:00	60	13:00	5	60
15:00	240	11:00	60	14:00	5	60
16:00	240	12:00	60	15:00	5	60
17:00	240	13:00	60	16:00	5	60
18:00	240	14:00	60	17:00	5	60
19:00	240	15:00	60	18:00	5	60
20:00	240	16:00	60	19:00	5	60
21:00	300	16:00	60	20:00	5	315
22:00	260	16:00	60	21:00	65	255
23:00	420	16:00	120	21:00	125	195

Grab Back changed from 2hrs to 4hrs from 21/10/2020

Laniquid VBS Daily Booking Summary															
		Friday, October 30, 2020		Saturday, October 31, 2020		Sunday, November 01, 2020		Monday, November 02, 2020		Tuesday, November 03, 2020		Wednesday, November 04, 2020		Thursday, November 05, 2020	
Hour		Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused
Night 00:00-06:00		542	314	542	415	0	0	542	0	542	0	542	542	542	542
Day 07:00-18:00		915	337	604	377	240	140	957	121	915	915	915	915	915	915
Evening 19:00-23:00		441	289	0	0	205	19	441	239	441	441	441	441	441	441
Total		1898	940	1146	792	445	169	1940	356	1898	1898	1898	1898	1898	1898
		49.53%		69.11%		37.75%		18.30%							

Trinity VBS Daily Booking Summary															
		Friday, October 30, 2020		Saturday, October 31, 2020		Sunday, November 01, 2020		Monday, November 02, 2020		Tuesday, November 03, 2020		Wednesday, November 04, 2020		Thursday, November 05, 2020	
Hour		Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused
Night 00:00-06:00		675	84	845	328	0	0	675	0	675	0	675	675	675	675
Day 07:00-18:00		1591	98	730	334	320	96	1391	41	1591	1591	1591	1591	1591	1591
Evening 19:00-23:00		599	184	0	0	255	8	599	14	599	599	599	599	599	599
Total		2665	370	1375	630	575	104	2665	55	2665	2665	2665	2665	2665	2665
		14.11%		45.82%		18.09%		2.06%							

Combined Total															
		Friday, October 30, 2020		Saturday, October 31, 2020		Sunday, November 01, 2020		Monday, November 02, 2020		Tuesday, November 03, 2020		Wednesday, November 04, 2020		Thursday, November 05, 2020	
Total		Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused	Total VBS Bookings Released	Unused
Total		4563	1316	2021	1422	1620	272	4665	411	4663	4663	4663	4663	4663	4663
		28.84%		56.41%		26.87%		8.83%							



# Phase 2 – November/December

## Auto-Exchange Changes

The second phase of changes will result in bookings between 08:00 and 11:00hrs being grabbed back the previous day; Monday bookings will be Auto-Exchanged on Friday.

The purpose of this change is to recover bookings that hauliers do not intend to use earlier, so that VBS users with genuine need have access to the bookings earlier. We are considering putting a Captcha step in at this point to control automated methods to give all hauliers an equal chance to secure bookings.

The change also increases the number of hours that would require valid container detail to be added. This is the first step towards a Container Booking System where compulsory and validated detail will be required to secure a VBS Booking in future.

We are also reviewing the period of time prior to a booking where changes can be made. We believe that this time should be set at 2hrs prior to the booking. This will enable us to further control abuse (taking bookings when they are not needed).

### Discussion Points:

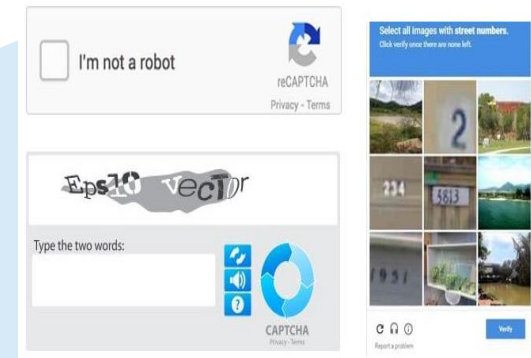
- Is there a preferred Auto-Exchange time  
16:00hrs (at the same time as night bookings)  
17:00hrs  
18:00hrs  
Other

- Bookings will not be able to be changed from 2hrs prior to booking\*
- Impact on Shunters (Peak hours only?)
- We will discuss Captcha on the next slide

\*Systems changes required

Parameters for the use of VBS slots (version 3 – November 2020)						
Time of VBS	Auto Exchange Minutes	Auto Exchange Time	Exchange Free Time Minutes	Exchange Free Time	Early Arrival Tolerance (minutes)	Late Arrival Tolerance (minutes)
	This is the amount of time allowed BEFORE a VBS starts that the system will "Grab Back" if it does not have valid container detail on it. In such circumstances the VBS booking will normally return to the exchange free from the risk of a No Show charge (unless a haulier is classed as a Shunter)		The amount of time BEFORE a booking starts that a haulier can return an unbooked VBS slot without the risk of incurring a No Show charge (see question 22 in VBS FAQ's)		The amount of time before or after a VBS booking time, when still valid to use the related booking to enter the Port.  Please Note: The cut-off time for VBS tolerance ends at 00:00hrs on the day of the VBS.	
00:00	480	16:00	180	21:00	185	135
01:00	540	16:00	180	22:00	245	75
02:00	600	16:00	180	23:00	305	15
03:00	660	16:00	180	00:00	0	60
04:00	720	16:00	180	01:00	5	60
05:00	780	16:00	240	01:00	5	60
06:00	840	16:00	300	01:00	5	60
07:00	900	16:00	60	06:00	5	60
08:00	840	18:00	60	07:00	5	60
09:00	900	18:00	60	08:00	5	60
10:00	960	18:00	60	09:00	5	60
11:00	1020	18:00	60	10:00	5	60
12:00	240	08:00	60	11:00	5	60
13:00	240	09:00	60	12:00	5	60
14:00	240	10:00	60	13:00	5	60
15:00	240	11:00	60	14:00	5	60
16:00	240	12:00	60	15:00	5	60
17:00	240	13:00	60	16:00	5	60
18:00	240	14:00	60	17:00	5	60
19:00	240	15:00	60	18:00	5	60
20:00	240	16:00	60	19:00	5	60
21:00	300	16:00	60	20:00	5	315
22:00	260	16:00	60	21:00	65	255
23:00	420	16:00	120	21:00	125	195

\*Monday bookings grabbed back and re-released Friday @ 18:00hrs



## Phase 2 – November/December

### Sniper Tool Usage

It is evident that some hauliers continue to use high frequency systems to secure high numbers of bookings that ultimately they do not need. This practice results in those with genuine need not being able to secure booking – This is unacceptable.

We now have data for all hauliers that demonstrates the quantity of bookings that are secured, those that are handed back in advance of Auto-Exchange and those that are recovered by the Auto-Exchange grab back.

We will use this and other data to introduce automated consequences for hauliers using these tools. Initial steps will result in a VBS account being logged off when a user messages our servers at an unacceptable level (Capture step at log on).

Continued use of such tools is likely to result further use of other technology such a Capture being introduced to ensure that a fair and level playing field is maintained.

#### Discussion Points:

- The introduction of Captcha
- Considerations relating to the points that Captcha will be introduced
  - At the point of booking release
  - When re-released after grab back
- The introduction of message threshold and forced log off

## Phase 2 – November/December

### Pre-Allocation

We now have data to evaluate the behaviours and usage of VBS bookings that have been Pre-Allocated to hauliers. This data can be seen on this heat map with the red and orange hours evidencing where hauliers receive Pre-Allocated VBS Bookings but their actual usage of such is extremely low.

These are bookings that could be available to the wider haulage community.

As an interim step, we will use this data to adjust Pre-Allocation in low usage hours to free up bookings for other hauliers to use.

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	AVG	
36%	43%	34%	76%	73%	91%		80%	78%	71%	63%	66%	62%	71%	69%	69%	60%	81%	0%	58%	16%	54%	52%	55%	59%	
48%	36%	66%	86%	87%	90%		84%	67%	62%	54%	76%	75%	92%	88%	84%	78%	88%	50%	70%	61%	84%	68%	64%	73%	
30%	24%	19%	37%	52%	69%		66%	60%	63%	42%	39%	51%	68%	78%	80%	72%	64%	67%	54%	52%	65%	61%	37%	28%	53%
56%	43%	30%	56%	64%	60%		80%	68%	64%	68%	64%	73%	71%	76%	80%	74%	73%	62%	84%	77%	56%	70%	51%	33%	64%
13%	29%	36%	76%	79%	80%		74%	71%	52%	30%	56%	87%	85%	80%	88%	77%	69%	44%	46%	15%	38%	8%	15%	54%	
17%	5%	16%	37%	55%	55%		83%	32%	11%	8%	7%	1%	51%	60%	67%	75%	67%	53%	31%	1%	1%	2%	2%	1%	31%
26%	26%	34%	73%	90%	94%		78%	61%	53%	53%	57%	67%	72%	79%	67%	63%	51%	25%	18%	8%	3%	1%	5%	48%	

#### Discussion Points:

- Pre-Allocation removed where red
- Pre-Allocation reduced where orange
- All Pre-Allocation removed at shift Changeover (06:00/18:00hrs)?

## Phase 2 – November/December

### Overnight Bookings

Currently the Port allows VBS bookings between 21:00 to 02:00hrs to be in gated at any time during these hours. This was originally intended to help hauliers overnight, especially those without night staff to move bookings.

This approach has resulted in unpredictable arrival times, unpredictable yard workload and bunching towards the end of the flexible arrival window. This spike in workload can rapidly affect yard performance (filling THA's and temporarily closing gates) causing delays that can run into the shift change period.

With the above in mind, we intend to remove this flexible arrival approach and replicate all other hours of the day. We remain open for discussion relating to the impact on hauliers such as Shunters.

#### Discussion Points:

- Removal of flexible arrival approach
- Impact on hauliers – Feedback required

# **CBS**

ENGAGEMENT

# CBS – The Future of VBS

## Container Booking System

We are working towards replacing VBS (Vehicle Booking System) with CBS (Container Booking System). In future, to secure a booking, we will require:

- ***Compulsory Container Detail***

In future, to secure a booking, a validated import or export full container will be required; no empty containers will be accepted to secure a booking. We will however consider options for a small number of empty only bookings to be available in each hour.

Whilst both full and empty containers can be added and removed from a booking prior to arrival, the primary container that was used to secure the booking must remain. If the Primary container is removed, the booking will be automatically returned to the exchange and a new booking will be required.

We believe that the move from VBS to CBS will also remove the need for Pre-Allocation.

In future, when a booking is taken, it must be for genuine need. We will not facilitate the grabbing of bookings without genuine need – Please see an example to support this below:

Daily Hits	26/10/2020	1445358	1676040	1566073	1599811	883616	42240	42780		7255918
Total Bookings Returned on the Day		2776	2057	2414	2597	2809	153	53	12859	
Bookings Returned by Haulier		929	647	815	886	868	94	38	4277	
Bookings Grabbed Back by System		1847	1410	1599	1711	1941	59	15	8582	
<b>Bookings Used on Day</b>		3502	3513	3908	3663	3396	926	451	19359	
Guaranteed Bookings		178	181	228	180	155	1	0	923	
Pre-Allocated Bookings		3104	3129	2931	2978	2979	1	0	15122	
Pre-Allocated Used		1608	2028	1776	1670	1640	0	0	8722	32218
										<b>Used %</b> 60



## CBS – The Future of VBS

In the next phase of the project, we are keen to work with the FPUA and VBS users to understand what features and enhancements we should consider. We also need to consider existing functionality that we will not take forwards into “CBS”.

As an example, should “Load & Go” be carried forwards into CBS as is, enhanced or removed?

### **Load & Go**

The Load & Go option allows import containers that have not yet been discharged to be collected overnight (between 23:00 to 08:59hrs) providing certain key criteria have been met.

Load & Go associates import containers that have yet to be discharged, to a booking. The containers are added to the booking upon discharge providing that the containers are landed within the time period covered by the booking, are cleared for collection and released.

*Duplicate, enhance or remove?*

# CBS – The Future of VBS

## **Shunter Exemption**

Currently there are very few advantages linked with this facility other than the account being exempt from the Auto-Exchange. In reality, if an account is not micro-managed, it exposes the hauliers to increased risk of incurring "No Show" charges.

Should Shunter Exemption be carried forwards into CBS as is, enhanced or removed?

## **Improve Clip Board Functionality**

We believe that there is an opportunity to enhance the Clip Board functionality but what features would CBS users like? Some of our ideas are:

- Enable Clip Board to "Pull" status updates upon request
- Show status (Import/Export) / Terminal / Size/Type
- Weight / Hazardous labels / Dangerous Goods confirmed
- Released / Landed
- Ability to make bookings directly from Clipboard

# CBS – The Future of VBS

## **Introduce Dashboard Report**

We have recently introduced a daily report to share VBS related information. We are keen to understand if CBS users would be interested in having access to a dashboard or report that provides details and statistics relating to their account.

If so, what information would be most beneficial?

## **Weather Affected Periods**

Currently when we experience weather affected periods, and particularly un-forecasted weather, we have different steps that we take to control the flow of vehicles into the Port.

We are considering an enhancement that would allow us to recover bookings when needed and then return them to the original accounts if the situation improves.

This enhancement would allow us to have full control over vehicles travelling to the Port at all times without the controversy of hauliers effectively losing the bookings to other hauliers when they are re-released.

If this feature was created, there would be no backdating and would be only possible for complete future hours.

# CBS – The Future of VBS

## **Waiting List**

Some hauliers have asked for a waiting list so that any returned bookings can be made available to hauliers with genuine need in the first instance.

To join the waiting list, the haulier could go through the same validation process which includes a primary unit.

We believe that this enhancement would be welcomed by the smaller hauliers and ensure fair distribution of bookings.

## **Safety Feature - Maximum Trailer Weights**

A new Safety feature is suggested which would alert (or prevent) 2 x heavy 20' containers being loaded onto the same vehicle.

Ideally this safety feature would include functionality to prevent 2 x 20' containers on different VBS bookings being loaded to the same vehicle.

This safety feature would assist haulage companies to avoid mistakes and also prevent hauliers intentionally overloading their vehicles

## CBS – The Future of VBS

### **Out of Hours Collections and Deliveries**

Introduce ability in CBS to plan bookings to deliver and collect containers outside of regular opening times.

Currently this process is entirely manual and there is an opportunity to streamline the process, eliminating administration task whilst increasing knowledge of containers being collected out of regular opening times.

This process is only available for those hauliers with a credit account so hence there would need to be a validation step to allow those hauliers to make bookings.

*Are there any other ideas that the FPUA and VBS users would like us to consider?*

# THE WORLD'S LEADING PORT NETWORK