

## Changes to the Port of Felixstowe VBS System (April 2013)

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All VBS users

Please be advised that the following changes will be made to the VBS system beginning the week commencing **Monday 15<sup>th</sup> April**:

### 1. VBS Early arrival tolerance for Berths 8&9:

The amount of time prior to the commencement of a booking hour that a haulier can successfully ingate at Berths 8&9 is reducing from 30 minutes to 5 minutes prior to VBS start time. Any haulier attempting to ingate before this time will be rejected.

This change will align the early arrival time with Trinity terminal.

### 2. Movement of VBS bookings:

Following an increase in the number of VBS bookings being moved during the current hour, users will no longer be able to move their VBS once the booked hour commences. Late movement of VBS bookings affects the number of bookings available for other hauliers to use.

Prior to the start of a VBS, a haulier should know whether or not they will be able to arrive at the Port during that hour. If it is likely that haulier will not be able to arrive on time, then prior to VBS start time the haulier should seek to either move their booking to a more suitable hour, or return it to the exchange. The late arrival tolerance of 1hr will still apply to all hours (except 03:00). **As ever, the additional one hour is made available for exceptional circumstances when a haulier is running late, and is not to be considered part of the normal arrival window for a VBS slot.**

### 3. Customer Service Team assistance in moving bookings:

In addition to the point 2 above, once a booking hour commences the Customer Services Team will no longer be able to move a booking on a haulier's behalf using the Remote Access Code. Hauliers should seek to manage their own bookings (or call the Customer Services Team) prior to its start time.

In all cases, a booking can only be moved to another time period if availability exists in the desired hour.

### 4. Management of VBS bookings overnight.

The Port of Felixstowe provides a 24/7 Customer Services Department giving assistance to hauliers arriving at the Port, or having difficulty in managing their bookings via the internet based VBS system.

The Customer Services Team is not able to act as a secondary traffic desk for those hauliers who elect to operate overnight without their own office or traffic desk resource. When possible, the CSC team will provide assistance with the creation, management and movement of VBS bookings, however those hauliers who are requesting a disproportionate amount of assistance overnight may be refused help.

The VBS system is designed to allow a haulier full autonomy. The CSC team have the right to refuse assistance if they feel that a haulier is not taking sufficient steps to manage their own VBS bookings.

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**5. Day release of VBS bookings:**

Following consultation with a number of members of the haulage industry, it has been decided to amend the release of VBS templates to remove the requirement for a user to be online at weekends in order to secure bookings for certain days.

Previously the VBS day template for a Tuesday/Wednesday would have been released on Saturday/Sunday respectively. This meant the greatest opportunity of securing a booking for these days would be achieved by going online at the weekend.

Whilst it is not possible to offer the release of VBS day templates 7 days in advance, VBS slots for Tuesday/Wednesday will now be made available 6 days in advance on the previous Wednesday/Thursday respectively. This removes the need for weekend working. All other days will be released as normal, 3 days in advance.

The new release days for VBS templates can be summarised as follows:

<b>Guide to the release of VBS day templates</b>							
The table below indicates the day of the week on which subsequent VBS day templates are released. This is the time at which it is possible for a haulier to create/manage VBS bookings. The number of days in advance that a day template is released varies in order to ensure that templates are released on working days, thereby avoiding the need to access VBS at weekends to secure bookings.							
Template Day (the day a haulier wishes to book for)	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Release Day (the day the bookings become available)	Thursday	Friday	Wednesday	Thursday	Monday	Tuesday	Wednesday
Number of days in advance	3	3	6	6	3	3	3

Traffic desk Operators are advised to print and keep this for their records

**Please Note:** This change comes into effect from w/c Monday 15<sup>th</sup> April. Hauliers will be required to use the VBS system on Wednesday 17<sup>th</sup> & Thursday 18<sup>th</sup> April in order to secure bookings for the following week (Tuesday 23<sup>rd</sup> & Wednesday 24<sup>th</sup> respectively). There will be no VBS release on Saturday 20<sup>th</sup> or Sunday 21<sup>st</sup>.

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