

# **Vehicle Booking System (VBS) User Guide**

This User Guide has been designed to describe the key features and demonstrate how to use the various functions within VBS.

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## 1 Logging on

To access the system, log on to the VBS homepage via <http://vbs.portoffelixstowe.co.uk>

### 1.1 To enter VBS from homepage

**VBS** Vehicle Booking System

**HUTCHISONPORTS**  
**PORT OF FELIXSTOWE**

Home Tuesday, 28 May 2019

**Main Menu**  
General Information  
Contact Us  
**Registered Users**  
VBS Application  
Use of this site indicates that you accept these **Legal Terms and Conditions** and the information is subject to a **Disclaimer**  
Privacy Policy

**Welcome**

The Vehicle Booking System - or VBS - is a real-time appointment system used by hauliers wishing to deliver or collect containers at The Port of Felixstowe. The simple-to-use web-based system allows hauliers to select a time for their visit, enabling the Port to proactively manage customer demand, providing a faster turnaround.

In addition, each time the haulier creates a new booking, VBS checks and confirms that the customer's details are correct, thereby greatly reducing wasted journeys and expense caused by incorrect information.

Registering for VBS is a simple process. Once registered, a haulier will be given their own unique account, where they can create and manage their haulier arrivals at the Port of Felixstowe on-line.

Hauliers can register for VBS by completing and returning these forms or start the VBS Application by clicking here.

**Popular Functions**

**MyPort App**  
Keep up-to-date on the latest container status, anytime, anywhere. **Stay Connected**

**Haulier Information**  
To ensure a haulage operator, or driver, can safely deliver to or collect from the Port of Felixstowe.

**Haulier Induction Film**  
Available in multiple languages, showing how to safely deliver to or collect from the Port of Felixstowe.

Click 'VBS Application' to go to log in screen.

**VBS** Vehicle Booking System

**HUTCHISONPORTS**  
**PORT OF FELIXSTOWE**

Home > VBS Application Tuesday, 28 May 2019

**Welcome to the Vehicle Booking System**

Please select one of the following options:

- Login
- Lost or Forgotten Password

Click Login

**VBS** Vehicle Booking System

**HUTCHISONPORTS**  
**PORT OF FELIXSTOWE**

Home > VBS Application > Login Tuesday, 28 May 2019

**Welcome to the Vehicle Booking System**

Please enter your username and password to access the system :

User Name:

Password:

Log In

• Lost or Forgotten Password

Enter User name

Enter password

## 1.2 If you have lost or forgotten your password

**VBS** Vehicle Booking System

**HUTCHISONPORTS**  
**PORT OF FELIXSTOWE**

Home > VBS Application > Login Tuesday, 28 May 2019

**Welcome to the Vehicle Booking System**

Please enter your username and password to access the system :

User Name:

Password:

Log In

• Lost or Forgotten Password

Click Lost or Forgotten Password

**Vehicle Booking System**

Home > VBS Application > Lost or Forgotten Password Tuesday, 28 May 2019

**Lost or Forgotten Password**

Please enter your username to recover your password :

User Name:

Code:

2J4L5  
Can't read? Try different words.

Enter User Name      Type code      Click on Submit

1. Click on the Lost or Forgotten Password button.
2. Enter your User Name.
3. Type in the system generated code displayed. Note that this is case sensitive.
4. Select the Submit button
5. A new system generated pass word will be emailed to you.

#### Hints and notes.

- Copy and paste the new password from the email on to the login screen.
- Change the password to something easier to remember using the Change Password option on the main menu.

## 2 Main Menu

Home > VBS Application Friday, 21 June 2019

**Welcome to the Vehicle Booking System**

Please select one of the following options:

<ul style="list-style-type: none"> <li>• Create a Booking</li> <li>• View Booking Details</li> <li>• Move Booking Appointment</li> <li>• Modify Booking Containers</li> <li>• Return a Booking to the Exchange</li> <li>• Invoices and Charges</li> <li>• Messages (48)</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment Availability</li> <li>• Booking Manager</li> <li>• Container Clipboard Manager</li> <li>• Your Profile</li> <li>• Change Password</li> <li>• RFID Tag Request</li> </ul>
--	---

Click one of these options

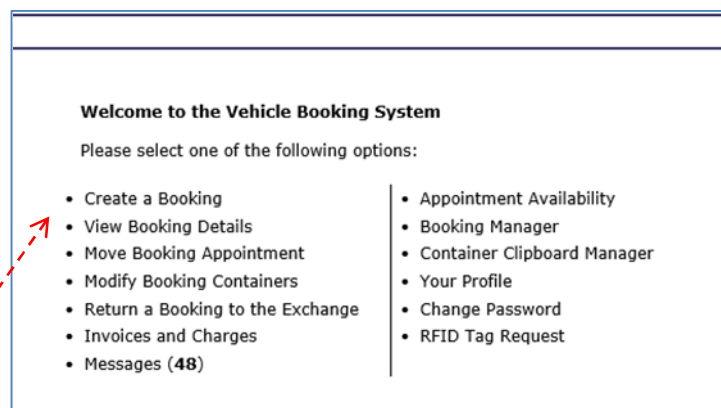
The following options are available from the main menu.

- **Create a Booking**
- **View Booking Details**

- Move Booking Appointment
- Modify Booking Containers
- Return a booking to the Exchange
- Invoices and Charges
- Appointment Availability
- Booking Manager
- Container Clipboard Manager
- Your Profile
- Change Password
- Messages
- RFID Tag Request

### 3 Create a Booking

From the main Menu screen click on Create a Booking.



Click Create a Booking

Home > VBS Application > Create a Booking Wednesday, 29 May 2014

---

**Booking Summary**

**Deliveries (Exports)**

<input type="checkbox"/> Container	Seal Number	<input type="checkbox"/> Empty
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

**Clipboard**

<input type="checkbox"/> Container	Type	PIN/VRN
<input type="checkbox"/>	COL	*****

Collection Delivery

**Collections (Imports, Frustrated Exports)**

<input type="checkbox"/> Container	Release Information	<input type="checkbox"/> Load & Go
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

Main Menu
Create Booking

**1.Deliveries**

**2.Collections**

**3.Clipboard**

1. **Deliveries.** Enter an export container which has been pre-entered into Destin8.  
Notes: The Seal number is mandatory. If the Destin8 pre-entry states that the container is empty, then the Empty field must be ticked before a booking can be made. If the container is empty and unsealed "Empty" should be entered. If the container is loaded, but the seal details are not known "Unknown" should be entered. The maximum combination of containers must not exceed trailer length.
  
2. **Collections.** Enter a valid import container and the relevant release information (Pin number or Vehicle registration). The Load and Go option allows hauliers to create a booking for import containers that are not yet landed. Notes: Unless the container is a Load and Go collection, the container must be landed, cleared by customs, free of all holds and the entered release details be correct before the booking can be made. The maximum combination of containers must not exceed the trailer length.
  
3. **Clipboard.** The clipboard facility allows the user to select deliveries/collections from a prepared worksheet.

### 3.1 Making a Booking

Home > VBS Application > Create a Booking Wednesday, 29 May 2019

---

**Booking Summary**

**Deliveries (Exports)**

<input type="checkbox"/> Container	Seal Number	Empty
<input type="checkbox"/> [REDACTED] 7	mt	<input checked="" type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

**Collections (Imports, Frustrated Exports)**

<input type="checkbox"/> Container	Release Information	Load & Go
<input type="checkbox"/> [REDACTED] 5	AB123CD	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

**Clipboard**

<input type="checkbox"/> Container	Type	PIN/VRN
<input type="checkbox"/> [REDACTED] 5	COL	*****

Collection Delivery

Main Menu Create Booking

Enter containers to be delivered and seal details  
Note: The 'Empty' box must be ticked if the pre-entry states the container is empty.

Enter containers to be collected and release information details.  
Note: Load and Go (not landed) collections will not be added to the booking unless the Load and Go box is ticked.

Click Create Booking to proceed.

Enter containers to be delivered, seal numbers and confirm empty status. Containers to be collected, valid PIN/VRN details and select Load and Go (if applicable).  
See Section 4.3 for further details about how to use Load and Go.

The Available appointments screen is returned.

The Terminal must be selected before the available appointments are displayed.



Home > VBS Application > Create a Booking

Wednesday, 29 May 201

Available Appointments

Terminal

\* A terminal must be selected to view available appointments.

Booking Type

Regular

Guaranteed

Days

Wednesday

29 May 19

Thursday

30 May 19

Friday

31 May 19

Saturday

01 Jun 19

Sunday

02 Jun 19

Monday

03 Jun 19

Tuesday

04 Jun 19

Wednesday

05 Jun 19

Available Appointments for Wednesday 29 May 2019.

00:00	0 / 0	08:00	0 / 0	16:00	0 / 0
01:00	0 / 0	09:00	0 / 0	17:00	0 / 0
02:00	0 / 0	10:00	0 / 0	18:00	0 / 0
03:00	0 / 0	11:00	0 / 0	19:00	0 / 0
04:00	0 / 0	12:00	0 / 0	20:00	0 / 0
05:00	0 / 0	13:00	0 / 0	21:00	0 / 0
06:00	0 / 0	14:00	0 / 0	22:00	0 / 0
07:00	0 / 0	15:00	0 / 0	23:00	0 / 0

Key:

Flexible Arrival Period

Late Notification Period

Out of Hour Bookings

Containers Required

Booking Charge Applies

Main Menu

Back

Select the appropriate Terminal from the drop down menu.

The options available from the drop down.

Terminal

Berths 8 & 9

Trinity

Home > VBS Application > Create a Booking Wednesday, 29 May 20

**Available Appointments**

Terminal: Trinity

Booking Type: ☒ Regular ☐ Guaranteed

Days:

- ☒ Wednesday 29 May 19
- ☐ Thursday 30 May 19
- ☐ Friday 31 May 19
- ☐ Saturday 01 Jun 19
- ☐ Sunday 02 Jun 19
- ☐ Monday 03 Jun 19
- ☐ Tuesday 04 Jun 19
- ☐ Wednesday 05 Jun 19

**Available Appointments for Wednesday 29 May 2019.**

00:00	25 / 24	08:00	25 / 46	<input type="radio"/> 16:00	25 / 0
01:00	25 / 42	09:00	25 / 41	<input type="radio"/> 17:00	25 / 0
02:00	25 / 27	10:00	25 / 5	<input type="radio"/> 18:00	25 / 0
03:00	25 / 18	<input checked="" type="radio"/> 11:00	25 / 0	<input type="radio"/> 19:00	25 / 38
04:00	25 / 0	<input type="radio"/> 12:00	25 / 0	<input type="radio"/> 20:00	25 / 53
05:00	25 / 9	<input type="radio"/> 13:00	25 / 0	<input type="radio"/> 21:00	25 / 53
06:00	24 / 0	<input type="radio"/> 14:00	25 / 0	<input type="radio"/> 22:00	25 / 57
07:00	25 / 6	<input type="radio"/> 15:00	25 / 0	<input type="radio"/> 23:00	25 / 38

**Key:**

- Flexible Arrival Period
- Late Notification Period
- Out of Hour Bookings
- Containers Required
- Booking Charge Applies

Main Menu Back Create Booking

Denotes Peak Period chargeable bookings.

Click Create Booking.

Select an appropriate appointment and click Create Booking. See section 10 Appointment Availability.

All the containers on the intended booking must pass validation before the booking can be made.

If delivery and collection details pass validation, a booking will be made and the following screen will be returned.

Home > VBS Application > Create a Booking Wednesday, 29 May 20

**Booking Complete**

**Booking : 241**

Company Name: **Port of Felixstowe**

Appointment: **23:00 - 23:59 Wednesday 29th May 2019** Terminal: **Trinity**

Collections:

Container	Terminal	Full/Empty	ISO
<span style="color: green;">●</span> [REDACTED] 5	Trinity	Empty	4351

Deliveries:

Container	Terminal	Full/Empty	ISO	Placards
<span style="color: green;">●</span> [REDACTED] 7	Trinity	Empty	22G1	

Load and Go: **None**

Current Status: **Not Arrived**

Completion Status: **Not Processed**

Main Menu New Booking

Click on either Main Menu to finish or New Booking to create another.

If any of the containers fail validation, the following screen will be returned, showing the errors.

**Booking**  
There were no errors or warnings with the booking.

**Containers**  
There were the following errors or warnings with the containers:

71	Container not landed	2510
071	Release information invalid - Please Amend	2503
77	Pre entered as an Empty unit. Contact agent/line to amend pre entry as driver will be rejected at time of in-gate and charges may apply.	VLC2010
078	No details exist.	V1005
	Load and Go Containers are not landed or cleared. By creating this booking it is accepted and acknowledged the current status and responsibility.	VLC2014


**Container Details**

Container	Terminal	Full/Empty	ISO	Placards
71	Trinity	Full	22G1	
9	Trinity	Full	22G1	
77	Trinity	Empty	22G1	
78				

Cancel Back

Click to Cancel, or Click Back to return to previous screen to amend booking details.

### 3.2 Mandatory Containers

Booking periods where container details are mandatory are identified by a container symbol . You will not be able to create a booking in these periods unless you have previously entered container details.

**Terminal**  
Trinity

**Booking Type**  
☒ Regular ☐ Guaranteed

**Days**

<input checked="" type="radio"/> Tuesday	11 Mar 14
<input type="radio"/> Wednesday	12 Mar 14
<input type="radio"/> Thursday	13 Mar 14
<input type="radio"/> Friday	14 Mar 14
<input type="radio"/> Saturday	15 Mar 14
<input type="radio"/> Sunday	16 Mar 14
<input type="radio"/> Monday	17 Mar 14
<input type="radio"/> Tuesday	18 Mar 14

**Available Appointments for Tuesday 11 March 2014.**

00:00 10 / 9	08:00 10 / 95	16:00 10 / 0
01:00 10 / 82	09:00 10 / 119	17:00 10 / 0
02:00 10 / 71	10:00 10 / 121	18:00 10 / 0
03:00 10 / 62	11:00 10 / 0	19:00 10 / 104
04:00 10 / 50	12:00 10 / 0	20:00 10 / 125
05:00 10 / 33	13:00 10 / 0	21:00 10 / 132
06:00 10 / 32	14:00 10 / 0	22:00 10 / 130
07:00 10 / 81	15:00 10 / 0	23:00 10 / 81

**Key:**

- Flexible Arrival Period
- Late Notification Period
- Out of Hour Bookings
- Containers Required
- Booking Charge Applies

Main Menu Back Create Booking

### 3.3 Load and Go

The Load and Go option allows import containers that have not yet been discharged to be collected overnight providing certain key criteria have been met.

Load and 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, the containers are cleared for collection and released.

To create a Load and Go from the Create a Booking screen simply tick the Load and Go box as below.

Booking Summary

Deliveries (Exports)

<input type="checkbox"/> Container	Seal Number	Empty
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

Collections (Imports, Frustrated Exports)

<input type="checkbox"/> Container	Release Information	Load & Go
<input type="checkbox"/> 35	AB123CD	<input checked="" type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

Clipboard

☐ Container

Type

PIN/VRN

15 COL \*\*\*\*\*

Collection Delivery

Main Menu

Create Booking

Enter container number, release information and tick the Load & Go box.

Click to Create

Select the Terminal, day and appointment time. Note: Load and Go bookings may only be made between 23:00 and 08:59.

**Terminal**  
Trinity

**Booking Type**  
☒ Regular ☐ Guaranteed

**Days**  
☒ Wednesday 29 May 19  
☐ Thursday 30 May 19  
☐ Friday 31 May 19  
☐ Saturday 01 Jun 19  
☐ Sunday 02 Jun 19  
☐ Monday 03 Jun 19  
☐ Tuesday 04 Jun 19  
☐ Wednesday 05 Jun 19

**Available Appointments for Wednesday 29 May 2019.**  
Load and Go Booking Restrictions have been applied.

00:00	25 / 24	08:00	25 / 46	16:00	25 / 0
01:00	25 / 42	09:00	25 / 41	17:00	25 / 0
02:00	25 / 27	10:00	25 / 5	18:00	25 / 1
03:00	25 / 18	11:00	24 / 1	19:00	25 / 29
04:00	25 / 0	12:00	25 / 0	20:00	25 / 50
05:00	25 / 9	13:00	25 / 0	21:00	25 / 51
06:00	24 / 0	14:00	25 / 0	22:00	25 / 55
07:00	25 / 6	15:00	25 / 0	23:00	25 / 32

**Key:**  
■ Flexible Arrival Period ■ Late Notification Period ■ Out of Hour Bookings  
Containers Required Booking Charge Applies

Main Menu Back Create Booking

Select Terminal, day and time.

Select back to return to previous screen or Create Booking to continue.

The booking details should be returned.

**Booking : 1039186**

Company Name  
Appointment **23:00 - 23:59 Tuesday 11th Mar 2014** Terminal **Trinity**  
Collections **None**  
Deliveries **None**  
Load and Go Container Terminal Full/Empty ISO  
Current Status **Not Arrived**  
Completion Status **Not Processed**

Booking Manager New Booking

The details of the Load and Go container(s) will be displayed here.



Identifying Load and Go containers within the Booking Manager screen.

**Search Criteria**

Display Type: Booking Filter: Terminal: Both Period: Next 24 Hours Refresh

search tips »

Key: ● Booking OK ● No Details ● Errors Exist ● Revalidating ● Ingated ● Outgated ● No Show

**Matching Bookings (2)**


Booking Id.	Terminal	Date	Options
1039184	Trinity	11/03/14 03:00 - 03:59	Move Containers Exchange
1039186	Trinity	11/03/14 23:00 - 23:59	Move Containers Exchange


Main Menu Create Booking

Click to return to Main Menu

Load and Go indicator/icon

When a booking has Load and Go containers associated with it an "L" is added to the status icon displayed on the Booking Manager screen.

If the Load and Go is the only container associated with the booking, the following icon is displayed .

If other **non**-Load and Go containers have been added on to the booking, the following icon is displayed .

When the container is discharged and added to the booking, the 'L' is removed from the status icon. Providing the booking is valid (in time), the release details correct and the container clear for collection, it can now be picked up as per a normal collection.

## 4 View Booking Details

Home > VBS Application Friday, 21 June 2019

**Welcome to the Vehicle Booking System**

Please select one of the following options:

- Create a Booking
- View Booking Details
- Move Booking Appointment
- Modify Booking Containers
- Return a Booking to the Exchange
- Invoices and Charges
- Messages (48)
- Appointment Availability
- Booking Manager
- Container Clipboard Manager
- Your Profile
- Change Password
- RFID Tag Request

Click on View Booking Details

Home > VBS Application > View Booking Details Thursday, 30 May 201

---

**View Booking Details**

Enter a Booking Number :

Booking Number

Enter Booking Number

Click Continue

Different screens are returned depending on the state of the booking. Some common examples are illustrated below.

**Booking : 529**

Company Name			
Appointment	01:00 - 01:59	Wednesday 12th Mar 2014	Terminal Trinity
Collections	<div style="background-color: red; height: 10px; width: 100%;"></div>		
Deliveries	None		
Load and Go	None		
Current Status	Not Arrived		
Completion Status	Not Processed		

Click to return to Main Menu

The above screen shows details of a valid booking and allows the user options to return the booking to the Exchange, Move the appointment time (within predefined parameters) and Modify the container details.

Booking Details

Booking : 528

Company Name

Appointment

Collections

Deliveries

Load and Go

Current Status

Completion Status

02:00 - 02:59

Tuesday 11th Mar 2014

Terminal

Trinity

Container No.	Terminal	Ingate Status	Outgate Status
	Berths 8 & 9	Not Set	Not Set
	Trinity	As Booked	As Booked

Container No.	Terminal	Ingate Status	Outgate Status
	Trinity	As Booked	As Booked
	Trinity	As Booked	As Booked

None

Partial Outgated

Arrived

Booking has either been created or modified within the Late Notification period and will therefore be exempt from the service levels.

Booking Manager

[vbs.portoffelixstowe.co.uk]

Port of Felixstowe Vehicle Booking System v4.0.0.9.

Click to return to Booking Manager

As Booked confirms ingate

This screen shows details of a booking during the ingate process. Note that containers cannot be amended once the booking has ingated.  
 Ingate status 'As Booked' confirms the containers have been ingated.  
 Ingate status 'Not Set' is displayed when the containers have not yet been applied for.  
 Ingate status 'Removed' is displayed when the driver has cancelled a job.



Booking Details

Booking : 240

Company Name

Appointment 03:00 - 03:59 Tuesday 28th May 2019 Terminal Trinity

Collections

Container No.	Terminal	Ingate Status	Outgate Status
	Trinity	As Booked	As Booked

Deliveries

Container No.	Terminal	Ingate Status	Outgate Status
	Trinity	As Booked	As Booked

Load and Go

None

Current Status

Outgate Completed

Completion Status

Arrived

Arrived

28/05/19 03:22

Departed

28/05/19 04:03

Booking has either been created or modified within the Late Notification period and will therefore be exempt from the service levels.

Main Menu

Return to Main Menu

Confirms outgate

Arrival and Departure times

The display above is a booking after the outgate process has been completed.  
The Departed time displayed indicates the time the vehicle leaves the outgates, or in the case of exports only, the time of the delivery.

Outgate status 'As Booked' confirms the containers have been outgated as per the booking.  
Outgate status 'Not Set' is returned if the container on the booking is not applied for.  
Outgate status 'Removed' if the collection/delivery is cancelled after ingate.

## 5 Move Booking Appointment

From the Main Menu screen click on Move Booking Appointment.

Home > VBS Application

Friday, 21 June 2019

Welcome to the Vehicle Booking System

Please select one of the following options:

Create a Booking

View Booking Details

Move Booking Appointment

Modify Booking Containers

Return a Booking to the Exchange

Invoices and Charges

Messages (48)

Appointment Availability

Booking Manager

Container Clipboard Manager

Your Profile

Change Password

RFID Tag Request

Click Move Booking Appointment

**HUTCHISON PORTS**  
**PORT OF FELIXSTOWE**

VERSION 4

17

Enter a valid current Booking Number

Click Continue

Click Move Appointment

When a valid Booking Number is entered, the screen above is displayed showing the current details of the booking and the range of time the booking can be moved between the tether point 6hrs).

Note: A booking can be moved up until the start of the current booked hour. Once this hour has commenced, it can either be used or returned to the exchange (with a risk of a No Show).

**Terminal**  
Trinity

**Booking Type**  
☒ Regular ☐ Guaranteed

**Days**  
☒ Friday 14 Mar 14  
☐ Saturday 15 Mar 14

**Available Appointments for Friday 14 March 2014.**

00:00	10 / 73	08:00	10 / 129	<input type="radio"/> 16:00	10 / 0
01:00	10 / 76	09:00	10 / 135	<input type="radio"/> 17:00	10 / 15
02:00	10 / 74	10:00	10 / 135	<input type="radio"/> 18:00	10 / 47
03:00	10 / 63	11:00	10 / 50	<input type="radio"/> 19:00	10 / 105
04:00	10 / 14	12:00	10 / 0	<input type="radio"/> 20:00	9 / 127
05:00	10 / 0	13:00	10 / 0	<input type="radio"/> 21:00	10 / 132
06:00	10 / 0	<input checked="" type="radio"/> 14:00	10 / 0	<input type="radio"/> 22:00	10 / 132
07:00	10 / 49	<input type="radio"/> 15:00	10 / 0	<input type="radio"/> 23:00	10 / 93

**Key:**  
■ Flexible Arrival Period ■ Late Notification Period ■ Out of Hour Bookings  
■ Containers Required ■ Booking Charge Applies

Main Menu Save Changes

Select new appointment time Click Save Changes

Select the required appointment time within the tether period and lick on Save Changes.

**Booking Details**

**Booking : 530**

Company Name  
Appointment **14:00 - 14:59 Friday 14th Mar 2014** Terminal **Trinity**  
Collections **None**  
Deliveries XXXXXXXXXX  
Load and Go **None**  
Current Status **Not Arrived**  
Completion Status **Not Processed**

Main Menu

Click to return to Main Menu

The new booking details will be displayed as per the view booking details screen.

## 6 Modify Booking Containers

Once a booking has been created, the user has the ability to modify the containers at any time **before** that haulier has ingated. Note: Bookings that are amended within the Late Notification Period are exempt from the indicative service level agreements.

Click on Modify Booking Containers

Enter Booking Number

Click Continue

Check booking details and click Modify Containers

**Container Details**

**Deliveries (Exports)**

Container	Seal Number	Empty
[Redacted]	EMPTY	<input checked="" type="checkbox"/>
[Redacted]	EMPTY	<input checked="" type="checkbox"/>

Clipboard Remove More

**Collections (Imports, Frustrated Exports)**

Container	Release Information	Load & Go
[Redacted]		<input type="checkbox"/>
[Redacted]		<input type="checkbox"/>

Clipboard Remove More

Main Menu Save Changes

Enter new container details and click save changes.

Note: Import, Export and Load and Go containers can all be amended in this way.

Home > VBS Application > Modify Booking Containers Tuesday, 11 March 2014

**Booking Details**

**Booking : 530**

Company Name

Appointment **14:00 - 14:59 Friday 14th Mar 2014** Terminal **Trinity**

Collections **None**

Deliveries

Container	Terminal	Full/Empty	ISO	Placards
[Redacted]	Trinity	Empty	2210	
[Redacted]	Trinity	Empty	2210	

Load and Go **None**

Current Status **Not Arrived**

Completion Status **Not Processed**

Main Menu

Updated Booking details are displayed.

## 7 Return a Booking to the Exchange

Once created, a booking cannot be deleted. It can be moved within the tether period, modified, or returned to the Exchange. The only exception to this rule is when a FAP (Flexible Arrival Period) is applied.

The exchange holds the booking until it is used by another haulier or the appointment time expires. If the booking is not used before the appointment time expires, a 'No Show' charge will be raised against the booking to the user that returned it to the exchange.

Home > VBS Application Friday, 21 June 2019

**Welcome to the Vehicle Booking System**

Please select one of the following options:

- Create a Booking
- View Booking Details
- Move Booking Appointment
- Modify Booking Containers
- Return a Booking to the Exchange
- Invoices and Charges
- Messages (48)
- Appointment Availability
- Booking Manager
- Container Clipboard Manager
- Your Profile
- Change Password
- RFID Tag Request

Click on Return a Booking to the Exchange

Home > VBS Application > Return a Booking to the Exchange Thursday, 30 May 201

**Return a Booking to the Exchange**

Enter a Booking Number :

Booking Number

Main Menu Continue

Enter Booking Number

Click Continue



The screen below is returned.

**Return a Booking to the Exchange**

**Booking : 530**

Company Name  
Appointment **14:00 - 14:59 Friday 14th Mar 2014** Terminal **Trinity**  
Collections **None**  
Deliveries **[REDACTED]**, **[REDACTED]**  
Load and Go **None**  
Current Status **Not Arrived**  
Completion Status **Not Processed**

[Main Menu](#) [Return to Exchange](#)

**Click Return to Exchange**

**Home > VBS Application > Return a Booking to the Exchange** Tuesday, 11 March 201

**Return a Booking to the Exchange**

**Booking : 530**

Booking number 530 was moved to the Exchange.

[Main Menu](#)

The above screen is displayed confirming that the booking has been returned to the exchange.

## 8 Invoices and Charges

Invoices and Charges allow the user to view details and download invoices in PDF format.

**Home > VBS Application** Friday, 21 June 2019

**Welcome to the Vehicle Booking System**

Please select one of the following options:

- Create a Booking
- View Booking Details
- Move Booking Appointment
- Modify Booking Containers
- Return a Booking to the Exchange
- **Invoices and Charges**
- Messages (48)
- Appointment Availability
- Booking Manager
- Container Clipboard Manager
- Your Profile
- Change Password
- RFID Tag Request

Click on Invoices and Charges

Invoice and Charge Summary				
	No Shows	Guaranteed	Peak	Invoice
Mar 2014	4	0	196	
Feb 2014	731	0	1178	
Jan 2014	610	4	388	23
			388	0
Dec 2013	0	0	0	
Nov 2013	0	0	0	
Oct 2013	16	0	10	
Sep 2013	7	0	2	
Main Menu				
Click on Month to view charges				

Click on Month to view charges.



Charges are itemised into three categories.

Charge Information for May 2019			
	No Shows	Guaranteed	Peak
01/05/2019	1		
02/05/2019	1		1
03/05/2019	1		1
04/05/2019			
05/05/2019			
06/05/2019			
07/05/2019			3
08/05/2019			1
09/05/2019			2
10/05/2019			2
11/05/2019			
12/05/2019			
13/05/2019			1
14/05/2019			1
15/05/2019			3
16/05/2019			2
17/05/2019			2
18/05/2019			
19/05/2019			
20/05/2019			1
21/05/2019			
22/05/2019	1		1
23/05/2019			2
24/05/2019			5
25/05/2019			
26/05/2019			
27/05/2019			
28/05/2019			4
29/05/2019			
30/05/2019			
31/05/2019			

Click on a day to view further details.

Details for that day are displayed with the times of when and how many charges were accrued for each hour.

Charge Information for 24 May 2019			
	No Shows	Guaranteed	Peak
00:00 - 00:59			
01:00 - 01:59			
02:00 - 02:59			
03:00 - 03:59			
04:00 - 04:59			
05:00 - 05:59			
06:00 - 06:59			
07:00 - 07:59			
08:00 - 08:59			
09:00 - 09:59			
10:00 - 10:59			
11:00 - 11:59			
12:00 - 12:59			
13:00 - 13:59			1
14:00 - 14:59			1
15:00 - 15:59			
16:00 - 16:59			2
17:00 - 17:59			1
18:00 - 18:59			
19:00 - 19:59			
20:00 - 20:59			
21:00 - 21:59			
22:00 - 22:59			
23:00 - 23:59			

Click on a time to view further details.

Charge Information for 24 May 2019				
Booking Id.	Terminal	No Shows	Guaranteed	Peak
240	Trinity			Yes

Click on the Booking ID to view further details.

## Booking : 240

Company Name

Appointment

**Friday 24th May 2019** Terminal **Trinity**

Collections

Container No.	Terminal	Ingate Status	Outgate Status
[REDACTED]	Trinity	As Booked	As Booked

Deliveries

Container No.	Terminal	Ingate Status	Outgate Status
[REDACTED]	Trinity	As Booked	As Booked

Load and Go **None**

Current Status **Outgate Completed**

Arrived **24/05/19 13:09**

Completion Status **Arrived**


Departed **24/05/19 13:51**

**Booking has either been created or modified within the Late Notification period and will therefore be exempt from the service levels.**

Booking details are displayed.

## 8.1 Viewing an invoice

To view an invoice, click on the invoice reference number.


**Vehicle Booking System**

Home > VBS Application > Invoices and Charges

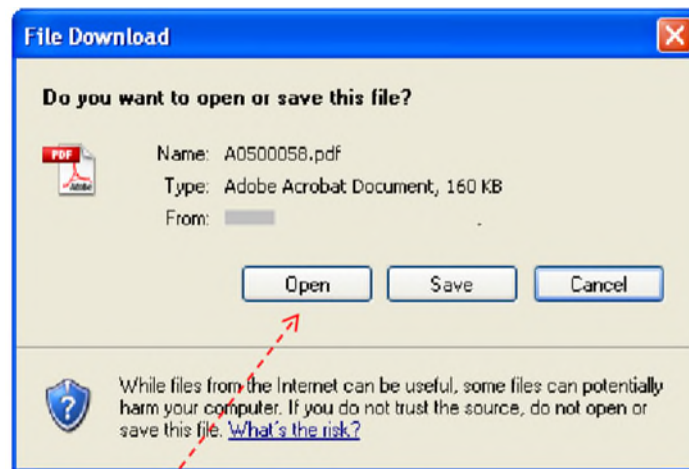
### Invoice and Charge Summary

	No Shows	Guaranteed	Invoice
Mar 2014		0	
Feb 2014		0	
Jan 2014		0	
Dec 2013		0	
Nov 2013		0	
Oct 2013		0	
Sep 2013	2	0	A092


Main Menu

Click on the Invoice reference number.

A prompt will be displayed to Open, Save or Cancel the Invoice file. Click Open.



Click Open to view the invoice.



## On - Line Invoice

**Port of Felixstowe**  
 VAT No. 571 2524 55 GB  
 Tynahoe House, The Quay, Felixstowe  
 Suffolk, IP11 3DY, United Kingdom  
 Invoice Copies: +44(0)1394 554525-6  
 Statement Queries: +44(0)1394 554516  
 Fax: +44(0)1394 554521  
 www.portoffelixstowe.co.uk

Invoice No. **A0927**  
 Date (Tax Point)  
 Account No.  
 Cust VAT No.  
 Our Ref.  
 Your Ref.

Product	Description	Unit	Quantity	VAT	Rate	Total
YB01	YB01 50 ZROW CHANGE	EA				
	Charges cover the period [ ] to [ ]					

This invoice is for information purposes only.


The invoice total will be collected by Direct Debit on or immediately after

The period between the date of this invoice and the date on which payment will be collected will be a minimum of 10 working days.

**EXAMPLE ONLY**

Net Value	VAT	Rate	VAT Value	Total Before Tax	GBP
		0.00%	0.00	Total VAT	GBP
				Invoice Total	GBP

Page 1 of 1



A member of the HPH Group  
A Hutchison Infrastructure Company

Note: 1. Payment terms 30 days, unless otherwise stated.  
 2. For VAT purposes this is a sale, unless otherwise stated.  
 The Port of Felixstowe is a company incorporated in the United Kingdom.  
 The Port of Felixstowe is a company incorporated in the United Kingdom.  
 The Port of Felixstowe is a company incorporated in the United Kingdom.  
 The Port of Felixstowe is a company incorporated in the United Kingdom.

## 9 Appointment Availability

This is a useful tool for users wishing to make bookings outside of the Container Mandatory Time where associated containers are not mandatory. Appointment availability can be checked, 3/6 days in advance, (depending on the template availability) for both Trinity and Landguard terminals. The booking time can only be selected once the terminal has been selected, the radial buttons will then appear.

If no appointments are available within an hour, the radial button to the left of the time period will disappear.

Select terminal from drop down menu.

Select Regular or Guaranteed booking.

The screenshot shows the 'Appointment Availability' page in the VBS system. The interface includes a breadcrumb trail: Home > VBS Application > Appointment Availability. The date is Wednesday, 12 March 2014. The 'Available Appointments' section contains a 'Terminal' dropdown menu (set to 'Trinity'), a 'Booking Type' section with 'Regular' and 'Guaranteed' radio buttons, and a 'Days' list. The 'Available Appointments for Wednesday 12 March 2014' table shows various time slots with their respective counts. A 'Key' section at the bottom explains the color coding: Red for Flexible Arrival Period, Blue for Late Notification Period, Green for Out of Hour Bookings, and Yellow for Booking Charge Applies. Callout boxes with red dashed arrows point to the 'Terminal' dropdown, the 'Regular' radio button, the 'Wednesday 12 Mar 14' day selection, and the '12:00' time slot.

Select day of booking.

Select booking time.

**Key:**

1. When the booking times are highlighted in **Red** then the Port has set a Flexible Arrival Period when normal operations have been affected.
2. Booking times highlighted in **Blue** indicate the Late Notification Period, Bookings made in the late notification period will be exempt from the service Level agreement.
3. Out of hour's bookings are subject to contractual agreement with individual Shipping Lines or Hauliers these will be highlighted in **Green**.
4. Bookings within the chargeable peak period are indicated in **Yellow**.



## 10 Booking Manager

The Booking Manager displays the details of the Users bookings. Search criteria can be tailored using the drop downs.

Bookings can be sorted/filtered using the options from the drop downs.

The screenshot shows the 'Booking Manager' interface. At the top, there's a breadcrumb trail 'Home > VBS Application > Booking Manager' and the date 'Wednesday, 12 March 20'. Below this is a 'Search Criteria' section with four dropdown menus: 'Display Type' (set to 'Booking'), 'Filter' (empty), 'Terminal' (set to 'Both'), and 'Period' (set to 'Next 12 Hours'). There is a 'Refresh' button to the right. Below the search criteria is a 'search tips' section with a 'Key' and several status indicators: 'Booking OK' (green circle), 'No Details' (yellow circle), 'Errors Exist' (red circle), 'Revalidating' (grey circle), 'Ingated' (blue circle), 'Outgated' (dark blue circle), and 'No Show' (circle with an X). Below this is a 'Matching Bookings (3)' section. It contains a table with three columns: 'Booking Id.', 'Terminal', and 'Date'. The first two columns are followed by 'Options'. The first two rows have a green circle next to the Booking Id. and a yellow circle next to the Booking Id. The third row has a yellow circle next to the Booking Id. The first two rows have 'Move', 'Containers', and 'Exchange' buttons. The third row has 'Containers' and 'Exchange' buttons. Red dashed arrows point from the 'Display Type', 'Filter', 'Terminal', and 'Period' dropdowns to the 'Exchange' buttons in the first two rows. Another red dashed arrow points from the 'Exchange' button in the third row to the 'Exchange' button in the first row. At the bottom, there is a 'Main Menu' button on the left and a 'Create Booking' button on the right.

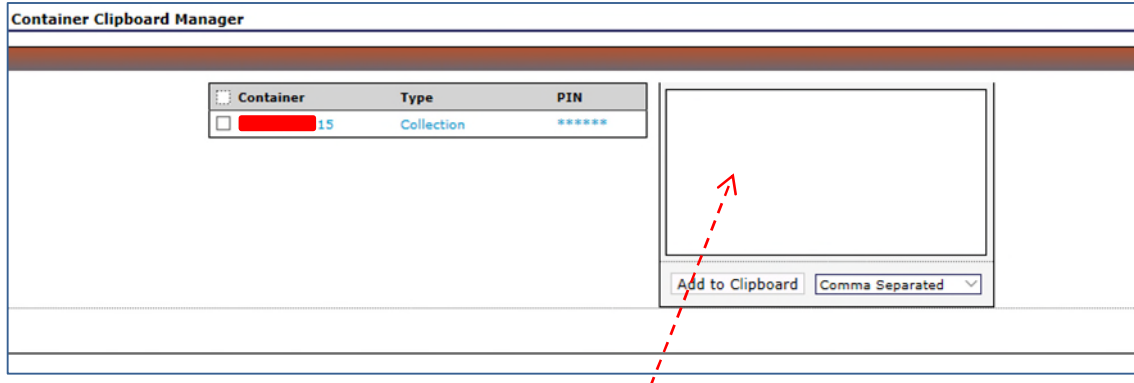
The user is able to Move, Amend containers and Return the booking to the exchange from this screen.



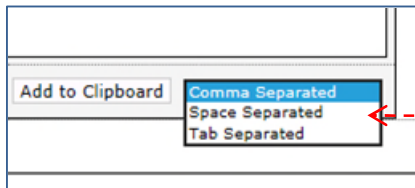
This colour denotes a Guaranteed booking and **do not** have option to be moved or returned to the exchange.

## 11 Container Clipboard Manager

The Container Clipboard Manager allows the user to enter/pre-load details of containers into a virtual clipboard for later use.



Details of deliveries and collections can be entered here.

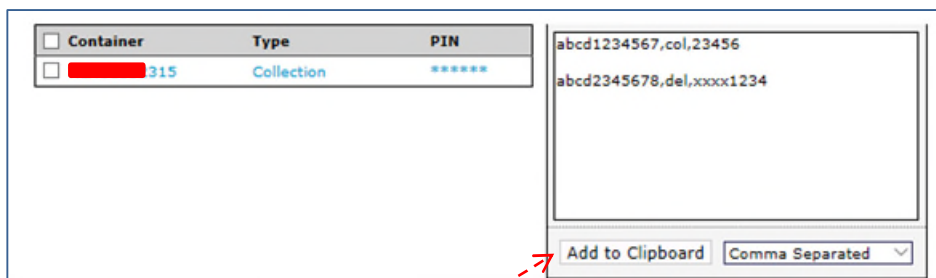


Container details can be entered using a comma, space or tab to separate the detail.

To enter a container details using a comma as a separator, see the below.

For an import: ABCD1234567,col,23456

For an export ABCD2345678,del,xxxx1234



Select Add to Clipboard



Container details are now available for use from the Clipboard. Note: The release information is now encrypted.

Container	Type	PIN
<input type="checkbox"/> [REDACTED]	Collection	*****
<input type="checkbox"/> [REDACTED]	Collection	*****
<input type="checkbox"/> [REDACTED]	Delivery	*****

Add to Clipboard
Comma Separated

Remove

To remove an individual container detail. Tick box beside container and then select remove.

To remove all container details. Tick box next to container column and then select remove.

### 11.1 Using the Clipboard to make a booking

Deliveries (Exports)

Container	Seal Number	Empty
<input type="checkbox"/> [REDACTED]	[REDACTED]	<input type="checkbox"/>
<input type="checkbox"/> [REDACTED]	[REDACTED]	<input type="checkbox"/>

Clipboard Remove More

Collections (Imports, Frustrated Exports)

Container	Release Information	Load & Go
<input type="checkbox"/> [REDACTED]	[REDACTED]	<input type="checkbox"/>
<input type="checkbox"/> [REDACTED]	[REDACTED]	<input type="checkbox"/>

Clipboard Remove More

Clipboard

Container	Type	PIN/VRN
<input type="checkbox"/> [REDACTED]15	COL	*****
<input checked="" type="checkbox"/> abcd1234567	COL	*****
<input checked="" type="checkbox"/> abcd2345678	DEL	*****

Collection Delivery

To add a collection, select the tick box beside the collection, and then click on Collection.  
To add a delivery, select the tick box beside the delivery, and then click on Delivery.

The screen below should be displayed.

Deliveries (Exports)

<input type="checkbox"/> Container	Seal Number	Empty
<input type="checkbox"/> ABCD2345678		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

Collections (Imports, Frustrated Exports)

<input type="checkbox"/> Container	Release Information	Load & Go
<input type="checkbox"/> ABCD1234567	23456	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

Clipboard Remove More

Clipboard

Clipboard

<input type="checkbox"/> Container	Type	PIN/VRN
<input type="checkbox"/> 5	COL	*****

Collection Delivery

Create Booking

To return a container to the clipboard, tick the box beside the container and then select Clipboard.

Once the container details are correct. Select Create Booking to move to the next screen.

## 12 Your Profile

Your Profile allows the user to alter Contact Details and message settings.

To alter or amend details, click Modify.

home > VBS Application > Your Profile

Thursday, 30 May 20

Your Profile

Company Details

Company Name

User Name

Account Number

Destin8 Code

RPOF

800000

POF

Contact Details

Contact Name

Telephone

Email Address

Remote Access Code

VBS Administrators

01294 604060

vbsadministrators@fdrc.co.uk

\*\*\*\*\*

Receive a message when :

☒ A Booking is Created

☒ Validation Errors Occur

☒ Container Details Change

☒ The Booking Period Changes

☒ The Booking is Moved to the Exchange

☒ A No Show Occurs

☒ The VBS Administrator Creates or Modifies a Booking.


Additional Options

☐ Show Release Information on Clipboard

☒ Allow Guaranteed Bookings

Main Menu

Modify



HUTCHISONPORTS

PORT OF FELIXSTOWE

VERSION 4

34

## 12.1 To change Contact Details

The screen displayed allows the user to change/update their contact details and preferences.

The screenshot shows a web form titled "Your Profile" with the following sections:

- Company Details:**
  - Company Name: RPOF
  - User Name: 800000
  - Account Number: POF
  - Destin8 Code: POF
- Contact Details:**
  - Contact Name: The Haulage Company
  - Telephone: 0123456789
  - Email Address: your@email.co.uk
  - Remote Access Code: 6to12charact
- Receive a message when:**
  - ☒ A Booking is Created
  - ☒ Validation Errors Occur
  - ☒ Container Details Change
  - ☒ The Booking Period Changes
  - ☒ The Booking is Moved to the Exchange
  - ☒ A No Show Occurs
  - ☒ The VBS Administrator Creates or Modifies a Booking.
- Additional Options:**
  - ☐ Show Release Information on Clipboard
  - ☒ Allow Guaranteed Bookings

At the bottom of the form are buttons for "Main Menu", "Cancel", and "Update".

Three callout boxes with red dashed arrows provide additional information:

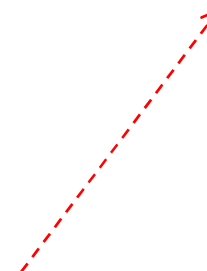
- Callout 1 (points to Contact Name):** Type in details to be corrected or updated.
- Callout 2 (points to Remote Access Code):** Remote Access Code allows the CSC to assist with bookings, and is regularly given to drivers.
- Callout 3 (points to Cancel/Update buttons):** Either select Cancel with no changes, or Update to confirm changes.

Note: It is the User's responsibility to ensure all contact details are up to date.

Note: Without a Remote Access Code, the Port is unable to assist with modifications to your bookings.

## 12.2 To Change Message Details

Messages can be sent to the user via email for the following reasons.



Receive a message when :	
<input checked="" type="checkbox"/>	A Booking is Created
<input checked="" type="checkbox"/>	Validation Errors Occur
<input checked="" type="checkbox"/>	Container Details Change
<input checked="" type="checkbox"/>	The Booking Period Changes
<input checked="" type="checkbox"/>	The Booking is Moved to the Exchange
<input checked="" type="checkbox"/>	A No Show Occurs
<input checked="" type="checkbox"/>	The VBS Administrator Creates or Modifies a Booking.
Additional Options	
<input type="checkbox"/>	Show Release Information on Clipboard
<input checked="" type="checkbox"/>	Allow Guaranteed Bookings

To alter messages received, either select or deselect as required. There are some messages that cannot be deselected i.e. when The VBS Administrators Create or Modifies a Booking.

## 13 Change Password

Change Password	
<b>Change Password</b> Please enter your current and new password :	
<div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;">           Current Password: <input type="text"/>            New Password: <input type="text"/>            Confirm New Password: <input type="text"/>  <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Cancel"/> <input type="button" value="Change Password"/> </div> </div>	

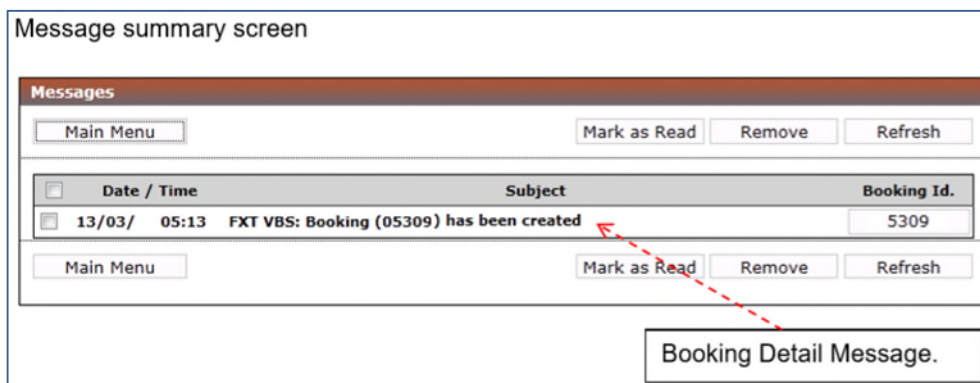
To change the password, enter the current password, new password and confirm new password. Select Change Password. The new password has now been confirmed.

## 14 Messages

Messages can be received from either the Main Menu page, or to the email supplied by the user. There are three different message types.

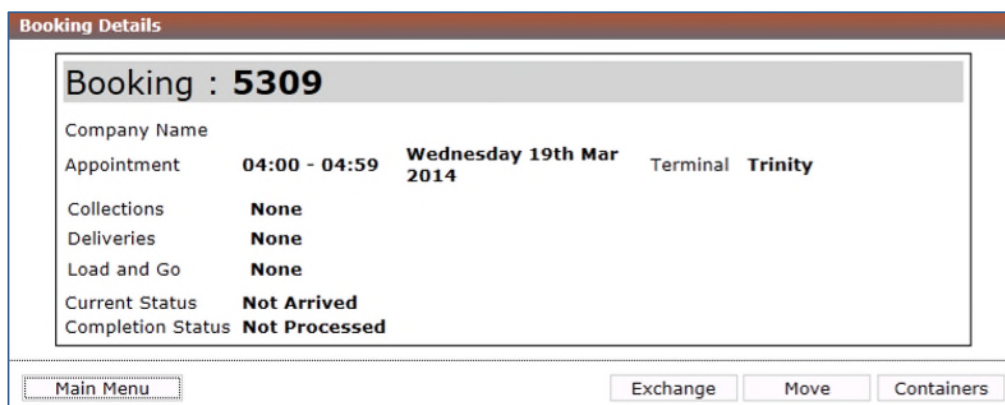
1. Booking Detail Messages: these gives details relating to specific bookings and the user can select not to receive some of these (Section 13.2).
2. System Messages: these give details of operational changes i.e., weather, bank holidays and Ad Hoc messages.

Example of Booking Detail Message.



Click on the message to open.

The below is now displayed.



An example of a System Message.

**Confirmation of Message Required**

Subject: **FXT VBS: VBS peak-time charges from Monday 10th March - Further information.**  
 Sent: **07/03/14 13:18**

Good Afternoon

Further to my previous communications regarding charges for peak-time VBS bookings at the Port of Felixstowe from Monday 10th March 2014.

An updated set of frequently asked questions in relation to peak time charging is now available to view on the VBS website.

<http://vbs.portoffelixstowe.co.uk/default.aspx>

Best regards

Adam Ramsey  
 Customer Services manager  
 Port of Felixstowe

Please consider the environment before printing this email

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The Felixstowe Dock and Railway Company (Statutory Company - Incorporated in 1875), Tomline House, The Dock, Felixstowe, Suffolk IP11 3SY

☐ I've read this message. Continue >>

Tick to confirm message has been read.

There may also be a message displayed on the Main Menu screen which will remain for the duration of the dates implied in the message.

## 15 RFID Tag Requests

RFID tags will be issued to drivers when they ingate at Berth 8 & 9 (Landguard terminal). Drivers will be asked to visit the THA, fit them and then phone the Customer Service Centre for location details.

## 16 Glossary of Terms

PIN: Personal Information Number  
 VBS: Vehicle Booking System  
 VRN: Vehicle Registration Number  
 FAP: Flexible Arrival Period  
 Tether Period: The period of time before and after the original booking during which the booking may be moved. Set at two hours before and after the original booking time.  
 RFID: Radio Frequency Identity