Vehicle Booking System
User Guide for
LPC City Depot

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Using VBS – Quick Guide

1. **Register for VBS –** Go to https://www.1-stop.biz/signup/vbs to get started. You will only need to register your organisation once. Your request will take around three business days to process. If we accept your registration request, you can add multiple users to your organisation's account. Go to page 4 for further information.

2. **Login to VBS –** Go to http://vbs.1-stop.biz/ . Enter your username and password into the login box on the top right-hand side of the screen. The username and password will have been sent to you when you registered. Go to page 6 for further information.

3. **List your truck fleet –** You will only need to do this the first time you make a booking and as you add vehicles to or remove vehicles from your fleet. It is important you use both the vehicle's fleet number and registration number unless there is no fleet number. Go to page 8 for further information.

4. **Book a timeslot –** You need to book a time slot to either drop off or pick up containers. Book the time slot for the date and time you need to deliver or pick up a container. Remember, one booking is for one container for one hour. For instance, if you wish to drop off one container and pick up another two, then three booking's will be required. Go to page 13 for further information.

5. **Confirm your booking –** Enter either the container number (drop off) or release number (pick up) to confirm your booking **OR** list your booking to put it back on the data base for another company to pick up should you no longer need it. However, a listing fee will be applied to all listed bookings. Go to page 17 for further information.

6. **Manifest –** You must select the vehicle and allocate the VBS booking to the correct position of the truck and select the correct door direction. Go to page 23 for further information.

7. **Reminder –** As a final step, drivers will need to provide the LPC Container Controller with either the container number for drop off or release number for pick up.

Register for VBS

You will only need to register your organisation once. After you have registered your organisation, you will then be able to add multiple users to your account.

1. Go to https://www.1-stop.biz/signup/vbs

2. Register by completing the form below. All sections must be filled in.

First name

Joe

Last name

Blogs

Company's location

New Zealand

Phone

+64   33287987

Email

✉   vbs@lpc.co.nz

NZ Business Number

Business Number

How did you hear about us?

Other

Tick the checkbox below to continue

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Get started

By clicking on "Get started", you agreed to the Terms & Conditions

Your request will be processed in around three business days and, if we accept your registration request, you will receive an email confirming your username and password. If you don't receive the email, please contact the VBS team at vbs@lpc.co.nz or phone 03 328 7976.

Login to VBS

1. Go to **http://vbs.1-stop.biz/**

2. Enter your username and password. (You would have received this after you registered)
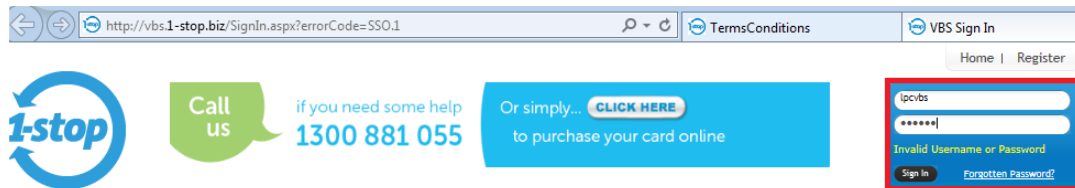

3. Select **'LPC CityDepot Woolston'** in the 'Facility' drop-down box in the top left hand corner. You will be presented with terms and conditions which you must accept in order to use the system.
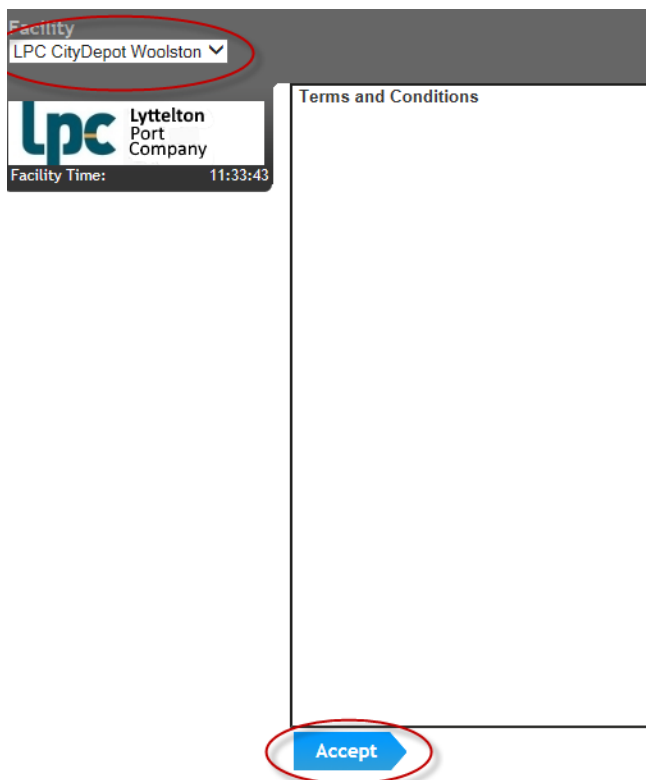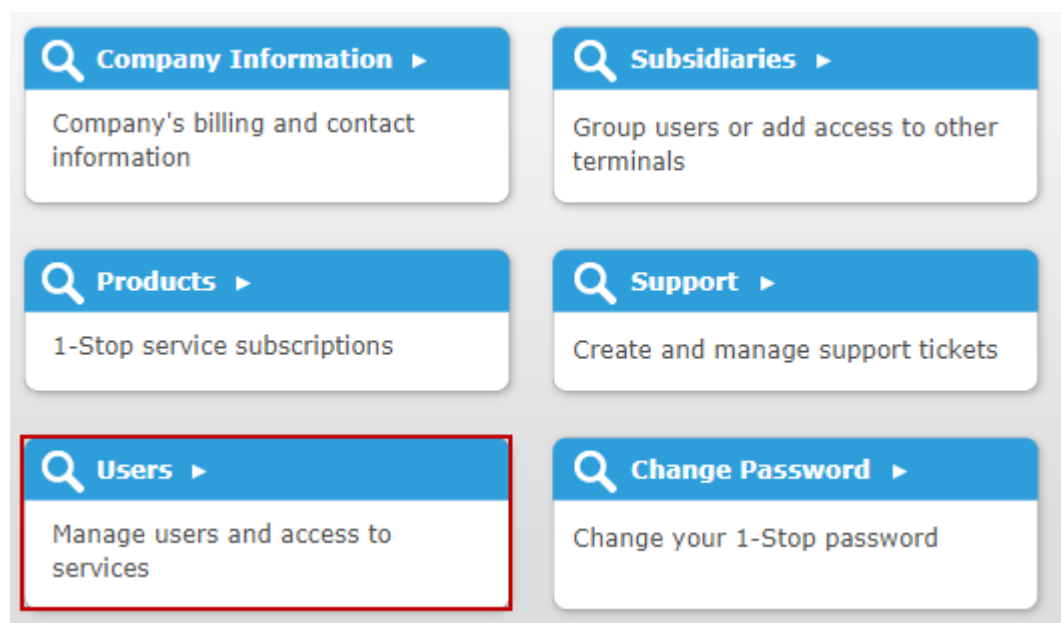
Adding Users to Your Organisation

If your registration is approved, you may need to add more than one user to your organisation. A user is anyone that will be accessing your organisations VBS. For instance, each dispatcher should have an individual user log in. Although you may have multiple users for your organisation only one user will be able to book a slot for an organisation at any given time. To add additional users, follow the steps below.

1. Login to the VBS system as per instructions on the previous page.

2. Click on the 'My Account' section of the website. (This is in the top right corner)
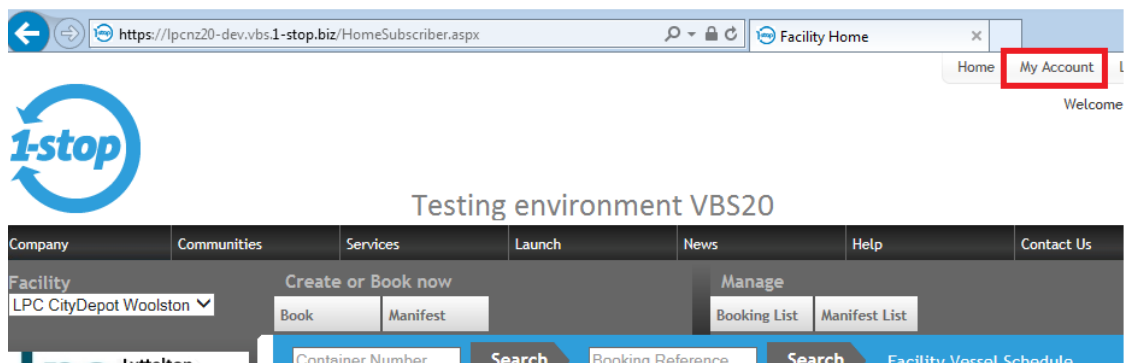
3. Click the 'Users" icon on the page presented.

4. Click on the 'Add Person' icon at the bottom right-hand side of the screen.

5. Complete the information requirements in the screen presented and press 'Save'.

Note: Not all items are compulsory – the website will tell you if you have missed any of the compulsory items out.

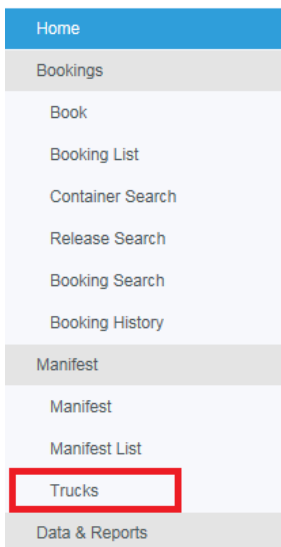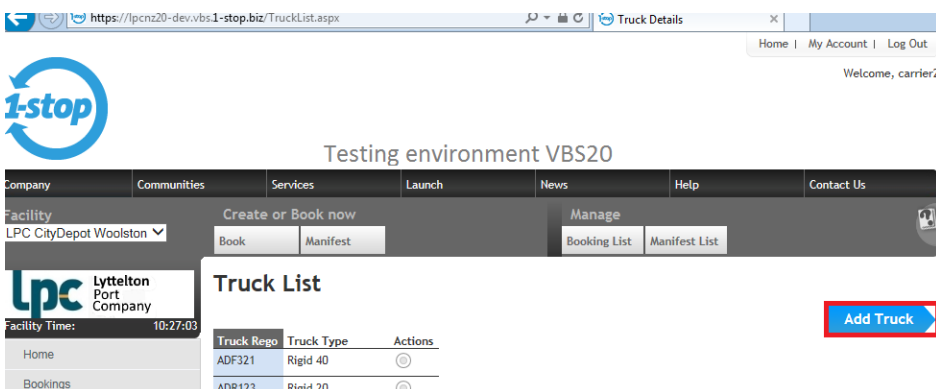# List or Change Your Truck Fleet

List your truck fleet

You will only need to do this when you first register or when you make changes to your truck fleet. This is a requirement so that when you go to manifest your bookings to a vehicle you can select the correct vehicle.

1. Click on 'Manifest' on the left-hand menu. Select the 'Trucks' tab on the left-hand menu.

2. Select 'Add Truck'.

3. Enter the Fleet number and truck type in the slots as per below and then click 'Add'.

Add Truck

| Truck Rego * | 123 |
| Default Truck Type * | Semi Trailer ▾ |

<-- Please use the vehicles **FLEET** number instead of Truck Registration number.

Add ▶

4. Repeat steps 2 and 3 until your fleet is entered into the one-stop system.

Note: If you often have another carrier working for you it may be beneficial to include the vehicle(s) in your truck list for your VBS as well. Perhaps use their company name and then fleet number in the Truck Rego field above so that it is easy for you to recognise them when manifesting e.g. LPC123.

Changing your fleet

We realise that from time to time your vehicle combinations may change. If you need to change the combination type, follow the below instructions.

1. Click on 'Manifest' on the left-hand menu. Select the 'Trucks' tab on the left-hand menu. (As per instruction 1 on page 9).

2. Click on the 'Actions' dot and select 'Edit".

Truck List

Truck Rego	Truck Type	Actions
ADF321	Rigid 40	◎
ADR123	Rigid 20	◎
BGF432	Other	◎
FDR765	B-Double	◉ Edit / Remove
GFT432	Dog Trailer	◎

3. Select the new Truck Type using the drop down and click 'Save'.

Edit Truck

| Truck Rego * | FDR765 |
| Truck Type * | B-Double ▾ |

Save ▶

Checking an Incoming Container

We suggest that you check an incoming container has been pre-advised to LPC before making a booking. If a container has not been properly pre-advised it will not be accepted by LPC City Depot, but you may still be required to pay for the booking. Follow the below steps to do this.
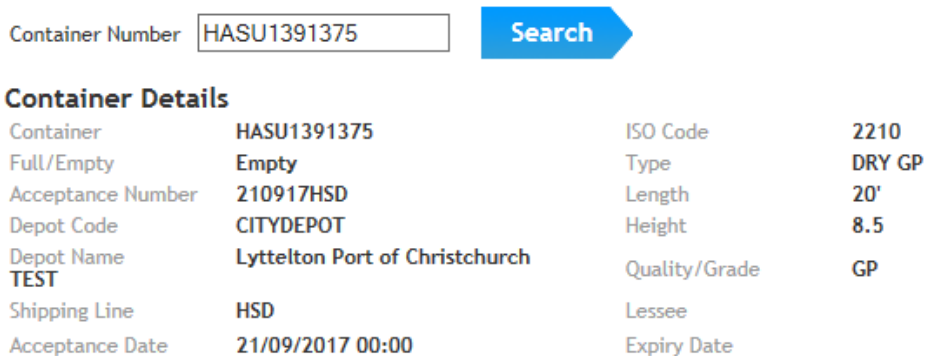
1. Click on 'Bookings' on the left-hand menu. Select 'Container Search'.
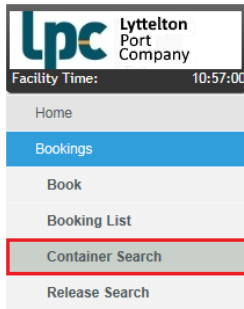
2. Enter the incoming container number and click 'Search'.
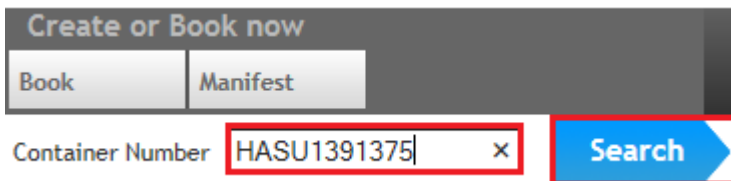
3. If the container has been pre-advised into the system, it will show as below, and you can make a booking.

| Container Details			
Container	HASU1391375	ISO Code	2210
Full/Empty	Empty	Type	DRY GP
Acceptance Number	210917HSD	Length	20'
Depot Code	CITYDEPOT	Height	8.5
Depot Name TEST	Lyttelton Port of Christchurch	Quality/Grade	GP
Shipping Line	HSD	Lessee	
Acceptance Date	21/09/2017 00:00	Expiry Date	

4. If the container has not been pre-advised into the system, it will show as below, and you will need to contact the shipping company to get them to advise the depot it will be coming in.
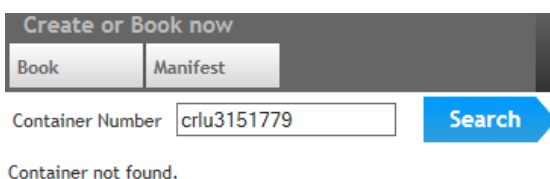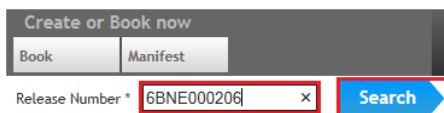
Checking a Release for Pickup

We suggest that you check LPC has received the necessary container release instruction before making a booking to pick-up the container. If LPC has not received the necessary, release instructions you will be unable to confirm your booking with LPC and you may still be required to pay for the booking. Follow the below steps to do this.
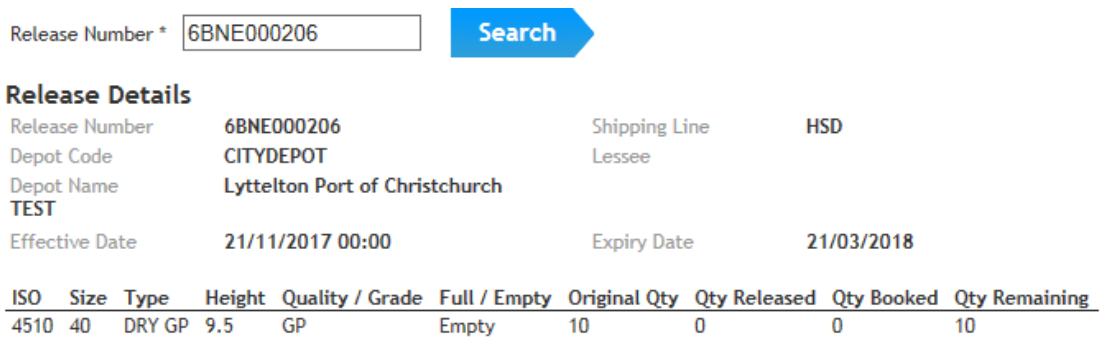
1. Click on 'Bookings' on the left-hand menu. Select 'Release Search'.
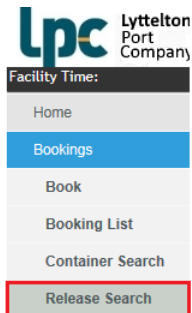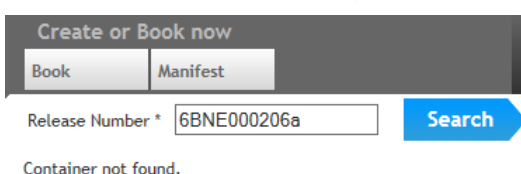

2. Enter the release number and click 'Search'.

3. If the depot has been sent the release and it is valid the below will appear. You will be able to check that the size, type, grade, and quantity of containers are correct. If anything is incorrect, please contact the shipping company directly to make changes.

Release Details

Release Number	6BNE000206	Shipping Line HSD
Depot Code	CITYDEPOT	Lessee
Depot Name	Lyttelton Port of Christchurch	
TEST		
Effective Date	21/11/2017 00:00	Expiry Date 21/03/2018

ISO	Size	Type	Height	Quality / Grade	Full / Empty	Original Qty	Qty Released	Qty Booked	Qty Remaining
4510	40	DRY GP	9.5	GP	Empty	10	0	0	10

4. If the depot does not have the release or it is not valid then the below will appear. You will need to contact the shipping company to get them to send the release instruction through to the depot.

Booking a Time Slot

Before you begin

Before you can make a booking, you need to know what time slot(s) you want the booking for. You will also need to know what type of booking you are wanting, either a drop off, a pickup or both.

Please note, once you have entered the booking screen, you have 3 minutes to complete the booking to ensure others who want to use the system in your business can access it.

How does a time zone work?

The below will help you to understand how a time zone works for a booking. We have used a 13:00hrs time zone slot as an example.
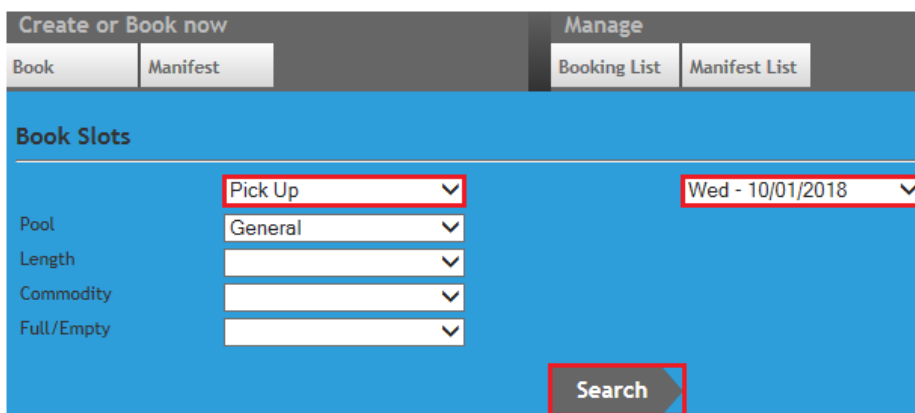
- ➢ Bookings can be made up to 30 minutes before the end of the time zone (up to 13:30hrs in our example).
- ➢ The time zone will be open for vehicle acceptance at the start of the zone hour (13:00hrs in our example).
- ➢ The time zone will close for vehicle acceptance at 14:00hrs which will give the vehicle a 1 hr window for arrival at the depot.
- ➢ If the vehicle arrives between 0 and 30 minutes after the end of the time zone i.e. 14:00hrs or after in our example but before 14:30hrs, the booking will still be accepted but an additional late arrival fee will be incurred.
- ➢ If the vehicle has not arrived within 30 minutes of the end of the time zone (by 14:30hrs in our example) then the booking will be deemed as a "no-show" and a new booking will need to be made for the pick-up or drop off.
- ➢ If the vehicle is a no-show, then a R&D Levy will still be incurred.

Making a Booking

1. Click on 'Bookings' on the left-hand menu and then click 'Book'.
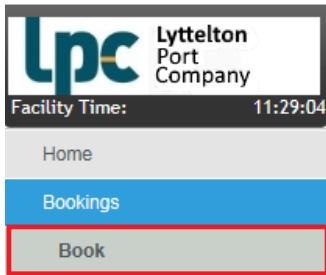
2. Select the type of booking you want to make. Either pickup or drop off and then the day you would like to make the booking for and then click 'Search'.

3. The bookings screen will then appear. The booking system covers the 24-hour clock; however, bookings are only available during LPC City Depot operating hours. Zones that have no drop-down box available are closed bookings and you can no longer book for that time zone.

4. Find the time zone you wish to book into. Below we have used the 13:00hrs time slot. This means we can bring the container in from 13:00hrs until 14:00hrs **without** incurring additional charges. Select how many slots you would like to book remembering one container is one slot and then click 'Book'.

5. The below screen will appear confirming your booking(s). This will show you the date, time zone, type of booking (pickup or drop off) and the number of slots booked. From here click either 'Summary' to complete the booking confirmation process (go to step 3 of confirming a booking), or 'Continue booking' to add more bookings (repeat above steps).

NOTE: If you click summary, you will be able to go straight to the next step and confirm the bookings made in the screen presented.

6. Prior to the start of your booking, you need to either:
   - 'Confirm' the booking, OR
   - Return ('List') the booking.

Important Information:

➤ *If a booking is not used or listed, then a R&D Levy will be incurred.*

➤ *When you return a booking One-stop will make the booking available on the portal again. This means that another transport company may be able to utilise it.* **NOTE:** *if a booking is listed, it will incur a listing fee.*

➤ *If the booking is listed 0-4 hours prior to the booking start time and another transport company utilises the booking, then there is no R&D Levy incurred but the listing fee still applies. However, if the re-listed booking is not utilised by anyone else, then both a R&D Levy and a listing fee will apply.*

➤ *One-stop is designed so that when a carrier is trying to book a container a listed/returned booking will be utilised before a new booking. This maximises the chance for a listed booking to be utilised by another carrier.*

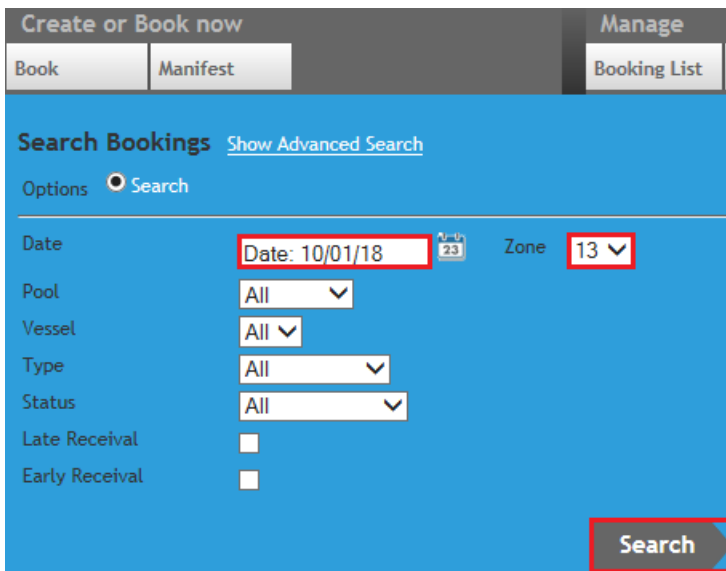➤ *It is the responsibility of the carrier to list the booking.*

Confirm, Return or Retrieve Your Booking

Confirming a booking

1. Click on 'Bookings' on the left-hand menu and then click 'Booking List'.

2. Select the date and time zone you have made the booking for and then click 'Search'.

3. The below will then pop up. Click the dot below Action and then click 'Edit'.

    Note: If you have made more than one booking for the time zone selected, they will list one after the other. Be sure to check the booking type (pick up or drop off) before proceeding.

4. A) For pickups, enter the release number in the reference number slot and then press the Tab button on your keyboard. If you do not press Tab, the container type will not populate. Once it has populated click 'Confirm'.

B) For drop offs, enter the container number in the Container No slot and then press the Tab button on your keyboard. As above, the container details will not populate if you do not press the Tab button. Once it has populated click 'Confirm'.

5. Once you have confirmed the booking the below will show at the top of the screen.

Returning a booking (Listing)
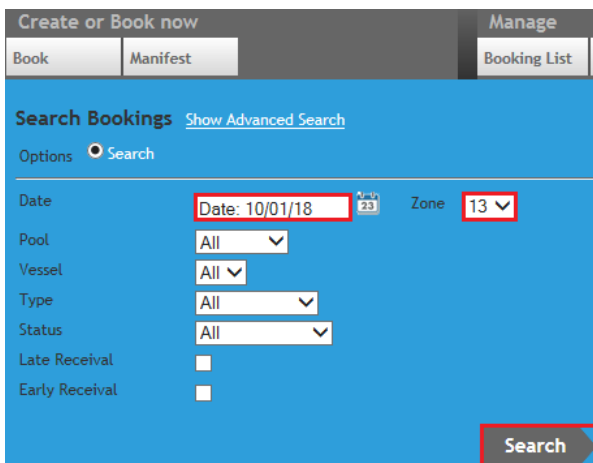
If you have made a booking and it is no longer needed, you are able to return the booking to the listing of available bookings.

➢ If a booking is not used or listed, then the R&D Levy will be incurred.

➢ When you return a booking One-stop will make the booking available on the portal again. This means that another transport company may be able to utilise it if it is listed within the applicable booking timeframe for a time zone.

➢ If another transport company utilises the booking, then there is no R&D Levy incurred. However, if the re-listed booking is not utilised by anyone else, then both the R&D Levy and listing fee will apply.

➢ One-stop is designed so that when a carrier is trying to book a container a listed/returned booking will be utilised before a new booking.

1. Click on 'Bookings' on the left-hand menu and then click 'Booking List'.
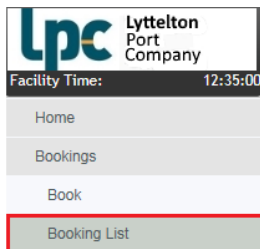
2. Select the date and time zone you have made the booking for and then click 'Search'.

3. The below will then appear on your screen. Click the dot below Action and then click 'List'.

Booking List

Bookings	Location	Container Dates

Slot Date	Zone	Booking Ref	Type	Slot Attribute	Status	Container/ERN	Expire	Action
10/01/18	14	14P326382	Pick Up		Booked	No Container - Edit Booking		○ Edit
1 of 1								List
								Email

4. The below will then appear. Select 'Yes'.

List Booking?

Are you sure you want to list this slot? You will not be able to retrieve your slot until 10 minutes has passed.

Yes   No
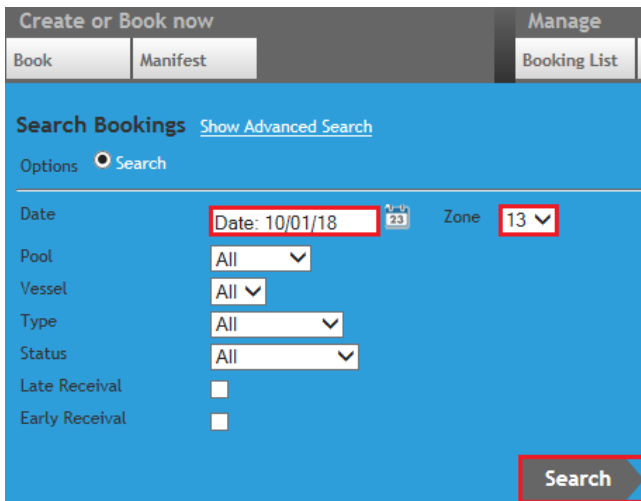
Retrieving a booking

If you have returned (listed) a booking and then decide you would like to use it follow the below steps. Only one R&D Levy will be applied.

1. Click on 'Bookings' on the left-hand menu and then click 'Booking List'.

2. Select the date and time zone you have made the booking for and then click 'Search'.

3. The below will then pop up. Find the booking with the status 'Listed" and select the Action dot and then select 'Edit'.

4. Select 'Retrieve'.

5. Enter your release number and click the Tab button. Click 'Confirm' and proceed as normal.

Manifest a Booking to a Truck

You must have a confirmed booking(s) with container(s) already assigned to them to be able to manifest a booking.

1. Select the 'Manifest' drop down on the main screen and then click 'Manifest' in the sub-section.
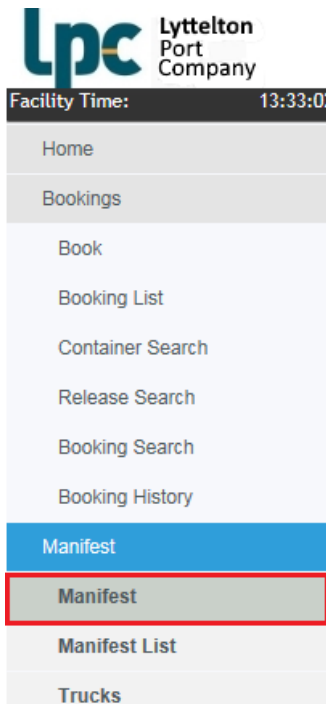
2. Enter the appropriate search criteria for the booking(s) you wish to manifest to a truck and then click 'Search'.

   NOTE: Select Dual Run if you are going to drop off and pick up containers on the same trip on the same vehicle. You only need to change the date and time if you are searching for a specific date and time zone. If you want to manifest a few different time zones at once, then leave the zone area to say All Zones.

3. Click on the 'Select' from 'Truck Fleet' button. This will bring up your fleet list.

Select Truck & Driver

Truck Rego *		Select from Truck Fleet
Truck Type	Select	

4. Click the '+' next to the truck you want to create the manifest for.

Truck Fleet

WHIPLASH TRANSPORT

Rego	Truck Type	Action
ADF321	Rigid 40	+
ADR123	Rigid 20	+
BGF432	Other	+
FDR765	B-Double	+

5. The below screen will appear. Note that the trucks fleet number and truck type will now appear at the top left hand side of the screen.

Select Truck & Driver

Truck Rego *	ADF321	Select from Truck Fleet
Truck Type	Rigid 40	

Add Containers to Truck

Direction: Drop-off

Add Container Position 3   Add Container Position 2   Add Container Position 1
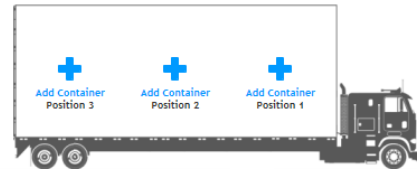
Total Declared Weight: 0 kilos

Direction: Pick Up

Add Container Position 1   Add Container Position 2   Add Container Position 3
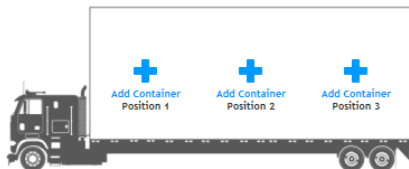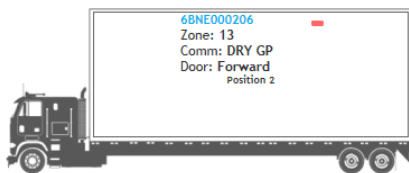
Total Declared Weight: 0 kilos

Create Manifest

6. So that you can manifest a truck that is dropping off and picking up all at the same time, a 'drop off' and 'pick up' section will appear each time you select a vehicle. To begin manifesting the inbound trip click on a container position (Front = 1, Middle = 2 or Rear = 3). Your valid bookings for the time zone you searched will then appear. Click on the '+' button next to the booking you wish to select.

Add Container

Drop-off, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13D962779	HASU1391375	20	+

7. The below screen will pop up. For incoming containers the door direction does not matter so just leave it as any. Select 'Add'.

Add Container

Drop-off, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13D962779	HASU1391375	20	+

Container/ERN	HASU1391375
Door	Any
Commodity	DRY GP

Add

8. Follow Step 6 again for the pick up. This time you will need to select a door direction. Once you have done that click 'Add'.

Add Container

Pick Up, Trailer 1 Position 2

Zone	Booking Ref	Container/ERN	Size	Select
13	13P524869	6BNE000206	40	+

Container/ERN	6BNE000206
Door	Forward
Commodity	DRY GP

Add

9. Once you have allocated your bookings to the trucks click 'Create Manifest'.

10. The below notification will appear on your screen. This means the truck has successfully been manifested and is now able to go to the depot for their VBS booking once the time zone is open. Click 'Finish'.
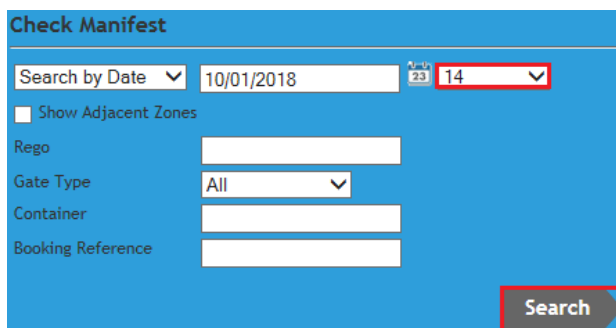
Cancelling a Manifest

Due to a break down or some other incident, you may wish to cancel a manifest for a truck and re manifest the relevant booking to another vehicle. To cancel a manifest, follow the steps below.

1. Select the 'Manifest' button from the main screen and then click 'Manifest List' in the sub-section.
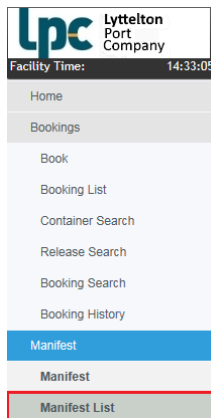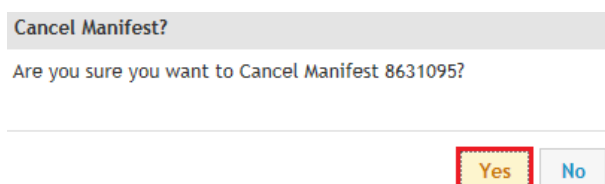
2. Enter the appropriate search criteria for the booking(s) you wish to cancel the manifest for and then click 'Search'.

3. Click on the dot under Actions and select 'Cancel'.

4. Click 'Yes'. The manifest will be cancelled.

Fee Schedule

Fee Type	Description	Fee (rate per container)
R&D Levy	Every booking made will incur a R&D Levy. This will be charged to whomever has made the booking. 1 Container = 1 timeslot.	$50.00
Other Charges		
Late Arrival Fee	An additional charge for when the transport operator has turned up after the end of the booked time zone, but less than 30 minutes outside of the booked time zone.	$30.00 (+ R&D Levy)
Listing Fee	Applied to any booking that is listed at any time. A R&D Levy will be applied in conjunction with this fee if the booking is listed 4 or less hours prior to the booked zone start time. However, if another carrier utilises the booking, only the listing fee will be applied.	$20.00 (+R&D Levy)

Above rates are subject to periodic review.

Above rates are exclusive of GST.

Vehicle Booking System – FAQ for LPC City Depot

Q. How do the time zones work?

A. The time zones will be hour to hour and be numbered from 0 to 23. For example, if you make a booking for zone 6 then the booking slot is any time between 06:00hrs and 07:00hrs. If you make a booking for zone 13 then the booking slot will be between 13:00hrs and 14:00hrs.

The diagram on the following page will help you to understand how a time zone works for a booking. We have used a 06:00hrs time zone slot as an example.

➤ Bookings can be made up to 30 minutes before the end of the time zone (up to 06.30hrs in our example).

➤ The time zone will be open for vehicle acceptance at the start of the zone hour (06:00 in our example).

➤ The time zone will close for vehicle acceptance at 07:00hrs which will give the vehicle a 1 hr window for arrival at the depot.

➤ If the vehicle arrives between 0 and 30 minutes after the end of the time zone, i.e. 07:00hrs or after in the below example but before 07:30hrs, the booking will still be accepted but an additional late arrival fee will be incurred.

➤ If the vehicle has not arrived within 30 minutes of the end of the time zone (by 07:30hrs in our example) then the booking will be deemed as a "no-show" and a new booking will need to be made for the pick-up or drop off.

➤ If the vehicle is a no-show, then a R&D Levy will still be incurred for this.

You will not be serviced if you arrive before the slot start time

You are expected to arrive between 06:00 and 07:00

After 07:30 you are considered a No Show and will not be serviced if you do arrive

You are considered late if you arrive after 07:00 but before 07:30
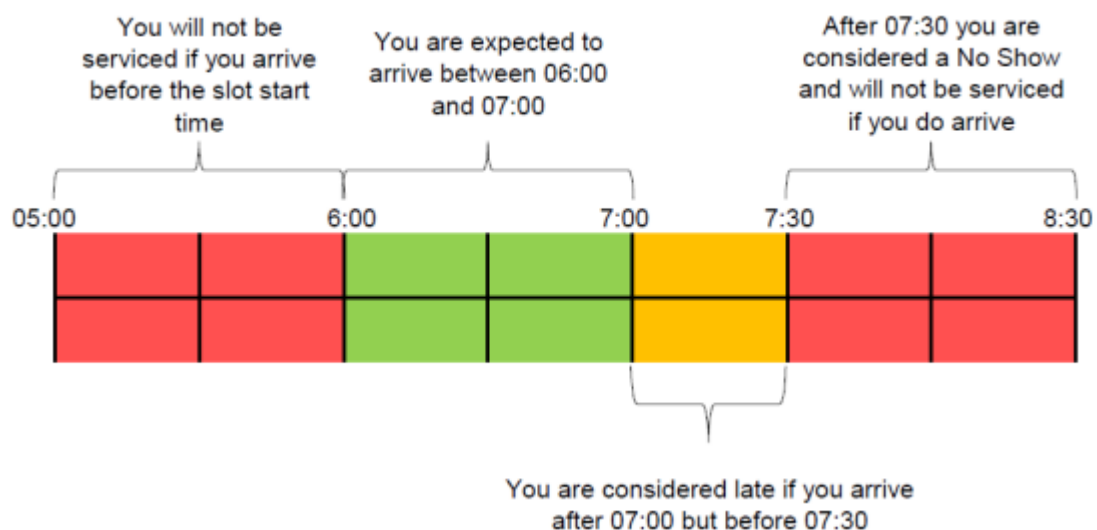
Q. How far in advance will bookings be released?

A. Bookings will be released 2 days prior to the date of the timeslot. E.g. Monday at 10AM bookings will be released for Wednesday that week. Speak with the VBS team to find out the right days and times for your tier.

Q. Can you have more than one booking per truck per hour?

A. Yes however, one booking is for one container. If you have multiple containers, then you will need to create multiple bookings. When you manifest the vehicle, you will select what container(s) it will be dropping off and what release(s) it will be collecting.

Q. Can you book for a time zone that is already active?

A. Yes. You can book a slot for a time zone up until 30 minutes before the time zone ends. E.g. for a 13:00hrs booking you can book a slot any time before 13:30hrs.

Q. What can you do if there are no slots left?

A. Continue to search the system for available time slots, there may be bookings that get listed by other carriers that you will be able to use. Also consider using another time slot for your booking.

Q. The system is rejecting your inbound container or release. What can you do?

A. For inbound containers, go to www.track-trace.com and double check the container is destined for dehire at LPC City Depot. If the container is destined for dehire at City Depot, you will need to get in touch with the shipping company to inform the depot that the container is ok to accept.

For container releases, if the VBS system is rejecting the release then you will need to speak to the shipping company and have them send the release through to LPC City Depot.

NOTE: LPC suggest that prior to making a booking for receival or pick up you utilise the container search or release search field in the One-stop system to avoid any additional fees.

Q. What happens if you get to the depot and no stock is available?

A. LPC City Depot will do their best to advise you in ample time if there are shortages of stock. In the occurrence that your vehicle arrives, and no stock is available then you will be given the option of cancelling the booking (with no charges incurred) or you may choose to collect something else in place of the original booking.

Q. What happens during a wind event?

A. If LPC City Depot must close due to high wind we will still process your booking. Should you choose to wait, no late arrival fee will apply for time zones during the closure period. If you are unable to wait, please contact vbs@lpc.co.nz and LPC will re book a time slot at no extra charge.

Please note that LPC will always work with you to get through these tricky periods. It is in all our interests to make the disruptions as pain free as possible and the VBS will allow us to better plan and coordinate.

Q. What information do truck drivers now need to bring to the container controllers?

A. Drivers will need to provide the Container Controllers with their Transport Company name and fleet number on arrival. The driver will also need to still bring their container number(s) and/or release number(s) in for confirmation as well.

Q. How can I check what charges I have been billed for past bookings?

A. To reconcile actual container numbers against your own system or your VBS invoice follow the below steps.

➢ Go to 'Booking List'.

➢ Search by date and leave zone as 'All'.

➢ Print or email the list of containers to yourself.

➢ Containers will be listed for the day. Anything showing 'No Show' or 'Wrong Zone' may have an additional charge.

If you have any questions, please contact the R&D Team on

03 328 7976 or, vbs@lpc.co.nz