

Question	Answer
What is VBS?	A Vehicle Booking System which manages truck arrivals in a planned way. Trucking companies can book containers for pick up and delivery in time zones. The aim is to bring consistency to pick-up and delivery times and match truck arrivals with terminal capacity.
When will it be implemented? What is the timeline?	12 November is the first day when carriers can make a booking for 7 days ahead. Monday 19th November will see the first trucks coming through on time slots from 0001 hours.
Will it be used at the terminals and the conventional wharves?	At this stage it will be introduced at Fergusson Container Terminal. The plan is to use VBS at Bledisloe Container Terminal after it has been bedded in at Fergusson, some time in 2008. General Wharves may use the system at a later date.
Will a fee be charged?	During the trial time of the first 3 months no fees will be charged. We expect to be able to run fully by February 2008 when fees will apply.
Who will benefit from VBS?	<p>VBS has been set up in collaboration with road carriers and in consultation with stakeholder groups, - shipping lines, exporters, importers, freight forwarders, border security authorities, MT depots.</p> <p>We expect efficiencies in the overall supply chain. There may currently be hidden or inappropriately applied costs which may be re-allocated. It will bring more transparency to the supply chain, just as our web site's container tracking, truck turn around information and web cams have done in the recent past.</p>
Can anybody make bookings?	The interface at the port gate takes place with a truck, so it is necessary for the road carrier to make the booking in order to plan his truck fleet. Only Road Carriers will be able to make bookings.
Can we have our import containers made available at your Inland Port at Wiri? Will there be a charge?	Yes. Please contact Grange Pole:poleg@poal.co.nz or Yvonne Theuerkauf: theuerkaufy@axis-intermodal.co.nz for details. It will be By Arrangement and, Yes, there will be a charge.
What happens if a ship arrives late or the terminal closes due to high winds?	<p>We understand we are working in an operational environment - the same question comes from road carriers where there are accidents and motorway closures.</p> <p>Exceptional circumstances will be managed operationally as best as is physically possible, as we do today.</p>
What if I don't have a computer?/I'm out in my truck all day?	A Phone-in booking will be possible. Please contact Janita Barton on 09 309 1311 ext 8036 or Michelle Smith on 09 309 1254 to register.
Can a truck-driver still just go into the Road Office and book when he arrives?	All containers except Empty storage containers will require a booking. It is not recommended for a truck to arrive without a booking. Trucks waiting around will likely cause congestion and affect the smooth flow of trucks entering the terminal.
How do you make sure it is a "fair deal" for all trucking companies?	VBS has been developed with road carriers and a lot of work has gone into ensuring a "level playing field" for all carriers and with equal access for all road carriers.

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What if my truck arrives with an Empty storage box and I've booked an Import to go out?	Process as normal at the Road Office and you will be directed to the appropriate grid for the MT as well as the import pick-up. You may have to go to two different grids.
Will this add cost to business?	<p>Ports of Auckland is a vital link in Auckland's and NZ's freight supply chain, and very much part of "NZ Inc". Our "life-blood" is bringing in and sending out export and import containers to service vessels and our aim is to create efficiencies beyond the port gate.</p> <p>Cost savings will be gained through better efficiency - truck waiting time, better utilisation of truck fleets, load/unload time, demurrage, detention, storage, hours of work.</p> <p>The trial time is to allow companies and businesses to work through these issues and work out where the cost savings are. We are happy to talk these through with you. Contact Finn Jensen on 09 309 1274 or Yvonne Theuerkauf on 09 309 1369</p>
How long are the time zones?	One hour, with 15 minutes "leeway" either side of the hour. A slot booked for the time zone 8am to 9 am that arrives at 0750 or 0910 is "on time"
What if I am an "out-of-town" road carrier - it will be difficult to estimate my arrival time?	<p>Trucks that come from a pack zone that is more than 100 km. from Auckland will be given an additional 30 minutes grace period.</p> <p><u>Example:</u> An out-of-town truck that arrives 07:16 for time zone 8 (from 08:00 to 08:59) will be considered on time. The total "on-time window" is thus 2 ½ hours</p>