What is VBS?

VBS (Vehicle Booking System) is a web-based appointment system to be used by all hauliers wishing to collect and/or deliver containers at G&W Terminals. It also improves security for the customer with only registered hauliers being able to make appointments.

Why is it necessary?

VBS is designed to reduce the turn time a vehicle is within our facility and maximise the efficiency of a G&W terminal, increase the speed of turnaround for hauliers and reduce queueing of vehicles outside the terminals. The number of VBS bookings available reflects the number of hauliers that can arrive and be processed in any given period, allowing the G&W terminal to control congestion, prepare in advance as well as anticipate daily traffic flows and provide sufficient resources to meet demand and offer an efficient service to the haulier and the customer.

How do I access the system?

Access to the system can be obtained through [landing page URL / TBD].

How do I register?

A registration form can be located on the same website by clicking "Login" and then "Register" in the upper right. Please complete this online. You will then be contacted with your login details.

How do I make a VBS booking?

A general self-help user guide and video tutorials containing step-by-step instructions on how to create and manage VBS bookings can be found on the G&W website at the following link [insert link – same as above – it will all be accessible from the landing page]

We will schedule awareness sessions, and if necessary, we can provide training for customers/hauliers on a request-by-request basis. Please contact G&W via email at VBS@gwrr.co.uk to arrange training.

What happens if there is a problem while making a booking?

As a haulier/transport operator, your first point of contact is your customer when resolving issues with units not booked, incorrect PIN/reference, customs clearance, etc. If you are experiencing technical issues or have an issue where you cannot find a resolution in the User Guide [insert link – same landing page], you can call one of our team on [insert Tel.] who will be happy to help you.

When do I need to add container details to a VBS booking?

VBS allows a haulier to be able to create and be in possession of a VBS booking without containers associated up to one week before the appointment unless it is a laden pick up. If details are not added by this time, the appointment will be cancelled, and the slot made available again.

Where can I see the status of my container?

On the Container Watchlist, the status of containers is displayed for quick reference. The different status states and their meanings are identified in the below matrix.

(Container) Status	
State	**Meaning**
Gate In	Container has been received at terminal.
Gate Out	Container has been delivered from terminal.
Not Ready for Pickup	Container is not available.
Ready for Pickup	Container is available for pickup.
Unknown	The VBS has not received information about this container.

How many bookings will G&W make available each hour?

G&W will set a limit on the number of bookings allowed within an operational period, based approximately on the number of trucks that can be processed through the gates and within the container yards in that period. The number of bookings will be actively managed according to operating conditions and customer demand at that time.

Are extra bookings added during peak times?

Our system is used in conjunction with a sophisticated method of areas and slots. This enables us to utilise the terminal's resources providing higher performance levels, often allowing us to increase the bookings even at peak times and reduce bookings for such events as adverse weather conditions, engineering issues or equipment failure.

When can I make a VBS booking? When do VBS bookings become available?

The system will allow a haulier to select and book a VBS slot between 3-6 days in advance of the day required. The VBS system will automatically publish a daily schedule with the available slots per hour.

Can I bring my booking forward?

Yes, a booking can be changed to another slot, as long as there is availability (within guidelines).

How close to a timeslot can I make an appointment?

Initially, during a soft launch process, there will be no restrictions on when an appointment is made. If a slot is available, you can book it.

Will the VBS advise me if there is a problem? (E.g., Export not booked, Incorrect PIN Etc.)

Yes, when making the appointment, the data will be validated against the Terminal Operating System and any relevant errors will be displayed.

Can you make an appointment for multiple units on one truck?

Yes. The VBS will allow users to make appointments for any combination of units that will fit on a standard-length trailer. So, for example, it will allow the user to make an appointment to drop off two 20ft units and collect one 45ft unit.

What do I have to do if I have one unit to drop off and one to collect but the collection is on the train?

You can either create one appointment for both units and wait until the collection becomes available, before confirming it, OR make an appointment for the drop off and a separate appointment for the collection based on timing. The vehicle will not be permitted to wait in

the terminal for a period of over 1 hour. If you are intending on dropping off and collecting during the same visit, we recommend using a single appointment.

Do we need a booking number to drop off?

No, the booking number will be associated to the unit that is assigned to the appointment and will populate when the appointment is made. Drivers will be asked to supply the appointment number from the VBS. The booking number will be required when creating the VBS appointment.

How will hauliers be able to find out the status of their bookings?

As part of the system, the "moves view" facility will allow hauliers to select various options for displaying/retrieving the bookings they possess. All bookings will be displayed in ascending order, with a traffic light indicator showing the status of each.

What will happen if an appointment is left and not completed?

If the mandatory details are not completed, the appointment will remain in the VBS in "Confirmed" status but with an asterisk and amber colour. This indicates the slot has been reserved, but further information is required to complete the appointment. Appointments are only committed to the Terminal Operating System (TOS), when all mandatory information has been submitted. Incomplete and unutilised appointments will be monitored, and if necessary hauliers may be subject to a maximum amount of bookings.

What if I arrive at a G&W terminal without a VBS booking?

You should always make an appointment once the VBS has been implemented. To begin with during the soft launch an extended grace period on either side of the appointment will be allowed while the VBS system is being implemented to ensure no visits are missed. This is detailed in the implementation plan of the FAQs. Eventually, a haulier will not be permitted to enter the container terminals without a valid VBS booking.

How long Are VBS timeslots

Following the soft launch period, when booking windows will be extended, VBS Timeslots will be for one hour. This is detailed in the implementation plan section of the FAQs.

How are Dangerous Goods Notes (DGNs) handled?

When a unit arrives with hazardous placards, or the unit is booked as hazardous, the automated gate will direct the driver to the service desk. The driver should then proceed directly to the service desk with the appropriate Dangerous Goods documentation (DGN). Our service desk clerks will then check the DGN and verify that the placards and export booking match up. If everything is correct, then we will process the transaction.

Do I have to pay for VBS?

G&W are not planning to charge for VBS appointments in 2021.

What happens if I do not arrive on time for my appointment (No Show)

G&W will be operating a flexible policy during the soft launch phase of a VBS system across its terminal base but will reserve the right to deny access to the terminals and levy a No-Show Charge for persistent no show occurrences following the soft launch phase.

Will there be an App?

An app is in development and we intend it to be released during the second half of 2021.

Genesee & Wyoming VBS Implementation Plan

Intended Roll Out Dates For G&W Terminals

Terminal	Planned Roll Out Date
Freightliner Cardiff	14⁴ᵗʰ March 2021
Freightliner Birmingham	1ˢᵗ April 2021
Freightliner Manchester	1st May 2021
Freightliner Liverpool	1ˢᵗ June 2021
Freightliner Leeds	1ˢᵗ July 2021
Freightliner Doncaster	1ˢᵗ August 2021
Pentalver Cannock	1ˢᵗ September 2021
Freightliner Coatbridge	1ˢᵗ October 2021
Pentalver Felixstowe	1ˢᵗ November 2021
Pentalver Southampton	1ˢᵗ December 2021
Pentalver London Gateway	1ˢᵗ February 2022

Dates are an indicator only and further information will be provided closer to implementation dates.

Implementation Timetable per Terminal

- One month prior to go live – Hauliers will be requested to register.
- Training one on one or via zoom meetings can be arranged on request.
- One week prior to go live – Hauliers will be allowed to register appointments.
- For the first three months of the live system operating:
  o Grace periods will be allowed for hauliers arriving outside of their booked time.
  o Hauliers arriving without VBS bookings will be provided with an information pack and asked to register on line.
  o Hauliers who arrive more than 3 times without a booking will be no longer accepted on to the terminal without an appointment.
  o No-shows will not be penalised initially. Hauliers who consistently no-show may not be accepted on the terminal.
  o After the first three months of the live system operating, Hauliers without a VBS booking will be no longer be allowed access to the terminal.

Support and Helpdesk

Access to online help and support materials   [insert hyperlink]

Contact email for general questions   [insert email]

Contact support team by telephone   [insert phone numbers]

Local terminal contact numbers

Terminal	Contact No	Email Address
Freightliner Cardiff	[Enter Number]	[Enter Email]
Freightliner Birmingham	[Enter Number]	[Enter Email]
Freightliner Manchester	[Enter Number]	[Enter Email]
Freightliner Liverpool	[Enter Number]	[Enter Email]
Freightliner Leeds	[Enter Number]	[Enter Email]
Freightliner Doncaster	[Enter Number]	[Enter Email]
Pentalver Cannock	[Enter Number]	[Enter Email]
Freightliner Coatbridge	[Enter Number]	[Enter Email]
Pentalver Felixstowe	[Enter Number]	[Enter Email]
Pentalver Southampton	[Enter Number]	[Enter Email]
Pentalver London Gateway	[Enter Number]	[Enter Email]