



Port Otago VBS User F.A.Q.

1. How do bookings and time slots work?

The VBS booking slots are 1 hour slots during the opening R&D hours of Dunedin Depot* and Port Chalmers Terminal. There will be a 15 minute grace period each side of the booking slot. E.g. a booking for 9am-10am slot will have a grace period starting at 8.45am and ending at 10.15am. This will then be followed by a late arrival period of 45 mins where a late fee will be applied.

“No Shows” and arrivals 1 hour after the slot will not be serviced and will incur a No Show fee.

1 container equals 1 booking slot. For example, if 2 x 20' containers are brought IN and 2 x 20' containers are being taken OUT by one vehicle at the same time then this will be 4 booking slots (2 IN and 2 OUT).

The VBS booking/pin will replace the current Jade Master Terminal pin when used at the Kiosk.

The opening hours are as follows:

Dunedin Depot:

Monday to Friday

- 8am to 5pm

* Dunedin Depot has no grace period prior to 8 am and after 5 pm

Port Chalmers Terminal:

Monday to Friday

- 7am to 11pm

Saturday

- 7am to 2pm

VBS guides are available at <https://www.portotago.co.nz/services/vehicle-booking-system/vbs/>

2. How far ahead can I make a booking?

Slots bookings can be made up to 5 days ahead. Bookings can also be made within the same hour of arrival if slots are available.

3. What is your booking cancellation policy?

Currently users can cancel bookings at any time up to the 31 March 2020 which is the initial rollout of VBS.

The policy from 1 April is that Bookings can only be cancelled up to 2 hours prior to start of the slot. If a cancellation is required within 2 hours of the slot due to unforeseen circumstances (truck breakdown, road closure etc) then please contact the VBS Coordinator.

4. What if there are no slots left?

Slot availability will be variable depending on peak flows during the day. Please search for an alternative time slot and keep monitoring slots as cancellations may occur.

5. I cannot make a booking due to release or acceptance not being found in VBS.

For container releases and acceptances, if the VBS system is rejecting the release or acceptance then you will need to speak to the shipping line and have them send the release through to Dunedin Depot or Port Chalmers Terminal. Please see list of shipping line contacts below.

For Port Chalmers IN bookings, the container must be pre-noted in Jade Master Terminal prior to creating a VBS booking.

At Dunedin Depot, if specified container numbers are needed to go out on releases please contact Dunedin Depot prior to truck's arrival.

6. I want to make a booking but no stock is available?

The VBS system will not allow you to book to collect an Empty OUT if the release used is out of AV stock. If a booking has been made successfully but your vehicle arrives and no stock is available then you will be given the option of cancelling the booking (with no charges incurred).

7. What will the penalty/late charge fees be?

The late penalty fee will be \$35 if vehicle arrives after the Grace period up to 45 minutes after. After this, it will be considered a No Show with a fee of \$100. Their first 3 months will be an initial grace period. This enables customers to become familiar with the process before any associated costs are applied.



Shipping Line Contacts:

ANL/CMA/CGM/APL

Kathy Qu – 09 366 2858 AKD.STHLOG@ccanz.co.nz

COSCO

Issac Jian - 09 302 5756 - Exportoperations@cosco.co.nz

Mahiyar Katila – 03 302 5806 mahiyark@cosco.co.nz

Hapag-Lloyd

Neville Coutinho – 09 488 3311 nz_ops_ed@hlag.com

HSD

Jay Yao – 09 377 3460 NZ-OPSEQU@hamburgsud.com

MSC

Joseph Meates – 03 977 6993 nz233-mscnz.chcooperations@msc.com

MSK

Corintho Maria P. Carpio - 09 354 1761 corintho.carpio@maersk.com

nz.export@maersk.com

OOCL

Uttam Jha - 09 3557888 uttam.jha@oocl.com

Pacifica/Swire

Raveena Kumar – 09 980 9157 raveena.kumar@pacship.co.nz

bookings@pacship.co.nz

PIL

Oswin Sebastian – 09 374 0389 Oswin.Sebastian@akl.pilship.com

If you have any questions please contact Alex Gee, VBS Co-ordinator on 03 872 9876 or customerservices@portotago.co.nz