



FREIGHTLINER VBS USER GUIDE

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Getting Started

What is VBS?

The Vehicle Booking System (VBS) is a web-based appointment platform used by hauliers to book container collections and deliveries at Freightliner terminals.

The system provides a structured booking process, helping to manage terminal operations efficiently while enhancing security. Only registered and authorised hauliers can make appointments, ensuring greater control over terminal access and container movements.

Key benefits of VBS:

- Online booking for container collections and deliveries
- Improved terminal planning and operational efficiency
- Enhanced security through registered haulier access only
- Greater visibility and control of vehicle movements

This system is mandatory for all hauliers wishing to collect or deliver containers at Freightliner terminals.

How do I access the system?

Access to the Vehicle Booking System (VBS) can be obtained via the Freightliner VBS website:
Freightliner VBS Portal

How do I register?

To register for VBS:

1. Visit the **Freightliner VBS Portal**.
2. Click "**Register for VBS**".
3. Complete the online registration form. If new Register a company, if company exists register a user
4. Submit the form.

Once your registration has been processed a validation of the request will be made against information provided – New companies will be validated by Freightliner, new users can be added by administration rights holders on the existing account.

How do I make a VBS booking?

A self-help user guide is available to assist users with creating and managing VBS bookings. These provide step-by-step instructions and can be found on the **Freightliner VBS Portal**.

In addition:

- Awareness sessions may be scheduled periodically.
- Training can be provided for customers and hauliers on a case-by-case basis upon request.

To arrange training or request further assistance, please contact the VBS team at:

vbshelp@freightliner.co.uk

Size type when booking

I need a Size Type to create a VBS but I only have ISO code. What Size Type should I use? The table provided below shows which Size Type is correct for your ISO code. Most common types highlighted below.

Size type	ISO code
08GP	08DV
10DV	10DV, 10G1
10HC	15G0
12GP	12DV
20BK	2280, 22B0
20CS	2202
20DV	20DR, 20G0, 2200, 2201, 2209, 2210, 2211, 2220, 22G1
20FP	2268
20FR	2261, 2262, 2263, 2264, 22P1, 22P3, 22P4
20GE	22RS
20HC	2500, 2510, 22G0, 25G1, 25R1
20HG	20HG
20HH	2963
20HO	20HO, 25U1
20HT	2254
20IN	20IN
20OS	20G2
20OT	2250, 2251, 22U0, 22U1, 22U6, 2350, 2351
20PL	2861, 2960
20PW	2259
20RE	2230, 2231, 2232, 22R0, 22R1, 22R8, 2332
20S1	20S1
20S2	20S2
20S3	20S3
20S4	20S4
20S5	20S5
20SD	22G2
20SV	2260, 22V1, 22V9, 2310
20T1	20T1
20T2	20T2
20T3	20T3
20T4	20T4
20T5	20T5
20TH	7260
20TK	2070, 2074, 20T6, 2270, 2271, 2273, 2274, 2275, 2276, 2279

Size type	ISO code
20XX	20XX
3022	3022
3025	3025
30BK	3350
30DV	3300, 3310
30HC	3510
30MO	30MO
30S1	30S1
30MO	30MO
30S1	30S1
30S2	3021, 3029, 30S2, 3DB0
30S3	30S3
30S4	30S4
30S5	30S5
30T1	30T1
30T2	30T2
30T3	30T3
30T4	30T4
30T5	30T5
30TK	3070
40BK	42B0
40CR	40CR
40DV	40DR, 4200, 42G0, 42G1, 42G2, 42G4, 42G9, 42PS, 4300
40FR	4261, 4263, 4264, 42P1, 42P3, 42P4, 4361, 4362, 4363, 4364
40GE	42RS
40HC	40HC, 40H1, 4410, 4500, 4510, 4511, 45G0, 45G1, 45G4, 45GP
40HF	4563, 45P1, 45P3
40HG	40HG
40HH	4358
40HO	4550, 4551, 45U1
40HR	40HR, 4430, 4532, 45H0, 45R0, 45R1, 45R8, 45R9
40HT	9400
40HW	4FG1
40IN	4320
40OT	4250, 4251, 42U0, 42U1, 4350, 4351

Size type	ISO code
40PL	42P0
40PW	40PW, 4CG1
40QG	40QG
40RE	42H0, 42R1, 4300, 4332
40S1	40S1
40S2	40S2
40S3	40S3
40S4	40S4
40S5	40S5
40SV	4210, 42V2, 4310, 4311, 4319
40T1	40T1
40T2	40T2
40T3	40T3
40T4	40T4
40T5	40T5
40TK	42T0, 42T1, 42TK, 4370
40TR	40TR, TR40
40XX	40XX
45DV	40XX
45HC	4700, L5G0
45HR	9500, 9510, L5G1
45HW	45HR, 9530
45PW	LNG1
45S1	45S1
45S2	45S2
45S3	45S3
45S4	4540, 45S4
45S5	45S5
45T1	45T1
45T2	45T2
45T3	45T3
45T4	45T4
45T5	45T5
45XX	45XX

Managing Bookings

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

As a haulier or transport operator, your **first point of contact should be your customer** when attempting to resolve issues relating to:

- Units not being booked
- Incorrect PINs or references
- Other container-related booking discrepancies

For technical issues with the Vehicle Booking System (VBS), or where you are unable to find a resolution using the User Guide available on the **Freightliner VBS Portal**, assistance is available from the VBS support team.

Please contact:

Email: vbshelp@freightliner.co.uk

The VBS Help team will be happy to assist with system-related queries and technical issues.

Where can I see the status of my container?

On the **Container Watchlist**, the status of containers is displayed for quick reference. The different statuses and their meanings are shown below.

Status	Meaning
Gate In	Container has been received at the terminal.
Gate Out	Container has been delivered from the 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.
On Rail	The container is in transit to the terminal.

This information can be viewed directly within the **Container Watchlist** section of the Vehicle Booking System (VBS).

How many bookings will Freightliner make available each hour?

Freightliner will set a limit on the number of bookings available during each operational period. This limit is based on the number of vehicles that can be safely and efficiently processed through the terminal gates and container yards during that time.

The number of available bookings is actively managed and may be adjusted to reflect:

- Terminal capacity
- Customer demand
- Operational requirements

As a result, booking availability may vary throughout the day to ensure the safe and efficient operation of the terminal network.

What if I book incorrectly?

It is the responsibility of the person making the booking to ensure that all booking details are accurate. Bookings can be amended at any time **up until the start of the booked slot**. It is therefore important to review all details before the booking commences.

If an incorrect booking is not amended before the start time and cannot be fulfilled as booked, the booking **will be recorded as missed**, and the applicable **missed booking fee** will be charged.

Key Points:

- Ensure all booking details are correct when creating a booking.
- Bookings can be amended up to the start time of the booked slot.
- Incorrect bookings that are not corrected before the start time **will be recorded as missed**.
- A missed booking fee will apply in accordance with Freightliner's charging policy.

Can I bring my booking forward?

Yes. A booking can be changed to an earlier or alternative slot, provided there is availability and the booking remains within the applicable terminal guidelines.

Key Points:

- Bookings can be amended to another available slot.
- Bookings may be moved to an earlier time if capacity is available.
- All amendments must comply with Freightliner's booking guidelines and operational requirements.
- Availability is subject to current booking levels and terminal capacity.

Will the VBS advise me if there is a problem? (e.g. Export not booked, incorrect PIN, etc.)

Yes. When creating a booking, the information entered is validated against the Terminal Operating System (TOS). If any issues are identified, the system will display the relevant error messages or warnings.

To view further details, click on the **amber or red exclamation mark**, which will provide information about the issue(s) identified.

Please note:

- **Amber warnings** indicate that there may be an issue requiring attention, but **a booking can still be made**.
- **Red warnings/errors** indicate an issue that must be resolved before the booking can proceed.

Common examples include:

- Export not booked
- Incorrect PIN or reference
- Missing or invalid booking information

Key Points:

- Booking data is validated during the booking process.
- Any warnings or errors will be highlighted within VBS.
- Clicking the amber or red exclamation mark will display details of the issue(s).
- Amber warnings will still allow a booking to be made.
- Red warnings/errors must be resolved before the booking can proceed.
- Issues should be resolved before attending the terminal to avoid delays or missed bookings

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 or not yet in the terminal?

You have two options:

1. **Create a single appointment** covering both the drop-off and collection, then wait until the collection container becomes available before confirming the booking.
2. **Create separate appointments**, one for the drop-off and another for the collection, based on the expected timing of the container becoming available.

Please note that **vehicles will not be permitted to wait within the terminal** while awaiting the arrival or availability of a collection container.

If you intend to drop off and collect during the same visit, Freightliner recommends using **a single appointment at a time when the train has arrived and the container is available in the terminal**.

Please be aware that **separate bookings will be subject to individual appointment fees in accordance with Freightliner's charging policy**.

Key Points:

- A single booking can be used for a drop-off and collection.
- Separate bookings can be made if timings are uncertain.
- **Separate bookings will be subject to individual appointment fees.**
- Vehicles are not permitted to wait inside the terminal.
- For the most efficient visit, book a combined appointment when the collection container is available.

Do I need a booking number to drop off?

Yes. A valid booking number **will be generated when creating a VBS appointment**.

The booking number will typically be in the following format:

GBBHM-2803-12345.

This consists of:

- **Terminal code** (e.g. GBBHM)
- **Date** (e.g. 2803)
- **Booking number** (e.g. 12345)

When arriving at the terminal, the driver only needs to enter the **last five digits** of the booking number, as the terminal and date information will already be displayed on the kiosk screen.

In addition, a **QR code** is automatically generated when the booking is created. This QR code can be sent directly to the driver and scanned at the terminal kiosk, providing a quicker and more convenient method of check-in.

For further information on using QR codes, please refer to the QR code video available on the Freightliner VBS website.

Key Points:

- A valid booking number will be generated when creating a VBS appointment.
- Booking numbers follow the format: **Terminal Code – Date – Number**.
- Drivers only need to enter the **last five digits** of the booking number at the kiosk.
- A QR code is generated for every booking and can be used for kiosk check-in.
- QR codes can be sent directly to drivers before they arrive at the terminal.

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

The **My Appointments** facility within VBS allows hauliers to view, search, and retrieve their bookings using a range of filtering and display options.

Bookings are displayed in **ascending order**, with a **traffic light indicator** showing the current status of each appointment, enabling users to quickly identify any bookings that may require attention.

In addition, **email notifications are automatically sent whenever there is a change to an appointment**, helping users stay informed of any updates to their bookings.

Key Points:

- The **My Appointments** screen provides access to all current and historical bookings.
- Various search and filter options are available to help locate bookings.
- Bookings are displayed in ascending order.

- A traffic light system indicates the status of each booking.
- Email notifications are issued when an appointment is updated or changed. Please ensure your email is up to date and valid and no rules in place to remove/delete
- Users can monitor and manage their bookings directly through VBS.

Terminal Operations

What if I arrive at a Freightliner terminal without a VBS booking?

All vehicles are required to have a valid **VBS appointment** before attending a Freightliner terminal.

Vehicles arriving without a valid booking will be refused entry.

If you experience any issues when attempting to create a booking, please contact the VBS Help Desk for assistance:

Email: vbshelp@freightliner.co.uk

Key Points:

- A valid VBS appointment is required for all terminal visits.
- Drivers should ensure a booking has been successfully created before travelling to the terminal.
- **Vehicles arriving without a valid booking will be refused entry.**
- Any booking-related issues should be directed to the VBS Help Desk at vbshelp@freightliner.co.uk.

How are Dangerous Goods Notes (DGNs) handled?

If a driver is delivering or collecting a **Dangerous Goods (DG) container**, the terminal operator will be alerted as part of the arrival process.

The operator will communicate with the driver via the terminal intercom and provide instructions on where the **Dangerous Goods Notes (DGNs)** should be presented or deposited.

Please note that the process for handling DGNs **may vary between terminals**, and drivers should follow the instructions provided by the terminal operator.

For the most efficient terminal visit, Freightliner recommends that **DGNs are emailed in advance to DGNNotes@freightliner.co.uk wherever possible**. This helps ensure the documentation is available prior to the vehicle's arrival and can reduce delays during the terminal visit.

Key Points:

- The terminal operator will be alerted when a DG container is being delivered or collected.
- Drivers will be contacted via the intercom upon arrival.
- Instructions will be provided regarding the handling of DGNs.
- DGN procedures may differ between Freightliner terminals.
- For a more efficient terminal visit, DGNs should be emailed in advance to DGNNotes@freightliner.co.uk.

- Drivers should follow the directions given by the terminal operator at their specific terminal.

Charges and Payments

Do I have to pay for VBS?

Yes. There is a **£5.00 + VAT charge for all completed VBS appointments**.

In addition, a charge of **£45.00 + VAT** applies to:

- **Missed appointments**
- **Late-cancelled appointments**

Applicable charges will be applied in accordance with Freightliner's VBS charging policy.

Key Points:

- Completed VBS appointments are charged at **£5.00 + VAT**.
- **Missed appointments are charged at £45.00 + VAT.**
- **Late-cancelled appointments are charged at £45.00 + VAT.**
- Charges are applied in line with Freightliner's VBS charging policy.

What is a late cancellation?

A **late cancellation** occurs when a VBS appointment is cancelled or rebooked **after the appointment start time**.

For example, if a **10:00-11:00** appointment is moved to **11:00-12:00** at **10:30**, this will be treated as a late cancellation and will incur a **£45.00 + VAT late cancellation fee**.

Key Points:

- A late cancellation occurs when an appointment is cancelled after the start time.
- Rebooking an appointment after the start time is also treated as a late cancellation.
- Late-cancelled appointments are charged at **£45.00 + VAT**.

What will happen if I don't attend my appointment?

Appointments that are not attended will be recorded with a **Missed** status.

Missed appointments will incur a **£45.00 + VAT missed appointment fee** in accordance with Freightliner's VBS charging policy.

Key Points:

- Appointments that are not attended will be marked as **Missed**.
- Missed appointments are charged at **£45.00 + VAT**.
- It is the responsibility of the booking holder to amend or cancel appointments before the start time where necessary.
- Repeated missed appointments may impact operational efficiency and terminal capacity.

How can I view a fee?

To view fees and charges:

1. Log in to the VBS website.
2. Navigate to **Intermodal Manager**.
3. Select **Invoice Payments**.

This section will display both **issued invoices** and **upcoming charges** relating to your VBS account.

Key Points:

- Invoices can be viewed online through VBS.
- Upcoming charges are visible before invoicing.
- The Invoice Payments section provides a record of charges and payments.

What do I do if I do not agree with a charge?

If you wish to dispute a fee, please contact the VBS Help Desk by email.

Email: vbshelp@freightliner.co.uk

The team will investigate the charge and advise whether the fee remains payable or whether an amendment is required.

Key Points:

- Fee disputes must be submitted to the VBS Help Desk.
- Each dispute will be investigated.
- You will be advised of the outcome following the review.

How do I make a payment?

Please refer to the **How to Pay Guide**, which is available on the VBS website.

Alternatively, you can contact the VBS Help Desk and request a copy.

Email: vbshelp@freightliner.co.uk

Key Points:

- Payment instructions are available through the How to Pay Guide.
- Payment is automatically taken 14 days from invoice date
- A copy can be requested from the VBS Help Desk.
- Payments should be made in accordance with the instructions provided.

Do you charge a fee for card payments?

Yes. A **5.5% processing fee** is applied to payments made by card.

To avoid this charge, customers can pay by **Direct Debit**, which does not attract the additional card processing fee.

Key Points:

- Card payments incur a **5.5% processing fee**.
- Direct Debit is available as an alternative payment method.
- No processing fee is applied to Direct Debit payments.

What happens if the truck is delayed?

A short grace period is available at the end of an appointment; however, the length of this grace period varies between terminals.

If a vehicle arrives **more than 60 minutes after the appointment start time**, the appointment will be recorded as **missed** and a new booking will be required.

A new booking can be made using the **Rebook** option available within the **My Appointments** page. Please note that when using the **Rebook** function, a **new VBS booking number** will be generated.

Freightliner reserves the right to deny terminal access where a valid appointment is not in place.

Key Points:

- A short grace period is available, but varies by terminal.
- **Vehicles arriving more than 60 minutes after the appointment start time will be recorded as missed.**
- Missed appointments will require a new booking.
- The **Rebook** function is available through **My Appointments**.
- Rebooked appointments will receive a new VBS booking number.
- Freightliner reserves the right to deny access to the terminal.

Help and Support

Where can I find help and support?

Online help materials, user guides, and video tutorials are available on the Freightliner VBS website.

<https://vbs.freightliner.co.uk/>

How do I contact the VBS Help Desk?

The **preferred method of contact is by email**:

Email: vbshelp@freightliner.co.uk

Telephone: 03330 169100

What information should I provide when reporting an issue?

If you experience any issues using the VBS website, please email the VBS Help Desk and provide as much information as possible to help us investigate the issue efficiently.

Please include:

- A description of the issue being experienced
- The VBS booking number (where applicable)
- Details of any error messages received
- **Screenshots of the issue or error being faced**
- The date and time the issue occurred

Providing detailed information, particularly screenshots, will help the team diagnose and resolve issues more quickly.

Key Points:

- Online help and training materials are available via the VBS website.
- **Email is the preferred method of contacting the VBS Help Desk.**
- Support is also available by telephone.
- **Screenshots of any issues being faced should be included where possible.**
- Providing detailed information helps speed up issue resolution.