



UK/Europe Region

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 reduces the turn time a vehicle is within our facility and maximises the efficiency of a G&W terminal, increases the speed of turnaround for hauliers and reduces 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 www.vbs.gwrr.co.uk.

How do I register?

A registration form can be located on the same website by clicking "Register Now". 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:

www.vbs.gwrr.co.uk

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 vbshelp@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 available at www.vbs.gwrr.co.uk, you can call one of our team on **03330 169100** or email vbshelp@gwrr.co.uk 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 prior to the appointment time, the appointment will be cancelled, and the slot made available again.

Will the port VBS system be linked to the G&W VBS system?

No there will be no link between the systems, and you will need to book a separate VBS to enter our terminal.



UK/Europe Region



UK/Europe Region

How do I make sure I can book an appointment to line up with Port bookings?

Booking a VBS as soon as possible will give the best chance to secure a slot when you need it. If you do not have all the details (e.g, Seal Number for laden containers), you can book your appointment and fill out the rest of the details closer to the time using our *Confirmed status. A provisional *Confirmed booking can be made using the booking number provided by your shipping line. Further details can be added prior to the start of the appointment time to Confirm the booking.

What if the Port closes to containers? Can I still bring containers to your site?

In the eventuality of the port needing to restrict access for container traffic, Pentalver will work with your organisation and attempt to accommodate your needs. A VBS booking will still be required to bring containers into the terminal

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 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. |
| On Rail | The container is in transit to the terminal. |

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 up to 7 days in advance of the day required. The VBS system will automatically publish a daily schedule with the available slots per hour.



UK/Europe Region



UK/Europe Region

What if I don't have all of the booking details?

A provisional *Confirmed booking can be made using the booking number provided by your shipping line. Further details can be added prior to the start of the appointment time to Confirm the booking.

Can I bring my booking forward?

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

How close to a timeslot can I make an appointment?

The lead time is set by each terminal, most allow VBS's to be made until the start of the appointment. For example a 10:00-11:00 VBS can be booked until 09:59. However we encourage you to book as early as possible to give the terminal notice.

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. If you click on the amber or red exclamation mark this will confirm any error(s).

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 or not in the terminal?

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. If you are intending on dropping off and collecting during the same visit, we recommend using a single appointment for when the train is available, or the container is in the terminal.

Do we need a booking number to drop off?

The booking number will be required when creating the VBS appointment. The booking number will look like this, GBBHM-2803-12345, it is made up of the terminal code-date-number. The driver will only need to enter the last 5 digits as the terminal and date will already be on the screen. A QR code is also generated at the time of booking which can be sent to the driver and scanned at the kiosk. Please see the QR code video on the website for more details.

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

As part of the system, the my appointments 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. An email is also sent out when there is a change to the appointment.



UK/Europe Region



UK/Europe Region

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

***All** vehicles are required to have a VBS. If there are any issues when trying to make an appointment, please contact the VBS help desk on vbshelp@gwrr.co.uk*

How long Are VBS timeslots

The VBS time slots are generally 1 hour with a small grace period either side.

How are Dangerous Goods Notes (DGNs) handled?

If a driver is bringing in or collecting a DG container the operator will be alerted of this. They will speak to the driver via the intercom and advise where to put the DGN's. This differs for each terminal.

Do I have to pay for VBS?

There is a £2+VAT charge for all complete VBS appointments and a fee for all missed appointments and late cancellations.

What is a late cancellation?

A late cancellation is when the VBS gets cancelled or re-booked after the appointment start time. For example a 10:00 -11:00 VBS is moved to 11:00-12:00 at 10:30 – this will generate a late cancellation charge of £20.

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

Appointments which are missed will have a Missed status. They will generate a missed fee of £40.

How can I view a Fee?

On the VBS website go to the menu select intermodal manager, invoice payments. This will show invoices and upcoming charges.

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

If you need to dispute a fee, please email the VBS help desk, we will investigate the charge and advise if it stands or not.

How do I make a payment?

Please follow the how to pay guide which is linked to the VBS website. Or contact the VBS help desk to get a copy.

What happens if the truck is delayed?

*We have a short grace period at the end of the appointment. This is varying from terminal to terminal. If you are more than a few minutes late the truck will have missed the appointment a rebook will be required. You will be able to re-book by pressing the re-book /option on the moves view screen. Please note that when using the Rebook function you will be provided with a new VBS number. **G&W will reserve the right to deny access to the terminals.***

Pentalver Felixstowe has two sites, which one should the truck go to?

We have 2 sites at Pentalver Felixstowe, known as Blofield Road and Nicholas Road.

*If you have reefer containers or containers with prefixes **PSSU, PSOU, EODU & PTSU** please go to the Nicholas Road entrance. All other traffic should visit Blofield Road.*

Location will also be displayed on the kiosk screen and the printed ticket when you arrive



UK/Europe Region



UK/Europe Region

What if I end up at the wrong site at Pentalver Felixstowe?

The screen and printed ticket will indicate the site to go to - if you are at the wrong site please use the intercom for further advice on what to do.

What if the truck has to DROP at one Pentalver Felixstowe site and PICK at the other Pentalver Felixstowe site?

The screen and printed ticket will indicate the site to go to for each part of the mission. Please complete the DROP part of the mission at the correct site and then proceed to the outgate, where terminal staff will give you further instruction over the intercom.

What if I am dropping a load then collecting an empty at Blofield Road?

The Blofield Road site is a one-way system, and once you have dropped the loaded container you will need to exit the terminal then re-enter to be able to access the empty area. Please complete the loaded DROP part of the mission and then proceed to the outgate, where terminal staff will give you further instruction over the intercom

Will there be an App?

We are not currently looking to create an app however the VBS website can be accessed by iOS and Android devices.



UK/Europe Region



UK/Europe Region

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

| Size type | ISO code |
|-----------|---|
| 08GP | 08DV |
| 10DV | 10DV, 10G1 |
| 10HC | 15G0 |
| 12GP | 12DV |
| 20BK | 2280,22B0 |
| 20D3 | 22GB |
| 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 | 2500,2510,25G0,25G1,25R1 |
| 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, |

| 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,40HI,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 | 4700, L5G0 |
| 45HC | 45HI,55G1,9500,9510,L5G1 |
| 45HR | 45HR,9530 |
| 45HW | LEGB,LLG1 |
| 45PW | 45PL,LEG1,LFG0,LNG1 |
| 45S1 | 45S1 |
| 45S2 | 45S2 |
| 45S3 | 45S3 |
| 45S4 | 4540,45S4 |
| 45S5 | 45S5 |
| 45T1 | 45T1 |
| 45T2 | 45T2 |
| 45T3 | 45T3 |
| 45T4 | 45T4 |
| 45T5 | 45T5 |
| 45XX | 45XX |



UK/Europe Region



UK/Europe Region

Genesee & Wyoming VBS Implementation Plan

All sites are now live with VBS

Intended Roll Out Dates For G&W Terminals

| Terminal | Planned Roll Out Date |
|--------------------------|------------------------------|
| Freightliner Cardiff | Live May 2021 |
| Freightliner Birmingham | Live September 2021 |
| Freightliner Liverpool | Live February 2022 |
| Freightliner Doncaster | Live March 2022 |
| Freightliner Leeds | Live April 2022 |
| Freightliner Manchester | Live June 2022 |
| Pentalver Cannock | Live September 2022 |
| Pentalver London Gateway | Live January 2023 |
| Pentalver Felixstowe | Live March 2023 |
| Pentalver Southampton | Live June 2023 |

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

Implementation Timetable per Terminal

- Approximately 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.
- After Go Live:
 - Hauliers arriving without VBS bookings will be provided with an information pack and asked to register online. Repeat offenders may not be allowed access to the terminal.

Support and Helpdesk

Access to online help and support materials

www.vbs.gwrr.co.uk

Contact email for general questions

vbshelp@gwrr.co.uk

Contact support team by telephone

03330 169100



UK/Europe Region