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 Freightliner Terminals. It also improves security for thecustomer with only registered hauliers being able to make appointments.

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
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,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	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

Why is it necessary?

VBS reduces the turn time a vehicle is within our facility and maximises the efficiency of a Freightliner terminal, increases the speed of turnaround for hauliers and reduces queueing of vehiclesoutside 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 Freightliner 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.freightliner.co.uk.***

How do I register?

A registration form can be located on the same website by clicking "Register Now". Please complete this online. Select trucking company from the dropdown list. 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 Freightliner website at the following link: ***www.vbs.freightliner.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 Freightliner via email at ***vbshelp@freightliner.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.freightliner.co.uk*** *you can email* ***vbshelp@freightliner.co.uk*** *who will be happy to help you.*

Will the port VBS system be linked to the Freightliner VBS system?

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

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. Most of our visits are under 60 minutes on site to give you an indication of your port bookings.

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, Freightliner 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 Freightliner make available each hour?

Freightliner will set a limit on the number of bookings allowed within an operational period, basedapproximately 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.

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

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

What if I book incorrectly?

It is the bookers responsibility to ensure the details are accurate, all VBS's can be amended up until the start time. If a mistake is made the VBS will go as missed and a missed fee will be applied.

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.

What if I arrive at a Freightliner 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@freightliner.co.uk

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 £5+VAT charge for all complete VBS appointments and a fee for all missed

appointments and late cancelations.

What is a late cancellation?

A late cancelation 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 £40.

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.

Do you charge a fee for card payments?

Yes, there is a 5.5% fee to use a card rather than a direct debit.

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 my appointments page. Please note that when using the Rebook function you will be provided with a new VBS number. ***Freightliner will reserve the right to deny access to the terminals.***

Support and Helpdesk

Access to online help and support materials	**www.vbs.freightliner.co.uk**
Contact email for general questions	**vbshelp@freightliner.co.uk**
Contact support team by telephone	**03330 169100**

If you have any issues using the VBS site please email the VBS helpdesk with as much details as possible, including screenshots of any errors on the screen.