



Please find below / attached details for Customers interested in making use of the T2 VBS Remote Booking capability for receiving / delivering units to/from the P&O operation at Forth Ports New Tilbury 2 Roro Terminal, which requires the completion of a VBS registration form in order for Forth Ports to provide a user id to access the system.

Within Forth Ports, the **VBS** system is one component of a fully integrated Terminal Operating System already successfully deployed within the Forth Ports Group at both the Port of Grangemouth Container Terminal and London Container Terminal in Tilbury.

The **VBS System** has been in use since **2014** and was purpose built from scratch in conjunction with our software supplier TCS, with aim of being both easy to use for hauliers and providing useful information on both bookings and containers / units.

The VBS system is fully integrated with the core operations and gate system modules of the Terminal Operating System (IPOS5) however the system can also be operated in a non-integrated stand-alone mode and is used in other areas of the Forth Ports Group in this manner.

Where we have introduced the use of the VBS system we have been able to deliver an improved level of operational efficiency at the terminals, bringing certainly of service delivery to hauliers as they arrive at the terminal.

For Tilbury 2, although utilising the VBS system as part of our operational system at the terminal for vehicle entry and exit, we will not initially be imposing any restrictions with respect to available bookings within hourly periods, and are not intending to move to do that unless common sense dictates, due to unrestricted arrival patterns of vehicles, introducing operational inefficiencies. This therefore mirrors the way we currently operate at 34 berth with regards to vehicle arrivals.

VBS is available directly as a web application on the desktop, with no set up required and is also available as a mobile app for IOS and Android phones and Hauliers can use in any or all of the following combinations.

- 1. Remote Bookings via web using Desktop application
- 2. Remote Bookings via Mobile Phone App
- 3. On arrival Bookings via Self Service Kiosk (deployed with Mobile App)
- 4. On Arrival Bookings via Booking Office

Options 1 & 2 are predominantly aimed at those wishing to book in advance allowing direct entry to the Terminal (except for Hazardous) and will require completion of the necessary registration pack to attain one or more official user id's for your organisation.

Using the Remote Booking capability either via the Web version from a Desktop or the Mobile App, will allow not only quicker and more direct entry to the Terminal operational area but also provides useful information on both the status of units and any current bookings.

Option 3 & 4 do not require any registration and are openly available on arrival at the Terminal before proceeding to entry lanes.

For those wishing to use the fuller Remote Booking capability (whether desktop or mobile), which we are keen to promote in support of COVID-19 social distancing rules, and due to the fact we are not operating the system in the more controlled manner of LCT and Grangemouth, there will be no charges for the use of the VBS through 2020 although we reserve the right to reconsider this going forward if we feel it appropriate.

