



CBS Questions and Answers

General

For export Pre-Advice does the port of loading, port of discharge and commodity auto-populate from shipping line Coparn message?

With the exception of the commodity field, yes. The commodity field will need to be added manually by the user.

Tally notes will now be optional and printed on the truck exchange grids. If tally notes are optional how do carriers verify that the container number is correct?

The driver can request to print a tally note on the exchange grid; POAL recommends that they do this for all import containers.

What reporting functionality is available within the new InterACT CBS?

Carriers are able to pull extensive historical reports and download them in Excel and PDF formats; this will be demonstrated at the training sessions.

If an exporter/importer wishes to use multiple carriers for their bookings, does the shipper/consignee have to allocate a particular carrier to a particular container?

Exporters can allocate a volume of containers to each carrier, i.e. a booking of ten can be split 5 to carrier A and 5 to carrier B. Imports have to be allocated for each container number.

With an unmanned road office how do carriers handle DG and Demurrage paperwork?

There are 3 options:

Demurrage letters and DG Certificates can be:

- 1 scanned/uploaded against containers within the CBS prior to slot time
- 2 emailed to POAL Customer Service, prior to slot time
- 3 brought to driver assist upon truck arrival

Can only trucking companies view and make bookings?

Yes

The new system introduces an out-gate Kiosk for stack runs and Empty depot containers – what is required to verify container numbers?

The last four digits of the container number need to be entered to verify the container on the truck.

Bookings

What is the proposed carrier class slot drop time?

11am two days prior to target day apart from:

- Friday 11am for Sunday and Monday slots
- Mon 11am for Tuesday and Wednesday slots.

All carriers will be in one of three carrier classes. When will the remainder of slots drop from carrier class to the general pool?

Four hours after the release into the carrier pools; i.e. 11am drop into carrier classes and then a 3pm drop into the general pool of any slots not picked up within each carrier class.

If the port has not received confirmed import container information from the shipping line can you still make a booking?

Import bookings can be made. The status will be pending until the vessel Baplie is received. The system will then validate the bookings to ensure that the container number is on that vessel.

If carriers drop slots back into the pool within the booking hour, up until what point can another carrier grab them from pool?

30 minutes into the time zone

How many times can you change booking type e.g. import to export?

Once per booking

Why can you only change once?

To minimise carriers holding onto bookings without valid information

How many times can you swap appointment quota types? E.g. import to another valid import container.

As many times as the carrier wishes

Data Entry – what Pre-Advice information is required to make a booking?

- **Import**
Container number, vessel/voyage
- **Export**
Booking reference, line operator (shipping line) and vessel. Port of discharge and loading will auto-populate. Cargo type, Commodity, Shipper will need to be added by 3pm the day prior to the booking, Before the truck enters the port, container number, seal and weight need to be updated
- **Will bulk import and export empties go through the grid?**
Yes
- **Will there be unlimited bookings available like storage empties?**
No, they will require import and export bookings the same as full containers
- **MT de-hire**
Line Operator and size type are required. The Container number and Gross Weight can be entered at gate
- **MT pick up**
Release number and Empty Depot are required
- **Coastal Imports**
Need container number, vessel/voyage. Bookings can be made before vessel information is received, the status will be pending until the vessel Bapile is received. The system will then validate the bookings to ensure that the container number is on that vessel.

Wait List

If carriers drop slots within the booking hour, up until what point do they go to a carrier on waiting list?

Latest 15 minutes into the time zone

How are carriers notified that they have been offered a waitlist booking?

The carrier will be sent an email to their nominated communication email address advising that they have been offered a waitlist booking, and the waitlist status in the system will change from 'Registered' to 'Offered'. The carrier will have 15 minutes to confirm they want the offered booking.

If you go on waiting list for 1pm and don't get a booking, you have to make a new booking/waiting list as you can only have a container number in the system once. This could become an issue for smaller carriers whose bookings are spaced out.

If you could enter the same container into multiple waitlist times this would unfairly disadvantage other carriers also on waitlists. It also goes against the principle of a level playing field for all carriers. If there is an urgent requirement, contact Driver Assist.

How are containers on the waiting list prioritised for allocation to carriers?

The allocation is based on quota type. If you have an export on the waitlist and an export appointment is re-listed then the export with the closest vessel cut-off time will be offered the booking first. If two bookings have the same cut of time then the booking will go to the first carrier that registered on the waitlist

The same process applies to imports, if you have an import container and an import appointment is re-listed, then this will be offered a booking with the closest last free day. If there are multiple containers with the same LFD, then it will be offered on a first in basis. All other quota types are FIFO.

No Shows

At what stage does a booking become a no show?

3 hours after the booking hour, as is the case now.

Is there capability for a carrier to give a reason for no show and this be taken into account when working out charges?

Yes, the same procedure as we have now. An email should need to be sent to Janita (include full email address) copying in Customer Service (include full email address) with a reason for the No Show. These requests are dealt with on a case- by- case basis.

Subcontracting

How do jobs get handled by dispatchers if “subbed” to another carrier?

The driver for the sub contractor has to be added to the original company's sub driver list. As long as you know the driver licence number, this will only take a few seconds.

Licence / Manifesting

Do dispatchers have to manifest driver licence and truck numbers to the booking before arrival?

No. However, if there is no licence against the booking the driver will have to park and go to a kiosk in the road office to enter this information. At this stage the driver can also enter other info such as weight, seal # and container number for exports.

Does the manifesting prior to arrival assist the wharf with planning?

It gives Ports of Auckland visibility of appointment volumes that will become actual arrivals.

The more visibility we have over appointments the better our ability to plan capacity. \

Empty storage containers

If an empty release has been allocated to more than one trucking company how does the system know the number of containers allocated to each carrier?

It doesn't. First In First Served, same as now