




# **Slot Booking System**


**Vopak Chemical Logistics Netherlands**

***Manual Customers & Carriers***

	<p align="center"><b>Slot Booking System</b></p> <p align="center"><b>Vopak Chemical Logistics Netherlands</b></p>	<p><b>Version/status:</b> 2.2</p> <p><b>Version date:</b> 21-09-2022</p>
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## 1 Introduction

This manual is a guideline for the use of Vopak's Slot Booking System (SBS). SBS is an application of Vopak Chemical Logistics Netherlands for making bookings of slots via internet for loading and unloading of trucks on her chemical terminals Botlek, Chemiehaven and TTR. This way a haulier or customer can easily, quickly and efficiently find available times for (un-)loading without any other intervention of a Vopak planner.

On the SBS-website it is possible to:

- Book a new slot
- Cancel slot booking already made
- Change times of already booked slots,
- Overview status of booked slots,
- Change your profile and contact information, • Online contact with the Vopak terminals.

With the SBS Vopak strives for a high service level towards her customers and hauliers.


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## 2 User Regulations

A set of User Regulations has been compiled, detailing how the slot booking system should be used. These take the form of general rules relating to SBS and the Terminal-specific (un-)loading times and closing times for the various booking deadlines.

### 2.1 General rules:

1. SBS is only guaranteed to work using Microsoft Internet Explorer.
2. The driver must be present on the Vopak site 30 minutes before the indicated start-time of the slot. The slot start-time is the actual time at which loading/unloading will commence and therefore does not include time for the necessary administrative preparations. Please remember that there may be delays due to heavy traffic at the site entrance and always allow sufficient time to prepare your vehicle for (un-)loading.
3. If necessary, SBS is able to bring slots forward by 15 minutes or delay them by 30 minutes, without informing the transport company. We will of course do our utmost to keep such changes to a minimum.
4. In exceptional cases, Vopak may need to alter the timing of a booking beyond the periods referred to above, however this will not take place without consultation. At the very least, the transport company will receive an automatically-generated e-mail detailing the change, assuming that the company's e-mail address is included in its profile. This will only occur if absolutely necessary. Should this give rise to problems, the transport company itself may then rebook the slot to a suitable time. If this is not possible, the transport company should speak to the designated contact person at Vopak.
5. If the desired slot time is no longer available, it is advisable to try again later, as it is possible that slots may since have been released as a result of cancellations by other transport companies.
6. The maximum number of days that a booking may be made in advance is the same at all terminals and the limitation is 14 days.
7. It is not possible to make or change bookings within today's booking deadline, or once the subsequent booking deadline has closed. These closing times for the booking deadlines are terminal-specific and can be found in paragraph 2.2 on page 6. Anyone wishing to make changes once the closing time has passed must contact the contact person at Vopak.
8. The transport company is expected to cancel its slot as soon as it knows that it can no longer meet the appointment made. Vopak will keep a record of any "no-shows" (appointments not met).
9. In the event of repeated no-shows and/or deliberately incorrect use of SBS, Vopak will immediately contact the transport company in question and, if necessary, the customer.
10. When booking several orders that need to be loaded/unloaded by a single tanker, the following rules must be observed:
  - 10.1. The various slot times must not have the same start-time.
  - 10.2. The slot-times must not overlap.
  - 10.3. The slots should preferably be booked so that one is not immediately followed by another (this may give rise to delays due to additional analyses and weighing).

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10.4. The additional driving time and additional administrative tasks must also be taken into account if the orders need to be loaded at different terminals.

If any of the above items are not observed, Vopak is unable to guarantee that the vehicle will be processed at the appointed time.

11. In the event that the vehicle arrives too late for its slot, dispatch will attempt to book the vehicle in again to a free slot on the same day. If dispatch indicates that this is not possible, the transport company itself must book a new slot via SBS for the next available booking deadline.
12. If, due to the situation at the Vopak site, the desired (un-)loading time cannot be met, the transport company and the customer will be contacted as quickly as possible.
13. Vopak will endeavour to enter all orders for collection within 5 days into the system within 3 hours and orders will be processed in sequence, according to the collection date.  
Orders coming in on Day A for collection on Day B will be processed first of all, whilst orders for collection on Day C, D, E or F etc. will be processed later in chronological order.  
In the case of urgent orders that cannot (yet) be booked in SBS, but must be loaded within 24 hours, you can contact your contact person at Vopak.

*(See paragraph 4.2.1, page 11 for instructions and rules relating to finding the correct orders.)*


## 2.2 Opening times of terminals and final booking times:

Check out our [Carrier Guide](#).

## 2.3 Emergency scenario:

In the event that due to prevailing circumstances, the SBS system is 'down', staff will revert to the 'old' system and the booking will need to be requested by e-mail. E-mails will then be processed and confirmed in order of receipt.

Chemiehaven:	<a href="mailto:distributie.vrb.nl@vopak.com">distributie.vrb.nl@vopak.com</a>
Botlek :	<a href="mailto:distributie.vrb.nl@vopak.com">distributie.vrb.nl@vopak.com</a>
TTR :	<a href="mailto:distributie.vrb.nl@vopak.com">distributie.vrb.nl@vopak.com</a>

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## 3 Access to the Slot Booking System

### 3.1 Company and user registration for online booking

To obtain access to the Slot Booking System (SBS) you will have to apply for a form at the Vopak website: [VCLN Truck Handling Documents](#).

This form has to be filled in and will be sent automatically to Vopak, after which your account and logins will be created. You are allowed to register a maximum of 4 logins. Multiple persons can logon with the same Login-name simultaneously without any problem.

### 3.2 Logging into the Slot Booking System

#### 3.2.1 Log on

The Slot Booking System can be found at the following [Link](#).


When the account is created, users can log on to SBS with the username and password supplied by Vopak. Carriers log in by selecting the 'Carrier' button, customers select the 'Customer' button. When logging on for the first time the user has to change the password.




#### 3.2.2 Contact Vopak / forgot password

When you have problems with logging in you can contact Vopak via the SBS by using the menu option 'Log in, Contact Vopak'.

When you forgot your password, it is possible here to request a password reset. It is also possible to send messages to Vopak. For both options the fields for username and email address have to be filled.

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[Log in](#) [Log in, Contact Vopak](#) [Close](#)



**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Log in, Contact Vopak**

Your User Information

☒ Customer
☐ Carrier

Login name   
Email address

Subject   
Message Body

[Request Password Reset](#)  
  
[Send/Request Information](#)

### 3.3 Maintain user profile

Carrier Order View [Carrier Profile](#) [Carrier Contact Vopak](#)




**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Vopak Transport b.v.**  
**Bookman**  
**Maintain Profile**

[Show regulations](#)  
[Log off](#)

Name  [Save](#)  
Password   
Confirm Password   
Telephone number   
Email address  ☒ Email Alert  
Language

After log on it is possible to edit your user profile. The following items can be changed:

- Name
- Password

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- Telephone number (optional)
- Email address
- Checkbox for receiving alerts: alerts are messages which will be sent whenever an already booked slot changes or is cancelled.
- Language: options are Dutch / English / German / French

The dark colored fields are obligatory, the white fields are optional.

With the button ‘Log off’ you can log off. If you have changed your language setting you will have to log on again to apply the change.

### 3.4 Request regulations

After logging it is possible to go to the VCLN Truck Handling Documents by clicking on the “Show regulations” button. This will automatically bring you to the site of the [Slot Booking System](#).

On this website you can download the following documents:

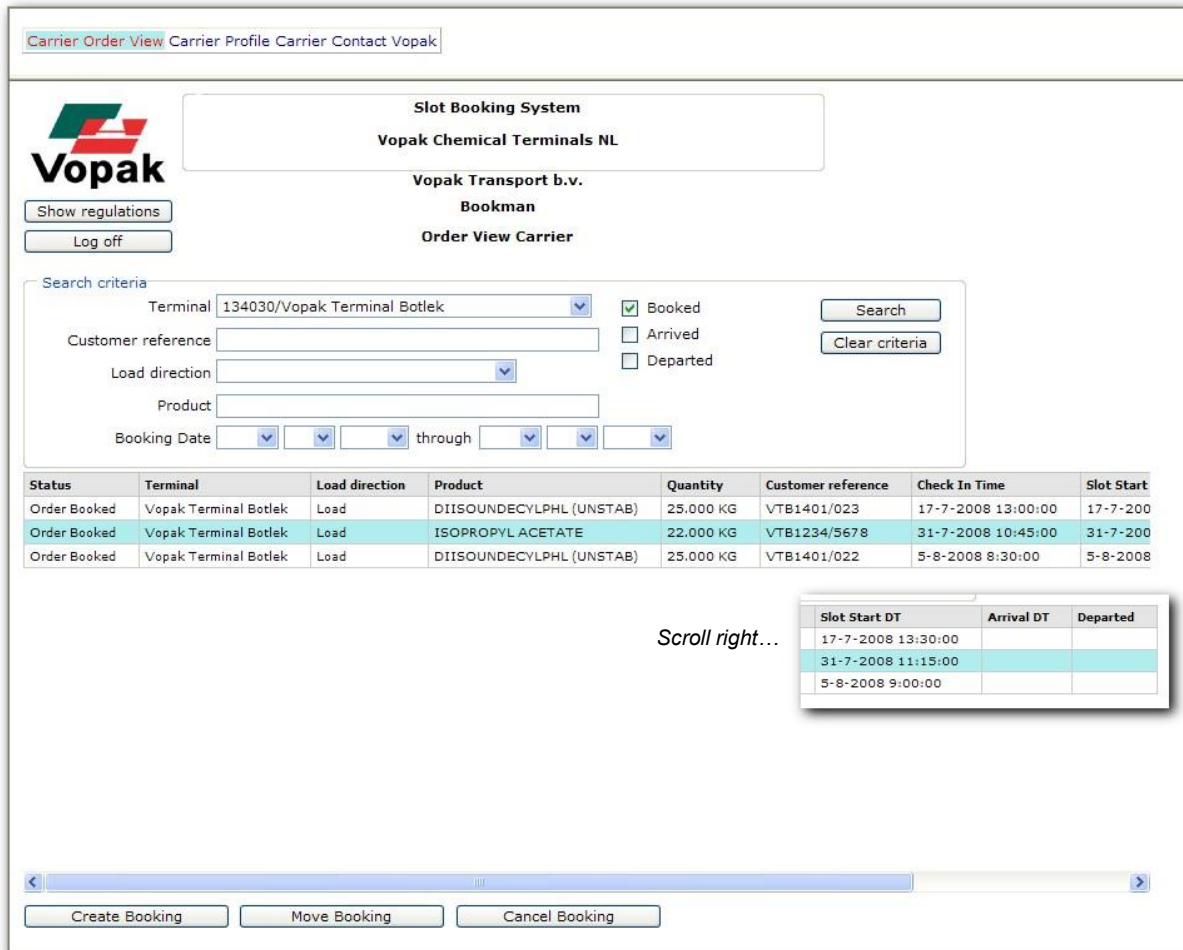
- Users Manual (In English, German, French and Dutch)
- Handling request ( In English, German, French and Dutch )
  - [Loading](#)
  - [Discharging](#)
- Safety and Treatment Conditions



## 4 To book slots as a Carrier

### 4.1 Order Overview

The screen 'Order Overview Carrier' is the start screen for creating, changing or viewing bookings.



**Carrier Order View** Carrier Profile Carrier Contact Vopak

**Slot Booking System**  
**Vopak Chemical Terminals NL**

**Vopak Transport b.v.**  
**Bookman**  
**Order View Carrier**

Buttons: Show regulations, Log off

**Search criteria**

Terminal: 134030/Vopak Terminal Botlek  
Customer reference:   
Load direction:   
Product:   
Booking Date: through   
☒ Booked  
☐ Arrived  
☐ Departed  
Search  
Clear criteria

Status	Terminal	Load direction	Product	Quantity	Customer reference	Check In Time	Slot Start
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLPHL (UNSTAB)	25.000 KG	VTB1401/023	17-7-2008 13:00:00	17-7-200
Order Booked	Vopak Terminal Botlek	Load	ISOPROPYL ACETATE	22.000 KG	VTB1234/5678	31-7-2008 10:45:00	31-7-200
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLPHL (UNSTAB)	25.000 KG	VTB1401/022	5-8-2008 8:30:00	5-8-2008

*Scroll right...*


Slot Start DT	Arrival DT	Departed
17-7-2008 13:30:00		
31-7-2008 11:15:00		
5-8-2008 9:00:00		

Buttons: Create Booking, Move Booking, Cancel Booking

When opening the screen the orders that are already booked will be shown in the list. By entering search criteria and clicking 'Search' these booked slots can be filtered. If the search fields are left empty all booked orders will be shown after clicking 'Search'.

The possible search criteria are:

- Terminal : Name of the terminal
- Customer reference : This can be Customer Order Reference or Customer Service Reference
- Load or unload : Show only orders for 'Load', 'Unload' or 'Load and Unload'
- Product : A part of the product name
- Checkbox status : Checkboxes for showing booked orders, trucks arrived at Vopak or already departed trucks.

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In each field it is possible to fill in a part of the search criterion.

In the order list the following data will be shown:

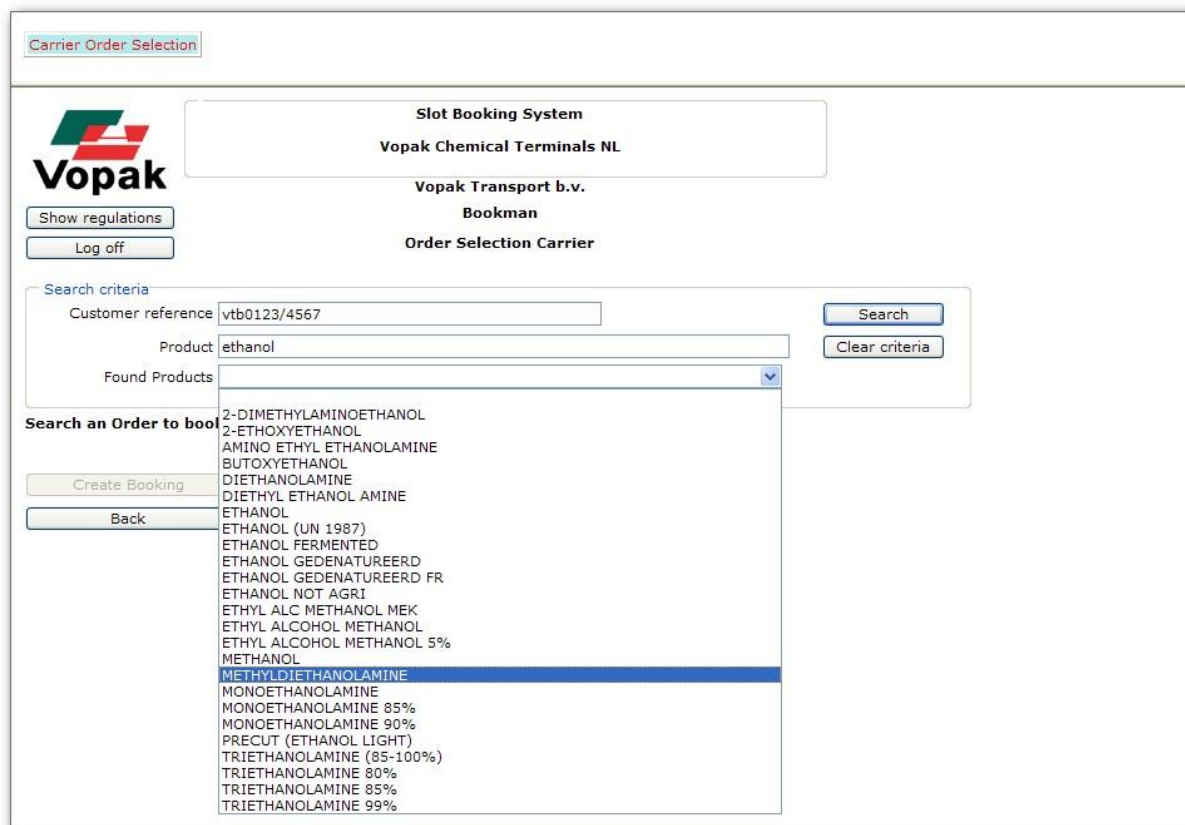
- Status : Order is booked / Arrived (truck arrived) / Departed (truck left)
- Terminal : Name of the terminal where will be (un)loaded
- Load direction : Load or unload
- Product : Name of the product to be (un)loaded
- Quantity : Quantity to be (un)loaded
- Customer reference : Customer Order Reference or Customer Service Reference
- Report time : A driver has to report in at least 30 minutes before the start time of the slot.
- Start time slot : Planned start time of the slot
- Arrival time : Actual report time of the driver
- Departed : Actual time the order was finished

## 4.2 Create a booking

To create a booking you will have to know a customer reference and a product name. These will be supplied by your principal.

To book a slot for the order click on 'Create booking'. The screen 'Order Selection Carrier' will be shown.

### 4.2.1 Selection of the order



**Carrier Order Selection**

**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Vopak Transport b.v.**  
**Bookman**  
**Order Selection Carrier**

Show regulations  
Log off


Search criteria  
Customer reference: vtb0123/4567  
Product: ethanol  
Found Products: [dropdown arrow]

Search  
Clear criteria

**Search an Order to book**

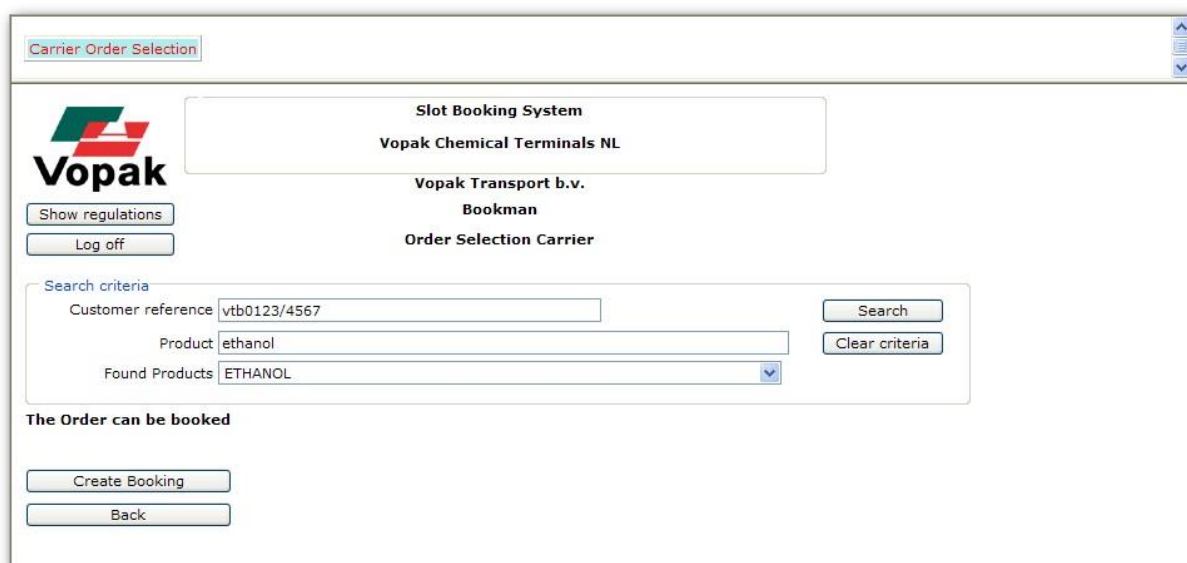
Create Booking  
Back

2-DIMETHYLAMINOETHANOL  
2-ETHOXYETHANOL  
AMINO ETHYL ETHANOLAMINE  
BUTOXYETHANOL  
DIETHANOLAMINE  
DIETHYL ETHANOL AMINE  
ETHANOL  
ETHANOL (UN 1987)  
ETHANOL FERMENTED  
ETHANOL GEDENATUREERD  
ETHANOL GEDENATUREERD FR  
ETHANOL NOT AGRI  
ETHYL ALC METHANOL MEK  
ETHYL ALCOHOL METHANOL  
ETHYL ALCOHOL METHANOL 5%  
METHANOL  
**METHYLDIETHANOLAMINE**  
MONOETHANOLAMINE  
MONOETHANOLAMINE 85%  
MONOETHANOLAMINE 90%  
PRECUT (ETHANOL LIGHT)  
TRIETHANOLAMINE (85-100%)  
TRIETHANOLAMINE 80%  
TRIETHANOLAMINE 85%  
TRIETHANOLAMINE 99%

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- The customer reference has to be filled in accurately.
- In the field 'Product' the product name or a part thereof has to be filled in.
- Click on the drop-down box after 'Found products'.  
To make sure that the correct product is mentioned you will explicitly have to choose an existing product name. In 'Found products' a list of products is shown which matches the search criterion.
- In the example an order is searched with customer reference VTB0123/4567 and product ETHANOL. Because there are more products with the term ETHANOL, the correct product has to be chosen. In this case ETHANOL.
- Click search to show the order.

The next message will be shown if there is a match with an order: 'The Order can be booked'.



The screenshot shows a web application window titled "Carrier Order Selection". Inside, the Vopak logo is on the left. The main header area displays "Slot Booking System", "Vopak Chemical Terminals NL", "Vopak Transport b.v.", "Bookman", and "Order Selection Carrier". Below this, there are buttons for "Show regulations" and "Log off". A "Search criteria" section contains three input fields: "Customer reference" with the value "vtb0123/4567", "Product" with the value "ethanol", and "Found Products" with a dropdown menu showing "ETHANOL". To the right of these fields are "Search" and "Clear criteria" buttons. Below the search criteria, a message states "The Order can be booked". At the bottom, there are two buttons: "Create Booking" and "Back".

If the customer reference or the chosen product cannot be found, then the next message will be shown:

**'A match was not possible with the specified criteria'**

If the requested order is already booked the following message will be shown:


**'The order is already booked'**

#### **4.2.2 To create a booking**

Click on 'Create booking' to go to the booking screen.

The screen 'Book Order Carrier' will be shown:

Carrier Book Order



**Slot Booking System**  
**Vopak Chemical Terminals NL**

**Vopak Transport b.v.**  
**Bookman**  
**Book Order Carrier**

Show regulations

Log off

Order Details

Terminal Vopak Terminal Botlek

Load direction Load

Quantity 25.000 KG

Product ETHANOL

Customer reference VTB0123/4567

Booking Date Jul 31 2008

Available Slots


Go

Claim Slot

Back

- First select the preferred date for the slot and click 'Go'.
- All available slot times will be searched; this may take some time.

Carrier Book Order



**Slot Booking System**  
**Vopak Chemical Terminals NL**

**Vopak Transport b.v.**  
**Bookman**  
**Book Order Carrier**

Show regulations

Log off

Order Details

Terminal Vopak Terminal Botlek

Load direction Load

Quantity 25.000 KG

Product ETHANOL

Customer reference VTB0123/4567

Booking Date Aug 8 2008

Available Slots

Slot Start DT
8-8-2008 7:15:00
8-8-2008 8:00:00
8-8-2008 9:00:00
8-8-2008 9:45:00
8-8-2008 10:30:00
8-8-2008 11:15:00
8-8-2008 12:45:00
8-8-2008 13:30:00
8-8-2008 14:15:00
8-8-2008 15:15:00
8-8-2008 16:00:00
8-8-2008 16:45:00
8-8-2008 17:30:00

Go

Claim Slot


Back

- Select the preferred slot time and click on 'Claim Slot' to book this slot.
- A message will be shown that the slot has been booked successfully (click 'OK'):



- Now it is possible to view the order in the screen Order Overview by clicking 'search'. The status of an order is 'Order Booked'.

Carrier Order View
Carrier Profile
Carrier Contact
Vopak



**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Vopak Transport b.v.**  
**Bookman**  
**Order View Carrier**

**Search criteria**

Terminal 134030/Vopak Terminal Botlek

Customer reference

Load direction

Product

Booking Date  through

☒ Booked

☐ Arrived

☐ Departed


Status	Terminal	Load direction	Product	Quantity	Customer reference	Check In Time	Slot Start
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLP HL (UNSTAB)	25.000 KG	VTB1401/023	17-7-2008 13:00:00	17-7-2008
Order Booked	Vopak Terminal Botlek	Load	ISOPROPYL ACETATE	22.000 KG	VTB1234/5678	31-7-2008 10:45:00	31-7-2008
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLP HL (UNSTAB)	25.000 KG	VTB1401/022	5-8-2008 8:30:00	5-8-2008
Order Booked	Vopak Terminal Botlek	Load	ETHANOL	25.000 KG	VTB0123/4567	8-8-2008 13:45:00	8-8-2008

<
|||
>

### 4.3 To move a booking

It is possible to move an existing booking and to choose another time slot.

Carrier Order View Carrier Profile Carrier Contact Vopak



**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Vopak Transport b.v.**  
**Bookman**  
**Order View Carrier**

[Show regulations](#)  
[Log off](#)

**Search criteria**

Terminal:   
Customer reference:   
Load direction:   
Product:   
Booking Date:  through

☒ Booked  
☐ Arrived  
☐ Departed


[Search](#)  
[Clear criteria](#)

Status	Terminal	Load direction	Product	Quantity	Customer reference	Check In Time	Slot Start
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLPHL (UNSTAB)	25.000 KG	VTB1401/023	17-7-2008 13:00:00	17-7-2008
Order Booked	Vopak Terminal Botlek	Load	ISOPROPYL ACETATE	22.000 KG	VTB1234/5678	31-7-2008 10:45:00	31-7-2008
Order Booked	Vopak Terminal Botlek	Load	DIISOUNDECYLPHL (UNSTAB)	25.000 KG	VTB1401/022	5-8-2008 8:30:00	5-8-2008
Order Booked	Vopak Terminal Botlek	Load	ETHANOL	25.000 KG	VTB0123/4567	8-8-2008 13:45:00	8-8-2008

[Create Booking](#)
[Move Booking](#)
[Cancel Booking](#)

- Select an order in the list and click on 'Move booking'.
- The screen 'Move Booking Carrier' will be shown with the slot times which are still available on the same date.

Carrier Move Booking



Slot Booking System  
Vopak Chemical Terminals NL  
Vopak Transport b.v.  
Bookman  
Move Booking Carrier

Show regulations  
Log off

Order Details

Terminal Vopak Terminal Botlek  
Load direction Load  
Quantity 25.000 KG  
Product ETHANOL  
Customer reference VTB0123/4567

Current Booking Details

Slot Start DT 08-08-2008 14:15:00 Slot End DT 08-08-2008 15:00:00  
Booking Date Aug 8 2008  
Go  
Claim Slot  
Back

Available Slots

Slot Start DT
8-8-2008 7:15:00
8-8-2008 8:00:00
8-8-2008 9:00:00
8-8-2008 9:45:00
8-8-2008 10:30:00
8-8-2008 11:15:00
8-8-2008 12:45:00
8-8-2008 13:30:00
8-8-2008 14:15:00
8-8-2008 15:15:00
8-8-2008 16:00:00
8-8-2008 16:45:00
8-8-2008 17:30:00

- It is possible to select a new slot time here at once or first to select another date.
- A message will be shown that the slot has been booked successfully (click 'OK'):




#### 4.4 To cancel a booking

- Select a booked order in the order overview and click on 'Cancel Booking'.
- The screen 'Cancel Booking Carrier' will be shown.



Carrier Cancel Booking



Slot Booking System

Vopak Chemical Terminals NL

Vopak Transport b.v.

Bookman

Cancel Booking Carrier

Show regulations

Log off

Order Details

Terminal

Vopak Terminal Botlek

Load direction

Load

Quantity

25,000 KG

Product

ETHANOL

Customer reference

VTB0123/4567

Current Booking Details

Slot Start DT

08-08-2008 16:00:00

Slot End DT

08-08-2008 16:45:00

Cancel Booking

Back

- Click on 'Cancel booking'. The following message will be shown:




## 5 To book slots as a Customer

Most of the functions for customers are the same as for carriers. The difference is in authentication to get access to certain orders. Carriers have to identify themselves by making an exact match on reference and product name and see only a list of orders they booked themselves. Customers have direct access to their own orders, so they don't have to match on reference and product name, but immediately see a list of orders, either booked or not booked.



[Customer Order View](#)
[Customer Profile](#)
[Customer Contact](#)
[Vopak](#)



**Slot Booking System**  
**Vopak Chemical Terminals NL**  
**Vopak Klant B.V.**  
**King**  
**Order View Customer**

[Show regulations](#)  
[Log off](#)

Search criteria

Terminal   
Customer reference   
Load direction   
Product   
Tank in PEPI   
Carrier   
Booking Date  through

☒ Not Booked  
☒ Booked  
☐ Work Instruction  
☐ Confirmed

[Search](#)  
[Clear criteria](#)

Status	Terminal	Load direction	Product	Tank in PEPI	Quantity	Empties Tank?	Customer reference	Slot
Order Not Booked	Vopak Terminal TTR	Load	N-PROPYL ACETATE	TK0102	20.000 KG	false	TTR0102/011	
Order Not Booked	Vopak Terminal Botlek	Load	ETHANOL	TK0101	25.000 KG	false	VTB0123/4567	
Order Booked	Vopak Terminal Botlek	Load	ISOPROPYL ACETATE	TK0108	22.000 KG	false	VTB1234/5678	31-7

[Create Booking](#)
[Move Booking](#)
[Cancel Booking](#)

To create a new booking for an order, it is enough to just select the order and select 'Create Booking'.