

Customer  
User Guide



VBS  
Notice Board



## CONTENTS

<b>1</b>	<b>About Notice board</b> .....	<b>2</b>
1.1	Examples of notifications.....	2
1.1.1	Notification: Message Board.....	2
1.1.2	Notification – Pop-up .....	4
1.1.3	Notification – Email.....	4
<b>2</b>	<b>How to</b> .....	<b>6</b>
2.1	How to get access to the Notification module.....	6
2.2	How to create a new notification .....	6
2.3	How to view an existing notification.....	9
2.4	How to edit an existing notification .....	10
2.4.1	Notifications created by you.....	10
2.4.2	Notifications created by others .....	12
2.4.3	Notifications that have passed its scheduled date .....	12
2.5	How to add a new user to the Notice Board module .....	13
2.5.1	Add a new user who is already a 1-Stop user .....	13
2.5.2	Add a new user who is not registered for 1-Stop services.....	14
<b>3</b>	<b>Where to get help</b> .....	<b>15</b>
<b>4</b>	<b>Glossary</b> .....	<b>16</b>



## 1 ABOUT NOTICE BOARD

The VBS Notice Board notification system allows accredited industry representatives to send out notifications to the VBS community on behalf of their organisation. Notifications are sent to all companies and users in the Australian State in which the notifier is registered.

Registered notifiers can send notifications in a variety of ways. These include:

- via email;
- via a windows pop-up message;
- viewable on the VBS Message Board on the VBS home page after log in; or
- any combination of the above.

From Date:

To Date:

Sorted by:

Scheduled By	Schedule Date	Subject	
Alan Stevens	23/03/2011	[PATRICK PORT SERVICES - NOTIFICATION - VIC] Forklift Issues	<a href="#">View/Edit</a>
Mark Bleazby	23/03/2011	[PATRICK TERMINAL - VIC] Timeslots @ ESD 23/03/11	<a href="#">View/Edit</a>
Mark Bleazby	23/03/2011	[PATRICK TERMINAL - VIC] Availability of Sino-trans dalian @ ESD	<a href="#">View/Edit</a>
Ray Megarry1	23/03/2011	[PATRICK TERMINAL - VIC] time slots	<a href="#">View/Edit</a>
Ray Megarry1	23/03/2011	[PATRICK TERMINAL - VIC] time slots	<a href="#">View/Edit</a>

Once you've received approval to use the Notice Board Module and have logged in to the VBS, you'll see a list of all notifications for your operational State. By default, the list will show all notifications scheduled five days ago up to the current date.

### 1.1 Examples of notifications

The following are examples of notifications with different notification methods.

#### 1.1.1 Notification: Message Board

Notifications issued on the Message Board will be located in two areas:

1. The Message Board section of the VBS home page when the user logs on.



### Help

For help using our services or getting started, you can call the 1-Stop Help Desk 24 hours a day, 7 days a week on 1300 881 055 or email us at [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz).

You can also refer to the [User Guide](#).

For enquiries about purchasing any of our other services, ask for the Sales team on 1300 881 055 or email contact us at [sales@1-stop.biz](mailto:sales@1-stop.biz).

### 1-Stop Terms & Conditions

The 1-Stop Connections Pty Limited (1-Stop) Vehicle Booking System (VBS) is a web based booking system designed to allow carriers to organise the receipt and delivery of containers at the wharf.

1-Stop makes the VBS service available to approved subscribers according to these [terms & conditions](#).

### Facility Contacts

[Patrick Facilities](#)  
[Ports of Auckland](#)  
 DP WORLD Ports Contacts..  
     [Brisbane - Fisherman Island Facility](#)  
     [Fremantle Facility](#)  
     [Melbourne - West Swanson Facility](#)  
     [Sydney - Port Botany Facility](#)

### Message Board

Click on a subject heading to view the message.

[\[1-STOP CONNECTIONS - ADMIN - NSW\] NSW Ports Diesel](#)  
[\[1-STOP CONNECTIONS - ADMIN - NSW\] Tyne ACFS](#)

---

**Issue:** MSC Redirection  
**Short Description:** All 20ft MSC marked for Tyne ACFS are being redirected to Tyne St Peters or MCS rail.  
**Duration of Delay:** 3 days 6 hrs 0 min.  
**Issue Commencement:** 22/03/2011 11:10  
**Expected Resolution:** 25/03/2011 17:10

**Priority:** Urgent  
**Notification Date:** 28/04/2011 14:32  
**Current for:** 3 Day(s)

- The Message Board Screen, located in the **Home > Message Board** menu. The messages appearing here can be sorted by their column headings.

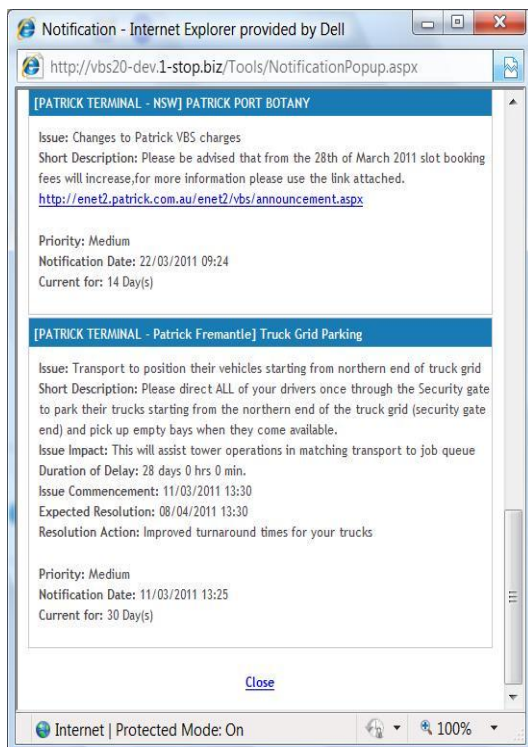
Priority	Date Time	Posted By	Subject
<a href="#">Urgent</a>	12/10/2011 10:59:00 AM	1-STOP CONNECTIONS - ADMIN - NSW	MT Movements
<a href="#">Urgent</a>	7/10/2011 9:06:00 AM	1-STOP CONNECTIONS - ADMIN - DP WORLD Port Botany	Test
<p><b>Issue:</b> Test Message  <b>Short Description:</b> Test Message  <b>Duration of Delay:</b> 14 days 0 hrs 0 min.  <b>Issue Commencement:</b> 07/10/2011 09:05  <b>Expected Resolution:</b> 21/10/2011 09:05</p> <p><b>Priority:</b> Urgent  <b>Notification Date:</b> 07/10/2011 09:06  <b>Current for:</b> 14 Day(s)</p>			
<a href="#">Medium</a>	12/10/2011 11:00:00 AM	1-STOP CONNECTIONS - ADMIN - DP WORLD Port Botany	Industrial Issue at Terminal
<a href="#">Low</a>	7/10/2011 9:08:00 AM	1-STOP CONNECTIONS - ADMIN - NSW	Test 2

### 1.1.2 Notification – Pop-up

Notifications issued via the ‘pop-up’ method will appear once the user first logs onto VBS and, if the user is already logged on, when navigating from one page to another.

Clicking on the ‘**Close Window**’ button after reading the message(s) will deem the message to have been read and the pop-up relating to that message will not reappear.

The pop-up will usually be used in conjunction with the standard Message Board so a message can be viewed again if necessary.



### 1.1.3 Notification – Email

Notifications are emailed within 10 minutes. There is a 10 minute cycle in VBS for checks to determine if there are any new notifications to be emailed.

When a company is set up to send VBS notifications, the company will be asked to supply their logo. This is a mandatory requirement for using the VBS Notice Board. The company logo will be added to the signature of the email notification.



**Subject:** [SYDNEY PORTS CORPORATION-NOTIFICATION - NSW] Test 6 Subject

**Issue:** Test Issue

**Short Description:** test short description

**Issue Impact:** test issue impact

**Resolution Action:** test resolution

**Priority:** Urgent

**Notification Date:** 26/02/2010 09:37

**Current for:** 2 Day(s)

Regards,

SPC SYDNEY PORTS CORPORATION-NOTIFICATION



Please do not reply to this email - it has been sent automatically from 1-Stop VBS using an email address that will not accept the reception of email messages.

This email message (and attachments) is confidential, and / or privileged and is intended for the use of the addressee only. If you are not the intended recipient of this email you must not copy, distribute, take any action in reliance on it or disclose it to anyone. Any confidentiality or privilege is not waived or lost by reason of mistaken delivery to you. If you have received this email in error please destroy the original.

## 2 HOW TO ...

### 2.1 How to get access to the Notification module

For access to the Notice Board Module, call the 1-Stop Helpdesk in 1300 881 055. You may need to choose your terminal and accept their Terms and Conditions.

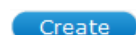
### 2.2 How to create a new notification

If you're an Australian users, log in to [www.1-stop.biz](http://www.1-stop.biz) , then go to 'Launch' and click on 'VBS'. Look for the 'Notification' link in the main menu on the left of the screen.

New Zealand users go to [vbs.1-stop.biz](http://vbs.1-stop.biz).



You'll be taken to the **Notifications** page. To create a new notification, click on the 'Create' button at the bottom of the screen.





From Date: 23/03/2011 To Date: 04/04/2011  
Sorted by: Scheduled By Asc Search

Scheduled By	Schedule Date	Subject	
Alan Stevens	23/03/2011	[PATRICK PORT SERVICES - NOTIFICATION - VIC] Forklift Issues	<a href="#">View/Edit</a>
Mark Bleazby	23/03/2011	[PATRICK TERMINAL - VIC] Timeslots @ ESD 23/03/11	<a href="#">View/Edit</a>
Mark Bleazby	23/03/2011	[PATRICK TERMINAL - VIC] Availability of Sinotrans dalian @ ESD	<a href="#">View/Edit</a>
Ray Megarry1	23/03/2011	[PATRICK TERMINAL - VIC] time slots	<a href="#">View/Edit</a>
Ray Megarry1	23/03/2011	[PATRICK TERMINAL - VIC] time slots	<a href="#">View/Edit</a>

Create <sup>1</sup>

This will bring up a blank notification form.

\* Denotes mandatory field

Sending a notification to statewide recipients or to specific facility users?  
 Statewide recipients  Facility specific recipients

\* State NSW

Notification details:

Notification status Create

\* Notification method  Message Board  Email  Pop Up

\* Priority -- Select --

\* Days remain current

\* Schedule date 04/04/2011

\* Subject

\* Issue

\* Short Description  
1000 characters left.

Issue Impact  
500 characters left.

\* Issue Commencement 04/04/2011 HH: 15 Min: 00

\* Expected Resolution by 04/04/2011 HH: 15 Min: 00

Duration of Delay 0 days 0 hrs 0 min.

Resolution Action  
1000 characters left.

Cancel Save

Fill in all the required fields. A description of each field is provided below; if you hover your mouse over the field label, these descriptions (below) will appear.





Field	Description
Notification method	This is delivery method of the notification. It can be sent via: Message Board, email or pop-up (or a combination).
Priority	State the urgency of this notification: low, medium or urgent.
Days remain current	State the number of days the message remains on the message board.
Schedule Date	Choose the date when the message will be sent.
Subject	State the title of the notification; this appears as the email Subject on the Message Board and 'Create' screen.
Issue	Describe the main objective of the notification.
Short Description	Describe the relevant points of the notification (maximum of 1000 characters long).
Issue Impact	Describe possible impacts of the issue (maximum of 500 characters long).
Issue Commencement	State when the issue started having an impact.
Expected Resolution By:	State the time by which you expect the matter to be resolved.
Duration of Delay:	This is an automatic calculation based on the time difference between commencement and resolution.
Resolution Action:	Describe what is being done to resolve the issue or what action can be done taken by various parties to mitigate the issue (use no more than of 1000 characters).



After populating all required fields, click on the **'Save'** button. This will generate the notification via the selected notification method(s):

- message board;
- email; or
- pop-up.

Notifications are emailed within 10 minutes. There is a 10 minute cyclic process in VBS which checks to determine if there are any new notifications to be emailed.

### 2.3 How to view an existing notification

By default, the current list on the **Notification** home page will display all notifications scheduled from five days ago up to the current date.

To expand the list to include other dates, select a 'From Date' and 'To Date'. Then click on the **'Search'** button and this will return with a list of all notifications that match your search criteria.

Click on the **'View/Edit'** link of a notification you would like to view or edit.

The screenshot shows a search interface with the following elements:

- From Date:** 23/03/2011
- To Date:** 04/04/2011
- Sorted by:** Scheduled By
- Order:** Asc
- Search** button

Scheduled By	Schedule Date	Subject	View/Edit
Brian Collie	23/03/2011	[DP WORLD PORTS - DP WORLD Port Botany] MUA STOP WORK MEETING	<a href="#">View/Edit</a>
Brian Collie	23/03/2011	[DP WORLD PORTS - DP WORLD Port Botany] ACE MT POOL	<a href="#">View/Edit</a>
Danny Koutsogiannis	23/03/2011	[PATRICK TERMINAL - NSW] PATRICK - PORT BOTANY YARD SYSTEMS FAILURE	<a href="#">View/Edit</a>

This will bring up a form with all the details related to the notification.



#### Notification details:

Sending a notification to:  Statewide recipients  Facility specific recipients

Terminal: DP WORLD West Swanson

Notification status: Messageboard/Popup: Broadcasted

Notification method:\*  Message Board  Email  Pop Up

Priority:\* Urgent

Days remain current:\* 3

Schedule date:\* 02/05/2011

Subject:\* [DP WORLD PORTS - DP WORLD West Swanson] Test Subject

Issue:\* Test Issue

Short Description:\*  
Test short Description.This is a short description.  
Here is a new Paragraph.  
1000 characters left.

Issue Impact:\*  
Test Issue Impact.This is a Issue Impact description.  
Here is a new Paragraph.  
Here is a hyperlink: www.1-stop.biz  
500 characters left.

Issue Commencement:\* 02/05/2011 HH: 13 Min: 00

Expected Resolution by:\* 02/05/2011 HH: 23 Min: 50

Duration of Delay: 0 days 10 hrs 50 min.

Resolution Action:  
Test Resolution action  
1000 characters left.

Cancel Remove Renew Save

## 2.4 How to edit an existing notification

### 2.4.1 Notifications created by you

You can change the details of notifications that you have created by going to the **Notifications** page, finding the notification message you've sent and clicking on the **'View/Edit'** link. In the notification page, you can choose one of the following functions.

- Cancel – click on the **'Cancel'** button to go back to the **Notification** home page without saving the notification.



- Remove – depending on what notification method has been elected (message board, pop-up or email), the **‘Remove’** button will remove the notification from the message board, stop any more pop-ups for the notification to appear and also prevent the email from going out if the email has not already been sent out.
- Renew – the **‘Renew’** button will allow you to copy the details of this notification to create a new notification.
- Save – the **‘Save’** button will save any updated details that you may have entered and the notification will be re-issued with the updated details.

**Notification details:**

Sending a notification to:  Statewide recipients  Facility specific recipients

Terminal: DP WORLD West Swanson

Notification status: Messageboard/Popup: Broadcasted

Notification method:\*  Message Board  Email  Pop Up

Priority:\* Urgent

Days remain current:\* 3

Schedule date:\* 02/05/2011

Subject:\* [DP WORLD PORTS - DP WORLD West Swanson] Test Subject

Issue:\* Test Issue

Short Description:\* Test short Description.This is a short description.  
Here is a new Paragraph.  
1000 characters left.

Issue Impact: Test Issue Impact.This is a Issue Impact description.  
Here is a new Paragraph.  
Here is a hyperlink: www.1-stop.biz  
500 characters left.

Issue Commencement:\* 02/05/2011 HH: 13 Min: 00

Expected Resolution by:\* 02/05/2011 HH: 23 Min: 50

Duration of Delay: 0 days 10 hrs 50 min.

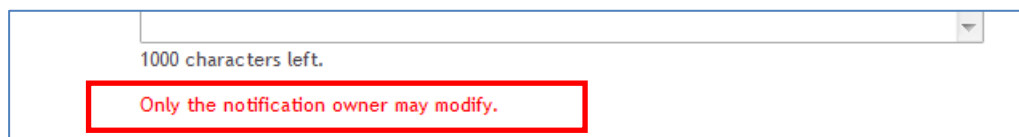
Resolution Action: Test Resolution action  
1000 characters left.

**Cancel Remove Renew Save**

---

## 2.4.2 Notifications created by others

You can only edit notifications which you have created. Notifications which are not created by you can still be viewed but cannot be edited, renewed or removed. The following is an example of a notification that is not created by the owner: the message below will appear.



A screenshot of a notification edit form. At the top, there is a text input field with a dropdown arrow on the right. Below the input field, the text "1000 characters left." is displayed. A red rectangular box highlights the error message "Only the notification owner may modify." in red text.

---

## 2.4.3 Notifications that have passed its scheduled date

Once a notification has passed its 'Scheduled date', you can no longer edit or remove the notification.

However, you can still click on the '**Renew**' button to copy the details of the existing notification to create a new notification.



### Notification details:

Sending a notification to:  Statewide recipients  Facility specific recipients

Terminal: DP WORLD West Swanson

Notification status: Messageboard/Popup: Broadcasted

Notification method:\*  Message Board  Email  Pop Up

Priority:\* Urgent

Days remain current:\* 3

Schedule date:\* 02/05/2011

Subject:\* [DP WORLD PORTS - DP WORLD West Swanson] Test Subject

Issue:\* Test Issue

Short Description:\*  
Test short Description.This is a short description.  
Here is a new Paragraph.  
1000 characters left.

Issue Impact:  
Test Issue Impact.This is a Issue Impact description.  
Here is a new Paragraph.  
Here is a hyperlink: [www.1-stop.biz](http://www.1-stop.biz)  
500 characters left.

Issue Commencement:\* 02/05/2011 HH: 13 Min: 00

Expected Resolution by:\* 02/05/2011 HH: 23 Min: 50

Duration of Delay: 0 days 10 hrs 50 min.

Resolution Action:  
Test Resolution action  
1000 characters left.

Buttons: Cancel Remove **Renew** Save

## 2.5 How to add a new user to the Notice Board module

### 2.5.1 Add a new user who is already a 1-Stop user

Email Helpdesk ([helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz)) and ask them to add the 'VBS Notify' role to the user. This role cannot be assigned by an Organisation Administrator.

## 2.5.2 Add a new user who is not registered for 1-Stop services



Register a new user by going to [www.1-stop.biz](http://www.1-stop.biz) and clicking on the **'Register'** link in the top right corner of the **1-Stop Home** page. Follow this process through to the end, making sure you choose the 'VBS Notify' module from the Services list. See the main VBS document for a full description of the registration process.

Once registration is complete, an email will be sent to 1-Stop Helpdesk who will activate the username within the normal response time of four hours. If the new account requires activation immediately, please call the Helpdesk on 1300 881 055 to activate it.



### 3 WHERE TO GET HELP

Help is available:

- from the FAQs in the **'Help'** tab of our website [www.1-stop.biz](http://www.1-stop.biz) ;
- by email to [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz); and
- from 1-Stop Helpdesk on 1300 881 055.





## 4 GLOSSARY

**Notice Board** — the 1-Stop service to send messages via the VBS.

**Email notification** — the message goes straight to the user's email inbox.

**Windows pop-up message** — a small screen pops up on the user's screen with the relevant message at a specified time.

**VBS Message Board** — on the **VBS Home** page.