

Customer
User Guide



VBS

Performance Management



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1 ABOUT CARRIER PERFORMANCE MANAGEMENT IN THE VBS

1.1.1 Business context

The VBS Performance Management module helps terminals determine appropriate access levels to their facilities, according to whether the carriers are:

- large carriers ('B' class); or
- small carriers ('A' class).

Over the years, access for the different classes was managed via market forces with variable up-front fees being charged according to the level of access required. To ensure enough slots are available and to separate the classes effectively, it is now deemed necessary to limit the number of larger registrations.

The VBS now has a set of key performance indicators (KPIs) to be used by the terminals, to help manage the number of major class carriers that can be sustained at each terminal.

A carrier's performance will be ranked based on the KPI scores they have achieved.

This module also contains a Truck Performance component.

1.1.2 The review process

Carriers can monitor their performance on a weekly basis to assess whether they are meeting the requirement to remain in the major class category or lagging behind.

Data is extracted and grouped according to the KPI requirements set by the terminal.

Carriers can use this matrix to identify any areas for improvement needed to remain a major class carrier.



2 HOW TO ...

2.1 How to get access to the Performance Management module

The reports in this Module only appear if the terminal you're using has access to these modules.

2.2 How to access truck performance reports

Note: this report is available to certain terminals only.

Navigate to the '**Truck Performance**' link in the main menu. Enter the date range for the performance records you need and click '**Search**'.

| | | | | |
|------------|---|------------------------------------|---|---------------------------------------|
| From Date: | <input type="text" value="01/01/2011"/> | <input type="button" value="..."/> | | |
| To Date: | <input type="text" value="05/04/2011"/> | <input type="button" value="..."/> | <input type="button" value="Download"/> | <input type="button" value="Search"/> |

| Date | Class | Bookings Made | No Shows | Cancelled | Used Import | Used Export | Paperless | Import Full Teus | Import MT Teus | Export Full Teus | Export MT Teus | Stack Runs | Truck Trips | Truck Fill Factor |
|------------|-------|---------------|----------|-----------|-------------|-------------|-----------|------------------|----------------|------------------|----------------|------------|-------------|-------------------|
| 11/03/2011 | L3 | 6 | 0 | 0 | 3 | 3 | 6 | 5 | 0 | 6 | 0 | 0 | 6 | 0.5 |
| 15/03/2011 | L3 | 22 | 0 | 3 | 17 | 2 | 18 | 29 | 0 | 3 | 0 | 1 | 18 | 0.51 |
| 16/03/2011 | L3 | 5 | 0 | 0 | 4 | 1 | 5 | 5 | 0 | 2 | 0 | 0 | 5 | 0.5 |
| 17/03/2011 | L3 | 37 | 1 | 0 | 30 | 6 | 36 | 46 | 4 | 10 | 0 | 0 | 30 | 0.57 |
| 18/03/2011 | L3 | 28 | 0 | 0 | 23 | 5 | 27 | 40 | 0 | 7 | 0 | 0 | 25 | 0.54 |
| 21/03/2011 | L3 | 7 | 0 | 0 | 4 | 3 | 7 | 4 | 0 | 4 | 0 | 0 | 4 | 0.63 |
| 22/03/2011 | L3 | 11 | 1 | 0 | 8 | 2 | 9 | 12 | 0 | 3 | 0 | 0 | 9 | 0.53 |
| 23/03/2011 | L3 | 18 | 0 | 0 | 11 | 7 | 18 | 14 | 0 | 11 | 0 | 0 | 15 | 0.57 |
| Total | | 134 | 2 | 3 | 100 | 29 | 126 | 155 | 4 | 46 | 0 | 1 | 112 | 0.54 |

The search results show, by date range, the performance of trucks assigned to a trucking company.

Data is shown as in columns as follows.

- Date
- Carrier Class
- Number of Bookings Made
- Number of No Shows recorded
- Number of slots Cancelled by the CTO
- Number of Import slots Used
- Number of Export slots Used
- Number of Paperless (AutoGate) bookings
- Number of Full TEUs as Imports
- Number of MT TEUs as Imports



- Number of Full TEUs as Exports
- Number of MT TEUs as Exports
- Number of Stack Runs
- Number of Truck Trips
- Truck Fill Factor

This report can also be downloaded to a spreadsheet by using the **'Download'** button. The calculations are based on how many containers a truck moves into and out of the terminal in one movement. The formula is as follows.

| Truck Fill factor will be calculated for a carrier for each visit of a truck and then average out | | | | | | |
|---|-------|---------|------------|------------------------|-----------|-------------------|
| I-Teu | E-Teu | Bat No. | Max I or E | $(I+E) / (Max\ I/E*2)$ | | Truck Fill Factor |
| 4 | 4 | 101 | 4 | $(4+4)/4*2$ | | 1 |
| 2 | 1 | 108 | 2 | $(2+1)/2*2$ | | 0.75 |
| 3 | 0 | 769 | 3 | $(3+0)/3*2$ | | 0.5 |
| 3 | 1 | 234 | 3 | $(3+1)/3*2$ | | 0.67 |
| 0 | 3 | 564 | 3 | $(0+3)/3*2$ | | 0.5 |
| 1 | 3 | 956 | 3 | $(3+1)/3*2$ | | 0.67 |
| | | | | | Total Sum | 4.09 |
| Truck Fill Factor | | | | | | 4.09/6=.68 |

This report allows long term comparisons for carriers to improve performances.

2.3 How to access carrier company reports



There are two additional reports available to carriers (but they are only available for certain terminals). The two reports are as follows.

2.3.1 Carrier Weekly Report

This report will show the weighted score a carrier company has achieved, based on volume transacted for each of the key performance indicators (KPIs) for the previous week.

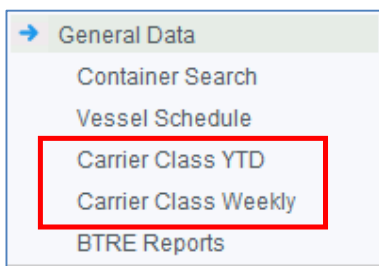
2.3.2 Carrier YTD (Year To Date) Report

This report will display year-to-date weekly breakdown and year-to-date overall totals of statistics collected for a carrier.

Reports are accessed via the VBS main menu. The visibility of reports and the selection data from reports will be controlled by system security to ensure that only users with the appropriate access level can view and run reports. Carriers only see their own reports.

2.4 How to view the report menu

The reports are accessed from the VBS main menu under the 'General Data' section.



Select either '**Carrier Class Year to Date (YTD)**' or '**Carrier Class Weekly**'.

2.5 How to use the Carrier Class Weekly report

2.5.1 Report selection criteria

After selecting '**Carrier Class Weekly**' you will need to complete the selection criteria.

DP World Customer Portal reporting site > Reports Library > VBS_STD

Actions | [Icons] | [] of 0 | Find Next | 100%

Specify Parameter Values

Report parameter values must be specified before the report can be displayed. Choose parameter values in the parameters area and click the Apply button.

Microsoft SQL Server Reporting Services

Parameters

Terminal: CTLPB

Period Week: 23AUG10

The terminal you are logged into will automatically be selected.

Select the week that you require the report

Click '**Apply**' at the bottom of the screen. The following results will display.

Weighting Factor: each KPI can have weighted score applied by the terminal. To get a weighted score it is carrier's actual score/count multiplied by the weighting factor.

DP World Customer Portal reporting site > Reports Library > VBS_STD

Actions | [Icons] | 1 of 1 | Find Next | 100%

Carrier Weekly Report

Carrier: []

Review Period: 23 Aug 2010 - 30 Aug 2010

Terminal: CTLPB

| Terminal Specific Weighting | Avg Slots Used | Slots Used Over-Night | # of Trips 2 or More | Slots Booked Not NS or WZ | Avg Dwell Time | Slots Used Weekend | Bulk Run In | Bulk Run Out | | | | | | | | | | | | |
|--------------------------------|------------------|-----------------------|-------------------------|---------------------------|------------------------|--------------------|-----------------------------|------------------|-------------------|-------------------|-----------------------|-------------------|----------------|-------------------|-----------------|-------------------|----------------|-----------------|-------------------------------|-------|
| Weighting Factor applied: 0.15 | 0.15 | 0.15 | 0.15 | 0.15 | 0.40 | 0.10 | 0.15 | 0.15 | | | | | | | | | | | | |
| 1 Current Class | 2 Avg Slots Used | 3 Weighted Score | 4 Slots Used Over-Night | 5 Weighted Score | 6 # of Trips 2 or More | 7 Weighted Score | 8 Slots Booked Not NS or WZ | 9 Weighted Score | 10 Avg Dwell Time | 11 Weighted Score | 12 Slots Used Weekend | 13 Weighted Score | 14 Bulk Run In | 15 Weighted Score | 16 Bulk Run Out | 17 Weighted Score | 18 Total Score | 19 Review Class | 20 Score Required for B Class | |
| B Class | 219.38 | 32.9070 | 46 | 6.90 | 13 | 1.95 | 43 | 6.45 | 13.98 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 61.75 | B Class | 51.24 |

1. Carriers current class – carrier's class in VBS.
2. Avg Slots used – average slots used each week averaged for the year to date.
3. Weight Score – each KPI is weighted score. The weighted score is the score/count multiplied by the weighting factor for that period. Weighting factor for each KPI is shown in the table above
4. Slots Used Over Night – number of slots booked and used overnight.
5. Number of trips 2 or more – number of truck runs where two or more containers have been manifested.



6. Slots booked not WZ or NS – a count of slots booked by a carrier excluding slots that become No Shows (NS) or Wrong Zones (WZ).
7. Avg Dwell Time – measurement of hours between first available to pick up.
8. Slots used Weekend – slots used between two specific days and time, over a weekend, normally Friday Zone 18 to Monday Zone 06.
9. Bulk Run In – number of Bulk empty stack run slots.
10. Bulk Run Out – number of Bulk slots used out of the terminal.
11. Total Score – average Score Year To Date.
12. Review Class – carrier class based on Year to date score.
13. Score required for B Class – the lowest score to be a B Class Carrier within that terminal.

2.6 How to use the Carrier Class YTD (Year to Date) report

2.6.1 Report selection criteria

DP World Customer Portal reporting site > Reports Library > VBS_STD

Actions | [Icons] | of 0 | Find Next | 100%

Microsoft SQL Server Reporting Services

Specify Parameter Values

Report parameter values must be specified before the report can be displayed. Choose parameter values in the parameters area and click the Apply button.

Parameters

Terminal
CTLPB

Period Week
23AUG10

Navigate to the '[Carrier Class YTD](#)' link in the main menu.

The terminal you are logged into will be automatically selected.

Select:

- a specific week for the report to be run from; or
- the earliest date for a completed report for all weeks year to date.

Click '[Apply](#)' at the bottom of the screen.



Carrier Class Year to Date Report

Carrier: _____
 Review Period Start: 05 Jul 2010
 Terminal: CTLPB

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|---------------|---------------|----------------|-----------------------|----------------------|------------------------|----------------|--------------------|-------------|--------------|-------------|--------------|
| Review Period | Current Class | Avg Slots Used | Slots Used Over-Night | # of Trips 2 or More | Slots Booked Not NS or | Avg Dwell Time | Slots Used Weekend | Bulk Run In | Bulk Run Out | Total Score | Review Class |
| 05/07/2010 | B Class | 297 | 132 | 82 | 261 | | 78 | 0 | 0 | 123.60 | B Class |
| 12/07/2010 | B Class | 285.50 | 209 | 69 | 211 | 1.65 | 58 | 0 | 0 | 160.25 | B Class |
| 19/07/2010 | B Class | 277.33 | 147 | 75 | 208 | 18.67 | 42 | 0 | 6 | 148.75 | B Class |
| 26/07/2010 | B Class | 273.25 | 151 | 58 | 216 | 13.98 | 35 | 0 | 0 | 146.40 | B Class |
| 02/08/2010 | B Class | 248.40 | 105 | 30 | 125 | 13.98 | 15 | 0 | 0 | 102.85 | B Class |
| 09/08/2010 | B Class | 238.67 | 113 | 56 | 166 | 13.98 | 26 | 0 | 0 | 121.35 | B Class |
| 16/08/2010 | B Class | 244.57 | 207 | 69 | 255 | 13.98 | 54 | 0 | 0 | 167.05 | B Class |
| 23/08/2010 | B Class | 219.38 | 46 | 13 | 43 | 13.98 | 0 | 0 | 0 | 61.75 | B Class |
| 30/08/2010 | B Class | 195 | 0 | 0 | 0 | 13.98 | 0 | 0 | 0 | 40 | B Class |
| 13 | YTD Total: | 253.233 | 123.333 | 50.222 | 165.000 | 13.025 | 34.222 | 0.000 | 0.667 | | |

1. Review Period (weeks Monday to Sunday).
2. Carriers current class – carriers class in VBS.
3. Avg slots Used – average slots used each week averaged for the year to date.
4. Slots Used Over Night – number of slots booked and used overnight.
5. Number of trips 2 or more – number of truck runs where two or more containers have been manifested.
6. Slots booked not WZ or NS – a count of slots booked by a carrier excluding slots that become No Shows (NS) or Wrong Zones (WZ).
7. Avg Dwell Time – measurement of hours between first available to pick up.
8. Slots used Weekend – slots used between two specific days and time, over a weekend, normally Friday Zone 18 to Monday Zone 06.
9. Bulk Run In – number of bulk empty stack run slots.
10. Bulk Run Out – number of bulk slots used out of the terminal.
11. Total Score – average Score Year To Date.
12. Review Class – carrier class based on Year to date score.
13. YTD Total – cumulative average for each KPI.

3 WHERE TO GET HELP

Help is available:

- from the our FAQs in the 'Help' tab of our website <http://www.1-stop.biz> ;



- by email to helpdesk@1-stop.biz; and
- from 1-Stop customer services on 1300 881 055.