Frequently asked questions – VBS (Vehicle Booking System)

1. What is the VBS?

The Vehicle Booking System (VBS) is an online platform of Luka Koper for making truck appointments, checking cargo status and scheduling plans, recording truck entries in the port, reviewing the validity of annual permits for entry into the port, and editing data for organisations booking truck appointments in the Port of Koper.

2. What do I need to be able to use the VBS?

To use the VBS you need Internet access, a computer, tablet or smartphone, and sign-in information (user name and password, or permit number and PIN, or vehicle booking number and booking date).

3. How do I sign in?

You can sign in with a user name and password, or with a permit number and PIN, or with a booking number and booking date.

To sign in with a user name and password, you need to register and obtain a company code. If you are a forwarding agent or freight forwarder, you can apply for one at info@luka-kp.si or complete this online application. If you are a haulier, complete the Application for permit. After your application is processed, sign-in data will be sent to you.

If you are currently a user of the Luka Koper VBS, sign in with your user name and password at the following address: https://vbs.luka-kp.si

4. What do I need to enter the Port of Koper?

Fundamentals:
- confirmed booking slot;
- arrival in the agreed slot;
- driver's valid permit (annual or one-time);
- paid road charge – prepaid or one-time purchase.

5. What is vehicle booking?

Vehicle booking is a method for the customer/haulier to schedule throughput for specific cargo, and throughput is then carried out at the confirmed time with the designated driver. Cargo-group specific vehicle booking procedures are described in the VBS Instructions for Use.

6. What if I arrive to Koper without a booking?

Without a booking, a truck cannot enter the port. The haulier must obtain the vehicle booking PIN from the freight forwarder.

7. What is the procedure for booking PC General cargo and PC Dry Bulk and Liquid Bulk Terminal?

The freight forwarder books the terminal for the time when the truck will arrive to the port. Luka Koper schedules the order, an entry PIN is generated in the VBS, the haulier designates a driver to the PIN.

8. What is the procedure for booking at the PC Container terminal?

The freight forwarder or haulier enters the CNT into the VBS application. The freight forwarder designates a haulier per a CNT or list of CNTs. The haulier selects the entry time and driver for each CNT, a booking slot is created.

9. What is the procedure for booking at the PC Car & Ro-Ro terminal?

The freight forwarder books throughput of selected vehicles, Luka Koper schedules the order, a booking is created in the VBS, the freight forwarder designates a haulier for the booking, the haulier designates a driver and registration plate number of the vehicle to the booking.

10. How do time slots work?

Time slots are determined by Luka Koper. A slot is the maximum number of trucks per unit of time. The haulier selects available entry slots for selected CNTs. There is a certain entry/exit tolerance per slot in terms of +/- hours, as defined by Luka Koper, also known as "buffer" time. If the driver is delayed, they may select a later entry slot before "buffer" time starts. If the driver does not enter during the selected slot, a new booking must be made.

11. How does a driver register in the VBS?

Drivers should register at the entry page for drivers only: https://vbs.luka-kp.si.

The entry page for drivers is intended only for entering the permit number and PIN received by the driver from the freight forwarder or haulier. This is how the driver confirms the booking slot.

12. What are the haulier's tasks in the VBS?

The haulier should:
- define VBS rights for its employees (who can use what);
- enter registration plate numbers of trucks and trailers;
- designate drivers and registration plate numbers of trucks and trailers for each booking.

13. What are the costs of vehicle booking?

There are no costs associated with the booking of vehicles for entry into the Port of Koper.

14. What happens if the booked entry slot is missed?

If a truck misses the booked entry slot, a new booking is required. For additional options see question no. 10.

15. Is there a notification system?

The VBS application will inform the haulier when the truck has entered/exited the Port of Koper.

16. Where can I obtain an annual permit?

The conditions and the application for obtaining an annual permit are available on the Luka Koper website https://www.luka-kp.si/eng/information-for-truckers.

17. Where do I activate the prepay system?

Information on how to activate the prepay system: http://www.luka-inpo.si/storitve-259/single/kamionski-terminal-476.

18. Where can I obtain a one-time permit?

Drivers can obtain a one-time permit at the external truck terminal.

http://www.luka-inpo.si/storitve-259/single/kamionski-terminal-476

19. Are there any restrictions in making vehicle bookings?

Restrictions in bookings:
- availability of cargo for collection;
- limited number of vehicles per unit of time/time slot.

20. How do hauliers see their bookings?

When making a booking, a freight forwarder will nominate a haulier in the VBS, who will in turn receive a notice in their VBS.

21. How are sub-hauliers included?

Sub-hauliers are designated by the selected hauliers by entering their data into the system, and forwarding them the PIN of the booking.

22. Can I cancel a vehicle booking?

In case of booked container throughput, a booking may be cancelled before the booking slot starts. A new booking has to be created. In case of the car terminal and general cargo terminal, vehicle bookings may be cancelled in accordance with the general terms and conditions of Luka Koper.

23. Until when do I have to change my booking slot for the container terminal?

The haulier may change the booking slot or choose the next available slot, before the start of the buffer zone of the selected booking slot.

24. What if a driver different from the one designated in the booking arrives?

Entry will not be possible. Entry conditions are not met. The haulier has the option to designate a driver per booking up until the moment of entry.

25. Can I export my bookings to Excel?

Export to Excel is possible.

26. How will the system work when the Port of Koper is closed e.g. because of the bora wind?

When the port is closed, all information will be available on the Luka Koper website: https://www.luka-kp.si/eng/.

27. Can I check the status of my CNTs in the VBS?

The VBS allows for checking the status of CNTs.

28. Who can I contact in case of problems with the VBS?

If you have technical problems with the operation of the VBS, please contact pomoc@actual-it.si or phone (+386) 80 1316.

In case of other questions, please contact najava.kamionov@luka-kp.si

29. What is the access procedure for drivers with one-time permit?

Drivers entering the port with one-time permit should follow the following procedure:
- obtain a one-time permit at the external truck terminal;
- obtain PIN from the freight forwarder and get all required warehouse documentation;
- sign-in into the VBS system (»VBS for drivers«) – entry of one-time permit number and PIN or vehicle booking number;

- enter the Port of Koper in line with the requirements (arrival in the determined time slot, driver's valid permit matched with the booking, paid road charge).

30. Who is relieved of booking its arrival to the Port of Koper via the VBS system?

Visitors in possession of a green permit do not have to book their arrival to the Port of Koper via the VBS system. All other drivers who are entering the Port of Koper in order to have the cargo loaded/unloaded are obliged to book their arrival (and obtain a yellow annual permit or white one-time permit).

31. Who determines the time slots for truck arrivals?

The time slots for the arrival of trucks to the Port of Koper are determined by specific port terminals.

32. Why I can't add a haulier into the booking system?

To have the haulier displayed in Booking, you should first identify it as "associated". You can do it by clicking »Organization« -> »Haulier« -> »List«. For all companies with whom you do business, click the circle (under »Associated«) and move it to the right. In this manner, you will confirm cooperation (association) with the company and your desired haulier will be displayed in Booking.

33. Why I, as haulier, can't see the booking in my VBS system?

The freight forwarder must add you as haulier in the Booking and only then you will be able to see your slot in your VBS system.

34. Why I can't add drivers into my VBS?

Drivers who possess annual permits are automatically transferred into the VBS system. If your drivers have a one-time permit, you cannot add them into the VBS. In this case, another procedure must be followed (See point 29 above).

35. How can a haulier nominate another haulier?

Each haulier can nominate another haulier from the list of hauliers in the VBS system. Prior to that, it is necessary to specify what hauliers are associated with us (i.e. with whom we cooperate). (See point 32 above).

36. Who can edit the booking?

Booking can be edited by customers and hauliers specified in the Booking. If a haulier nominates another haulier, the editing authorisation is transferred to the new haulier.

37. What are the conditions for driver's applying for the PIN?

A driver with annual permit or one-time permit can apply for a PIN/Booking received by the freight forwarder. If application is submitted by a driver with annual permit made out to the haulier company, the freight forwarder must specify the said haulier company in the Booking within the VBS system. If the applying driver has one-time permit, the freight forwarder must specify the driver as "temporary" in the booking.

38. As a haulier, I intend to assign the booking to another haulier. What should I do in the VBS system?

If you are transferring your booking to another haulier, you must nominate a new haulier in the Booking on the VBS system. If you fail to do so, the haulier's driver will not meet the requirements which are necessary for entering the Port of Koper.

39. As a haulier, I specified another haulier in the Booking who cannot come to Koper. What can I do, considering that I can no longer edit the Booking?

A new haulier can be entered in the Booking by a freight forwarder/organiser or the haulier, who is not able to come to Koper, can nominate you as haulier.