Permits in Time Slotting Frequently Asked Questions (FAQ)

Date 4 August 2023

This FAQ is an accompanying document to *GrainCorp - Memo to Customers and Truck Companies about System Upgrade 3 August 2023*. For further information, please refer to this document.

To improve customer service for trucks loading and unloading at GrainCorp sites, GrainCorp is updating Time Slotting to allow trucks to enter the truck code, steer allowance, weight-limit type, and associated permit numbers during the truck booking process.

The purpose of this document is to is to answer frequently asked questions about the system update.

Known configuration issues

NHVR Access Permits not always prompting.

Time Slotting will prompt for NHVR access permits when access is limited. These prompts are continuously updated as access improves and there is a high focus on these rules during the system go live period. Truck companies operating at GrainCorp sites must ensure they have NHVR access permits when operating off the network and are encouraged to advise GrainCorp when the system does not prompt for an access permit when it should.

Truck Images are occasionally incorrect for uncommon configurations.

Less common truck configurations may have a different image to the actual truck. The description that appears on the screen is accurate and this should be cross referenced.

Common semi-trailer, B double and A Double combination are accurate.

Information for all users of Time Slotting

Why does steer allowance and all weight limit types display for every movement?

To make the booking creation process as fast as possible, screen refreshes have been limited.

This means all steer allowance, notice options and weight limit types will display for all truck combinations and locations.

If an option is selected that is incompatible with a site, an error message will display advising this.

A common example where this error message will be encountered will be for trucks loading to CML or HML at country locations and delivering to port as a PBS combination. For these examples, CML or HML with steer allowances are

selectable. When PBS is selected for delivery, steer allowances are part of the PBS mass limit, and they are not selectable.

How do fleet bookings work?

Fleet bookings are bookings without a truck registration and can be made up until the morning before the day of loading or unloading. They allow truck companies to make bookings without a registration for a truck combination.

How do booked tonnes work?

The booked tonnes will calculate based on the truck configuration and the tare history of the fleet, or the tare history of the registration once it is populated.

Booked tonnes then calculate based on the difference between the maximum mass limit and the tare history to improve planned booking tonnages.

Will anything change in the way trucks are processed at site?

The only change is the truck data will pre-populate onto GrainCorp's site computers. GrainCorp weighbridge operators will continue to follow their training to check truck data and GrainCorp's system will not allow a truck to leave site with a gross weight heavier than the gross combination mass limit.

What does 'Partial Load' do?

'Partial Load' allows users to book different tonnes to the calculated value on the difference between the tare weight history and the gross combination mass limit.

Use of this feature is closely monitored for trucks using it to manipulate capacity.

When should the Lower Gross Combination Mass Limit (LGCML) be used?

The LGCML allows users to specify a lower mass limit than the maximum mass limit for a specific truck.

Expected uses for this function:

- Performance Based Standards (PBS) trucks with a lower mass limit than the maximum for the combination
- A doubles and AB Triples that split in transit that must underload the rear trailers to minimise overloading when a prime mover replaces the dolly

If there is a problem clearing the GCML from a booking, delete the rego details under settings and re-create them.

How does the system handle different mass limits for site to site movements?

If the truck code is the same and the mass limit for one leg is lower, the system will apply the lower mass limit to minimise the risk of overloading. All mass limits will display on the mass limit screen to show how the calculation is performed.

What is the best way to maintain permits for fleets and trucks?

For most bookings, the easiest way to maintain permits is via the booking process when adding a registration and the weight limit type is specified.

It is also possible to maintain details for trucks independent of a booking. The settings are useful to clean up registrations and truck configurations that are not commonly used.

Why are access permits maintained independently from bookings?

Access permits apply to multiple sites and registrations. They can also be shared with subcontractors in certain situations.

Maintaining this detail within a booking is not possible and these details must be configured via the settings. If there is a prompt for an access permit, navigate to the settings to update it then re-create the booking.

Why doesn't the system allow uploading permits?

The update will allow entry of permit numbers and expiry dates only.

It is important that numbers and expiry dates match actual permit numbers because they will be cross referenced by GrainCorp and GrainCorp customers.

Can permits be shared between truck companies?

Permits can be shared between truck companies for trucks that are not Performance Based Standards vehicles.

Further detail about how this works is included in the GTSN Truck book includes. Detail about this is also contained in the Information Sheet about Class 2 permits and subcontracting published by the NHVR on 19 December 2018.

GrainCorp hold many permits for trucks for GrainCorp sites and may share these permits with truck operators.

How do I learn more about mass limits and the rules?

GrainCorp is part of the Grain Transport Safety Network, which publish a truck chart and truck book that can be found on the GrainCorp website.

What is the best contact for questions?

Time Slotting is available to assist with questions about how to use the system. They are contactable on 1800 809 482 (opt 2), or via timeslotting@graincorp.com.au.

Where are procedures on how to use the systems?

GrainCorp publish a Freight Provider Manual that includes procedures on how to use all truck related systems on the GrainCorp website on the Road Freight page. This document will be updated shortly with details about how permits in time slotting works. In the meantime, please refer to this document for how the system works.

How do PBS A Doubles work in NSW and Qld

PBS trucks delivering to port will often load to either the GML, CML or HML in the country, and then deliver as PBH at port.

Information for GrainCorp Subcontractors who use the CropConnect Carrier Portal

The Carrier Portal allows entry of one truck registration only and other truck details, such as the truck code and weight limit type, must be maintained in Time Slotting (https://timeslotting.graincorp.com.au).

Alerts will display in the Carrier Portal when the details are not configured in Time Slotting. When users see these alerts, it is important GrainCorp subcontractors log into time slotting and update the permit details for that load.

Will every load need to be updated in the Carrier Portal and Time Slotting?

Simpler common combinations, such as a 9 axle B double with NHVAS mass, will need to setup the truck configuration once, and it will continue to pre-populate automatically for all future movements when the registration is entered into the Carrier Portal.

If the truck code, changes

What is the best way to update truck details in Time Slotting for a truck registration?

The easiest way to update permits for a truck registration is via the booking in Time Slotting. To do this, view the booking and press the change booking to update the detail.

Details can also be maintained via Settings in Time Slotting.

When truck details are updated for one booking in Time Slotting, will all other alerts clear in the Carrier Portal?

Automatic mapping of truck details to registrations occurs when registrations are entered into the Carrier Portal. This means that if a registration is entered into the Carrier Portal multiple times and it is not setup in Time Slotting, each booking must be updated individually in Time Slotting.

To avoid unnecessary re-work of truck details in Time Slotting, a good tip is to setup the truck details in Time Slotting as soon as the alert displays in the Carrier Portal.

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