

## QBT Booking System Overview

QBT operates both an online and phone booking process which allows transport providers to make bookings 24 hours per day, 7 days per week once registered. QBT also utilises a paperless ticketing system so it is important to inform transport drivers that they will only receive a confirmation of delivery via SMS on their mobile phone. Customers and transport companies enjoy the benefits of real time ticketing information being delivered by email approximately 10 seconds after the delivery is complete.

## **Key Points**

- Transport companies and trucks must be registered on the QBT system prior to their first delivery. QBT requires truck type and Maximum Allowable Gross Weight information to be recorded on the system.
- QBT operates under the strict guidelines of the Chain of Responsibility requirements and all overweight deliveries will be identified and reported. Overweight breaches may result in a ban of the transport company, the driver or the truck from QBT. This is at the sole discretion of QBT. QBT also sends breach information to the relevant government authority automatically.
- The online booking portal for registered users is [www.qbtbooking.com](http://www.qbtbooking.com)
- Phone bookings may be taken on (07) 3902 0350 between 08:30 and 16:00 Monday to Friday. Outside of these times bookings can only be made using the online process.
- Trucks arriving without a booking will not be processed.
- QBT utilises a sophisticated “no-show” reporting process which identifies truck and Transport Company to the customer. Continued breaches will result in restriction of tipping slots or permanent banning from QBT at a Transport Company level. No-shows may also attract a processing fee from QBT.

## **The booking process:**

- Transport Companies must have the following information available to make a valid booking:  
CMO or Customer Reference Number  
Truck Rego  
Transport Company  
Grade of product.

**Note: No booking can be accepted without this information.**

- Booking slots are for 1 hour periods (for example, 06:00 to 07:00).  
This means our plan is to unload the truck anytime between 06:00 and 07:00.
- If the truck misses the time slot it will have to re-book for the next available capacity.  
If the driver communicates the delay (via SMS, see below) they may be rebooked on the day if capacity is available.

**This is at the sole discretion of QBT.**

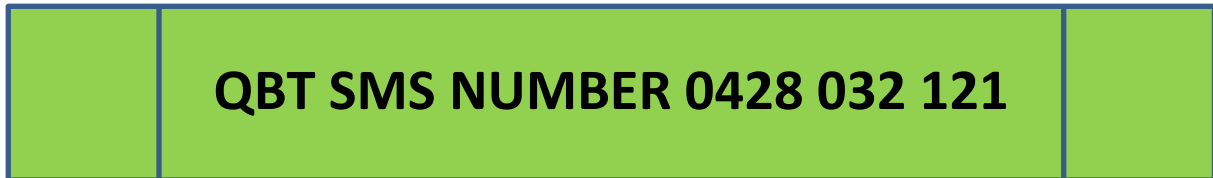
# QBT Transport Booking Procedure



## Transport Delay or Cancellation Process

QBT has two processes in place where Transport Companies can easily communicate changes to their planned deliveries.

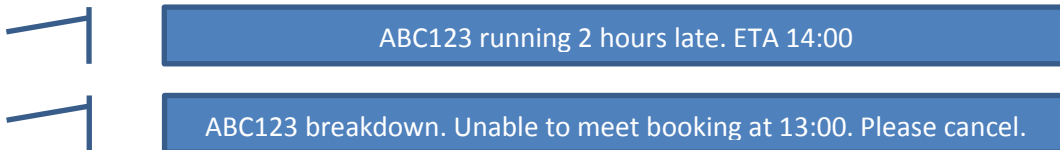
### 24 hours per day – QBT SMS Number



This number should be used as the primary method for notification of late or cancelled deliveries. This number cannot be used to make a booking.

Message protocol:

- Keep message short
- Include TRUCK REGO at beginning
- Give an ETA for QBT to work to.



This message is displayed at the QBT sample stand and allows our sample staff to send a reply SMS so that any new arrangements can be confirmed with the driver. This system operates whenever the sample stand is open to receive product.

NOTE: this is a TEXT ONLY service, not a mobile phone service. Voice calls cannot be made.

### During Office hours (08:30 to 16:00 Monday to Friday)

Alternatively, the Transport Company or Driver may call (07) 3902 0350 to cancel or alter their scheduled delivery.

### Driver Conduct

QBT maintains a zero tolerance towards aggressive or inappropriate behaviour. This includes transport providers and truck drivers. Drivers who act inappropriately either directly (face to face) or via the radio will be banned from QBT on a permanent basis. This restriction may also be extended to the truck and Transport Company at the sole discretion of QBT.