

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/loadout is complete.

Key Points

- QBT operates under the strict guidelines of the Chain of Responsibility requirements.
- QBT will only load trucks once all appropriate documentation is received and verified. Transport companies and trucks must be registered on the QBT system prior to their first delivery. In order to be loaded above GML, all appropriate documentation and permits (if applicable) will be required to be submitted prior to truck arrival. In order for QBT to retain a standard of nil overweight breaches on trucks leaving site, transport companies must provide the documents as requested by QBT.
- 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 only) is 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.
- Bookings can also be made by emailing Bookings@wilmargavilon.com between 08:30 and 16:00 Monday to Friday.
- Trucks arriving without a booking will not be processed.
- Trucks may be booked in on a single rego, or as a “fleet” booking where a rego can be applied to that booking at a later date. Note all fleet bookings must have a rego applied by 4pm on the prior business day or the fleet booking will be deleted.
- 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.

QBT Transport Booking Procedure



Note: No booking can be accepted without this information.

- Booking slots are for 1 hour periods (for example, 06:00am to 07:00am).
This means our plan is to load/unload the truck anytime between 06:00am and 07:00am.
- If the truck misses the time slot it will have to re-book for the next available capacity.

This is at the sole discretion of QBT.

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 – 0428 032 121

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.
- Example: ABC123 running 2 hours late. ETA 14:00
- Example: ABC123 breakdown. Unable to meet booking at 13:00. Please cancel.

This message is displayed at the QBT sample stand and allows our operators 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.

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

The Transport Company or Driver may call (07) 3902 0350 or email bookings@wilmargavilon.com between 08:30 and 16:00 Monday to Friday, 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), phone, email or via uhf 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.