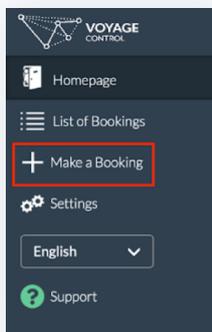


How To Make a Booking on Voyage Control

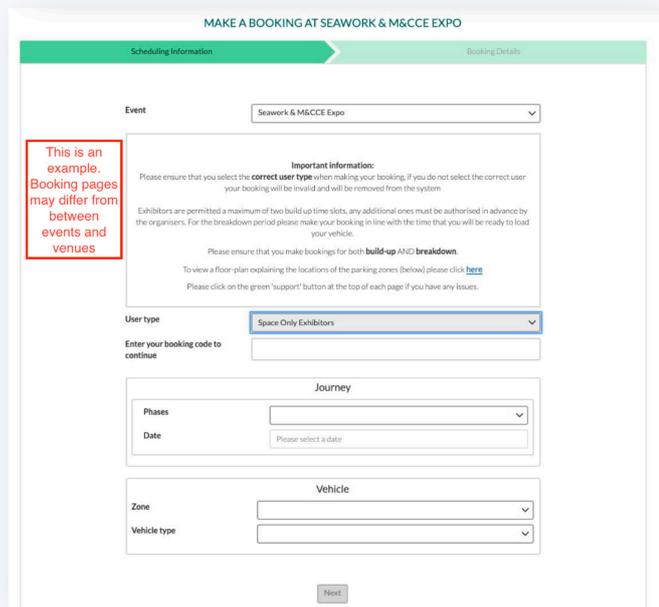
1. Click the plus symbol on the left-hand side to schedule a booking

2. Select the event that you are delivering to, your user type (eg. Shell Scheme or Space Only - these are pre-defined in the dropdown) and enter your booking code (provided by your event organiser).

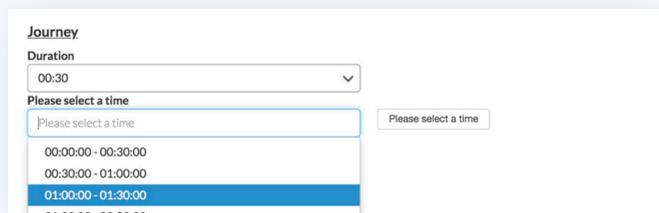


3. Select the phase (this may be build-up, restock, or breakdown) in which you are making your delivery as well as the date.

4. Next, select the Zone (or Hall) that you are delivering to as well as the vehicle type that will be arriving at the site. There may also be an option to book resources, such as forklifts, at this point.



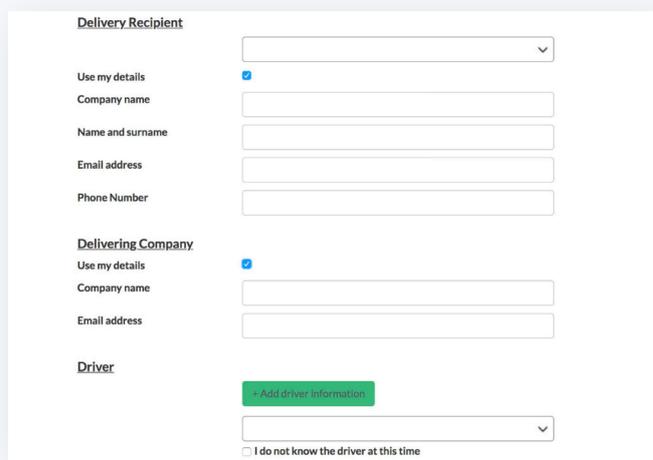
5. A pop-up will then appear with available time slots – if a time is not available, it will be greyed out. You may also have the option here to select a *custom booking duration (if available)*.



6. Add details of who you are delivering to, as well as the driver information, or click on the check boxes if you don't know.

If you select 'I do not know', please ensure that you edit the booking to add this in once you know.

Failure to do so may result in denied entry or significant delay.



7. Complete the rest of the booking form by adding in your vehicle information as well as completing any additional sections of the form.

1. Once complete, press the green 'Submit Booking' button.

2. **Note: If this box appears grey and you can't submit, check through the booking form to ensure that you have an answer filled in for each section and haven't missed anything.**

8. Once a booking is submitted, you will then get a summary screen with loading bay rules and an email with all of your booking details on it.

1. **Your booking may be subject to approval by venue staff.**

2. You will receive another email, with a QR code and you'll now be able to download your booking pass.

9. You can also see all your bookings in the 'List of Bookings' in the menu on the left-hand side of your screen

10. You can click into any of your bookings to 'edit' them, print off your vehicle pass and perform a number of other functionalities.

Please ensure that you have either a printed vehicle pass or the QR code accessible on a mobile device for when your delivery arrives on-site.

What Do I Do If There Are No Available Time Slots?

Vehicle slots are available on a first-come, first-served basis. Your exhibitor type (shell scheme, space only, etc) relates to when your vehicle is able to enter the venue.

It is the Event Organiser that manages these time allocations. Your event organiser may have included information on your user type and access time in the exhibitor handbook and these will be reflected in the availability of booking slots. Possible reasons for unavailable slots:

Date:

- You might not have access on the selected date
- If the “all slots are taken” error message appears, this may be because your user type does not have access on this date. If there are other dates shown in this phase, please try one of these to see if there are any available times.
- If you believe your user type needs access on any other date please speak to the Event Organiser directly

Zone:

- If the 'all slots taken' error message appears, this may be because the zone you have selected is fully booked or restricted to your particular vehicle type or user type.
- Please try another zone and see if there are any times available.

Vehicle Type:

- If the 'all slots are taken' error message appears, this may be because there is a restriction in place for your selected vehicle type (for example, often vehicles above 7.5 tonnes may be restricted until the second day of breakdown or several hours later than smaller vehicles or certain vehicles are not permitted to load/unload in certain zones.) Please try selecting another zone and/or date and if possible, consider bringing a smaller vehicle.

Where's My Booking Code?

Please check your Inbox, Junk and Spam folders as you should have received an email from your Event Organiser with this information. If you haven't received anything, please reach out to your particular Event Organiser for this detail.

How To Edit Your Driver Information

In order to edit your driver information, please follow these steps:

1. Log out and clear your cache history, then log back in
2. Go to List of Bookings
3. Find your booking and click into it (use the search functionality on the right if needed)
4. Click the Edit button on the top right-hand corner of the pop-up window
5. Confirm your booking time on the first page, and on the second page of the booking process you can edit your driver information
6. Hit Submit
7. Print a new vehicle pass with the updated information You may not be able to edit your driver information due to the site not allowing edits after approval. In this case, please get in touch with your site contact to adjust your booking.