



Autocare Services Pty Ltd  
ABN 67 004 497 607

Release Date: 19 December 2019

Good morning,

Further to Autocare Services' previous communications regarding the implementation of a Vehicle Booking System (**VBS**) at Autocare sites, we would like to provide a further update regarding the upcoming VBS registration and training program.

Autocare Services has now implemented the VBS in NSW, and will implement the VBS across other States over the next month. The VBS free trial period for the Autocare facilities at Kembla Grange and Ingleburn NSW will conclude on 31 December 2019, with the "Go Live" effective in NSW from 1 January 2020.

The VBS will next be implemented at Autocare's facilities in VIC, namely, Pinnacle Road, Altona North and Cherry Lane, Laverton from 6 January 2020, with a free trial period running to 12 January 2020.

As previously advised, Autocare has engaged 1-Stop Connections (**1-Stop**) as their preferred online VBS platform provider. The introduction of the VBS will mean that third parties needing to access the previously specified Autocare facilities to collect vehicles will need to make a direct online booking in advance via 1-Stop's online VBS and pay associated access and booking fees. This is outlined in [Autocare's recent announcement](#) detailing the go-live dates and charges.

If you are a third-party requiring access to Autocare's facilities, you will need to register via the VBS to make online bookings. There are two ways you can register – online or during an Autocare facilitated training session. If registering on-line, please note that registration is now open and can be completed [here](#).

Please also refer to the [VBS – User Registration Guide](#) to help you through the registration process.

Should you require assistance registering and/or would like further information about the VBS, 1-Stop and Autocare will be facilitating training sessions on Friday 3 January 2020.

These sessions are designed, to help third parties understand the implementation process at VIC sites and to demonstrate the bookings process to enter the sites.

Register online to RSVP for a Victorian training session.

The sessions will be held at the Autocare's Laverton office – 100 Cherry Lane Laverton North VIC 3026.

The sessions will run for 45 mins – 1 hour: 11:00am and 12:30pm. You will only need to attend one session as each session will cover the same content.

As an alternative to attending onsite at Laverton, two online webinars will also be held at 11am on Monday 23 December 2019 and 2pm Friday 3 January 2020.

We recommend that any third party requiring access to Autocare facilities to collect vehicles attend the training sessions or the webinar.

Additional training sessions will be held around the country and invitations will be sent in 2020.



If you require any further information from 1-Stop regarding the registration process, please contact Alicia at [amingare@1-stop.com](mailto:amingare@1-stop.com)

If you require any further information from Autocare, please contact our Customer Care Centre on 1300 656 768 or [transport.bookings@autocare.com.au](mailto:transport.bookings@autocare.com.au).

Kind regards



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