



1-Stop Connections Pty Ltd

[www.1-stop.com](http://www.1-stop.com)

# AUTOCARE 1-Stop VBS User Guide for Third Party Dispatcher

V0.1

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### Version Control

DATE	AUTHOR	VERSION	REVISION DETAIL
18/11/19	Tony Latella	0.1	

### Intended Audience

NAME	ROLE
Third Party	Dispatcher
AutoCare	Site Managers

### Document Ownership

OWNER
1-Stop Connections Pty Ltd

### Glossary and Definitions

NAME – Definition	
Third Party	The Third Party is the company that makes VBS bookings in order to collect and transport vehicles from the facility.
DSN\Vehicle ID	Dealer Serial Number is the Vehicle ID number used by car dealer when identifying cars for pick-up from AutoCare sites. Most of the time the DSN is used but sometimes the VIN is used.
Load Number	AutoCare AS400 Reference number which is unique. To be entered by Autocare operational staff against each booking. This number must be in the booking before the carrier can arrive on site.
VIN	A vehicle identification number (VIN) is a code, including a serial number, used by the automotive industry to identify individual motor vehicles.
Rego	The Truck Registration Plate normally on the front of the prime mover and normally assigned by government.
SiteCodeID	Autocare Services Site Code used in Autocare AS400 operational system and will be used in VBS as the VBS ACOS Code.

VBS	1-Stop’s Vehicle Booking System
Zone	The VBS Zone is equivalent to the 24 hour clock. e.g. Zone 0 = 0001 to 0159, Zone 01 = 0100 to 0159 etc

## 1. INTRODUCTION

Autocare has engaged 1-Stop Connections to implement the 1-Stop Vehicle Booking System (VBS) at some of its facilities.

This will enable all third parties to make an online booking appointment for every car that they would like to collect from Autocare facilities.

Third parties will use the VBS to book a time slot to pick up a car at designated Autocare facilities.

## 2. IMPLEMENTATION TIMING

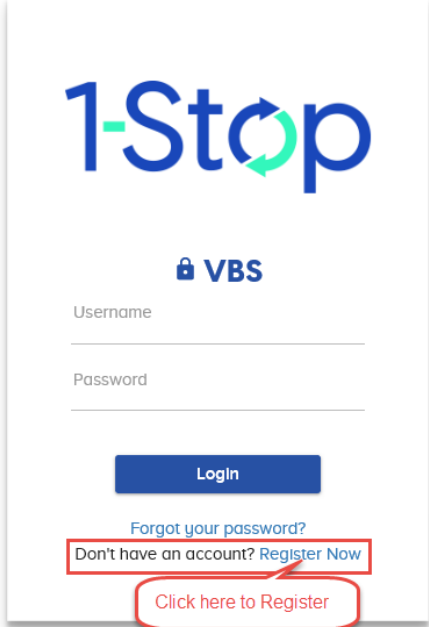
1. The VBS implementation schedule for LINX Autocare is as follows:
2. VBS is to be implemented at 9 sites listed below:Registration opens for all sites on **25<sup>th</sup> November 2019** at <https://acau.vbs.1-stop.biz/>

Location	Site Name	Free Trial Starts	Go Live (Charges Start)
NSW	AutoCare – Ingleburn	2 Dec 2019	1 Jan 2020
NSW	AutoCare – Dapto	2 Dec 2019	1 Jan 2020
VIC	AutoCare – Pinnacle Road	6 Jan 2020	13 Jan 2020
VIC	AutoCare – Laverton	6 Jan 2020	13 Jan 2020
QLD	AutoCare – Fisherman Island	20 Jan 2020	27 Jan 2020
QLD	AutoCare – Radar St	20 Jan 2020	27 Jan 2020
WA	AutoCare – Perth	10 Feb 2020	17 Feb 2020
SA	AutoCare – Port Adelaide	24 Feb 2020	2 Mar 2020
Nth QLD	AutoCare – Townsville	9 Mar 2020	16 Mar 2020

### 3. QUICK GUIDE

#### 3.1 Registration for VBS

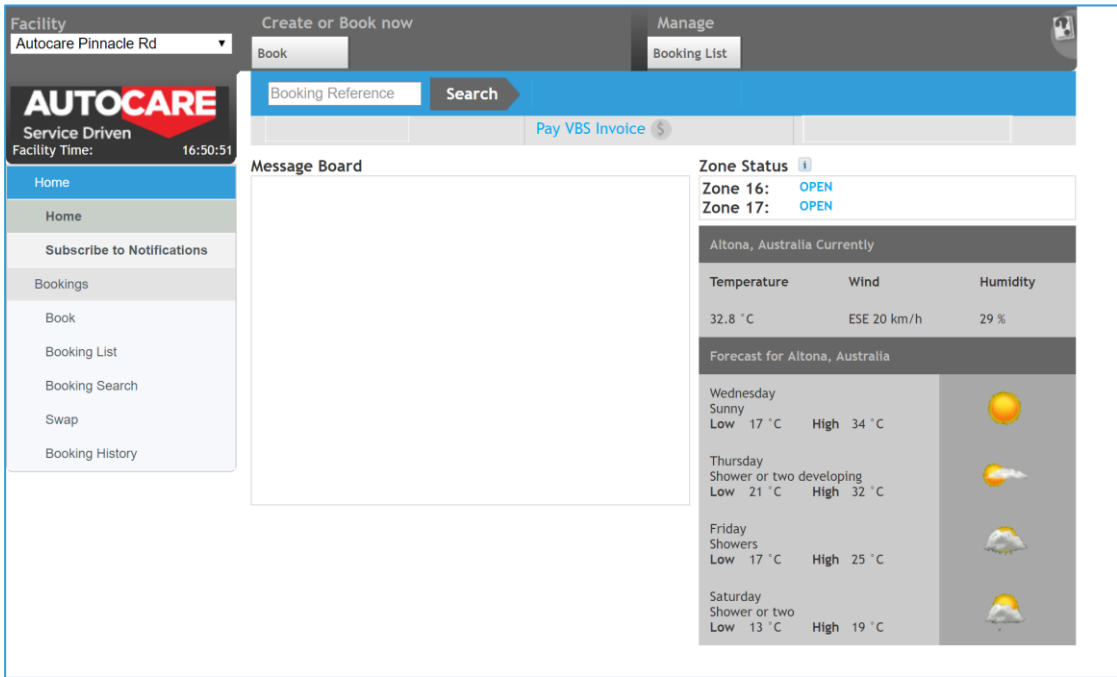
1. Go to <https://acau.vbs.1-stop.biz/> and click on “Register”



2. You will only need to register your organisation once.
3. Your request will take around three business days to process. An email will be sent on activation.
4. After your registration is activated, you can add multiple users to your organisation’s account.

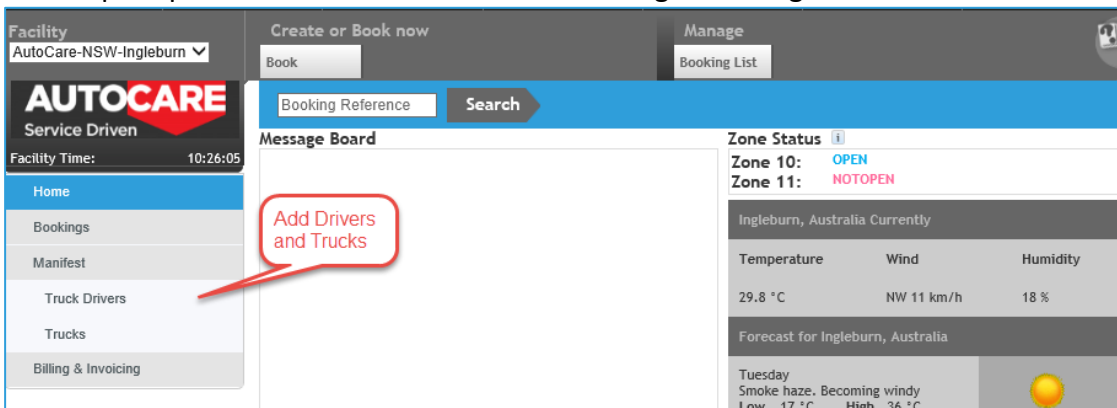
#### 3.2 Login to VBS

1. Go to <http://acau.vbs.1-stop.biz/> . Enter your username and password and click “Login”.
2. The username and password were setup as part of the registration process.
3. Once you login and review and accept the Terms and Conditions you will be on the Home page.



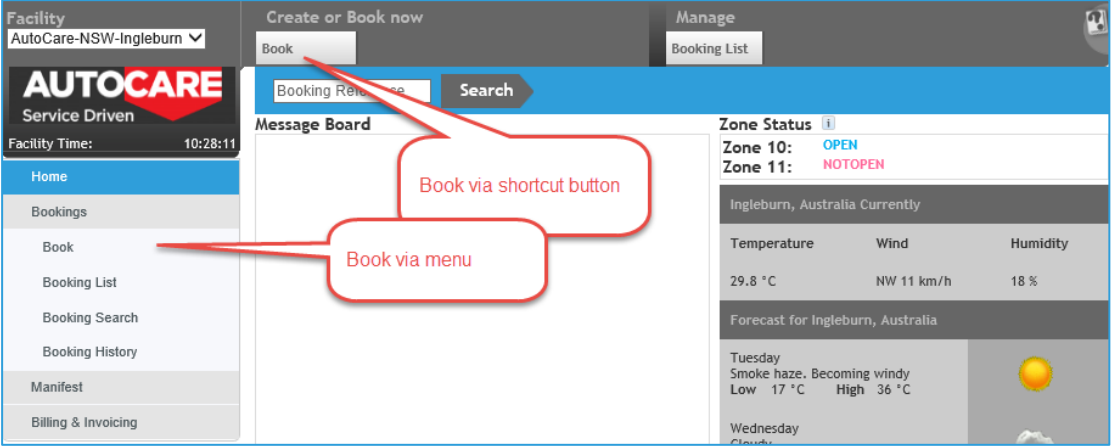
### 3.3 Add your Drivers and Trucks

1. This step is optional but will assist when confirming a booking.

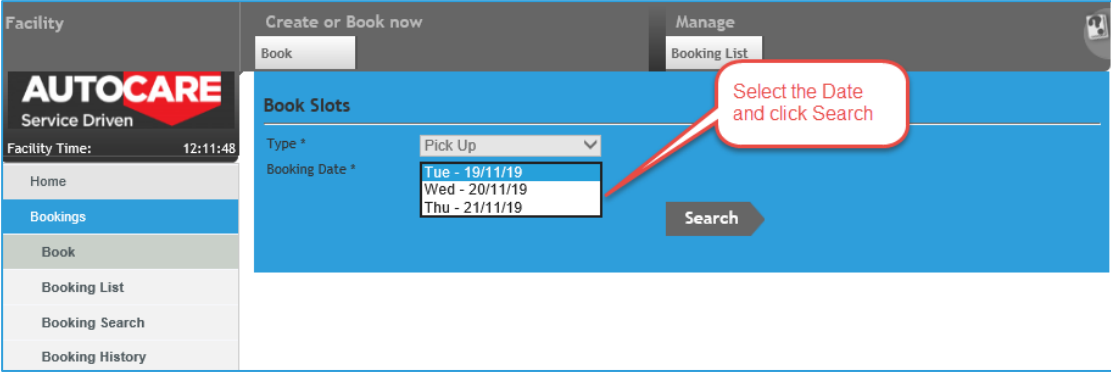


### 3.4 Book a Time Slot

1. Click on "Book" button...



2. Search for available booking days...



3. Select the number of bookings required...

Home 1. Search 2. Book Slots 3. Booking Summary AutoCare-NSW-Ingleburn Facility Time: 12:13:28

**AUTOCARE** Service Driven

Your Search Details [Edit Search](#)

■ AutoCare-NSW-Ingleburn Company: Test CAR TRANSPORTING Booking Type: Pick Up Pool: General

Wed 20/11 Thu 21/11 Fri 22/11 Sat 23/11 Sun 24/11 Mon 25/11 Tue 26/11

Pick Up Slots, Wed, Nov 20, 2019 Refresh

Timezone	Slots Available	Require
0	0	
1	0	
2	0	
3	0	
4	0	
5	0	
6	2	<input type="text"/>
7	2	<input type="text"/>
8	2	<input type="text"/>
9	2	<input type="text"/>
10	2	<input type="text"/>
11	2	<input type="text"/>

Timezone	Slots Available	Require
12	2	<input type="text"/>
13	2	<input type="text"/>
14	2	2 <input type="text"/>
15	2	<input type="text"/>
16	2	<input type="text"/>
17	2	<input type="text"/>
18	0	
19	0	
20	0	
21	0	
22	0	
23	0	

Book

Select the number of bookings required in the TimeZone and click 'Book'

There are 24 TimeZones, one for each hour of the day.

Complete your selection before the time runs out.

Time left to book 2:33

Summary

4. One booking is required for each car.

5. Click on Summary or Continue Booking...

Home 1. Search 2. Book Slots 3. Booking Summary AutoCare-NSW-Ingleburn Facility Time: 12:24:09

**AUTOCARE** Service Driven

Your Search Details [Edit Search](#)

■ AutoCare-NSW-Ingleburn Company: Test

Wed 20/11 Thu 21/11

Pick Up Slots, Wed, Nov 20, 2019

Booking Result For Wed, Nov 20, 2019

✓ Booked 2 Slots

Summary Continue booking

Zone	Booking Ref	Type	Expire on
15	20159636	Pick Up	19/11/2019 13:23
15	20158557	Pick Up	19/11/2019 13:23

Click on 'Summary' to finish or 'Continue booking' to book more.



6. Confirm the Booking...

### 3.5 Confirm your Booking

1. Confirm the booking by entering either a DSN\VehicleID and / or a VIN (Vehicle Identification Number) and the Truck Rego number.
2. Alternatively LIST the booking if you no longer require it and the booking will be returned into the system for another third party to take.  
A booking fee will be payable for listed bookings unless that booking is taken by another third party.

### 3.6 Autocare Confirmation

1. Autocare staff will confirm the booking by entering the Load Number.

## 4. BOOKING PROCESS DETAILS

### 4.1 Normal Booking Process

1. Third Party creates a Pick-Up booking in VBS;
2. Third Party confirms the booking by entering either a DSN\VehicleID and or a VIN (Vehicle Identification Number);
3. No validation will be made on the DSN or VIN;
4. Third Party enters Truck Rego (mandatory);
5. The Third Party can optionally select a Driver;
  - a. The Third Party can select from a list of drivers they previously entered;
6. Autocare Staff enters Load Number against the Booking.
  - a. The Load Number is a unique number from the Autocare operational system. The Load Number is also the authority for the Third Party to send the truck to site and Third Parties will be able to see the Load Number in VBS.
  - b. Autocare will no longer need to send the Load Number by email or phone.
7. Autocare staff can modify all details on the Booking screen for the Third Party at any time.
  - a. The Third Party cannot change the Load Number, they can only see it.
  - b. The Third Party can change truck and driver details up until the start of the Zone
  - c. The Third Party cannot change the DSN\VehicleID or VIN after the time set by AutoCare for each site.
8. The Third Party arrives at the facility and provide VBS booking ref, or Load Number
9. Autocare Staff changes booking status to ARRIVED and this will become the Arrive time for purposes of billing.

### 4.2 Alternative Booking scenarios

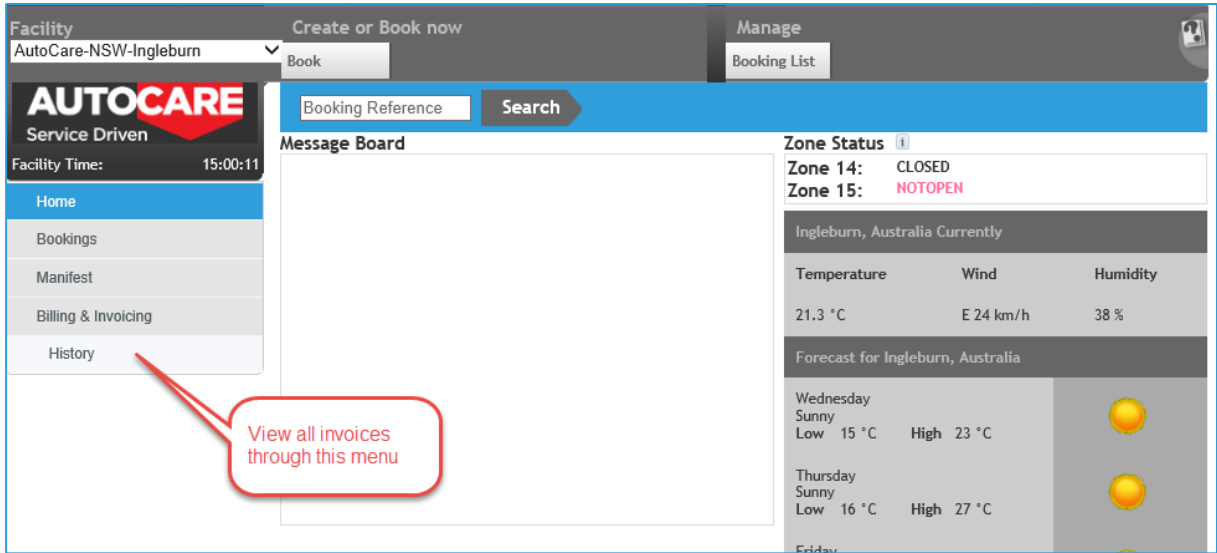
- 1) If booking details are not correct or require changes, Autocare staff can edit all details in a booking.
- 2) If the Booking is not ARRIVED after a specific period after end of zone, then the booking is automatically changed to "NOSHOW".

### 4.3 Booking Business Rules

- A Pick Up Booking can be created 4 hours before the truck arrives.
- The Third Party cannot change the DSN\VehicleID or VIN after this time.
- Autocare staff can modify all details on the Booking screen for the Third Party.

# 5. INVOICING

Invoices will be available on-line as a PDF file.  
 You can find the invoices at anytime through the **Billing & Invoicing** menu...



This menu will take you out of VBS and into the Invoice site where you can search and view individual invoices. HINT: Right click on the menu and “Open in a New Tab” so that you can have both the VBS and Invoice site open at once.

