



11 November 2019

Good Afternoon

The Automotive logistics market continues to evolve with unprecedented changes. To ensure Autocare Services continues to deliver an efficient offering to customers, from late November, Autocare will commence implementing changes to the way vehicles are managed at its facilities across Australia.

### **Autocare Services Vehicle Booking System**

A new Vehicle Booking System (**VBS**) will be introduced to manage parts of Autocare Services operations, which we expect will result in efficiencies for customers accessing Autocare facilities. The VBS will be implemented at the following facilities across Australia:

**NSW** – Kembla Grange (West Dapto) and Stennett Road, Ingleburn

**VIC** – Pinnacle Road, Altona North and Cherry Lane, Laverton

**QLD** – Whimbrel Street, Fisherman Islands and Radar Street, Port West

**Nth QLD** – Webb Drive, Townsville

**WA** – Abbott Road, Perth Airport

**SA** – Eastern Parade, Port Adelaide

The VBS will enable Autocare Services to efficiently plan and manage the flow of trucks entering each facility and the vehicle collection process, allowing for accurate collection times and enhanced operational and administration efficiency.

The introduction of the VBS will mean that third parties needing to access any of the above Autocare facilities to collect vehicles will need to make a direct online booking (via a third party supported platform) in advance and pay associated access and booking fees (further detail below).

Autocare can make a manual booking in the VBS on behalf of the third party but this will attract higher charges due to the additional administration (further detail below). The third parties will be able to choose from available time slots, giving the third parties more control and certainty regarding the time for collection.

In the coming weeks, third parties will be asked to register for an introduction to the new VBS and a free trial period will be provided. Further correspondence will be sent in due course regarding the third party supported online booking platform and registration process.

Training will also be made available to help you prepare for this change. If you need one-on-one support, we will be happy to provide you with assistance.

### **Autocare Services site access and booking fees**

As part of the introduction of the VBS, a new site access fee and booking fees will be payable by third parties. The fees cover the costs associated with Autocare providing access services to third parties entering its facility, including system, administration and compliance costs.



The applicable fees are set out below:

Fee Types	Rate (AUD)
Site Access Fee <sup>1</sup>	\$12.05 per car collected
Vehicle Booking System Fee	
• Vehicle Booking System Fee – Direct <sup>2</sup>	\$4.07 per car collected
• Vehicle Booking System Fee – Manual Booking <sup>3</sup>	\$9.53 per car collected
Cancellation/No Show Fee <sup>4</sup>	\$28.33 per car not collected

Following the VBS free trial period, the new site access fee and vehicle booking system fee will be applied to your account for each booking that is made.

### Planned Implementation Schedule

The proposed rollout schedule for each state is outlined in the below table, with final dates to be confirmed in subsequent communications:

VBS Rollout Schedule	Timeframe
Registration opens for all states and all sites	From 25 November 2019
Free trial period for NSW commences	From 2 December 2019
“Go live” for NSW sites (charges apply)	From 1 January 2020
Free trial period for VIC commences	From 6 January 2020
“Go live” for VIC sites (charges apply)	From 13 January 2020
Free trial period for South QLD sites commences	From 20 January 2020
“Go live” for South QLD sites (charges apply)	From 27 January 2020
Free trial period for WA commences	From 10 February 2020
“Go live” for WA sites (charges apply)	From 17 February 2020
Free trial period for SA commences	From 24 February 2020
“Go live” for SA sites (charges apply)	From 2 March 2020
Free trial period for Townsville	From 9 March 2020
“Go live” for Townsville (charges apply)	From 16 March 2020

We understand that these changes may require some adjustment to your current processes, however by providing at least 7 weeks’ notice prior to “go live” in NSW (longer period for other states), we anticipate that this will help with your planning.

We look forward to delivering an improved customer experience. Thank you in advance for your support. We will continue to provide updates as we implement the new process and system.

Please contact our Customer Care Centre on 1300 656 768 or [transport.bookings@autocare.com.au](mailto:transport.bookings@autocare.com.au) for any queries regarding this matter.

Yours sincerely



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**Autocare Services**  
**Part of LINX Cargo Care Group**

<sup>1</sup> Applicable in order to access the Autocare site.

<sup>2</sup> Direct: applicable when the vehicle booking has been made by the third party directly via the online VBS.

<sup>3</sup> Manual: applicable when Autocare makes the vehicle booking in the online VBS on behalf of the third party.

<sup>4</sup> Applicable when:

(1) the booking is cancelled in the online VBS within the four-hour time frame before the scheduled booking slot time; or

(2) the third party does not arrive to collect the vehicles that have been booked in the online VBS within the scheduled booking slot time.

If cancelled in the online VBS up to four hours prior to the scheduled booking slot time, there will be no cancellation fee applicable.