



On Line Booking Delivery System User Instructions



Introduction

An effective delivery management system is crucial tool to assist any site with the smooth access and egress of materials and waste on a construction site.

Multi Services Kent Limited (MSK) has a system, which enables the logistics team on site to manage the deliveries to and the collection of materials and waste from site more efficiently, avoiding any confusion, double booking of equipment and loading bays and the potential build up of site traffic in and around the site causing congestion to the public and transport in the area.

MSK On Line Booking System

The system requires the use of a computer and access to the Internet. It comprises of a simple system managed by the MSK logistics team on site with full access given to the Principle Contractor staff; as requested and subcontractors who will at some stage of the project be required to have material delivered to/ removed from site.

Read only access can be afforded to individual subcontractors who may need to view delivery details but not have 'system user' access.



MSK On Line Booking System 'User' Information Required

1. It will be up to the site management to decide who will have access to the On-line Booking System and to what level of access, whether it be full order access or just read only.
2. All the details once entered on the system will be visible to all, however all passwords are to be kept private, so only the user can input data or change his/ her order details.
3. The MSK site logistics manager will have the ability to change any details/ orders on the request of the site management. Upon any changes being made an email will automatically be sent informing the user of the changes.
4. The following information must be provided by the individual to enable the MSK logistics team to input any additional users on to the on line booking system.

Username:	JBloggs
First Name:	Joe
Surname:	Bloggs
Contact Tel:	01234 567890
Mobile Tel:	07894 321654
Company Name:	Full name EXAMPLE
Company Address:	Full postal address
Email:	Of the proposed user
Password:	<u>To be remembered and kept private</u>
Access Required:	Manager/ User/ Read Only



MSK On Line Delivery System

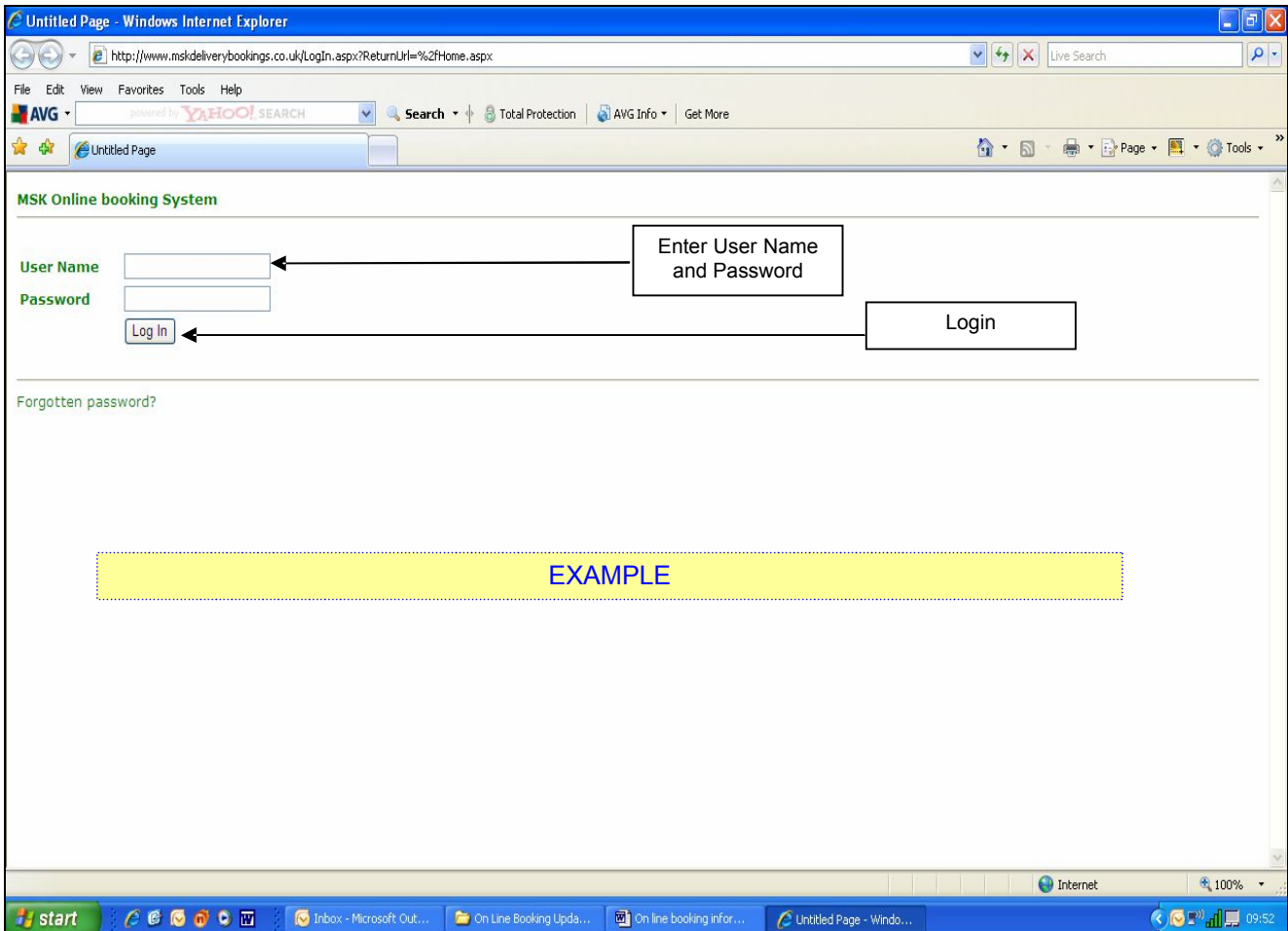
Operating information: -

1. Sites using the system will be site specific to address.
2. All 'users' will have their own username and password, allowing them access to the system, 24 hours a day– even off site, although immediate bookings may or may not be able to be made depending on the site delivery lead up time; specified by the site management, and via GPRS mobile phone connection.
3. The MSK logistics manager will be the account holder of the system and will manage the system accordingly, under the control of the site management.
4. Training will be given to all personnel who will be using the system.

Getting started: -

- Create a link to the Internet.
- Sign in <http://mskdeliverybookings.co.uk>

Login

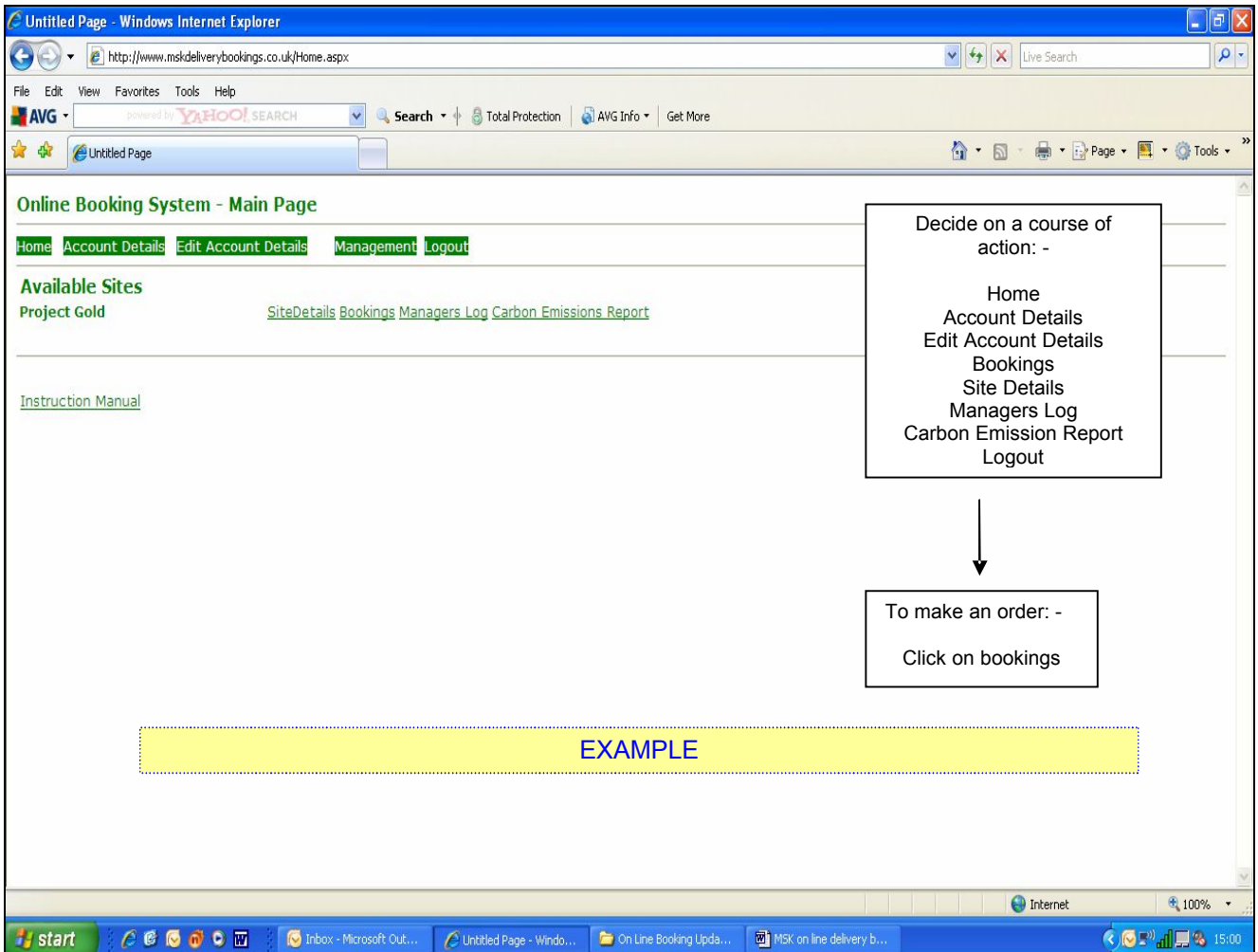


The screenshot shows a web browser window with the URL <http://www.mskdeliverybookings.co.uk/Login.aspx?ReturnUrl=%2fHome.aspx>. The page content includes the heading "MSK Online booking System", a "User Name" input field, a "Password" input field, and a "Log In" button. A yellow box with the word "EXAMPLE" is overlaid on the page. Arrows point from the text "Enter User Name and Password" to the input fields and from the text "Login" to the "Log In" button.

1. Enter user name and password in boxes and login.



Home Page



Decide on a course of action: -

- Home
- Account Details
- Edit Account Details
- Bookings
- Site Details
- Managers Log
- Carbon Emission Report
- Logout

↓

To make an order: -

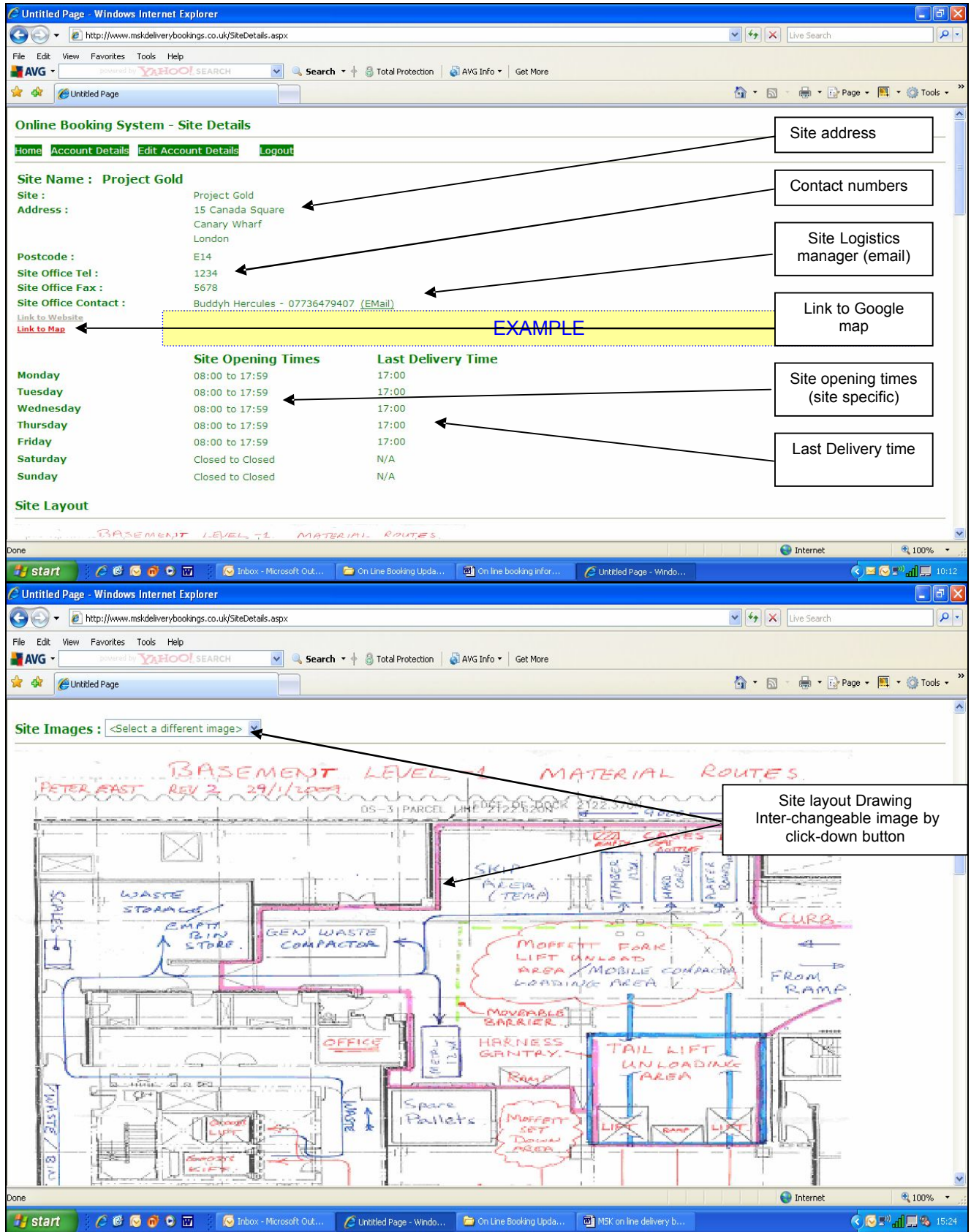
- Click on bookings

EXAMPLE

1. Click on the icon required for the window you wish to open, ie bookings, account details etc.
2. User account details will be displayed in "account details".
3. Available sites (above) indicates the sites currently using the system, you will be restricted to your site only.
4. When viewing your site, click on **Site Info** and view specific details of the site;
 - Address
 - Contact details
 - Logistics manager
 - Site/ office
 - Site opening times
 - Site layout drawing
 - Site specific delivery instructions



Site Details- tailored specific to site



Online Booking System - Site Details

Home Account Details Edit Account Details Logout

Site Name : Project Gold

Site : Project Gold
Address : 15 Canada Square
Canary Wharf
London

Postcode : E14
Site Office Tel : 1234
Site Office Fax : 5678
Site Office Contact : Buddyh Hercules - 07736479407 (E-Mail)

Link to Website
Link to Map

Site Opening Times

Day	Site Opening Times	Last Delivery Time
Monday	08:00 to 17:59	17:00
Tuesday	08:00 to 17:59	17:00
Wednesday	08:00 to 17:59	17:00
Thursday	08:00 to 17:59	17:00
Friday	08:00 to 17:59	17:00
Saturday	Closed to Closed	N/A
Sunday	Closed to Closed	N/A

Site Layout

Site Images : <Select a different image>

Site layout Drawing Inter-changeable image by click-down button

BASEMENT LEVEL 1 MATERIAL ROUTES

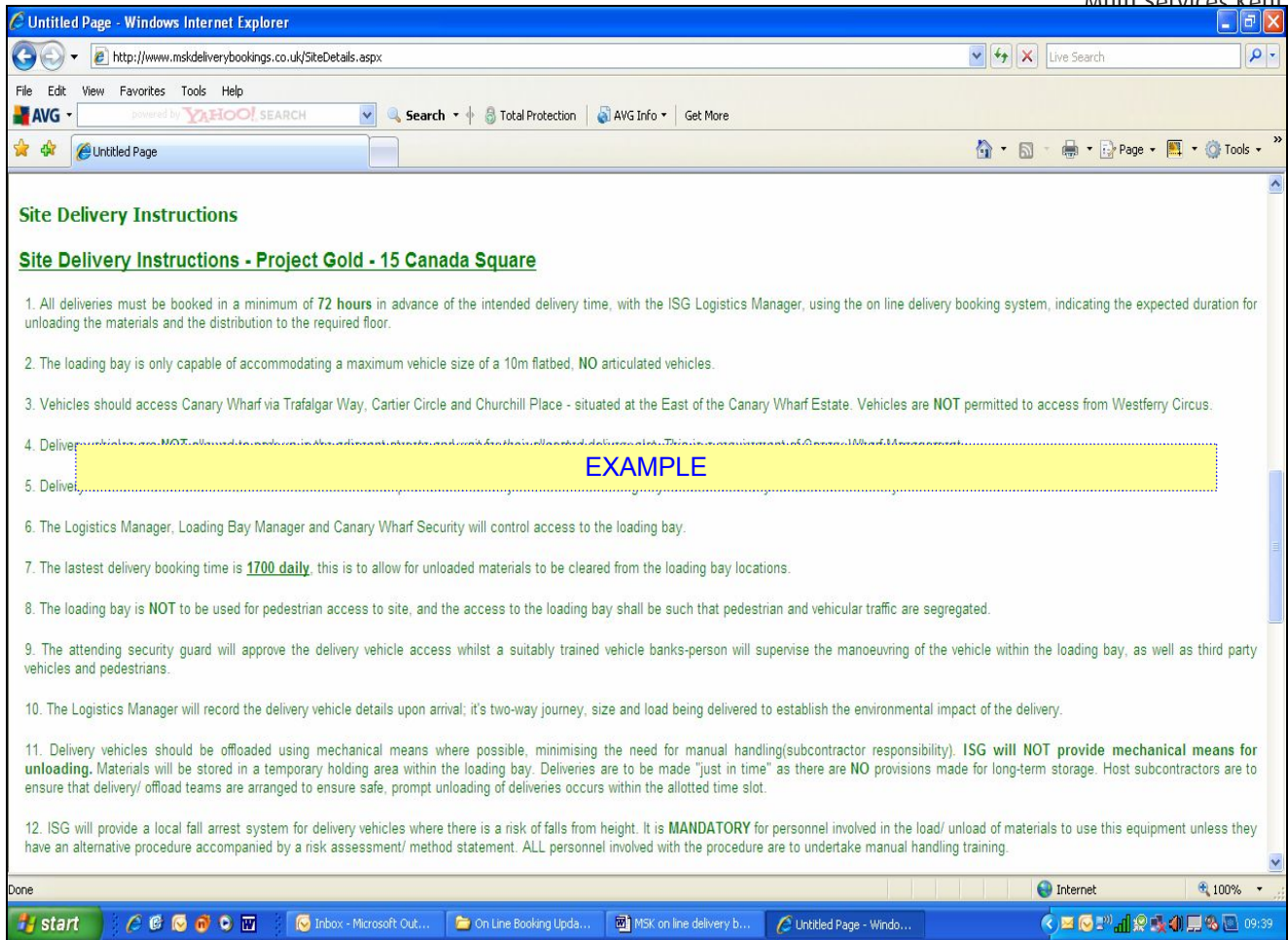
PETER EAST REV 2 29/1/2009

OS-3 PARCEL LINE OUTSIDE DOOR 27223000

WASTE STORAGE
EMPTY BIN STORE
GEN WASTE COMPACTOR
OFFICE
WASTE / BIN
SKIP AREA (TEMP)
TIMBER
MOBILE COMPACTOR
MOFFETT FORK LIFT UNLOAD AREA / MOBILE COMPACTOR LOADING AREA
MOVABLE BARRIER
HARNES GANTRY
Spare Pallets
MOFFETT SET DOWN AREA
TAIL LIFT UNLOADING AREA
FROM RAMP

Site Specific Delivery Instructions

Making the difference today for tomorrow's generation
Castle House, 19 East Street, Tonbridge, Kent, TN9 1HP
Tel: 01732 368577 Fax: 01732 368287 www.multiserviceskent.co.uk



Site Delivery Instructions

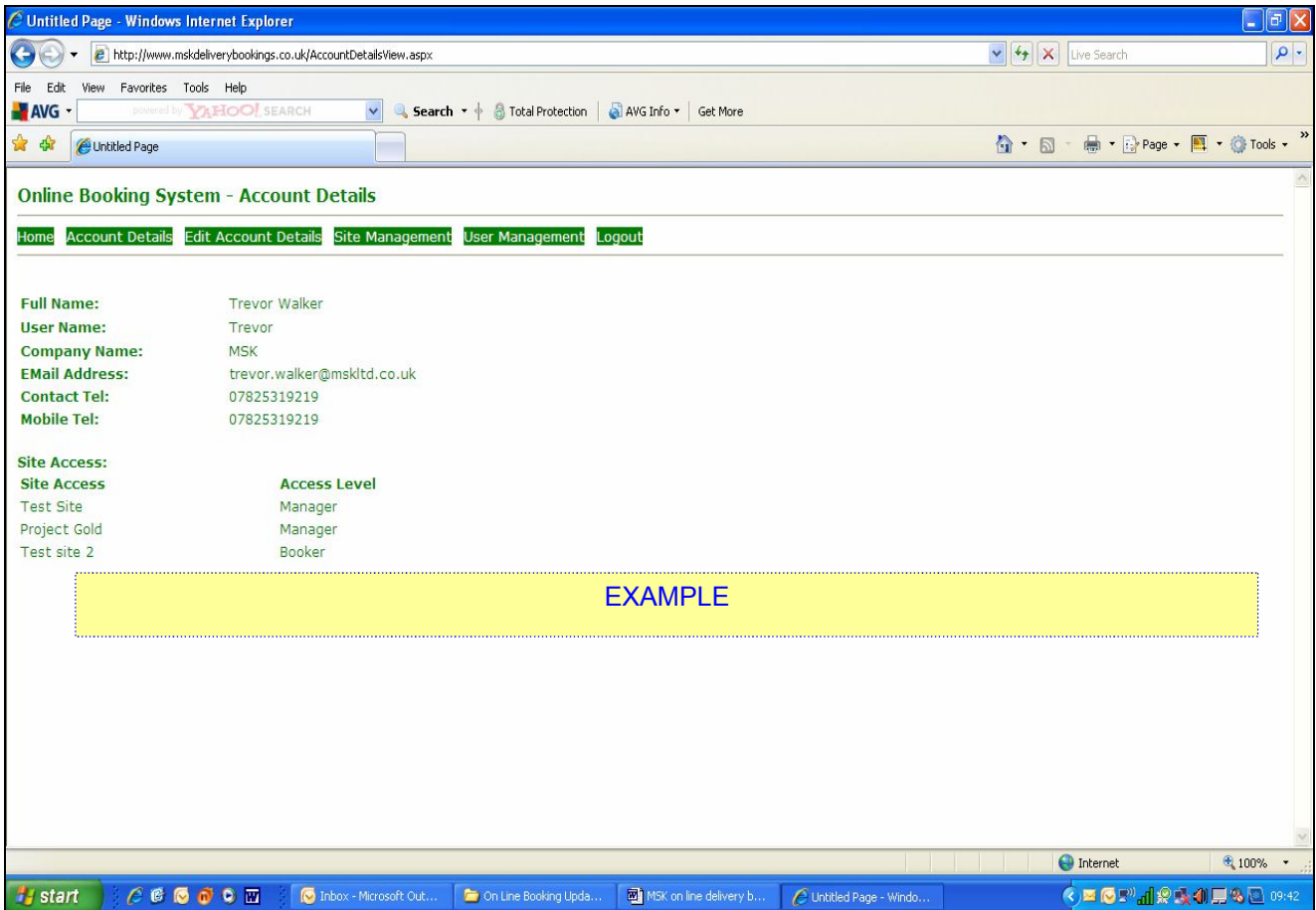
Site Delivery Instructions - Project Gold - 15 Canada Square

1. All deliveries must be booked in a minimum of **72 hours** in advance of the intended delivery time, with the ISG Logistics Manager, using the on line delivery booking system, indicating the expected duration for unloading the materials and the distribution to the required floor.
2. The loading bay is only capable of accommodating a maximum vehicle size of a 10m flatbed, **NO** articulated vehicles.
3. Vehicles should access Canary Wharf via Trafalgar Way, Cartier Circle and Churchill Place - situated at the East of the Canary Wharf Estate. Vehicles are **NOT** permitted to access from Westferry Circus.
4. Deliveries **are NOT** allowed to enter the site until they have been booked in advance. This is a requirement of Canary Wharf Agreement.
5. Deliveries **EXAMPLE**
6. The Logistics Manager, Loading Bay Manager and Canary Wharf Security will control access to the loading bay.
7. The latest delivery booking time is **1700 daily**, this is to allow for unloaded materials to be cleared from the loading bay locations.
8. The loading bay is **NOT** to be used for pedestrian access to site, and the access to the loading bay shall be such that pedestrian and vehicular traffic are segregated.
9. The attending security guard will approve the delivery vehicle access whilst a suitably trained vehicle banks-person will supervise the manoeuvring of the vehicle within the loading bay, as well as third party vehicles and pedestrians.
10. The Logistics Manager will record the delivery vehicle details upon arrival; it's two-way journey, size and load being delivered to establish the environmental impact of the delivery.
11. Delivery vehicles should be offloaded using mechanical means where possible, minimising the need for manual handling(subcontractor responsibility). **ISG will NOT provide mechanical means for unloading.** Materials will be stored in a temporary holding area within the loading bay. Deliveries are to be made "just in time" as there are **NO** provisions made for long-term storage. Host subcontractors are to ensure that delivery/ offload teams are arranged to ensure safe, prompt unloading of deliveries occurs within the allotted time slot.
12. ISG will provide a local fall arrest system for delivery vehicles where there is a risk of falls from height. It is **MANDATORY** for personnel involved in the load/ unload of materials to use this equipment unless they have an alternative procedure accompanied by a risk assessment/ method statement. ALL personnel involved with the procedure are to undertake manual handling training.

1. Instructions **are** site specific as approved by site management and can be altered as the site develops, upon request to the MSK systems administrator.
2. Subcontractors **are** to read the delivery instructions **before** they commit to a vehicle delivery. They can then pass on the instructions to the delivery vehicle driver to ensure compliance.
3. Non-compliance with the delivery instructions could lead to the vehicle being refused entry to site.



Account Details



Online Booking System - Account Details

[Home](#)
[Account Details](#)
[Edit Account Details](#)
[Site Management](#)
[User Management](#)
[Logout](#)

Full Name: Trevor Walker
User Name: Trevor
Company Name: MSK
Email Address: trevor.walker@msktd.co.uk
Contact Tel: 07825319219
Mobile Tel: 07825319219

Site Access:

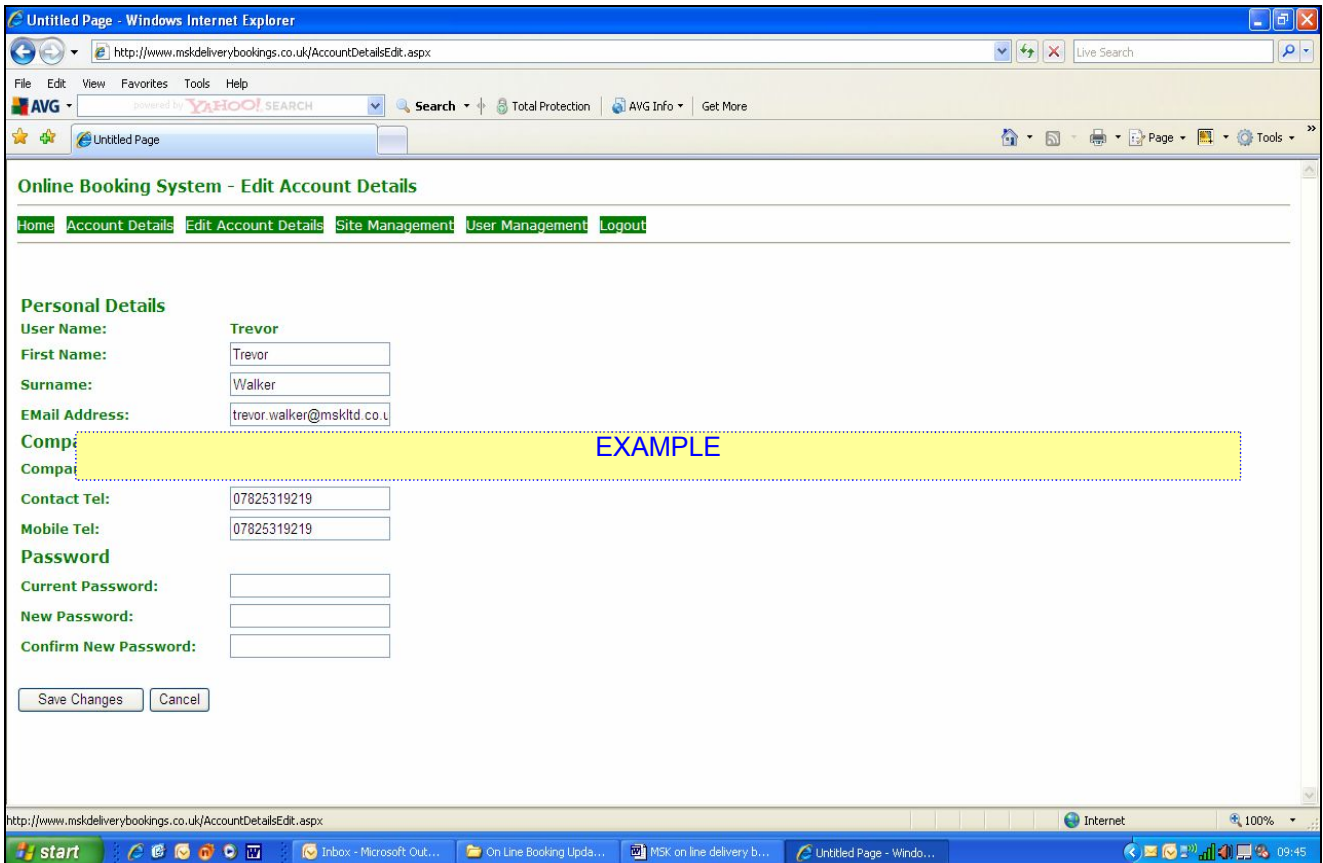
Site Access	Access Level
Test Site	Manager
Project Gold	Manager
Test site 2	Booker

EXAMPLE

1. Details of the authorised account user, ie subcontractor managers etc
2. The company name, email address and contact number (s). All information is available to all other users when viewing originator of delivery details.



Edit Account



Online Booking System - Edit Account Details

Home Account Details **Edit Account Details** Site Management User Management Logout

Personal Details

User Name: Trevor

First Name: Trevor

Surname: Walker

Email Address: trevor.walker@msktd.co.uk

Company Name: EXAMPLE

Contact Tel: 07825319219

Mobile Tel: 07825319219

Password

Current Password:

New Password:

Confirm New Password:

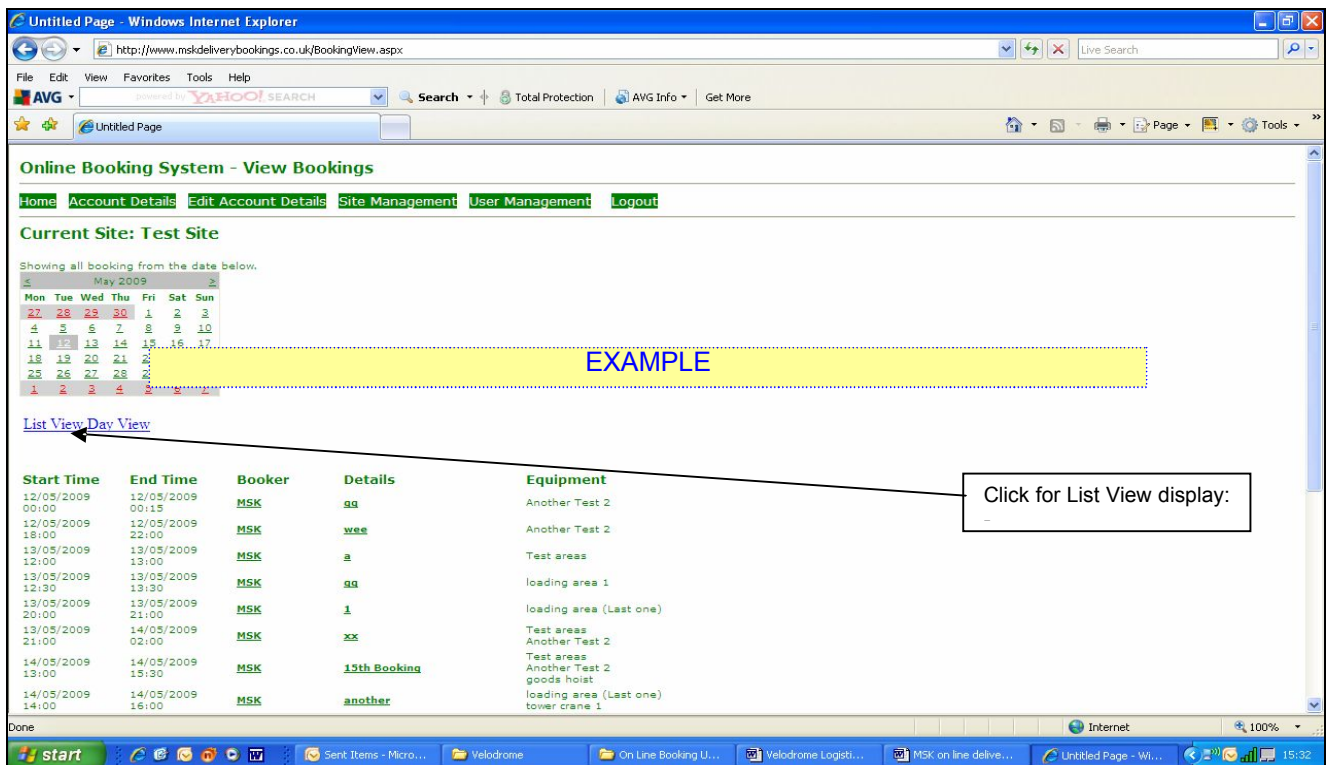
Save Changes Cancel

1. The main account can only be edited by the account holder, (MSK logistics manager). They would be responsible for adding to or removing personnel from the system.
2. Each 'user' will have his/ her own dedicated password for entry to the system.
3. The account "user" can change their account details only.
4. Users will only be able to access and edit their own account to implement changes, but will be able to view the whole delivery system of other subcontractors using the system on site.



Make a booking

To make a booking click on the "bookings" icon and the following pages can be viewed: -



Online Booking System - View Bookings

Home Account Details Edit Account Details Site Management User Management Logout

Current Site: Test Site

Showing all booking from the date below.

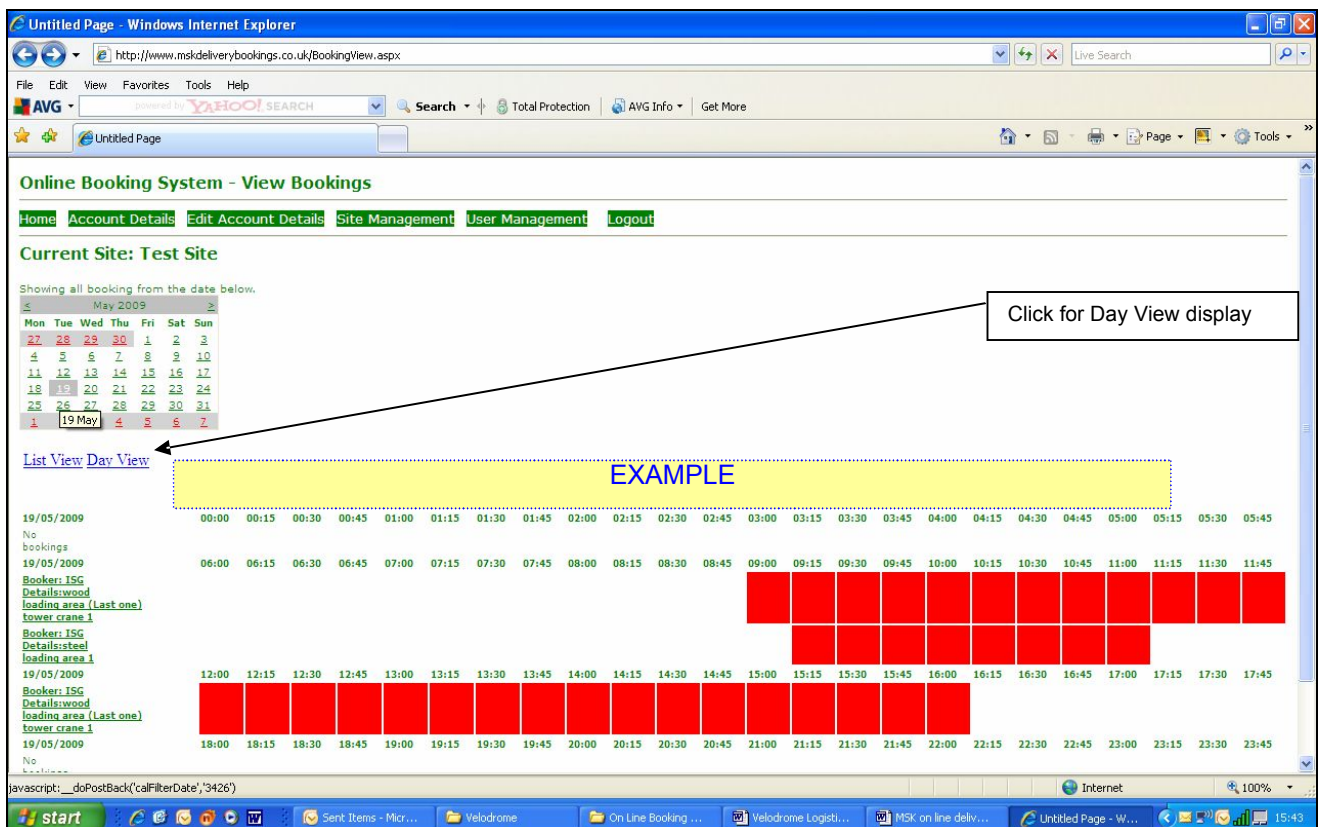
May 2009

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

List View Day View

Start Time	End Time	Booker	Details	Equipment
12/05/2009 00:00	12/05/2009 00:15	MSK	ga	Another Test 2
12/05/2009 18:00	12/05/2009 22:00	MSK	wee	Another Test 2
13/05/2009 12:00	13/05/2009 13:00	MSK	a	Test areas
13/05/2009 12:30	13/05/2009 13:30	MSK	ga	loading area 1
13/05/2009 20:00	13/05/2009 21:00	MSK	1	loading area (Last one)
13/05/2009 21:00	14/05/2009 02:00	MSK	xx	Test areas Another Test 2
14/05/2009 13:00	14/05/2009 15:30	MSK	13th Booking	Test areas Another Test 2 goods hoist
14/05/2009 14:00	14/05/2009 16:00	MSK	another	loading area (Last one) tower crane 1

Click for List View display:



Online Booking System - View Bookings

Home Account Details Edit Account Details Site Management User Management Logout

Current Site: Test Site

Showing all booking from the date below.

May 2009

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	19 May	4	5	6	7	

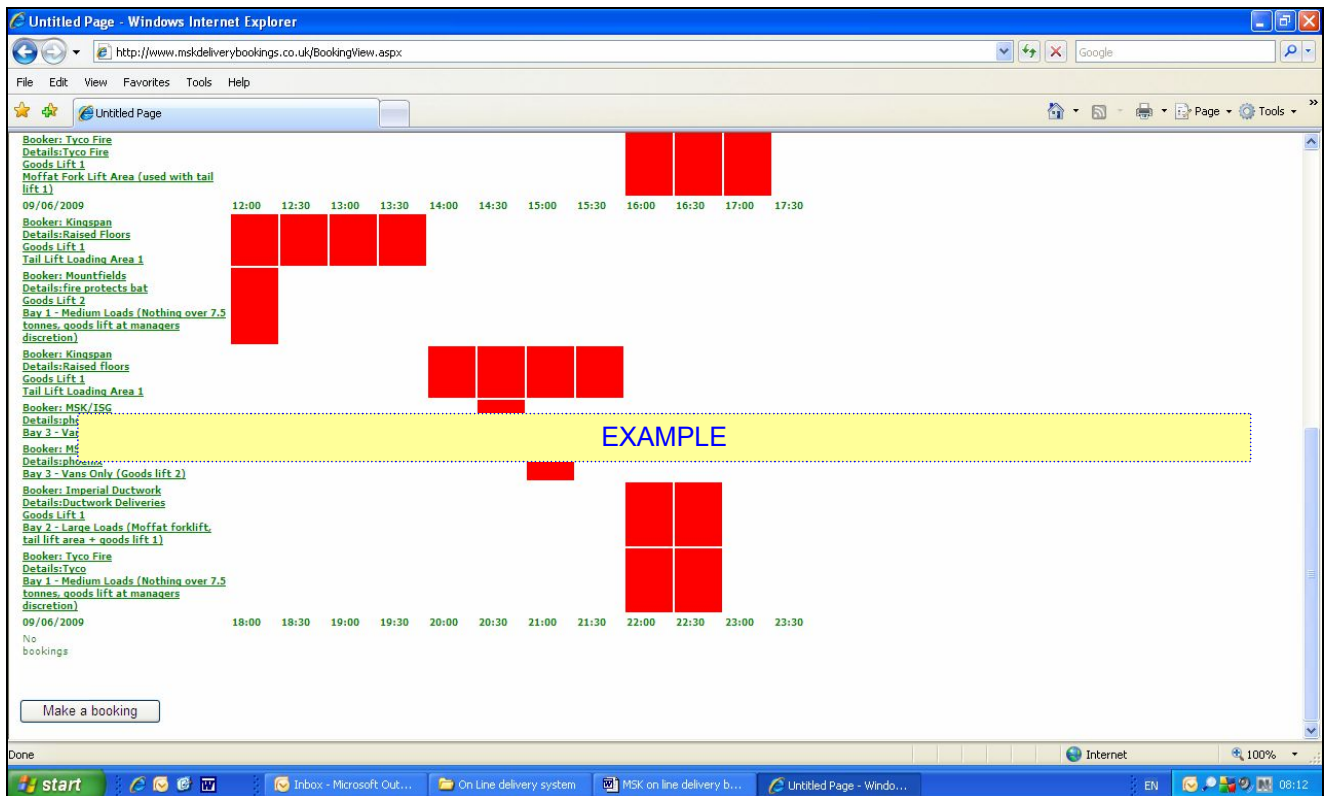
List View Day View

EXAMPLE

19/05/2009	00:00	00:15	00:30	00:45	01:00	01:15	01:30	01:45	02:00	02:15	02:30	02:45	03:00	03:15	03:30	03:45	04:00	04:15	04:30	04:45	05:00	05:15	05:30	05:45
No bookings																								
19/05/2009	06:00	06:15	06:30	06:45	07:00	07:15	07:30	07:45	08:00	08:15	08:30	08:45	09:00	09:15	09:30	09:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45
Booker: ISG																								
Details:wood																								
loading area (Last one)																								
tower crane 1																								
19/05/2009																								
Booker: ISG																								
Details:steel																								
loading area 1																								
19/05/2009																								
Booker: ISG																								
Details:wood																								
loading area (Last one)																								
tower crane 1																								
19/05/2009																								
No bookings																								

Click for Day View display

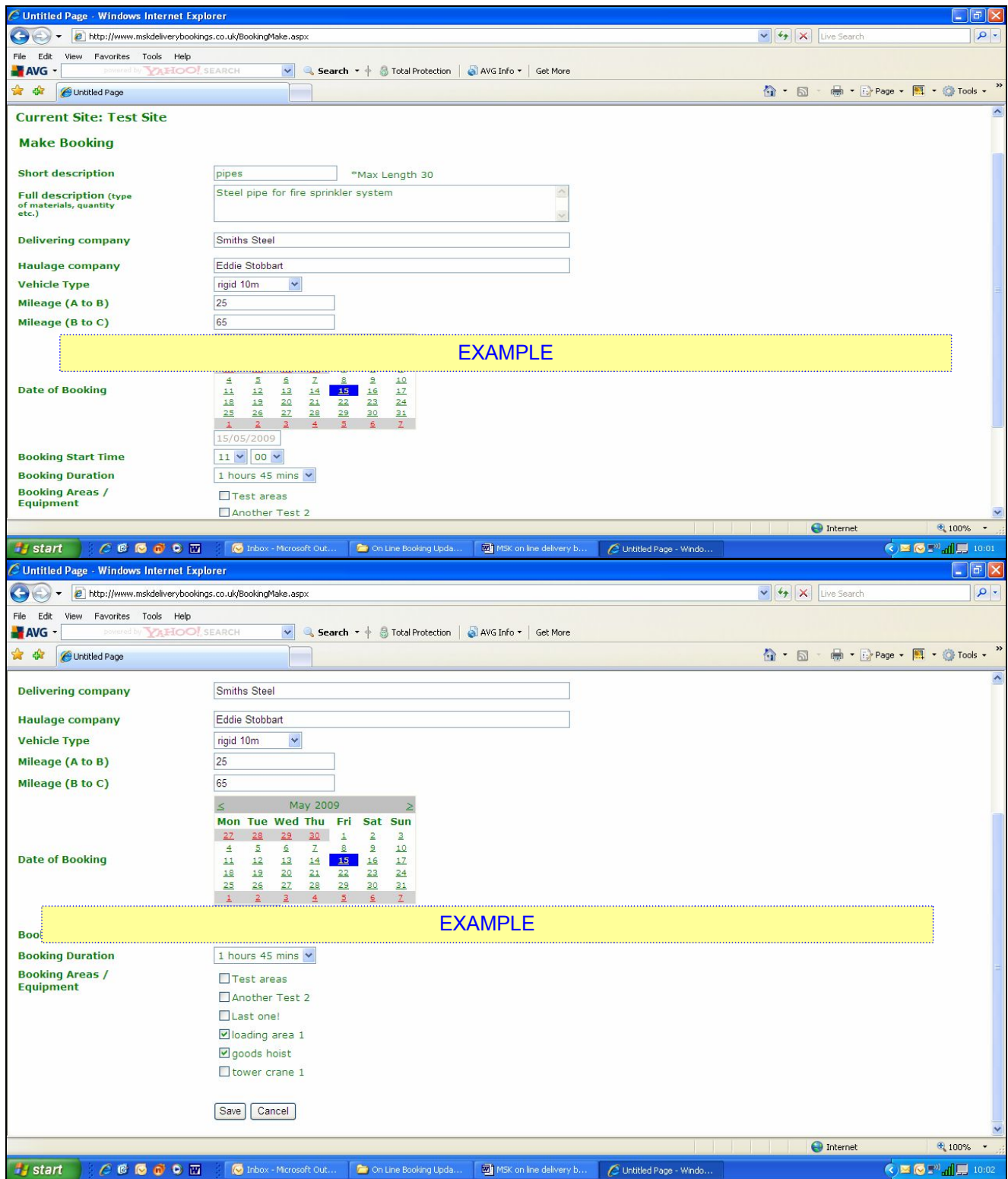




1. The bold underlined information on the left of the page indicates: -
 - Who made the booking
 - What is being delivered, to which loading bay etc
 - Additional requirements; goods hoist, scissor-lift etc
2. All pre-booked deliveries are highlighted in red, broken down in to half hour delivery slots throughout the day. (This may vary from site to site under the instruction of site management).
3. By clicking on the bold underlined information full details of that delivery can be viewed, who made the original booking, what equipment is to be used, delivery time, vehicle etc.
4. To make a booking click on the "make a booking" icon and the following page will open: -



Make a booking



Current Site: Test Site

Make Booking

Short description: pipes *Max Length 30

Full description (type of materials, quantity etc.): Steel pipe for fire sprinkler system

Delivering company: Smiths Steel

Haulage company: Eddie Stobbart

Vehicle Type: rigid 10m

Mileage (A to B): 25

Mileage (B to C): 65

Date of Booking

4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

15/05/2009

Booking Start Time: 11:00

Booking Duration: 1 hours 45 mins

Booking Areas / Equipment:

- Test areas
- Another Test 2

EXAMPLE

Delivering company: Smiths Steel

Haulage company: Eddie Stobbart

Vehicle Type: rigid 10m

Mileage (A to B): 25

Mileage (B to C): 65

Date of Booking

May 2009						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

EXAMPLE

Booking Duration: 1 hours 45 mins

Booking Areas / Equipment:

- Test areas
- Another Test 2
- Last one!
- loading area 1
- goods hoist
- tower crane 1

Save Cancel

1. Type in a short description of the intended delivery.
2. Type in a fuller description of the delivery, special handling instructions, quantity, size, COSHH etc.
3. Type in the delivering company.



4. Type in the haulage company, (if different from the above).
5. Select the delivery vehicle details from the drop down box, rigid, articulated etc.
6. Type in the mileage from delivery **point A** (depot or multi drop off previous delivery), to delivery **point B** (site).
7. Type in mileage from delivery **point B** (site) to delivery **point C** (back to depot or next multi drop delivery point).
8. Choose the date of delivery, (this may be restricted to a delivery timescale lead up time, 24hrs, 48hrs etc).
9. Select the delivery time to start and the time required for the booking from the drop down box, (this may be subject to a time restriction, 1hr, 2hrs etc).
10. Tick book the required loading bay(s) and any associated requirements, (goods hoist, tower crane, forklift etc).
11. Click "save" to save your booking.
12. If your booking coincides with any previously booked delivery, the delivery system will not allow your delivery and an alternative time will need to be booked.

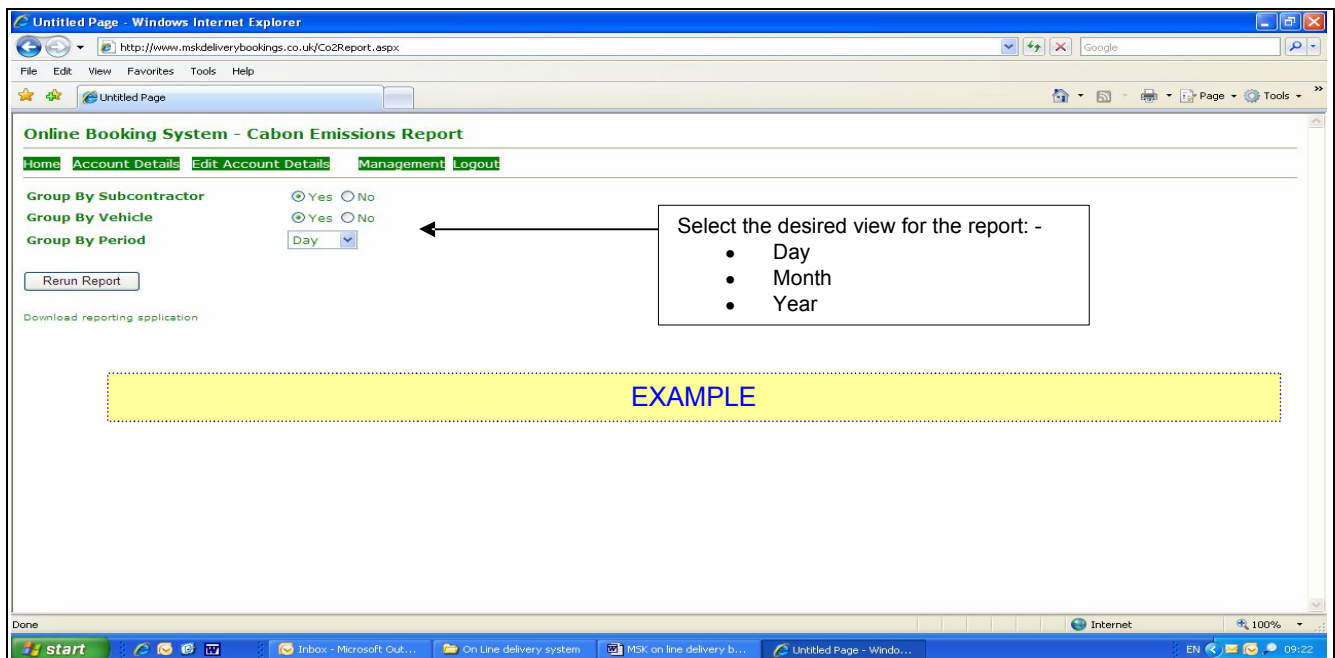
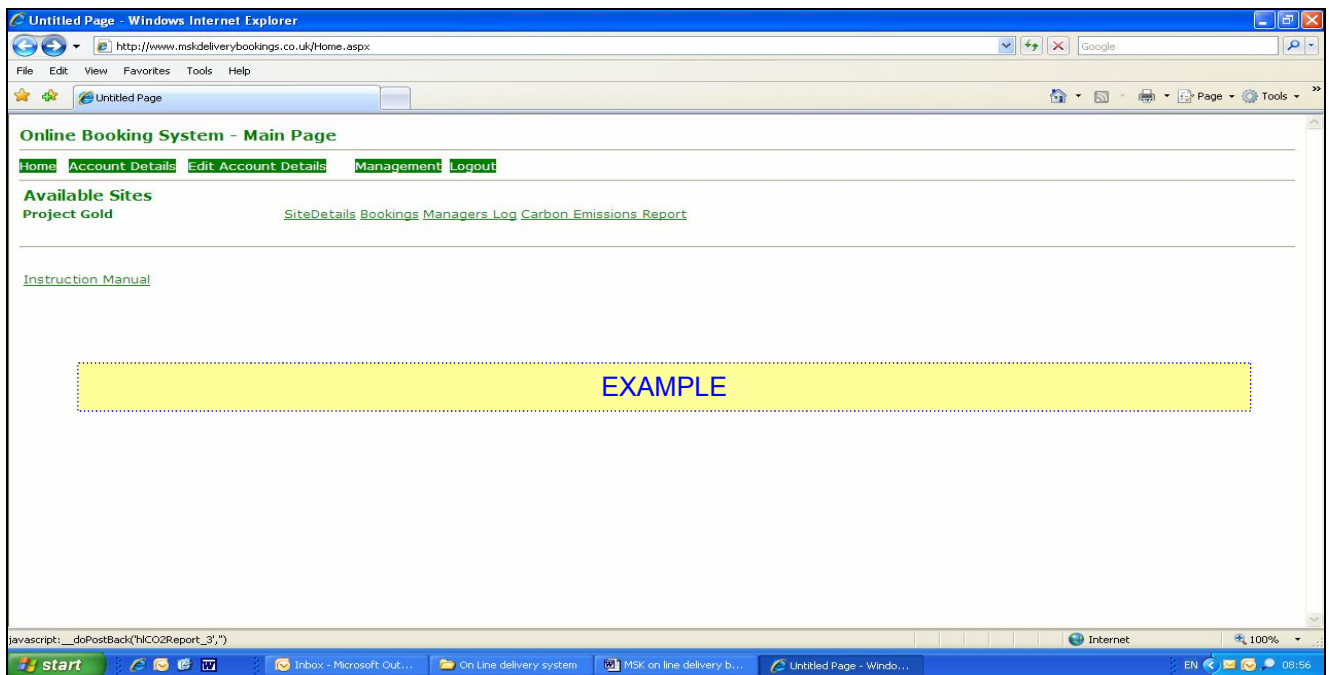
Note

- Information **must** be supplied for all boxes before a delivery request is made.
- The mileage requirement of vehicles is to calculate the carbon footprint of the delivery vehicles to site.
- Should your delivery details need to be amended you must cancel your delivery and re-schedule another delivery. You can cancel your own delivery but not other users, if you have a problem with your delivery contact the logistics manager before that delivery time arrives.
- Should the site management need to cancel your delivery for a priority, you will receive an email informing you to contact the logistics manager.
- Emails may turn up in the user "junk email" section, should this happen; -
 - a. Right click on the email
 - b. Scroll down to junk email – scroll right
 - c. Select "add sender to safe sender list"



View Carbon Emissions Report

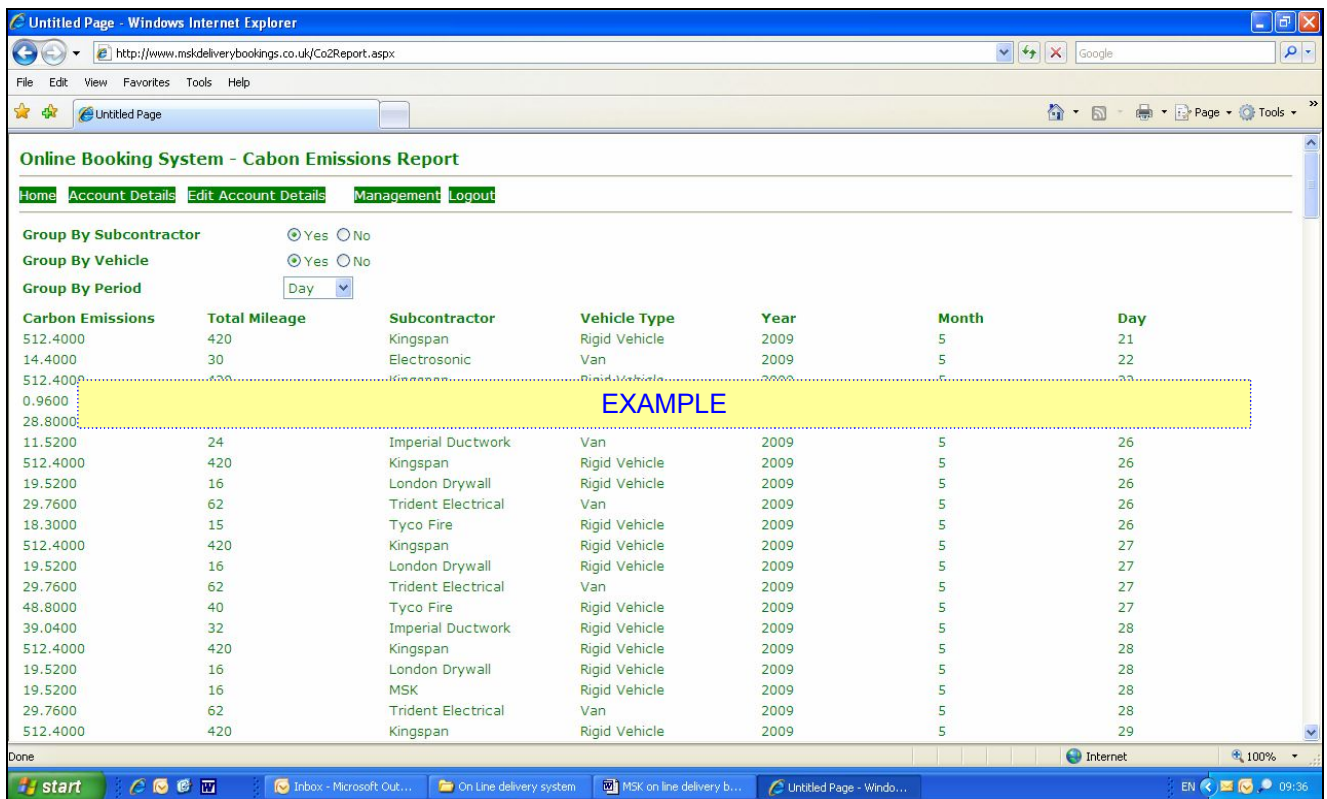
To view the delivery vehicle carbon emissions to the site click on the carbon emissions icon: -



Click on the icon to run the report.



Carbon Emissions Report



Online Booking System - Carbon Emissions Report

Home Account Details Edit Account Details Management Logout

Group By Subcontractor Yes No
 Group By Vehicle Yes No
 Group By Period Day

Carbon Emissions	Total Mileage	Subcontractor	Vehicle Type	Year	Month	Day
512.4000	420	Kingspan	Rigid Vehicle	2009	5	21
14.4000	30	Electrosonic	Van	2009	5	22
512.4000	420	Kingspan	Rigid Vehicle	2009	5	22
0.9600						
28.8000						
11.5200	24	Imperial Ductwork	Van	2009	5	26
512.4000	420	Kingspan	Rigid Vehicle	2009	5	26
19.5200	16	London Drywall	Rigid Vehicle	2009	5	26
29.7600	62	Trident Electrical	Van	2009	5	26
18.3000	15	Tyco Fire	Rigid Vehicle	2009	5	26
512.4000	420	Kingspan	Rigid Vehicle	2009	5	27
19.5200	16	London Drywall	Rigid Vehicle	2009	5	27
29.7600	62	Trident Electrical	Van	2009	5	27
48.8000	40	Tyco Fire	Rigid Vehicle	2009	5	27
39.0400	32	Imperial Ductwork	Rigid Vehicle	2009	5	28
512.4000	420	Kingspan	Rigid Vehicle	2009	5	28
19.5200	16	London Drywall	Rigid Vehicle	2009	5	28
19.5200	16	MSK	Rigid Vehicle	2009	5	28
29.7600	62	Trident Electrical	Van	2009	5	28
512.4000	420	Kingspan	Rigid Vehicle	2009	5	29

Log out

Click on log out to exit the system.

The system will lock you out if left unused for a period of time. To re-use the system simply log back on to the system.

