**Key Points:**

* QBT operates under the strict guidelines of the Chain of Responsibility requirements.
* All overweight deliveries are identified, logged and breaches may result in a ban of the transport company, the driver, or the truck from QBT - this is at the sole discretion of QBT.
* QBT utilises a ‘no-show’ reporting process which identifies truck and transport company to the customer - continued breaches may result in restrictions accessing QBT.

**QBT Booking Process:**

1. Transporters must be registered in QBT’s booking system prior to their trucks entering QBT – this is done via email – [permits@wilmartrading.com.au](mailto:permits@wilmartrading.com.au).
2. Prior to any truck entering QBT, we must receive the following:
   * Excel Vehicle Spreadsheet (which we provide for the transporter to fill out)
   * NHVAS Accreditation (if necessary)
   * HML Documentation – TMA (if necessary)
   * Any Permits associated with the truck registration (if necessary)
3. Bookings can be scheduled via email (preferred) or phone Monday to Friday between 0700-1500 using [bookings@wilmartrading.com.au](mailto:bookings@wilmartrading.com.au) or **07 3902 0350** 
   * Required information for a booking at QBT:
   * CMO
   * Transport company
   * Registration
   * Date & Time for unloading

* Slots are allocated in 1-hour timeslots – e.g., 0600-0700 - the truck can/will be unloaded any time during that 1-hour time frame.
* Slots can be booked as a ‘Fleet’ booking which allows transporters to reserve a slot without allocating a registration. Registration details need to be updated **before 1330 the day prior** or the slot will be removed from the booking system.
* Transporters and customers receive weighbridge tickets via email within 30 seconds of a completed delivery. Drivers receive an SMS copy to their nominated phone number.

**Delays or Cancellations of Bookings:**

* It is crucial that QBT is notified of cancellations in advance to ensure we can reallocate that slot to another transporter.
* QBT can be contacted for cancellations or delays via SMS on 0428 032 121 (Note this is only a texting service only – no phone calls or bookings can be made via this number)
* Example: ABC123 running 2 hours late. ETA 1400
* Example: ABC123 breakdown. Unable to meet booking at 1300. Please cancel.
* Transport companies or drivers may call (07) 3902 0350 or email [bookings@wilmartrading.com.au](mailto:bookings@wilmartrading.com.au) between 0700 and 1500 Monday to Friday, to cancel or alter their scheduled delivery.



**Driver Conduct:**

QBT maintains a zero tolerance towards aggressive or inappropriate behaviour. This includes transport providers and truck drivers. Drivers who act inappropriately either directly (face to face), phone, email or via UHF radio will be banned from QBT on a permanent basis. This restriction may also be extended to the truck and transport company at the sole discretion of QBT.

**NIL Tolerance:**

In accordance with GTA Standards, we uphold a zero-tolerance policy regarding any defective loads that contain any foreign contaminants listed for each specific grain. Most instances will be an automatic rejection, others may require proof of tipping elsewhere to be able to re-enter QBT.

Examples include:

* + Any deceased animals visible – REJECTION
  + Phosphine Tablets – REJECTION
  + Urea – REJECTION + Must send proof of tipping elsewhere to re-enter QBT
  + Weevils/Beetles (depending on count) – REJECTION + Must send proof of tipping elsewhere to re-enter QBT