

QBT Transport Booking Procedure

Key Points:

- Transporters must be registered in QBT's booking system prior to their trucks entering QBT – this is done via email – Permits@wilmartrading.com.au. QBT require the vehicle spreadsheet, and any applicable documents submitted if claiming CML, HML and/or any additional Permits associated with the truck registration prior to them unloading at QBT.
- 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:

- Bookings can be scheduled via email (preferred) or phone Monday to Friday between 0830-1600 using 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 1600 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:

- 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 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 between 0830 and 1600 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.