

# NOTICE TO AGENTS, SHIP AND BERTH OPERATORS

**NASBO No: 04 of 2023**

## Peel Ports Online Booking Portal (OBP) Towage Provider Requests

**Issued 22<sup>nd</sup> November 2023**

The Peel Ports Online Booking Portal (OBP) is now well established, however, we are looking to progress the planning functions within the portal which are currently underutilised.

Agents are responsible for booking towage via the provider directly whether that's a phone call or e-mail as per Svitzer's SOP, however the request now is that agents add their towage requirements to the OBP via the "Towage Provider Request" function.

Consultations with Svitzer Towage have been proactive with a projected go live date of the 1st December 2023, training for their operators on the use of the OBP Towage Module is underway.

From 1<sup>st</sup> December 2023, all agents needing harbour towage assistance from Svitzer are required to make the request via "Towage Provider Request" tab within the relevant vessel booking. Whilst the new towage request procedure is "bedding in" it's advisable that, for the short term, agents continue to confirm towage requests directly.

If you experience any problems using the provider request tab or have any questions please direct them to David Brooks ( Group Marine Planning Manager) [david.brooks@peelports.com](mailto:david.brooks@peelports.com)

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22nd November 2023