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About PortLinks
PortLinks is a new Online Booking Portal (OBP) designed to allow Agents to create Booking Requests for Vessels coming into and out of Ports under Peel Ports’ control or jurisdiction.

It is also designed to allow other Service Providers (e.g. Towage Providers and Mooring Providers) to log in and approve Agent requests for Services.

Information viewed or created through the OBP is stored in Peel Ports’ VMS (Vessel Management System); the live version of OBP links to real booking data.

This User Guide
This user guide focusses on using the OBP as an Agent to login and create and view booking requests. Additional guides are available for Providers (Towage and Mooring Providers) using OBP to receive and Accept Service Requests.

Accessing PortLinks
The PortLinks™ Online Booking Portal is accessed via a web page (https://portlinks.peelports.com) using a web browser (e.g. Internet Explorer, Chrome, Firefox etc).

The Test/trial version of the website is https://testportlinks.peelports.com but please note that this does not link to live data and is used for demo or training purposes only.

PortLinks Version
This guide is relevant to Release 2.12 of PortLinks. Updated guides are made available as new versions or releases or PortLinks are made available.

New in this Version
The key new features and changes in this Release of PortLinks are as follows:

- **Schedule Upload** – the ability to upload schedules of bookings via a CSV file
- **Clear Lock Slot** – the option to clear Lock Slots on an Accepted or Pending Booking
- **Date time checks** – the system now prevents bookings being entered or submitted where the Port Arrival Date / Time is after the Departure Date / Time
- **Save Changes button and layout** – changes to the Movement button layout to make it more consistent and user friendly
- **Vessel Defects** – this field can now be edited while the Vessel is in Port

Save Changes button and layout
Some changes have been made to the user interface within a Movement on OBP, so that most buttons are in a banner area above the booking (see example screenshots below). The “Submit Booking” button also now carries out a “Save” before progressing to the next screen.

Questions?
At the end of the Guide is an FAQ Section where you can find answers for many of the questions frequently asked about using PortLinks.
Section 1 – Logging In

Accessing PortLinks

To access PortLinks, you need to open the PortLinks™ Online Booking Portal via a web browser – the live secure website address is:

https://portlinks.peelports.com

Simply entering ‘portlinks.peelports.com’ in your browser should also redirect you to this secure page.

Note - an answer to "What browsers is PortLinks compatible with?" is detailed in the FAQ Section of this Document.

The first time that you access PortLinks via your browser you will be presented with a pop up message about Cookies as follows:

You need to select “I’m OK with this” to accept Peel Ports’ Cookie Policy and carry on.

Peel Ports’ Cookie Policy is available on our main website at the address below:

https://www.peelports.com/cookie-policy
Main Login screen
The main login page is where you login and get access to PortLinks using the username and Password provided to you. Your username is usually your email address.

Main Login screen – Forgotten Password
If you have forgotten your password, you can select an option to change it – you will be asked to enter your email address, and will then be sent a link to reset your password.
Main Login screen - New account
If you haven’t got a PortLinks account, you can also request one by choosing the “Request an account” option on the login page. You will then be prompted to enter your name and account details. When you submit ‘Register’, your request is sent to Peel Ports for approval.

Enter your name, email address and relevant details about your company

Choose the type of Account (‘Shipping Agent’)

Tick the box to accept the Terms and Conditions and confirm that you are a real person

Choose the Port(s) you need access to

Finally, choose ‘Register’
The “I’m not a robot” tickbox will prompt you to answer some visual questions.

When you’ve done that and selected ‘Register’ you will be presented with a ‘Registration Accepted’ screen.

![Registration Accepted](image)

Your request will now be checked and approved by Peel Ports. When confirmed, you will receive an email asking you to confirm your account (see next page).
Main Login screen - New account confirmation
When Peel Ports have approved your new account request, you will receive an email asking you to confirm your account. Depending on email client, this will look something like this:

a) Outlook email browser

![Outlook email browser]

Select (click on) the 'here' link to open up the confirmation page

b) Gmail email browser

![Gmail email browser]

Select (click on) the 'here' link to open up the confirmation page
A confirmation screen will open up in your browser:

![Confirmation Screen]

Enter your email address and create a password.

Enter your email address and create a password.

When you select ‘Confirm’ to confirm the details, you will be presented with another screen to indicate that the registration process is complete.

![Registration Complete Screen]

Select ‘Return to the login page’ to login.

Enter your email address and new password on the login page to login to PortLinks…

![Login Screen]

Enter your password and select login.
Section 2 - Movements – the Agent “Home screen”

When you log in, the main PortLinks Agent ‘home screen’ is the ‘Movements’ screen, which by default shows you a list of all of your current Active Movements (bookings) in date/time order, with a title of ‘Latest Movements’

The status of each Movement is clearly displayed as a colour-coded icon, e.g. one of , , or . Summary information (e.g. Date, Vessel, From, To) is shown against each Movement. The Date/Time shown is the Start of the Movement.

A booking with a Ref number against it indicates that this is a valid booking which is in progress, and is in Peel Ports’ live VMS database.

See Section below on Filters

Heading

The contains the following information -
Movements screen - Filters

The number and type of bookings (movements) displayed on screen can be updated by adjusting the Filter options to the right hand side of the screen (see above) then selecting “Apply” to apply those filters.

Filters
Allow you to choose what type of Movements to show on screen

You can filter by partial Booking Ref or Vessel Name

Show Completed Bookings
The default setting is unticked; selecting it will show all old Movements where the booking has been complete (e.g. that have a status of Finished or Cancelled)

The Filter options can be a very useful means of limiting what bookings and movements are shown on screen. For example, you can enter just part of a Vessel Name (e.g. GRE), then select Apply and only bookings where the Vessel Name contains those letters will be displayed – see example below:

Selecting “Clear” will clear the onscreen filters and reset what is displayed on screen.

Completed Bookings
By default, the Show Completed Bookings tickbox is not ticked, so Finished or Cancelled bookings are not displayed.

Sometimes you may think that a booking has “disappeared” from your screen. This may be because it is now “complete” (i.e. has a status within Peel Ports’ VMS System of “Finished” or “Cancelled”).
Movements screen – Port selection
At the top of the ‘Movements’ screen there is an option to choose which Port you are working with. The current Port is displayed at the top of the screen (see example showing Clyde):

An Agent account can be set up to work with multiple Ports if needed. If an Agent is configured for multiple Ports, selecting the current Port will bring up a list of Ports to select from as follows:

The Ports shown are now only ones that the Agent account is set up for. Other Ports that the Agent is not working with can no longer be selected and are not visible.

This is currently the full list of Ports available in OBP:

Selecting a Port will show you, the Agent the bookings for that Port only. For example, if you choose ‘Liverpool’ you will only see the bookings relating to the Port of Liverpool.

Movements screen – Predicted Tides
At the top left of the screen next to the Agent name, there is an option to view Predicted Tides for the Port that you are currently working with. The screenshot below shows an example for Medway.
Movements screen – Agent and User Details
When logged in, you can see the username (email address) that you are logged in with and the Agent that your Account is linked to.

Movements screen – User Profile and Change Password
Clicking on the Username takes you to a Change Password screen where you can change your password to a different one.

Movements screen – Log off
At the top of the screen, there is an option to ‘Log off’ which will log you out of PortLinks and take you back to the main Login screen.
Movements screen – View a Movement

To view more details about a Movement in the list, click on the "View" option against the relevant line in the list of 'Latest Movements'.

 Movements screen – View Requests on a Movement

An alternative to selecting the 'View' option is to select (i.e. click on) one of the Request Icons as follows:

(a) Selecting (clicking on) the ‘M’ icon will open the Booking and take you to the “Mooring” tab

(b) Selecting the ‘P’ icon will open the Booking and take you to the “Pilotage” tab

(c) Selecting the ‘T’ icon will open the Booking and take you to the “Towage” tab

For Bookings or Movements involving Locks, there will also be an ‘L’ icon - selecting the ‘L’ icon will simply open the Booking and take you to the relevant Movement (there is no separate “Locks” tab).
Section 3 – Exploring the Movement screen
When you choose ‘View’ from the Main Movements Screen, a new Bookings / Movement screen will appear, showing you the key details with regards to the Booking, and the different Movements linked to the Booking.

Movement screen – Booking Details

- **Booking Status**: Indicates the current status of the booking.
- **Details about the Vessel involved in the booking**: Provides general details about the vessel involved.
- **General details about the booking**: Includes ISPS Level, Draft, and other related information.
- **The Starting point for the Movement, which in this case is the Berth**: Specifies the starting point of the movement.
- **This Booking has at least 2 Movements, an INWARD and an OUTWARD. The one highlighted in green is the one currently shown on screen**: Highlights the current movement.
- **The ISPS Level, Draft and other information relating to this booking**: Provides comprehensive information related to the booking.
Movement screen – Options
Depending on the Booking Status, you may be able to SUBMIT, DELETE or AMEND a Booking. Or even CLONE a booking (more on cloning later).

Draft Booking options
You can SUBMIT or DELETE a Draft Booking

On a Draft booking, you can also edit almost all fields on the booking, SUBMIT the Booking Request or DELETE it. Depending on your Agent settings, you may also be able to Clone this booking (more later).

Pending Booking options
You can AMEND or DELETE a Pending Booking

You can still Delete a Pending booking before it is Accepted. Depending on your Agent settings, you may also be able to Clone this booking (more later) or Amend the booking times (and Berth).

Accepted Booking options

You CANNOT Delete a Pending booking once it is accepted, only choose Amend Booking Times. Depending on your Agent settings, you may also be able to Clone this booking (see later “Clone Booking” section) or Amend the booking times (and Berth).

Note: The previous “Amend Details” option was removed in Release 2.11 as there is no need to select this item to amend the main booking details. Instead, the fields at the top of a booking screen are now editable for a limited amount of time before a booking is due in Port. This is typically set to 2 or 3 hours, depending on the Port. Some fields (e.g. Next Port) will also remain editable until a period of time after the vessel has left Port.
Further additional – and important - information can be recorded against a Booking. These Additional Information areas are displayed as separate tabs along the top of the screen as shown.

(a) **Documentation** – this tab contains all of the Documents relating to the booking

(b) **Cargo** – this tab contains details of the Cargo relating to the booking

(c) **Pilotage** – this tab contains details of the Pilotage Requests created relating to the booking

(d) **Towage** – this tab contains details of the Towage (i.e. tug) Requests created relating to the booking

(e) **Mooring** – this tab contains details of the Mooring (i.e. boatmen) Requests created relating to the booking

(f) **Notes** – this tab contains details of all Notes added to the booking

**Movement screen – key Movement information**

Key Information is recorded against each Movement on a Booking. The example shown is an Inward Movement from a Pilot Station to a Berth.
Section 4 - Creating a Booking Request

Creating a Booking Request – Vessel Search

At the top right of the Main Movements screen, there is a box where you can search for a Vessel – this is where you start the process of creating a Booking Request.

The Search results show summary details about each match. The example below shows a search for a vessel containing the letters ‘SANDE’.

Vessel Search – Lookup from Lloyds

If the Vessel selected has a valid IMO number, and a new Booking Request is created, Peel Ports OBP system will now lookup the latest data for this Vessel (including Vessel names) from the Lloyds register on a regular basis. The lookup is only done if the Vessel has not visited one of our Ports in the last 20 days (although this figure may vary).

Vessel Search – Request that a Vessel is added

The Vessel Search function looks up its data from the Vessel Database in Peel Ports’ VMS System. If a Vessel match cannot be found, you can request that it is added to the VMS System by sending an email to Peel Ports. There is an email link on the bottom of the Vessel Search screen – see screenshot:

Selecting the link will open up a new email to “Group Marine Planners” in your default email client. Please enter the IMO and Name of the Vessel that you are looking for, and send that email. Peel Ports Group Marine Planners will respond to the email in due course, either adding the Vessel or requesting additional information if needed.
Creating a Booking Request – Create Booking

Selecting ‘Create’ brings up a “Create New Booking Request” screen as follows:

NOTE – the new PO Reference text field introduced in October 2017 is OPTIONAL.
Creating a Booking Request – Entering general information
The first stage in a new Booking Request involves entering general information about the Booking. The Vessel (with IMO number if relevant) is displayed at the top of the screen.

- **Previous Port** – this is the Port that the Vessel is coming from; enter a partial name to search for the correct Port, for example “dub” provides the following search results

  ![Previous Port Search Results]

- **Next Port** – this is the Port that the Vessel is expected to visit next; enter a partial name to search for the correct Port (enter ‘UNKNOWN’ if the next port is currently unknown)
- **Cargo Origin** – this is where the Cargo originally came from (not always mandatory)
- **Cargo Destination** – this is the final destination, where the ship carrying the Cargo is expected to arrive when it finishes its current journey (not always mandatory)
- **Booking P.O. Ref** – this is a new optional field (introduced in October 2017) and pulls through the text entered on the “Create New Booking Request” screen
- **Voyage Purpose** – this is the main purpose for the Voyage into Port, you select an option from a list (this list may vary between different Ports)

  ![Voyage Purpose Selection]

- **Vessel Defects** – this is a mandatory text field for you to describe any current defects or issues with the Vessel. This field can be amended whilst the Vessel is In Port too.
Creating a Booking Request – entering Movement details (INWARD)

The next stage in a new Booking Request involves entering the Movement details. By default, there are 2 Movements, an INWARD and an OUTWARD Movement.

On the INWARD Movement, enter the Pilot Station the Vessel is coming from and the estimated date/time of leaving that location (a time is only displayed for bookings where no Locks are involved, as the time will be automatically filled in when a Lock is chosen).

You should then update the other details as follows:

- **Preferred Orientation** – this is an optional field for you to indicate how you would prefer the Vessel to be positioned at the chosen Berth (the default is blank)
- **Mooring not required** – this is a tickbox to indicate that you do not want Mooring for this Berth to be requested via PortLinks/OBP (default is unticked implying it is required)
- **Swing in (Swing out on Outward moves)** – this is a tickbox to indicate how the Vessel approaches this Berth (this is only applicable for the Ship Canal - default is unticked)
- **Movement P.O. Ref** – this is a new optional field (introduced in October 2017); Note – this is different to the Booking P.O. Ref (see later section on PO Ref fields)
- **ISPS Level** – this is a mandatory field relating to Security Level, the usual value entered is 1 (Normal) unless there are exceptional reasons for other values
- **Draft (m)** – this is a mandatory field indicating the current Draft in metres of the Vessel
- **Persons on board** – this is an optional field indicating the number of persons on board
- **Low Flash** – this is a Yes/No field indicating whether the vessel has Cargo with a Low Flashpoint (default is No)
- **Hazardous** – this is a Yes/No field indicating whether the vessel has Hazardous Cargo (default is No)
- **Towage required** – this is a Yes/No field indicating whether you want Towage to be requested for this Movement via PortLinks/OBP (default is Yes)
- **Request Pilot** – this is a Yes/No field indicating whether you want to Request a Pilot for this Movement (default is Yes)
Creating a Booking Request – Pilot Exemptions
If your Vessel does not require a Pilot due to a Pilot Exemption, you can set Request Pilot to “N” and select a valid PEC (Pilotage Exemption Certificate).

Selecting a PEC from the list will record this against the Movement so that the Port knows that no Pilot is required but that there is a person in charge of the vessel with a valid PEC.

PECs will only be displayed if they are recorded against the Vessel in Peel Ports’ VMS.

If there are no PECs for the current Vessel, then the following error message will be displayed:
Creating a Booking Request – entering Movement details (OUTWARD)

All Booking Requests also have an OUTWARD Movement. This looks very similar to the INWARD Movement, with the Pilot Station being the Destination now.

On the OUTWARD Movement, enter the Pilot Station, and the estimated date/time that the Vessel will be arriving at that location (a time is only displayed for bookings where no Locks are involved, as the time will be automatically filled in when an outward Lock is chosen).

You should then update the other details as follows:

- **Preferred Orientation** – this is an optional field for you to indicate how you would prefer the Vessel to be positioned at the chosen Berth (the default is blank but it may have been filled in on the INWARD Movement)

- **Mooring not required** – this is a tickbox to indicate that you do not want Mooring for this Berth to be requested via PortLinks/OBP (default is unticked but may have been ticked on the INWARD Movement)

The following are the same fields as per the INWARD Movement, but usually with different values (for example, the Vessel Draft will normally be different for the OUTWARD Movement compared to the INWARD):

- **Swing in (Swing out on Outward moves)**
- **ISPS Level**
- **Draft (m)**
- **Persons on board**
- **Low Flash**
- **Hazardous**
- **Towage required**
- **Request Pilot**

Choose the estimated date / time of arriving at the destination

Choose the Pilot Station

The current Movement is highlighted in green

Save Changes when you have entered all the required information

The usual value for ISPS Security Level is 1 (Normal)
Creating a Booking Request – adding Documents

The Documentation tab is where important documents are added to the Booking Request.

Choose “Add Document” to add a new Document

On the popup screen that appears, select the Document Type, and browse for the Document to add

Select the Document Type, and browse for the Document to add

The Document is then saved against the Booking Request

NOTE: if all of the Documentation is not available or complete at the time of creating the Booking Request, missing or updated Documents can be added at a later date i.e. after the Booking Request has been submitted.
Creating a Booking Request – adding Cargo

The Cargo tab is where information about Cargo (or Commodities) that the Vessel is Discharging, Loading or keeping on board should be added to the Booking Request.

Click "Add Cargo" to add a new Cargo Item

Choose “Add Cargo” to add a new Cargo Item

Select the Berth (usually there is only one)

Select the Action for the Cargo - Discharge, Load or R.O.B. (Remain On Board)

Search for the Commodity type by entering at least 2 characters

Fill in the rest of the Cargo details – Tonnage or Units and Trade Port – and select Save

Click Save and the new Cargo will appear in the List of Commodities against the booking:

NOTE (1): Trade Port is a mandatory field in some Ports

NOTE (2): Some Commodities require Tonnage or Units i.e. they are mandatory fields

NOTE (3): If all of the Cargo information is not available or complete at the time of creating the Booking Request, missing or updated Cargo can be added at a later date. However, it should ideally be added to the Booking Request before it is submitted, so that Peel Ports are aware of the Cargo entering or leaving the Port.
Creating a Booking Request – adding Pilotage

The Pilotage tab is where all Pilotage Requests are added to the Booking Request.

Choose “Add Pilot Service” to add a new Service

Choose the leg of the voyage that the Pilotage is needed for

Fill in the rest of the Pilotage requirements (no of Pilots Required etc.) and click Save

The Pilotage Start and End times will default to the chosen Movement times, but ONLY for NON-LOCK bookings

Click Save and the new Service will appear in the List of Pilot Services against the booking:

NOTE: if not all of the Pilotage requirements are known initially, or if they change, they can be edited or added at a later date. However, Pilotage requirements should be added to the Booking Request as soon as they are known, and ideally before it is submitted.
Creating a Booking Request – adding Towage

The Towage tab is where all Towage (Tug) Requests are added to the Booking Request.

NOTE (1): if not all of the Towage (Tug) requirements are known initially, or if they change, they can be edited or added at a later date. However, Towage requirements should be added to the Booking Request as soon as they are known, and ideally before it is submitted.

NOTE (2): The list of Services will vary depending on the booking where the booking is taking place e.g. the area within the Port.

NOTE (3): The list of Towage Providers will vary depending on the Port.

Choose “Add Towage Service” to add a new Service

Choose the required voyage legs and Towage Provider

Fill in the rest of the Towage requirements (no of Tugs Required etc.)

Fill in any Notes which might be useful to the Towage Provider

Select the required option

Select Save to record the Towage Request against the Booking Request
Creating a Booking Request – adding Mooring

The Mooring tab is where all Mooring (Boatmen) Requests are added to the Booking Request.

Choose “Add Mooring Service” to add a new Service and fill in all of the requirements.

Select the Mooring Provider from a list

Select the Berth (normally only 1)

Select the Service from a list

When is the Service required?

Enter the number of Mooring (Gig) Boats required (optional)

Fill in any Notes which might be useful to the Mooring Provider

On a Draft Booking, a message appears reminding you that you don’t need to enter dates/time till later

Click Save and the new Service will appear in the List of Berth Services against the booking:
Creating a Booking Request – adding Notes

The Notes tab is where all Notes are added to the Booking Request.

Choose “Add Note” to add a new Note to the booking

Enter the required text

Select Add to add the Note

The note is recorded against the booking.

Notes are recorded against the Booking and - when the Booking Request has been submitted – can be viewed by Peel Ports users in their VMS System.

Multiple Notes can be added to a Booking Request.

There is an option to Remove a Note if required
Creating a Booking Request – adding an additional Berth Visit

An additional Berth Visit can only be added when a Booking Request is in a status of Draft i.e. before it has been submitted. After submission, additional Berths can only be added by Peel Ports via the VMS System.

First of all go to the Movement tab on a Booking Request (circled).

On a standard Booking Request, there are 2 options – Insert a Berth Visit on the INWARD Movement or on the OUTWARD Movement.

Option 1 - INWARD

Option 2 - OUTWARD

The example that follows will describe the process for a typical Insert Berth Visit, which is to add an additional Berth after the initial (first) Berth, i.e. on the OUTWARD Movement (Option 2) before the Vessel leaves the Port.

Take Note of the Warning – any Pilotage to Towage Requests for this Movement will be removed as they are no longer valid.
Creating a Booking Request – adding an additional Berth Visit (continued)

An additional Movement appears on the Booking (see below).

The booking will now contain 2 Berths and 3 Movements, and can be submitted in the same way as a standard 1 Berth / 2 Movement booking.
Creating a Booking – ‘Clone Bookings’
To access this feature, view any existing booking in OBP; if this feature is enabled for your Agent account, you will see a new ‘Clone’ button at the top of the screen, which will enable you to create a new Draft copy of this booking.

Note - if you don’t have the ‘Clone’ option, please contact Peel Ports to request that this is enabled for your Agent account.

Selecting the ‘Clone’ option will prompt you to confirm the request:

Selecting ‘Confirm’ will create a new Draft booking request based on the original booking as follows:

NOTE – you are not able to clone a Split Booking (one where you didn’t manage all of the Movements, where 1 or move Movements was managed by another Agent).
Cloned Booking Contents
When a booking is cloned, some (but not all) of the information is copied from the original booking to the new Draft one.

The following information is always copied from the original booking:

- All Berths
- Vessel
- Previous Port / Next Port
- Cargo Origin / Destination
- Voyage Purpose
- Pilot Not Required flag (per Movement)
- Towage Not Required flag (per Movement)
- Mooring Not Required flag (per Berth Visit)
- Preferred Orientation (per Berth Visit)
- Hazardous and Low Flash flags (per Movement)
- ISPS Level (per Movement)
- All Pilotage Requests - but with all dates/times, Statuses and Notes zeroed/removed
- All Towage Requests (including Providers) - but with all dates/times, Statuses and Notes zeroed/removed
- All Mooring Requests (including Providers) - but with all dates/times, Statuses and Notes zeroed/removed

Notes on Cloned Booking Data
1. Cargo Information is only copied from the original booking if that setting is enabled for your Agent account, but quantities (tonnage or number of containers) are never copied as they will change with each booking.

2. None of the following information is copied from the original booking as it needs to be re-entered on the new booking if needed:
   - Vessel Defects (any new changes need to be reported)
   - Locks (these are chosen on submission - if they are applicable to the booking)
   - Persons on Board (this could change each time)
   - Any PEC Exemptions previously recorded (PEC could be different each time and needs reselecting)
   - Dates/times for all ETAs, ETDs etc. - new ones need to be entered
   - Draft for each Movement (the current draft needs to be entered)
   - Notes (are different for each booking)
   - Documents (are different for each booking)

Cloned Bookings and PECs
NOTE: if you have created a Cloned Booking, you will not be able to select a PEC until you've updated the booking with a valid date and saved your changes. This is because PECs are only valid for certain date ranges, so the booking dates need to be entered before the OBP can determine which PECs are valid.
Section 5 - Saving a Booking Request

When you have entered all of the details on your Booking Request, you should save your changes.

The system should report your changes as being saved via a “details updated” message.

Select ‘Movements’ or ‘Bookings’ to return to the “home screen” (Movements).

The new Draft Booking appears in the list of Latest Movements as several entries, one for each Movement.

The Booking Request is in a Status of Draft.
Section 6 - Submitting a Booking Request

When you have entered all of the details on a Booking Request – or are editing a Draft Booking – and wish to Submit it to Peel Ports, you need to choose ‘Submit Booking Request’ at the top of the screen – see below.

Submitting a Booking Request – SUBMIT option

Submitting a Booking Request – Confirmation

Submission of a Booking Request requires an Agent to confirm some details and SUBMIT:

Failure to tick the box will produce an error message and prevent you from continuing:
Submitting a Booking Request – warnings and errors
If any of the data entered on a booking is invalid, or has not been completed, an error will appear on screen. Some examples are shown below:

Submitting a Booking Request – ISPS and Draft not entered
The following message will appear if the ISPS Level and Draft have not been entered on a booking.

Submitting a Booking Request – Voyage Purpose and Vessel Defects not entered
The following message will appear if the Voyage Purpose and Vessel Defects have not been entered on a booking. Please note that the Voyage Purpose field is NOT mandatory in all Ports e.g. it is required in Liverpool but not in Clydeport.

Submitting a Booking Request – a number of fields not entered
The following message will appear if a number of mandatory fields have not been entered. Some of these are fields on the overall booking, some are on individual Movements (e.g. Inward and Outward).
Submitting a Booking Request – Bookings with Locks
When submitting a Booking involving Locks, there is an extra step involved, requiring the selection of Lock times. A Lock can be defined to have Lock Slots or Lock Lists.

Submitting a Booking Request – Bookings with Locks Slots
A typical example of a booking where one or more Berths involves a Lock Slot is displayed below. The selection of Lock Slots is not always mandatory; they can be amended later.

When Lock Slots have been selected (the Outward Lock is always optional) you then need to specify the Outward Pilot Station, i.e. the date and time when you expect to leave the Port (this is a mandatory CERS requirement).
The Booking is submitted to Peel Ports, and the example is now listed as 2 Movements (Inward and Outward) on the main Agent Movements screen – see screenshot below:

- The Booking is now in a Pending Status, awaiting acceptance by Peel Ports
- The Lock Slot Statuses are now Green as they have been booked
Enforcement of Inward Lock Slot

An Agent is only forced to select an Inward Lock Slot (or List item) if your Agent Settings mandate this (contact Peel Ports if you think that this setting is incorrect).

If Inward Lock Slot enforcement is turned OFF for your Agent account, you do not have to select a Lock for the inward journey, and will not receive an error message when you do not enter a Lock Slot. You are also now able to enter a date and time at the Inward Pilot Station (see example screenshot below):
Submitting a Booking Request – Bookings with Locks Lists

Some Locks have Lock Lists, not Lock Slots. With such Locks, you only select the High Water time not an actual slot; Peel Ports will contact you to let you know the Lock time you will actually be allocated on your booking nearer the time.

A typical example of a booking where one or more Berths involves a Lock with **Lock Lists** is displayed below.

![Image of Booking Portal](image)

Choose Inward and Outward Locks (the **Outward Lock is always optional**)

Select the appropriate Lock List entry i.e. the High tide when you want to come into Port.

The options shown are only those valid for the current Vessel based on Draft, LOA and Tide Predictions.
When Locks have been selected (Outward Lock is always optional) you then need to specify the Outward Pilot Station date and time, i.e. when you expect to leave the Port (this a CERS requirement).

The Booking is submitted to Peel Ports, and the example is now listed as 2 Movements (Inward and Outward) on the main Agent Movements screen:

- The Booking is now in a Pending Status, awaiting acceptance by Peel Ports
- The Lock Slot Status is now Green as it has been booked
Submitting a Booking Request – Bookings with multiple Locks and Berths

A typical example of a booking where multiple Locks and Berths are involved is displayed below.

When Lock times are selected, the Berth Times are then estimated by the system and recorded on the Booking. The screenshot above shows the Movements on the submitted booking before Locks have been selected, with blank Berth times.

When submitted, this booking request appears in OBP as 3 separate lines corresponding to the 3 different Movements (see below). As Lock Slots haven’t been selected, they show as a red [L] symbol.
Submitting a Booking Request – Bookings WITHOUT Locks

When a Booking where all of the Berths can be accessed without Locks is submitted, there is no need to go through an intermediate stage of booking Locks.

However, you are presented with a final screen to allow you to confirm that the Booking being submitted is correct.

The following is an example of such a booking being submitted.

The Booking is submitted to Peel Ports, and the example is now listed as 2 Movements (Inward and Outward) on the main Agent Movements screen:

The Booking is now in a Pending Status, awaiting acceptance by Peel Ports.

There is no Lock Status icon as no Locks are involved for this Berth.
Submitting a Booking Request – without Berth ETAs or Berth ETDs

It is possible to submit a booking request without the Berth ETA or Berth ETD fields being filled in.

This is determined by a permission setting against each Agent in OBP; this is administered by Peel Ports.

If you have the correct permission, you will be able to submit a booking such as the one below (see screenshot):

You can then amend the Berth times later:
Submitting a Booking Request – confirming Pilotage and Mooring Requests

If Pilotage or Mooring Services have been added during the creation of the Booking Request, these can be updated on the final submission screen (example below).

NOTE - If you submit the booking without entering all of the required dates and times, you will get errors on screen (see example below):

NOTE - If the settings for your Agent account (administered by Peel Ports Marine) mandates that “Berth times must be set when submitting a booking” then you will also get errors on screen if you have not entered data into those fields.
Section 7 – Accepted Bookings

Accepted Bookings - Viewing an Accepted Booking

You can View an Accepted Booking Request on the main Movements screen.

The full booking should appear on screen, with the times and other Information displayed.

From Release 2.11 of OBP, some changes can now be made to fields on an Accepted Booking. Fields which can be amended will usually appear as editable rather than readonly, apart from Pilot Stations, Berths and date/time fields, which need to be changed via the “Amend Booking Times” button (see later sections in this guide for more information).

Accepted Bookings – Saving Changes to Fields

If you make any amendments to the main booking or Movement fields, select “Save Changes” to ensure that the booking is updated in Peel Ports' VMS system.
Accepted Bookings – Booking Reference
When viewing an Accepted booking in OBP, the Booking Reference is now visible on screen – see example screenshot below:

Accepted Bookings – Viewing the Lock ETA
For bookings with Locks, if a Lock Slot has been selected, but the Lock Time has been adjusted in VMS by a Peel Ports user, this is now displayed in an “ETA” field to the right of the Lock Slot. This is known within Peel as the “Sill ETA”.

![Example Screenshot of Accepted Booking and Lock ETA]

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PortLinks Online Booking Portal Agent User Guide
Issue No: 2.12
Date: Mar 2018
Section 8 - Editing a Booking Request

Editing a Booking Request - Editing a Draft Booking

By definition, all details on a Booking Request with a Status of Draft can be edited. There is no “Amend Details” option – see below.

Editing a Booking Request – Changing the Berth on a Draft Booking

You can change the Berth on a Draft Booking Request as follows:

1. Select the new Berth:
   - Type the search criteria for the Berth into the field, and select the Berth you require from the results.

Changing Berth is now also allowed on Pending or Accepted Bookings, only Draft Booking Requests (see later section on amending Berth information).
Editing a Booking Request – Editing the Main Details on a Pending Booking

Some of the core information on a Pending Booking Request can be amended, as long as the changes are made within a pre-defined time window, which is potentially different for each Port but is typically 3 hours before arrival.

First, open a Pending Booking. The booking header fields should be editable.
Editing a Booking Request - Editing the Main Details on an Accepted Booking

Some of the core information on an Accepted Booking Request can be Edited (Amended).

First, open an Accepted Booking – the main fields should be editable (there is no longer any need to select an “Amend Details” option at the top of the screen).

Restrictions on editing the Main Booking Details

The only times when these fields are not editable is when the current time is outside of the cut-off window for the Port (typically 72 hours after the Outward Pilot Station Time). If this is the case, the fields will be readonly (see example screenshot below).
Editing a Booking Request - Editing Main Details on a Finished Booking

When a vessel leaves Port, and an Actual Time is recorded against the booking in Peel Ports’ VMS System, the booking changes to a status of Finished.

Generally, booking details cannot be changed on a Finished Booking. However, some of the core header information on a Finished Booking can be amended within a certain window after leaving Port. This can vary from Port to Port, but is typically around 72 hours (this is the same cut-off time used for Accepted Bookings).

First, open a Finished Booking within the cut-off window – if the current time is within the cut-off period for the Port, the following main fields should remain editable (see screenshot):

- Next Port
- Cargo Destination
- Voyage Purpose
- Booking PO Ref
- Vessel Defects (this was also made editable within this window in the 2.12 release in March 2018)

Select "Save Changes" or "Next" to save your amendments.
Section 9 - Deleting a Booking Request

A Booking Request cannot be deleted if it has a status of Accepted, only if it has one of the following Statuses:

- Draft
- Pending

Deleting a Booking Request - Deleting a Draft Booking
Open a Draft Booking.

Deleting a Booking Request - Deleting a Pending Booking
Open a Pending Booking.

Deleting a Booking Request - Deleting an Accepted Booking
To Delete an Accepted Booking Request, you will need to contact Peel Ports directly.
Section 10 - Editing or Viewing Additional Information on a Booking

The ability to edit Additional Information on a Booking will depend on:

(a) The Status of the Booking (Draft, Pending, Accepted etc.)
(b) The type of information you want to edit or view

This section of the Guide will look at editing or viewing the following additional information on a Booking Request:

- Documents
- Cargo
- Pilotage
- Towage
- Mooring
- Notes

Viewing a Document

It is not possible to Edit a Document already added to a Booking Request, only View it or Remove it.

To view a Document, go to the Documents tab on a Booking.

The Document will be downloaded so that you can view it - how this is done will depend on the Browser that you are using. The screenshot below shows how a downloaded document appears in the Chrome browser.

Documents can be viewed on all Bookings, whether they are in a status of Draft, Pending OR Accepted.

Documentation on a Split booking

When viewing Documentation on a Split Booking, you can only see Documents that I slinked to your Agent account. Even if another Agent has created a Document on the booking, you shouldn’t be able to see it as it is effectively “stamped” with their Agent ID. This includes CERS documents.
Viewing Notes
It is not possible to Edit or Remove a Note already added to a Booking Request, only View it.

To view a Note, go to the Notes tab on a Booking - see screenshot below:

![Note screenshot]

The Note will be displayed on screen, including the text in the Note, when it was added and by which user.

Notes can be viewed on all Bookings, whether they are in a status of Draft, Pending OR Accepted.

Notes on a Split booking
When viewing Notes on a Split Booking, you can only see Notes that have been created by a user linked to your Agent account. Even if another Agent has created a Note on this booking, you will not be able to see it.
Editing a Cargo entry
Go to the Cargo tab on a Booking.

Cargo records can always be edited on Bookings in a status of Draft or Pending.

Cargo records can only be edited on Accepted or Finished Bookings if this is done within a certain period of time after leaving Port, based on the outward Pilot Station time. The cut-off window could vary from Port to Port but will typically be 72 hours after the Pilot Station time (the Actual time is used for Finished Bookings).

Cargo on a Split booking
When viewing Cargo on a Split Booking, you can only see Cargo linked to your Agent account; even if another Agent has created a Cargo record, you can’t see it.

Editing a Pilotage entry
Go to the Pilotage tab on a Booking.

Pilotage records can only be edited on Bookings in a status of Draft, Pending OR Accepted.

Pilotage on a Split booking
When viewing Pilotage Requests on a Split Booking, you can only see Requests linked to your Movement; you can’t see requests for another Agent.
Editing a Towage entry
Go to the Towage tab on a Booking to view the Tug Services.

Towage records can only be edited on Bookings in a status of Draft, Pending OR Accepted. The Provider CANNOT be edited, however.

Towage on a Split booking
When viewing Towage Requests on a Split Booking, you can only see Requests that “your” Agent has created; even if another Agent has created one, you shouldn’t be able to see it.

Editing a Mooring entry
Go to the Mooring tab on a Booking to view the Berth Services.

Mooring records can only be edited on Bookings in a status of Draft, Pending OR Accepted. The Provider CANNOT be edited, however.

Mooring on a Split booking
When viewing Mooring Requests on a Split Booking, you can only see Requests that “your” Agent has created; even if another Agent has created one, you shouldn’t be able to see it.
Section 11 - Removing Additional Information from a Booking

The ability to remove details from a Booking will depend on

(a) The Status of the Booking (Draft, Pending, Accepted etc.)
(b) The type of information you want to remove

This section of the Guide will look at removing the following additional information on a Booking Request:

- Documents
- Notes
- Cargo
- Pilotage
- Towage
- Mooring

These will all be dealt with separately.

Removing a Document
Go to the Documents tab on a Booking.

Documents can be removed from Bookings in a status of Draft, Pending OR Accepted (but not if the Booking is Finished).

Removing a Note
Notes cannot be removed from a Booking once they have been added.
Removing a Cargo entry
Go to the Cargo tab on a Booking.

Cargo records can always be removed from Bookings in a status of Draft OR Pending.

Cargo records can also be removed from Accepted or Finished Bookings but only if this is done within a certain period of time after leaving Port, based on the outward Pilot Station time. The cut-off window could vary from Port to Port but will typically be 72 hours after the Pilot Station time (the Actual Pilot Station time is used for Finished Bookings).

Removing a Pilotage entry
Go to the Pilotage tab on a Booking.

Pilotage records can be removed from Bookings in a status of Draft, Pending OR Accepted (but not if the Booking is Finished).
Removing a Towage entry
Go to the Towage tab on a Booking to view the Tug Services.

Towage records can always be removed from Bookings in a status of Draft, Pending OR Accepted (but not if the Booking is Finished).

Removing a Mooring entry
Go to the Mooring tab on a Booking to view the Berth Services.

Mooring records can always be removed from Bookings in a status of Draft, Pending OR Accepted (but not if the Booking is Finished).
Section 12 – Interacting with Towage and Mooring Providers
This section contains information about interacting with Towage and Mooring Providers.

On a booking, it is possible to create Towage and Mooring Service Requests. These are sent to the selected Providers when:

(a) A Draft Booking is submitted
(b) A new request is added to a Pending Booking OR an Accepted Booking

Towage Service Notes
When a Towage Service is sent to a Towage Provider, there is an option to add Notes to the Request. These are visible to the Provider via their OBP login.

When the Provider accepts the booking and adds their own Notes, these are visible on the Request, in both the Summary and Edit screens.
Mooring Service Notes

When a Mooring Service is sent to a Mooring Provider, there is an option to add Notes to the Request. These are visible to the Provider via their OBP login.

When the Provider accepts the booking and adds their own Notes, these are visible on the Request, in both the Summary and Edit screens.
Section 13 – Passage Restriction validation

In the PortLinks 2.1 release, additional functionality was introduced to warn you if you are attempting to create certain Movements which are invalid due to Passage Restrictions.

In practice, they currently apply only to the Hornby Passage in Liverpool but may be implemented for other Passage Restrictions in future.

Passage Restrictions

When creating or editing a booking, validation is now carried out to check that the selected Vessel will fit through any Passage Restriction that it may encounter, based on the Vessel LOA, Beam and Draft.

If you try and insert a Movement which is invalid due to a Passage Restriction which the Vessel cannot go through, then you may be presented with an error.

This is an example of such an error, where a large Vessel cannot fit through the Hornby Passage:

![Error Example](image)

You will not be allowed to proceed with your changes if you see one of these errors.

Lock Selection and Passage Restrictions

As part of the implementation of Passage Restriction validation, further checks are also carried out when Locks are selected, to determine if

To implement this, depending on which part of the Port of Liverpool you are wishing to berth at, you will now be presented with different Lock choices.

For example, for a vessel coming into a ‘Southern’ Dock in Liverpool (e.g. one of the Canada berths) you will (depending on Vessel dimensions) be presented with Lock choices for:

- Langton Lock
- Gladstone Lock via Hornby Passage

For a vessel coming into a ‘Northern’ Dock in Liverpool (e.g. one of the Royal Seaforth berths) you will (depending on Vessel dimensions) be presented with Lock choices for:

- Gladstone Lock
- Langton Lock via Hornby Passage

This change ensures that you are presented with more information about the Vessel Passage within the Dock System.

In some cases, you may only be presented with one Lock. For example, if you are travelling to a Royal Seaforth berth, if you have Vessel with an LOA of 200m, you will only be presented with a choice of Lock Slots for ‘Gladstone’ but NOT ‘Langton Lock via Hornby Passage’ as the Vessel will not fit through the Passage.
Examples of ‘via Hornby Passage’ Lock options
This example is the AS FATIMA coming into a Royal Seafortth berth (e.g. ROYAL SEAFORTH DOCK – NO 4). This Vessel will fit through the Hornby Passage, so is presented with Lock Slots for both of the following Locks:

- Gladstone Lock
- Langton Lock via Hornby Passage

The second Lock option (Langton Lock via Hornby Passage) is displayed:

(a) Because the Vessel will fit through the Hornby Passage
(b) To indicate that choosing the Langton Lock option will mean that the Vessel will have to go through the Hornby Passage to get to the selected Berth
Section 14 – Amending Booking Times and Pilot Stations

As an Agent, you can amend the Pilot Stations, dates and times on a Pending or Accepted Booking, with some restrictions depending on when the booking is due. This functionality has recently been extended to include the editing of Berths, Berth information and Movement information.

This section looks at Amending Times and Pilot Stations only. The next section will deal with Berth and Movement Information.

Amending Times on a Booking

To amend times on a Pending or Accepted Booking, first of all view such a booking in OBP. If the "amend times" feature is enabled for your Agent account, you will then see a new ‘Amend Booking Times’ button at the top of the screen (see below).

Note - if you don’t have the ‘Amend Booking Times’ option, you will need to contact Peel Ports to request that this is enabled for your Agent account.

When you select the ‘Amend Booking Times’ option, you are taken to a screen where you are asked to confirm that you have spoken to the terminal operator (see below):

Ticking the “confirm” Tickbox and selecting “Submit” will take you to a screen where you can edit the booking dates and times (this will be slightly different depending on whether the booking has been accepted or is still pending).
Amending Times on a Pending Booking
When you confirm that you want to amend times on a Pending Booking, you are taken to the Submit Booking screen. This is because the booking still hasn’t been accepted by Peel Ports, so you are effectively “resubmitting” your booking.

The Submit Booking screen will look something like the screenshot below. How much information is displayed will depend on what Services have already been added to the booking. Typically, all Pilot Station, Berth, Mooring and Pilotage Times will be displayed and can be edited.

Note that Towage times aren’t displayed, because the Towage times sent to the Service Provider are the Start and End times of the Movement. Towage information needs to be amended within the main booking screen, not here.

Amending Times on a Pending Booking without Locks
The screenshot below is of a Pending booking where no Locks are involved.

You can edit all of the date time fields on this screen and submit the Request again. These changes will affect the Pending booking, so that when it is reviewed by Peel Ports it will contain the latest dates and times.
Amending Times on a Pending Booking with Locks

The screenshot below is of a Pending booking where Locks are involved. You can edit all of the date time fields on this screen and submit the request again. These changes will revise the Pending booking, so that when it is reviewed by Peel Ports it will contain the latest dates and times.

In this example, you can also amend the selected Lock Slots and resubmit. The Inward Pilot Station (and time) can also be edited, unless your Agent settings require you to ALWAYS enter an Inward Lock Slot, in which case you will not be able to edit the Pilot Station, and the Pilot Station time will be set automatically by the system based on the chosen Lock Slot.

Note – as with the initial submission of a Booking Request, validation is carried out to ensure that all of the entered times are in sequence – here’s an example based on an Agent entering an invalid Outward Pilot Station time of 08/03/2018 02:00:
Changing the Pilot station on an Pending Booking
(This functionality was added in January 2018)

If you have permission to amend times on a Pending booking, you can also edit the Pilot Station for both the Inward and Outward part of the journey.

**Inward Pilot Station**

You can change a Pilot station to any of the Pilot Stations for that particular Port.

If you do change the Pilot Station, you will receive a warning message on screen, advising you to amend any related booking times – see screenshot example below:

*Select “Complete Submission of Booking Request” when you have finished your changes.*
Amending Times on an Accepted Booking

When you confirm that you want to amend times on an Accepted Booking, you are taken to a new “Amend Booking Times” screen, with a Booking reference at the top of the screen. This is because an Accepted Booking is a live booking in Peel Ports’ VMS system, and has a unique reference.

You can edit all of the date time fields relating to the booking on this screen and submit the Amended Times again using the “Submit Amended Times” button at the bottom of the screen. These changes will affect the live Accepted booking, and the changes you have made will be emailed to a number of Peel Ports staff, so that they are aware of the changes that you have made.
Changing the Pilot station on an Accepted Booking
(This functionality was added in Release 2.10, in January 2018)

If you have permission to amend times on an Accepted booking, you can also edit the Pilot Station for both the Inward and Outward part of the journey.

**Inward Pilot Station**

![Inward Pilot Station Screenshot]

You can change a Pilot station to any of the Pilot Stations for that particular Port.

If you do change the Pilot Station, you will receive a warning message on screen, advising you to amend any related booking times – see screenshot example below:

![Outward Pilot Station Screenshot]

Select “Submit Amended Times” when you have finished your changes.
Restrictions on amending times or Pilot Stations on an Accepted Booking

Restrictions based on a Cut Off

Any times (or Pilot Stations) on a booking within a Port-specific cut off window (e.g. within 2 hours of the current time) cannot be amended. This is to prevent last minute changes being made to bookings.

When editing times (or Pilot Stations) on an Accepted Booking, any times within the defined cut-off window will be displayed as readonly fields and cannot be edited.

Note – the Cut Off time may vary from Port to Port, but the default value is 120 minutes (2 hours). Please contact your local Peel Ports Marine representative if you wish to know your local cut off time for making edit (although this should be displayed on screen when you are amending times within that cut-off – see example below showing a booking being edited on 27/2/2018 10:25 with some times readonly and some editable).

Time fields will also be displayed as readonly if an actual time has been recorded against that location e.g. if the Vessel is reported as already having arrived at a Berth, that ETA time will always be readonly.

Additional restrictions on editing times based on Pilots starting a job

When editing an Accepted Booking, you will not be able to edit times on any Pilotage Job where the Pilot has already marked the job has “Started” (that is, they’ve recorded a Start Time against the Job).

If you need to amend the times on a Pilotage Job that is already in progress, you will need to contact your Peel Ports Marine representative.
Section 15 – Amending Berth and Movement Information

Agents can edit Berth and Movement Information on a Draft booking at any point before it was submitted. In the PortLinks 2.11 release, additional functionality has now been provided to allow an Agent to amend Berth and Movement information on a Pending or Accepted Booking too, but with some restrictions depending on when the booking is due.

Changing the Berth on a Pending Booking
(This functionality was added in the PortLinks 2.11 release in March 2018)

If you have permission to amend times on a Pending booking, you can also edit the Berth(s) on that booking, via the “Amend Booking Times” option.

On the “Submit Booking” screen, you can remove the current Berth and search for an alternative by entering 3 or more characters – see below:

Restrictions to editing a Berth on a Pending Booking
A Berth can generally be changed to any other Berth on a Pending booking. However, there are some restrictions as to when a Berth can be edited, as follows:

(a) If a Lock Slot has been selected, the only Berth amendments that are allowed are ones within the same Dock System (e.g. Gladstone Berths to Seaforth Berths and vice-versa, but not Gladstone to Canada for example – depends on Port Layout)
Changing the Berth on an Accepted Booking
(This functionality was added in the PortLinks 2.11 release in March 2018)

If you have permission to amend times on an Accepted booking, you can also edit the Berth(s) on that booking, via the “Amend Booking Times” option.

On the “Amend Booking Times” screen, you can remove the current Berth and search for an alternative by entering 3 or more characters – see below:

Restrictions to editing a Berth on an Accepted Booking
A Berth can generally be changed to any other Berth. However, there are some restrictions as to when a Berth can be edited, as follows:

(a) If a Lock Slot has been selected, the only Berth amendments that can be saved are ones within the same Dock System (e.g. Gladstone Berths to Seaforth Berths and vice-versa, but not Gladstone to Canada for example – depends on Port Layout)

(b) A change can only be made to the Berth if the Berth ETA is outside the cut-off window for the Port (or there is no Berth ETA defined) - this is to prevent last minute changes being made to bookings, and the cut-off window is typically 2 to 3 hours (depending on the Port)
Changing Berth Information on a Pending OR Accepted Booking
(This functionality was added in the PortLinks 2.11 release in March 2018)

A Berth itself can only be amended via the “Amend Booking Times” option (see previous section of this guide). However, the other Information relating to a Berth can now be edited “in situ” on the Movements screen – see screenshot below:

On an Inward Movement, the following Berth fields can be edited:

- Preferred Orientation
- Swing In
- Mooring Not Required

On an Outward Movement, the following Berth fields can be edited:

- Preferred Orientation
- Swing Out
- Mooring Not Required

Restrictions to changing Berth Information
Changes can only be made to the Berth information, outside of the cut-off window for the Port - this is to prevent last minute changes being made to bookings. The cut-offs are as follows:

- For an Inward Movement, the cut-off is based on the Movement Start Time, i.e. the Pilot Station Time
- For an Outward Movement, it is based on the Berth ETD
- For an Internal Movement (Berth to Berth), it is based on the ETD from the first Berth
Changing Movement Information on a Pending OR Accepted Booking
(This functionality was added in the PortLinks 2.11 release in March 2018)

Movement Information can now be edited “in situ” on the Movements screen:

The following Movement fields can be edited:

- ISPS Level, Movement PO Number, Low Flash, Towage Required, Request Pilot, Hazardous
- Exemption certificate (only if the Request Pilot option is set to No)
- Draft*

*The Draft field can only be edited if

(a) There are no Locks involved OR
(b) Locks are involved, but a Lock Slot has not been selected

Restrictions to changing Movement Information
Changes can only be made to the Movement information, outside of the cut-off window for the Port - this is to prevent last minute changes being made to bookings. The cut-offs are defined in the same way as Berth Information changes, as follows:

- For an Inward Movement, the cut-off is based on the Movement Start Time, i.e. the Pilot Station Time
- For an Outward Movement, it is based on the Berth ETD
- For an Internal Movement (Berth to Berth), it is based on the ETD from the first Berth
Section 16 – Split Booking and Split Movement functionality

Agents can also view and manage their elements of an Accepted Split Booking or Split Movement.

- A Split Booking is where different Agents are responsible for the Movements on that Booking.
- A Split Movement is one where different Agents are responsible for different parts of a Movement, usually the different legs before and after a Lock.

The split booking functionality provides the following options and restrictions:

(a) You can now view your Movements and Services on a Split Booking, that is the elements of the booking that you are responsible for, and the requests that you have made.

(b) Depending on the booking status, you can request new services and add new items such as Cargo, but only as they relate to your Movements or the Berths involved in them.

(c) You cannot view Movements within the booking that are managed by a different Agent, or requests made by a different Agent; you can only see “your” Movements and Requests.

(d) You can’t view Cargo or Documents Movements within the booking that were created by a different Agent; you can only see “your” Cargo and Documents.

How this works will be explained in the sections below. Please note that you cannot Clone a Split Booking, as it was not a Booking solely managed by you.

Viewing Split Bookings in your list

When you view your list of Movements in OBP, you will see all of the Movements that you are responsible for, and this now includes those on bookings where you are not managing all of the Movements.

For example, on a simple booking with only 2 Movements (Inward i.e. Into Port and Outward i.e. Out of Port) you will see both Movements on your main screen as in the example below:

<table>
<thead>
<tr>
<th>Ref</th>
<th>Date</th>
<th>Vessel</th>
<th>From</th>
<th>To</th>
<th>Booking</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1068420 2017/07/16 03:15</td>
<td>LISA ESSBERGER</td>
<td>SCB000 Bar</td>
<td>accepted</td>
<td>L M P T View</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1068420 2017/07/10 10:45</td>
<td>LISA ESSBERGER</td>
<td>Bar SCB000</td>
<td>accepted</td>
<td>L M P T View</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

However, if you are only responsible for one of the Movements (e.g. yours is the Inward Movement and a different Agent is responsible or the Outward), you will only see “yours” (the Inward) as below:

<table>
<thead>
<tr>
<th>Ref</th>
<th>Date</th>
<th>Vessel</th>
<th>From</th>
<th>To</th>
<th>Booking</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1068420 2017/07/10 10:45</td>
<td>LISA ESSBERGER</td>
<td>Bar SCB000</td>
<td>accepted</td>
<td>L M P T View</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There is no way for you to see or view the other Movement(s) on this booking; you can only see your Movement, i.e. the one that your Agent account is responsible for.
Viewing a Movement on a Split Booking

Viewing a booking that is NOT split
When you select to view a Movement on your list of Movements in OBP, you will typically see the details of all Movements on that booking, as per the example below (showing a simple booking with just Inward and Outward Movements):

Viewing a booking that IS split
However, if the booking that it is viewed is split, you will only see “your” Movements, i.e. the Movements that you are responsible. In the simple example below, the Agent is only managing the Outward Movement from the Berth (GOT East) to the Pilot Station (Cumbrae Heads) and can therefore only see that Movement in the Movements list on the left hand side of the screen.
Viewing a Split booking with more than two Movements

When viewing a booking with more than two Movement (e.g. an Inward, Outward and 1 or more internal Moves), if the booking that it is viewed is “split”, again you will only see “your” Movements. However, if you are responsible for more than one Movement on the same booking, you will see all relevant Movements, not just one.

SPLIT BOOKING EXAMPLE

In the booking example below, there are 3 Movements as follows:

(a) Kempock Point (Pilot Station) -> GOT West (Berth)

(b) GOT West (Berth) -> KGV OPS (Berth)

(c) KGV OPS (Berth) -> Kempock Point (Pilot Station)

If you are managing all three of these Movements on the booking, this is what you will see in OBP:

If – however – the 2\textsuperscript{nd} and 3\textsuperscript{rd} Movements are assigned to a different Agent (Agent 2), then you (Agent 1) will see a different picture (only 1 Movement) in OBP as follows:

The other Agent (Agent 2) will also see different information (the second 2 Movements and not the first) when viewing the same booking in OBP as follows:
Split Bookings and Editing Berth Information
When editing the Berth Information on a Split Booking, only the first Agent (Agent 1, responsible for the Movement TO the Berth) can amend the following fields:

- Berth
- Preferred Orientation
- Mooring Not Required

The second Agent (Agent 2 responsible for the Movement LEAVING the Berth) cannot amend any of these fields relating to that Berth.

If Agent 2 selects the “Amend Booking Times” option to amend times, the Berth field is readonly in the “Amend Booking Times” screen, but the Berth Departure Time and any Outward Lock are editable. See screenshot example below:

Split Bookings and Editing Movement Information
When editing the Movement Information on a Split Booking, only the Agent responsible for a Movement can amend the fields on that Movement, as only they can see these fields.

Split Movements and Editing Movement Information
When editing the Movement Information on a Split Movement, only the first Agent (Agent 1, responsible for the first part of the Movement LEAVING the Berth or Pilot Station) can amend the Movement fields.

The second Agent (Agent 2 responsible for the second part of the Movement, TO the second Berth) cannot amend any of these fields relating to that Movement.
Mooring Requests on a Split booking
When adding Mooring Requests to a Split Booking, you can only request Mooring for a Berth linked to a Movement that you are responsible, i.e. you need to be able to see that Berth.

If – for example – a Booking involves the following Movements:

1. Movement 1 = Inward, Pilot Station -> Berth A
2. Movement 2 = Move, Berth A -> Berth B
3. Movement 3 = Move, Berth B -> Berth C
4. Movement 4 = Outward, Berth C -> Pilot Station

If you – as an Agent – are responsible for the Movements 1 and 2 (in italics), you can only request Mooring for Berths A and B, and can’t request Mooring for Berth C.

You are also only able to see Mooring Requests for Berths A and B and only those Requests that your Agent has created.

Cargo Records on a Split booking
When adding Cargo Records to a Split Booking, you can only add these for a Berth linked to a Movement that you are responsible, i.e. you need to be able to see that Berth.

If – for example – a Booking involves the following Movements:

1. Movement 1 = Inward, Pilot Station -> Berth A
2. Movement 2 = Move, Berth A -> Berth B
3. Movement 3 = Move, Berth B -> Berth C
4. Movement 4 = Outward, Berth C -> Pilot Station

If you – as an Agent – are responsible for the Movements 1 and 2 (in italics), you can only add Cargo Records for Berths A and B, and can’t request Mooring for Berth C.

You are also only able to see Cargo Records for Berths A and B and only those Records that your Agent has created.

Documentation on a Split booking
When viewing Documentation on a Split Booking, you can only see Documents that your Agent has created; even if another Agent has created a Document, you shouldn’t be able to see it.

Notes on a Split booking
When viewing Notes on a Split Booking, you can only see Notes that your Agent has created; even if another
Pilotage Requests on a Split booking
When adding Pilotage Requests to a Split Booking, you can only request Pilotage for Movements that you are responsible for managing.

Using the previous example, where you are managing only Movement 1 (Kempock Point to GOT West) then you can only add Pilotage for this Movement as follows (you can only select that “leg” of the booking):

When viewing a list of Pilotage Requests on a Split Booking, you can only see your Pilotage Requests, i.e. you can’t see Pilotage Requests that have been requested by an Agent who is managing one of the other Movements on the same Booking.

Towage Requests on a Split booking
When adding Towage Requests to a Split Booking, you can only request Towage for Movements that you are responsible for managing.

Using the previous example, where you are managing only Movement 1 (e.g. Kempock Point to GOT West) then you can only add a Towage Request for this Movement as follows (you can only select that “leg” of the booking):

When viewing a list of Pilotage Requests on a Split Booking, you can only see “your” Pilotage Requests, i.e. you can’t see Pilotage Requests that have been requested by an Agent who is managing one of the other Movements on the same Booking.
Section 17 – PO References

The ability to add PO References to a booking is a new feature released in October 2017 to help with invoice reconciliation within Peel Ports.

Purchase Order References can be added onto a Booking in a number of places.

These are optional fields and in certain Ports can be displayed on Customer Invoices (please contact your local Port representative for more information on this facility).

Please Note - POs do not need to be entered unless you know that they are needed.

Booking PO Reference

Initially, when a Booking Request is first created, you are now prompted to enter a Booking PO Reference via the “Create New Booking Request” screen (see below):

![Create New Booking Request Screen]

This an optional field, but if used should be filled in with appropriate text referencing the PO for the booking – see example below:

![Example Booking PO Reference]
Editing a Booking PO Ref
The Booking PO Ref can be edited on the Draft Booking before it is submitted – see below:

It can also be edited on an Accepted Booking, if the current time is outside the cut-off for the Port.

Movement PO Reference
PO References can also be added individually per Movement.

This can be relevant and useful in situations where the costs associated with different Movements are paid for by different Customers and/or referenced by different Purchase Orders.

Again, the Movement PO Ref field is optional, not mandatory. See example screenshot:

The Movement PO Ref field can be edited on an Accepted or Pending Booking based on the Port’s cut-off window for edits (see section above on editing Movement Information).
Section 18 - News
A new option called News was released in October 2017. This displays News items created by Peel Ports in OBP, along with any upcoming Lock Closures. The screenshot below shows the new News tab in the top bar of the PortLinks website after you have logged into your account.

New News
If a new News item has been created since you last logged in, the News option will be highlighted in red and a number will be displayed showing how many News items are new (see screenshot below showing 1 new item).

Viewing News
If you select the News option, the screen will change to display a list of Active News items (see below).

Each item has a title and a description, and an Active Date/time (when it starts to be displayed).

Some items have a hyperlink highlighted in red. This hyperlink is either:
(a) A link to a website OR
(b) A link to a file that has been uploaded by Peel Ports.

Clicking on the link will take you to the website behind the link OR download the file.
File Download
If the hyperlink is a link to a file that has been uploaded by Peel Ports, clicking on the link will download the file using your browser’s standard download settings.

The example circled above is a copy of the PortLinks OBP Guide which has been uploaded to OBP News as a PDF file. Downloading the file will enable you to view it an appropriate application on your desktop computer, such as Adobe Reader.

Peel Ports may make other documents available to Agents via this mechanism – keep an eye on News!

Types of News
There are currently 2 types of information displayed, News and Lock Closures.

- New items are displayed with the following symbol 📚
- Lock Closures are displayed with this symbol 🚢

Port News
Each News item or Lock Closure is specific to each Port. To see News for other Ports, you need to select that Port from the list that is available to you as an Agent e.g.

The News page for each Port will likely be very different, although there may be some global messages that are the same for each Port.
Lock Closures
Lock Closure items tell you which Lock will be closed at the current Port, and when the Lock Closure will start and finish. See below:

Planned Lock Closures are usually displayed in advance of the closure, this is controlled by a setting defined by Peel Ports for each Port but the default value is typically 72 hours before the Closure Start Time. If Lock Closures have any comments recorded against them, they are now displayed underneath the Closure item (see screenshot example above).

News Expiry
News items will disappear from the list when they expire. The expiry date for each news item is set by Peel Ports in the Vessel Management System.

Lock Closures disappear from the List when the End Date and time is reached, i.e. when the Lock Closure has finished.

News items can also be deleted by Peel Ports and when this is done, they will disappear from the Agent News screen.
Section 19 – Schedule Upload

A new option called Schedule Upload was made available in Release 2.12, which went live in March 2018. This allows Agents with the correct permissions to load a number of bookings into OBP as Draft Booking Requests by uploading a CSV file containing the booking information.

This section describes how Schedule Uploads currently works. There may be changes to this feature in future, dependant on Agent feedback.

File Format and Columns

Currently, only files in CSV (Comma Separated Value) format can be uploaded via the new Schedule Upload feature. These can be created in various applications such as Microsoft Excel and Notepad, among others. When using Excel to create or edit your upload files, however, it is important that you save the file as a CSV format – for example:

Any file uploaded as to have the first line as a heading row, to indicate which data is contained in each “column” in the file. The allowed values in the header row are indicated in the table in the section below.

Some fields (columns) are mandatory i.e. must be present and data must be present in each valid row for that column. However, the columns do not need to be in any particular order.

An example CSV file is available in the Upload Schedule option in OBP:
Fields

The fields that can be present in each row in a Schedule Upload file are detailed in the following table. Mandatory fields must be present.

<table>
<thead>
<tr>
<th>Field (Header / Column Title)</th>
<th>Mandatory?</th>
<th>Description of field</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vessel IMO</td>
<td>Y</td>
<td>The IMO of the Vessel</td>
<td>8372676</td>
</tr>
<tr>
<td>PS In</td>
<td>Y</td>
<td>The name of the Inward Pilot Station (where the booking begins)</td>
<td>Bar</td>
</tr>
<tr>
<td>PS In Time</td>
<td>Y</td>
<td>The Date at the Inward Pilot Station</td>
<td>24/03/2018 05:30</td>
</tr>
<tr>
<td>PEC In</td>
<td>Optional</td>
<td>The Pilot Exemption Code for the Inward Movement</td>
<td>9323</td>
</tr>
<tr>
<td>Draft In</td>
<td>Y</td>
<td>The Vessel Draft for the Inward Movement</td>
<td>7.1</td>
</tr>
<tr>
<td>Prev Port</td>
<td>Optional</td>
<td>A valid code for the Previous Port</td>
<td>IEDUB</td>
</tr>
<tr>
<td>Berth</td>
<td>Y</td>
<td>The Berth code for the Berth that the vessel is travelling to/from</td>
<td>RORO1</td>
</tr>
<tr>
<td>Berth ETA</td>
<td>Y</td>
<td>The ETA at the Berth</td>
<td>24/03/2018 07:30</td>
</tr>
<tr>
<td>Berth ETD</td>
<td>Y</td>
<td>The ETD for leaving the Berth</td>
<td>24/03/2018 19:00</td>
</tr>
<tr>
<td>PEC Out</td>
<td>Optional</td>
<td>The Pilot Exemption Code for the Inward Movement</td>
<td>9323</td>
</tr>
<tr>
<td>Draft Out</td>
<td>Y</td>
<td>The Vessel Draft for the Outward Movement</td>
<td>6.5</td>
</tr>
<tr>
<td>PS Out</td>
<td>Y</td>
<td>The name of the Inward Pilot Station (where the booking ends)</td>
<td>Bar</td>
</tr>
<tr>
<td>PS Out Time</td>
<td>Y</td>
<td>The Date at the Outward Pilot Station</td>
<td>24/03/2018 20:00</td>
</tr>
<tr>
<td>Next Port</td>
<td>Optional</td>
<td>A valid code for the Next Port</td>
<td>CADLN</td>
</tr>
<tr>
<td>Voyage Purpose</td>
<td>Optional</td>
<td>The Purpose for the Voyage</td>
<td>Discharge &amp; Load</td>
</tr>
<tr>
<td>Cargo Origin</td>
<td>Optional</td>
<td>The Country Code for the Cargo Origin</td>
<td>CA</td>
</tr>
<tr>
<td>Cargo Dest</td>
<td>Optional</td>
<td>The Country Code for the Cargo Destination</td>
<td>AR</td>
</tr>
</tbody>
</table>
Validation

Full validation is carried out on upload for each booking request, to make sure that all values are valid and that the times are sequential i.e. in the correct order. Validation is carried out on the data contained in each upload file as follows

Mandatory fields

A column for all mandatory fields must be present, and valid data must be present in every row for these columns.

General validation

Field formats must meet the specified criteria e.g. dates and times must be in the correct format. For fields such as Berths, Pilot Stations and Ports, valid codes must be entered for each one.

Days in advance

The number of days in advance that an Agent can upload in each file is determined by the value of the Schedule Upload Days Limit field for that Agent account (defined and set by Peel Ports). If a booking within the upload file is more days in the future than the field setting allows, the Agent will be presented with an error.

Number of rows

The number of bookings that an Agent can upload in each file is determined by the value of the Schedule Upload Count Limit field for that Agent account (defined and set by Peel Ports). If the number of rows (excluding the header row) exceeds this value, the Agent will be presented with an error.

Assumptions

Only standard non-complex bookings are allowed, with 2 Movements i.e. In and Out; no internal (e.g. Berth to Berth) Moves are permitted in a schedule upload.

The following assumptions are made when the file is uploaded:

(a) The ISPS Level is NOT set for either Movement as it could be different for different bookings; this will need to be set before submissions
(b) Hazardous and Low Flash are both assumed to be set to “N” for each Movement
(c) No Pilotage is needed for each Movement (Request Pilotage flag = N) and Pilot Exemptions are optional
(d) The number of Persons on Board will be entered later, not via the upload
(e) No Towage or Mooring is needed
(f) Orientation Status and Swing In settings for the Berth are left blank/not set
(g) All Berth Codes are unique (if VMS contains the same code for 2 or more Berths, errors may occur)
(h) Vessel IMOs need to be provided and must be unique
(i) Dates/times are all in UK format e.g. 24/02/2018 04:00
(j) Bookings will NOT be submitted on Upload and will appear on screen as Draft bookings, which then need to be edited and submitted
(k) If a booking has a berth that involve Locks, the Agent will need to select Locks as part of the submission process

NOTE: If a valid PEC no is in the Schedule Upload file for either of the Movements, then the Request Pilotage flag is set to N for that Movement, and the Movement is marked as having Pilotage Exemption.
Using Schedule Upload
If an Agent account is allowed to use Schedule Upload, the “Upload Schedule” option is available in the OBP Header – see below:

Selecting the option will bring up the “Upload Schedule” window to allow you to choose which file to upload – see below:

To upload a file, select “Choose File”, browse to the correct file and then select “Upload” to upload it.

If the file is valid, and the upload is successful, a message will be displayed on screen as follows:

All bookings are uploaded as DRAFT bookings, which all need to be manually edited and submitted.
Schedule Upload Errors
If the file is not valid, one or more errors will be displayed on screen, and these are usually self-explanatory – see 2 examples below:

Schedule Upload Errors – Example 1

Schedule Upload Errors – Example 2

NOTE - if a validation error appears as a result of a file upload, NONE of the bookings in that CSV file will be uploaded.
Section 20 - FAQs
This section contains a list of Frequently-Asked Questions about PortLinks and the Online Booking Portal.

Agent accounts
How many login accounts can I have?
An Agent can have multiple logins to the same Agent account, i.e. several different usernames that can access the same bookings. Bookings created using one username will be visible via a different username linked to the same Agent account.

How secure is PortLinks?
The website has been pen-tested and uses the industry-standard HTTPS, a protocol for secure communication over a computer network, which is widely used on the Internet by Banks, online portals and other large corporations.

Can other Agents access my data?
No, Agents can only view or update their own bookings. In the current release of PortLinks, if a booking is split between 2 Agents (for example the Inward is carried out by Agent A and the Outward is managed by Agent B), neither Agent will be able to view the Booking in PortLinks. This is to prevent each Agent from seeing the other’s booking details.

Movements and Bookings
What is the difference between a Movement and a Booking?
A Movement is an individual Move between 2 locations, whereas a Booking normally comprises 2 or more Movements.

A Booking normally contains at least 1 Inward Movement (coming into Port) and 1 Outward Movement (leaving Port).

An Inward Movement is usually the journey into Port, e.g. from a Pilot Station to a Berth, and the Outward Movement is often the return, i.e. from a Berth to a Pilot Station.

Some bookings have extra Movements, which are usually Moves between Berths. A simple booking may look like the following:

- **Inward Movement** – from Pilot Station A to Berth 1
- **Move** – from Berth 1 to Berth 2
- **Outward Movement** – from Berth 2 to Pilot Station A

Can I add extra Movements to a booking?
You can only add extra Movements (i.e. Berth Visits) to a Booking when it is in a status of **draft**. If you need to add extra Berth Visits to an **accepted** Booking, please contact Peel Ports.

There may be an option to add extra Berth Visits to a Booking in a future version of PortLinks.
Split Bookings

What is a Split Booking?
In Peel Ports’ terminology, a Split Booking is one where there is more than one Agent involved in management of a Booking, i.e. there are different Agents for the individual Movements that make up the booking. For example, Agent 1 may manage the Inward Movement of a booking, bringing a vessel into Port, and a different Agent (Agent 2) may manage the Outward Movement, taking the vessel out of Port.

For complex bookings with more than 2 Movements (e.g. Inward, Outward and several internal berth-to-berth Movements), it is possible that there is more than 1 Agent involved, e.g. a different Agent for each Movement.

What differences will I see when viewing a Split Booking in OBP?
When you view a Split Booking in OBP, you will only be able to see the Movements that you are responsible for, and only the services (e.g. Pilotage) that you have requested. You will only be able to see Berths that you are involved with, and create Cargo and Mooring for Berths that you are involved with.

You will also only be able to create certain services that relate to your part of the booking. For example, an Agent only responsible for the Inward Movement of a booking (into Port) will only be able to create Pilotage or Towage Requests for that Inward Move, and won’t be able to create those requests for the Outward Movement.

How do I “split” a booking i.e. pass management of one or more of the Movements on my booking to a different Agent?
You cannot currently split a booking in OBP. If you are the Agent for a booking, and you need to get management of one of the Movements passed on to a different Agent, you will need to contact Peel Ports directly so that they can do this within the VMS system.

There may be functionality in future that will allow an Agent to split a booking themselves, i.e. allocate a Movement to a different Agent. This will likely involve an approval process and more detail will be provided if and when this becomes available.
statuses

what do all the different movement statuses mean?
the status of each movement is usually displayed as a colour-coded icon.

- a draft booking is one that is currently being created by an agent, and is not ready to be submitted to peel ports.

- a pending booking is one that has been submitted by an agent to peel ports, and is in the vms obp queue waiting to be accepted by a peel ports planner.

- an accepted booking is one that has been submitted by an agent to peel ports, and has been accepted by a peel ports planner.

- a referred booking is one that has been submitted by an agent to peel ports, and has been referred back to the agent by a peel ports planner due to an issue of some kind which means that it can't currently be accepted. (a referred booking can be resubmitted)

- a finished booking is one that has been fully completed in peel ports’ vms system. an agent cannot amend any details on a finished booking, apart from some fields (e.g. next port, cargo) which can be edited within a limited time window after leaving port.

- a cancelled booking is one that has been created in the live vms system, but later cancelled for some reason. an agent cannot amend any details on a cancelled booking apart from adding notes

- a rejected booking is one that has been created in the live vms system, but later rejected for some reason. an agent cannot amend any details on a rejected booking.

vessels

when creating a new booking request, why can't i find my vessel?
where is my vessel?
you can search for a vessel by partial name or imo number. please try several options. for example, a search for 'sande' finds several matches including: stolt sanderingling and sandettie – see screenshot:

If you have tried searching for a vessel and still cannot find it, it may not yet be in our database. Please contact peel ports and ask for the vessel details to be added. There is an email link on the “create booking request” screen.
Berths

Can I add an extra Berth Visit to a booking?
In the current PortLinks Release, you can only add extra Berth Visits to a Booking Request when it is in a status of **draft**. If you need to add extra Berth Visits to an accepted Booking, please contact Peel Ports.

There may be the ability to add extra Berth Visits to non-Draft (i.e. Pending or Accepted) Bookings in a future release of PortLinks, and this will be detailed in future versions of this document.

How do I change the Berth on a booking?
You can always change (edit) the Berth on a Booking Request when it is in a status of **draft**. Please see previous section in this Guide on how to do this.

If you need to change the Berth on an accepted or pending Booking, you need to select the “Amend Berth Times” option at the top of the screen. Typically, a Berth can only be amended if the change is being made outside of the cut-off time for that Port (typically 3 hours before Port or Berth arrival).

A Berth cannot be amended on an Accepted or Pending if Lock Slots have been booked relating to that Berth.

Service Requests

I’ve created a Towage Request but the Towage (Tug) Provider claims not to have received it
A Towage Request will only be sent to a Towage Provider when the Booking Request is submitted. Check the Status of your Booking Request – if it’s still in a status of Draft (**draft**) then it hasn’t been submitted yet.

I’ve created a Mooring Request but the Mooring (Boatmen) Provider claims not to have received it
A Mooring Request will only be sent to a Mooring Provider when the Booking Request is submitted. Check the Status of your Booking Request – if it’s still in a status of Draft (**draft**) then it hasn’t been submitted yet.

Why can’t I change the Provider when I’m editing a Towage or Mooring Request?
This is so that the Provider can keep track of cancelled requests.

To change the Provider on a Towage or Mooring Request, i.e. allocate or request it from a different provider, you need to follow the following process:

(a) Delete (Remove) the original Request – this will remove the Request from your list but it will still appear in the Provider’s list as a CANCELLED Request
(b) Add a new Request and assign it to the new Provider

Locks and Pilot Stations
When I’m creating a Draft Booking with Locks, why can’t I specify the times at the incoming and outgoing Pilot Stations?
When creating a booking involving an incoming Locks you won’t know what times the Vessel needs to be at the Pilot Station until you’ve selected a Lock, which is done on the final submission screen. The same is true for outgoing Movements.

When you select a Lock on the final booking submission screen, the incoming Pilot Station times will be estimated based on Transit Times stored in our VMS system. These will be the times that you need to be ready to leave the Pilot Station (although the Vessel can arrive earlier of course).

When I’m creating a Pilotage Request on a Draft Booking with Locks, how do I know what time I need the Pilotage for?
For Movements involving Locks, you don’t need to specify the Pilotage Start and Finish times until you’ve selected the Locks. This can be done on the final Submission screen.

When I’m creating a Mooring Request on a Draft Booking with Locks, how do I know what time I need the Mooring for?
For Movements involving Locks, you don’t need to specify the times when you need the Mooring until you’ve selected the Locks. This can be done on the final Submission screen.

When selecting a Lock, why aren’t I presented with any Lock times to select from?
When selecting a Lock for a Dock where there are 2 Locks to choose from (e.g. in Liverpool there are Gladstone and Langton Locks), why am I only presented with Lock times for one of the Locks?
There are a number of reasons why you may not be presented with Lock times to choose from. You will only be presented with Lock times if the Vessel dimensions (LOA, Beam and Draft) are such that it will fit through the Lock on the chosen date.

For example, the Vessel draft may be such that it will not fit in the Lock due to the tide or sill height. Also, if the LOA is too long or the Beam is too wide, it may not fit in a particular Lock.
Other reasons might be that the expected Lock is currently not available, i.e. is Closed or taken by another Vessel.

Why do I sometimes see Locks when making booking requests in Liverpool called ‘Gladstone Lock via Hornby Passage’ and ‘Langton Lock via Hornby Passage’?
These new Locks will now appear if you make a booking request to a Berth which potentially involves going through the Hornby Passage, which has restrictions based on Vessel size. These options won’t appear if the Vessel has a Beam, LOA or Draft that means it won’t fit through the Hornby Passage.
Clone Bookings
What is mean by “Clone Booking”? 
“Clone Booking” functionality is the ability to create a new copy of a previous booking, that is create a new booking based on an old or existing one. This copies some - but not all - of the information from the previous booking.

How do I clone a Booking in PortLinks?
Based on your Agent settings, when you are viewing any booking in OBP, there will be a ‘Clone’ option at the top of the screen to enable you to create a new Draft booking based on an existing booking.

If you don’t have the ‘Clone’ option, please contact Peel Ports to request that this is enabled for your Agent account.

What does the Clone Booking option do?
The Clone Booking option creates a new booking based on the one previously selected (e.g. same Pilot Stations and Berths), but with various information blanked out (e.g. dates and times). If you fill in the additional information pertinent to the new booking, you can then submit it; the Clone Booking process should be a lot quicker than creating the Booking from scratch.
Amending Booking times

How do I amend times on a Booking in PortLinks?
You can now amend times on a Pending or Accepted Booking, as long as the times that you want to amend are not within the cut off time for that Port. To amend times, view the booking and select “Amend Booking times” at the top of the booking.

How do I change the Berth on a Booking in PortLinks?
You can now change the Berth on a Pending or Accepted Booking, as long as the times for that Berth that you want to amend (or the Movement to it) are outside the cut off time for that Port (typically 3 hours). To change the Berth, view the booking and select “Amend Booking times” at the top of the booking.

Why can’t I amend the times or Berth on my Booking in PortLinks?
You can only amend times on a Draft, Pending or Accepted Booking. For example, you cannot amend times on a Booking with a status of Cancelled or Finished.

You can also only amend times on a Pending or Accepted booking if your Agent account has the “Can Amend Times” option enabled. This setting is administered by Peel Ports.

If any of the times that you want to amend are not within the cut off time for the Port that the Booking is linked to, you will also be unable to change these; normally these times will be displayed as readonly fields, for example at 13:43 on 22\textsuperscript{nd} June 2016, only 1 time (the departure) could be edited in the Berth section of the booking below:

<table>
<thead>
<tr>
<th>Berth</th>
<th>Greenock Ocean Terminal East</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrival</td>
<td>22/06/2017 12:00</td>
</tr>
<tr>
<td>Mooring Request: Mooring Arrival - OBP</td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>20/06/2017 14:00</td>
</tr>
<tr>
<td>Mooring Request: Mooring Departure - OBP</td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>21/06/2017 12:00</td>
</tr>
<tr>
<td>Departure</td>
<td>23/06/2017 13:00</td>
</tr>
</tbody>
</table>

Who is notified when I amend times on a Booking in PortLinks?
When you successfully amend times on an Accepted Booking, a notification email is sent to a mailing list within Peel Ports so that all relevant staff are aware of the changes.

No emails are sent if times are amended on Draft or Pending bookings, as these are not live bookings.

When times are successfully amended on an Accepted Booking, information is also displayed on the Planners Dashboard used internally by the Peel Ports Group Marine Planning Team.
How do I amend the Pilot Station on a Booking in PortLinks?
You can now amend a Pilot Station on a Pending or Accepted Booking, as long as the current times of the Station that you want to amend are not within the cut off time for that Port. To amend a Pilot Station, view the booking and select “Amend Booking times” at the top of the booking.

Why can’t I amend the Pilot Station on my Booking in PortLinks?
You can only amend Pilot Stations on a Draft, Pending or Accepted Booking.

You can also only amend Pilot Stations on a Pending or Accepted booking if your Agent account has the “Can Amend Times” option enabled. This setting is administered by Peel Ports.

If the current time (ETA/ETD) for the Pilot Station that you want to amend are not within the cut off time for the Port that the Booking is linked to, you will also be unable to change that Pilot Station, and it will normally be displayed as a readonly field, see example booking below:

![Amend Booking Times - GH CITATION](image)

You cannot amend Pilot Stations on a Booking with a status of Cancelled or Finished.
Cancelled Bookings

What is a “Cancelled” booking?
A booking which has a status of “Cancelled” is one which has been cancelled in Peel Ports’ VMS System.

What can I do with a “Cancelled” booking?
You cannot make any changes to a booking which has a status of “Cancelled”, apart from adding a Note.

Finished Bookings

What is a “Finished” booking?
A booking which has a status of “Finished” is one which has been completed in Peel Ports’ VMS System. In practice, this normally means that an Actual time has been entered for the final location on a booking, usually the Outward Pilot station.

What can I do with a “Finished” booking?
You cannot make many changes to a booking which has a status of “Finished” apart from:
(a) Adding a Note
(b) Adding, Editing or Removing Cargo (but only if the current time is within the cut-off window for that Port)

Schedule Upload

What is the new Schedule Upload feature?
The new Schedule Upload feature allows an Agent to upload a number of bookings via a CSV (Comma Separate Values) file. These are uploaded into the Agent’s OBP as Draft bookings, which can then be amended and submitted once other mandatory information has been entered (e.g. ISPS level, Cargo etc.).

Why can’t I see the new Schedule Upload feature?
The new Schedule Upload feature is enabled on a per-Agent basis and will be rolled out slowly. Please talk to or email your main Peel Ports Marine contact if you don’t have this option but would like to use it.

News

I’ve been told that there is a new News item but I can’t find it in OBP
If your Agent account is linked to multiple Ports, please make sure that you have selected the correct one as News items are specific to each different Port.

I’ve been told that there is new Lock Closure information but I can’t find it in OBP
Lock Closure information is made available in the News section in OBP, but only a certain period of time in advance of the closure (typically 72 hours).

If your Agent account is linked to multiple Ports, please make sure that you have selected the correct one as News and Lock Closures are displayed specific to each different Port.

Lock Closure information is only displayed for Ports which have Locks defined in Peel Ports’ VMS system; these are currently Liverpool/Mersey and Medway (Chatham)
Latest OBP Guide
Where do I find the latest copy of the Agent Guide for PortLinks OBP?
The latest version of the OBP Agent Guide should be available in the News section of OBP. If it’s not visible in News, please contact Peel Ports Group Marine to ask for it to be uploaded.

Mandatory fields
How do I know which fields I need to fill in, that is which ones are mandatory?
Mandatory fields are usually denoted on screen by a red asterisk e.g. the Cargo Origin field displayed here:

![Cargo Origin Field](image)

There is a message on in the Movement screen, reminding the user about the red asterix – see screenshot:

![Movement Screen Screenshot](image)

Frequently Reported Problems
Where are my bookings – when I log into PortLinks, I get a message on screen saying ‘No data available in table’?
This message will usually occur when you are logged into PortLinks and have selected a Port which your Agent account is not valid for, or where your Agent is not configured correctly. For example, if you are a Medway Agent, but select a Port of ‘Liverpool’ (see screenshot) then you will get this error:

![Port Selection Screenshot](image)
General

How do I request changes to PortLinks?
There are plans to further develop and improve PortLinks, and the functionality provided through OBP. We would welcome feedback and suggestions on how the portal can be improved, and will take these into account in planning future releases.

Please talk to or email your main Peel Ports Marine contact to give your comments about PortLinks (OBP).

System Requirements

What do I need to access PortLinks?
You can access PortLinks through any modern browser, on a PC, laptop or tablet. It will work on a small screen device such as a smartphone but is not designed for use on these types of devices due to the amount of information that needs to be shown. It may not display clearly on a mobile phone and require a significant amount of scrolling.

What browsers is PortLinks compatible with?
PortLinks is compatible with most modern web browsers that provide HTML5 Support. We have tested the application with Chrome, IE 11, Firefox and Safari.

In the main, we would recommend that you use the latest versions of one of the following browsers:

- Google Chrome
- Internet Explorer (Version 11 onwards)
- Microsoft Edge
- Firefox
- Safari

Older versions of Internet Explorer (version 10 and earlier) are not supported and PortLinks may not work correctly in IE10, 9, 8 etc.

What technical settings do I need in my browser?
Cookies and JavaScript should be enabled to allow PortLinks (OBP) to work correctly. Ask your own IT Support for advice on this if needed.

Cookies

What are Cookies?
A cookie is a small text file that’s stored on your computer or mobile device when you visit a website. They are usually used to remember your preferences and tailor information displayed on screen.

What is Peel Ports’ policy regarding Cookies?
Peel Ports’ Cookie Policy is available on our main website at the address below:

https://www.peelports.com/cookie-policy
## Section 21 - Glossary

This section contains a list of Frequently-used terms, phrases and words in this document, and, with accompanying meanings and definitions.

<table>
<thead>
<tr>
<th>Field, Word or Phrase</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beam</td>
<td>The beam of a ship is its width at the widest point as measured at the ship's nominal waterline</td>
</tr>
<tr>
<td>Cargo Origin</td>
<td></td>
</tr>
<tr>
<td>Cargo Destination</td>
<td></td>
</tr>
<tr>
<td>Commodity</td>
<td></td>
</tr>
<tr>
<td>Draft (m.)</td>
<td>Also spelt as “draught” - the minimum depth of water a ship or boat can safely navigate; variable value depending on cargo</td>
</tr>
<tr>
<td>GT</td>
<td>A measurement of the total capacity of a vessel, in volumetric tons of 100 cubic feet</td>
</tr>
<tr>
<td>Hazardous</td>
<td></td>
</tr>
<tr>
<td>ISPS Level</td>
<td></td>
</tr>
<tr>
<td>LOA</td>
<td>The Length overall of a vessel, it is the maximum length of a vessel's hull measured parallel to the waterline</td>
</tr>
<tr>
<td>Low Flash</td>
<td></td>
</tr>
<tr>
<td>Mooring not required (flag appears against each Berth on a Booking)</td>
<td></td>
</tr>
<tr>
<td>PEC (Pilot Exemption Certificate) (can be recorded against a Movement on a Booking)</td>
<td></td>
</tr>
<tr>
<td>Persons On Board or POB</td>
<td>The count of people reported to be on board a vessel for a particular voyage or Movement</td>
</tr>
<tr>
<td>Preferred Orientation (field appears against each Berth on a Booking)</td>
<td>An optional field describing how the preferred orientation or position for a Vessel when at a Berth</td>
</tr>
<tr>
<td>Provider (e.g. on Add Towage screen)</td>
<td>The Provider of the Service, either Towage or Mooring</td>
</tr>
<tr>
<td>Request Pilot</td>
<td>This Movement needs a Pilot</td>
</tr>
<tr>
<td>R.O.B. (on Add Cargo screen)</td>
<td>Remain on Board</td>
</tr>
<tr>
<td>Towage Required</td>
<td>This Movement needs Towage e.g. one or more Tugs</td>
</tr>
<tr>
<td>Field, Word or Phrase</td>
<td>Meaning</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Vessel Defects</td>
<td>A field used to report any Vessel Defects that an Agent is aware of when making a Booking Request. If none known, please enter “Nil&quot; or “None” (and amend later if defects become known)</td>
</tr>
<tr>
<td>Voyage Purpose</td>
<td>The purpose of the vessel voyage, i.e. why it is visiting Port</td>
</tr>
</tbody>
</table>

END OF DOCUMENT