

## PEEL PORTS LONDON MEDWAY

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# NOTICE TO AGENTS, SHIP AND BERTH OPERATORS

## NASBO No: 03 of 2023

## Peel Ports Online Booking Portal (OBP) Vessel Booking Times

### Issued 1<sup>st</sup> February 2023

It has come to our attention that a number of ship's agents have continued to employ a legacy system regarding the times they are entering against vessel bookings within the online booking portal (OBP). This legacy approach has led to some confusion and subsequent disputes over baulk tide charges for erroneous pilot orders.

Prior to the inception of the OBP, vessel bookings were managed locally by Medway VTS who used a system of provisional and confirmed vessel/pilot bookings which were indicated on the vessel tracking system as follows:

- Bookings whose time ended ##:01, ##:59 or ##:16 were provisional
- Bookings whose time ended ##:00, ##:15, ##:30 or ##:45 were confirmed

Please be informed that as of today the **legacy system shown above will no longer be recognised** and that agents should only enter times ending :00, :15, :30 or :45 against booking voyage legs.

For bookings where pilotage has been requested it will be assumed that the time entered against the pilot station line or ETD is confirmed unless the booking is amended prior to the relevant "tell-off" time. If agents/operators cannot access the OBP system to amend a booking in time, a phone call must be made to the duty pilot or marine planners during office hours or Medway VTS out of hours to either cancel or amend the timings.

It is the agents responsibility to maintain vessel bookings and keep all times updated using the portal, failure to do so may incur an intervention charge.

If there is an issue with a booking regarding pilot availability, agents should expect a phone call from the duty pilot, marine planners or marine managers to discuss the matter and, if required, reorganise pilotage.

Thank you in advance for your co-operation

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