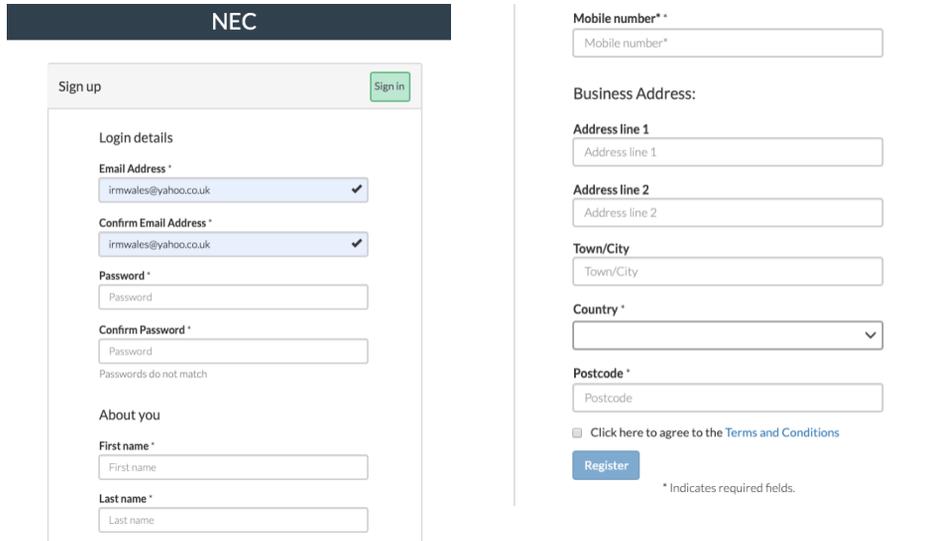


VOYAGE CONTROL

Basic End-User Guide

Sign-up

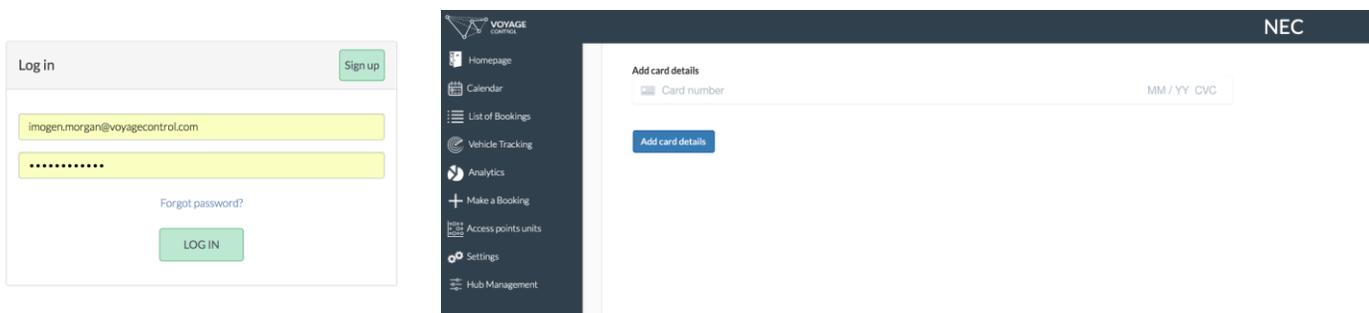


The screenshot shows the 'Sign up' form in the NEC system. The form is divided into two main sections: 'Login details' and 'About you'. The 'Login details' section includes fields for 'Email Address', 'Confirm Email Address', 'Password', and 'Confirm Password'. The 'About you' section includes fields for 'First name' and 'Last name'. To the right of the 'Login details' section, there is a 'Sign in' button. Below the 'Login details' section, there is a 'Business Address' section with fields for 'Mobile number', 'Address line 1', 'Address line 2', 'Town/City', 'Country', and 'Postcode'. There is also a checkbox for 'Click here to agree to the Terms and Conditions' and a 'Register' button. A note at the bottom right states '* Indicates required fields.'

To **Sign up** please press the green 'Sign-up' button, and enter your credentials here. If you need to reset your password you can amend this in 'Settings' once you are logged in.

Once signed up, to log in you must enter your email address and password (see below).

Upon log-in you will be asked to add your card details. Charges will only apply for overstay, outlined at the start of the booking process



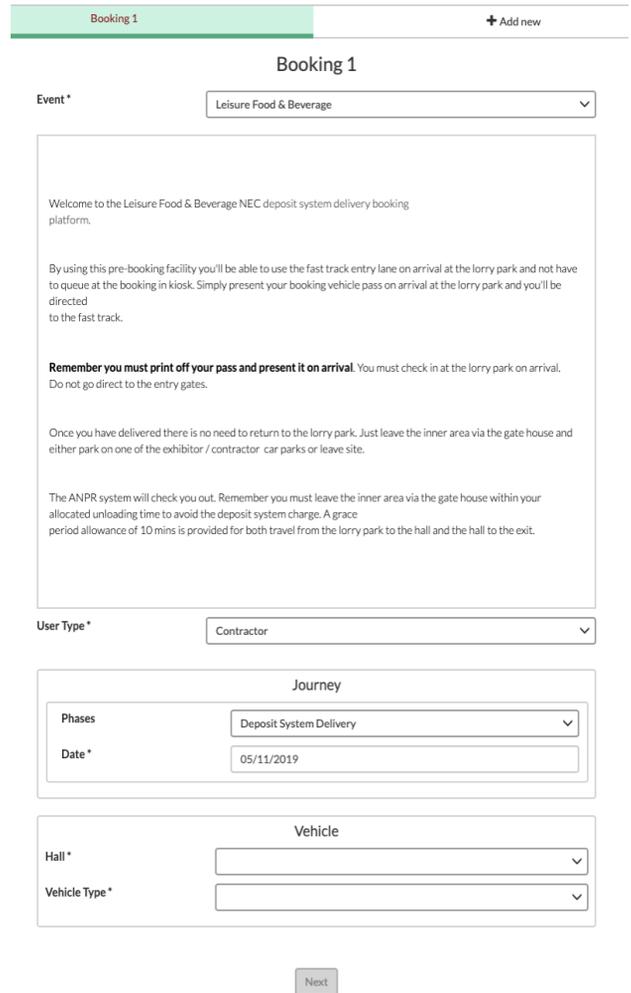
The screenshot shows two parts of the NEC system. On the left is the 'Log in' form, which includes a 'Sign up' button, a text input field for the email address (containing 'imogen.morgan@voyagecontrol.com'), a password input field (masked with dots), a 'Forgot password?' link, and a 'LOG IN' button. On the right is the 'Add card details' form, which includes a 'Card number' input field (with a placeholder 'MM / YY CVC') and an 'Add card details' button. A dark sidebar on the left contains navigation links: Homepage, Calendar, List of Bookings, Vehicle Tracking, Analytics, Make a Booking, Access points units, Settings, and Hub Management. The top right corner of the page displays 'NEC'.

PLEASE NOTE:

1. There is an online helpdesk, to use this please click on the green 'Support' button in the top right hand corner.
2. **We recommend the use of Google Chrome or Microsoft Edge** browsers as older browsers will provide a poor user experience.

How to book (1)

1. Select “make a booking”
2. Select your event
3. Select a date and your user type (eg. Shell Scheme or Space Only - these are pre-defined in the dropdown) You can also make multiple bookings at once by clicking on the Add New button.
4. Select the phase of your booking. “Build” is for a normal build up day. “Deposit System Delivery” is for use on designated deposit system days. This is normally the last day of a build up on busier events
5. Select the date
6. Select which Hall you are delivering to and your vehicle type
7. A pop up will then appear with available time slots – if a time is not available, it will be greyed out. Please remember that this is an *ETA* and the NEC cannot guarantee entry at this time. Select the time and click ok.
8. Click Next



Booking 1 + Add new

Event* Leisure Food & Beverage

Welcome to the Leisure Food & Beverage NEC deposit system delivery booking platform.

By using this pre-booking facility you'll be able to use the fast track entry lane on arrival at the lorry park and not have to queue at the booking in kiosk. Simply present your booking vehicle pass on arrival at the lorry park and you'll be directed to the fast track.

Remember you must print off your pass and present it on arrival. You must check in at the lorry park on arrival. Do not go direct to the entry gates.

Once you have delivered there is no need to return to the lorry park. Just leave the inner area via the gate house and either park on one of the exhibitor / contractor car parks or leave site.

The ANPR system will check you out. Remember you must leave the inner area via the gate house within your allocated unloading time to avoid the deposit system charge. A grace period allowance of 10 mins is provided for both travel from the lorry park to the hall and the hall to the exit.

User Type* Contractor

Journey

Phases Deposit System Delivery

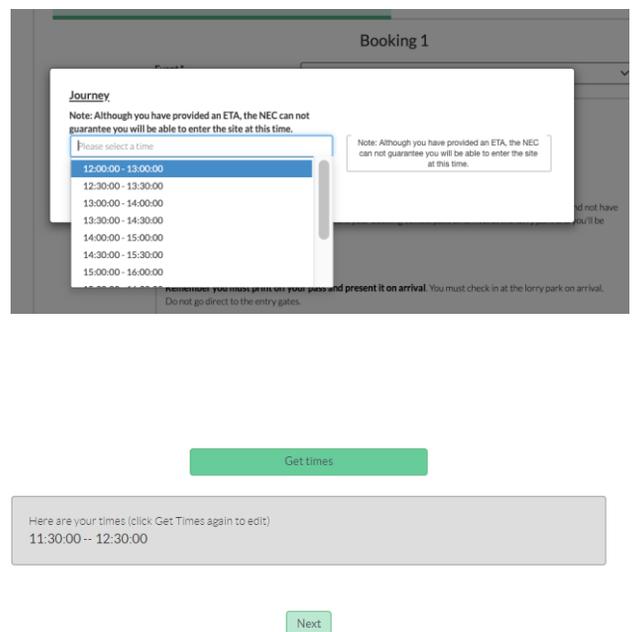
Date* 05/11/2019

Vehicle

Hall* [Dropdown]

Vehicle Type* [Dropdown]

Next



Booking 1

Journey

Note: Although you have provided an ETA, the NEC can not guarantee you will be able to enter the site at this time.

Please select a time

- 12:00:00 - 13:00:00
- 12:30:00 - 13:30:00
- 13:00:00 - 14:00:00
- 13:30:00 - 14:30:00
- 14:00:00 - 15:00:00
- 14:30:00 - 15:30:00
- 15:00:00 - 16:00:00

Note: Although you have provided an ETA, the NEC can not guarantee you will be able to enter the site at this time.

Remember, you must print off your pass and present it on arrival. You must check in at the lorry park on arrival. Do not go direct to the entry gates.

Get times

Here are your times (click Get Times again to edit)
11:30:00 -- 12:30:00

Next

How to book (2)

9. Add in details of the exhibiting company that you are delivering to, as well as the delivering company.
10. Please enter stand details, the name and number of the stand that you are delivering to
11. Complete the rest of the booking form by adding in the driver of your vehicle. You can use the drop down box if the driver has been booked in before or enter a new driver. *Click on the checkbox if you do not know the drivers details yet but please ensure you edit this once you know.*
12. Add the postcode of origin (where your journey is beginning from) and the vehicle registration number. Select the Reg. number from the drop down if the vehicle has been booked in before or enter a new one.
13. Ensure that you review the Terms and Conditions and click the checkbox to agree to these.
14. Once complete, press the green 'Submit Booking' button.

Exhibitor Company

Use my details

Company name *

Name and Surname *

Email address *

Mobile number *

Delivering Company

Use my details

Company name *

Email address *

Stand Details

Stand name *

Stand number *

Driver

+ Add driver *

I do not know the driver at this time

Journey information

Postcode of origin *

Postcode of origin *

Vehicle Info

+ Add vehicle information

NEC DATA PROTECTION OPTIONS

The NEC Group would like to contact you by email about forthcoming events at our venues, offers and priority bookings that we think you may be interested in. If you would prefer not to receive these emails, please tick the box below, or click "unsubscribe" in any of our emails.

Do not send me emails about future events, offers or priority bookings.

Please note:

1. You have legal rights to object to the processing of your data for marketing purposes and to object to any data processing carried out on the basis of our legitimate interests.
2. Even if you tick the box above, we may still need to send you service communications in relation to your account or any bookings you make.

For more information about the companies within The NEC Group and how we use your information, please see our [Privacy Policy](#).

BOOKING TERMS AND CONDITIONS

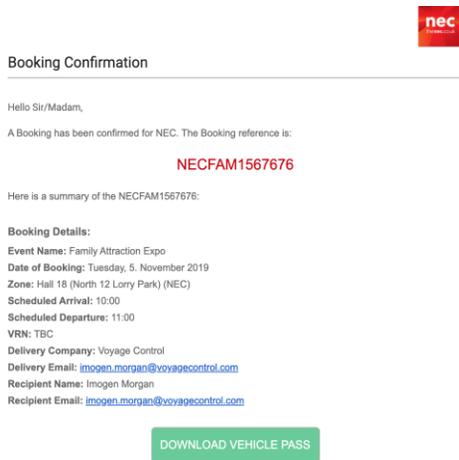
I agree to the [Terms and Conditions](#) of booking.

Back

Submit booking

Note: If the submit box appears grey and you can't submit, check through the booking form to ensure that you have an answer filled in for each section and haven't missed anything.

- Once the booking is submitted, you will then get a summary screen with rules and an email with all of your booking details on it as well as a link to the platform to download your pass, with your QR code on it.



Booking Confirmation

Hello Sir/Madam,

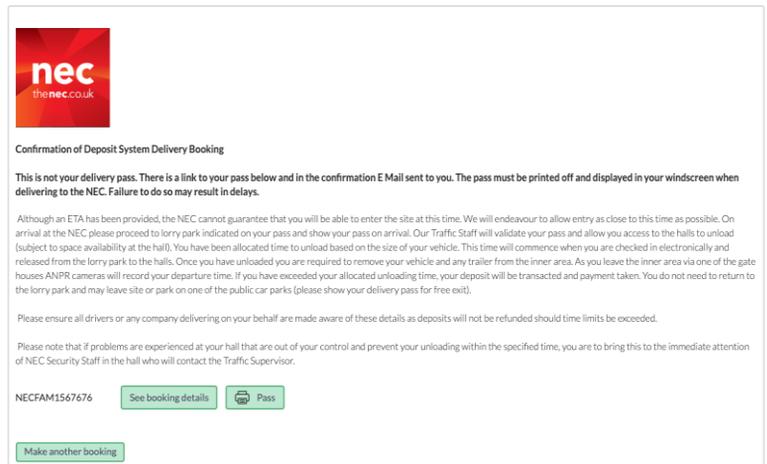
A Booking has been confirmed for NEC. The Booking reference is:

NECFAM1567676

Here is a summary of the NECFAM1567676:

Booking Details:
Event Name: Family Attraction Expo
Date of Booking: Tuesday, 5 November 2019
Zone: Hall 18 (North 12 Lorry Park) (NEC)
Scheduled Arrival: 10:00
Scheduled Departure: 11:00
VRN: TBC
Delivery Company: Voyage Control
Delivery Email: imogen.morgan@voyagecontrol.com
Recipient Name: Imogen Morgan
Recipient Email: imogen.morgan@voyagecontrol.com

[DOWNLOAD VEHICLE PASS](#)



Confirmation of Deposit System Delivery Booking

This is not your delivery pass. There is a link to your pass below and in the confirmation E Mail sent to you. The pass must be printed off and displayed in your windscreen when delivering to the NEC. Failure to do so may result in delays.

Although an ETA has been provided, the NEC cannot guarantee that you will be able to enter the site at this time. We will endeavour to allow entry as close to this time as possible. On arrival at the NEC please proceed to lorry park indicated on your pass and show your pass on arrival. Our Traffic Staff will validate your pass and allow you access to the halls to unload (subject to space availability at the hall). You have been allocated time to unload based on the size of your vehicle. This time will commence when you are checked in electronically and released from the lorry park to the halls. Once you have unloaded you are required to remove your vehicle and any trailer from the inner area. As you leave the inner area via one of the gate houses ANPR cameras will record your departure time. If you have exceeded your allocated unloading time, your deposit will be transacted and payment taken. You do not need to return to the lorry park and may leave site or park on one of the public car parks (please show your delivery pass for free exit).

Please ensure all drivers or any company delivering on your behalf are made aware of these details as deposits will not be refunded should time limits be exceeded.

Please note that if problems are experienced at your hall that are out of your control and prevent your unloading within the specified time, you are to bring this to the immediate attention of NEC Security Staff in the hall who will contact the Traffic Supervisor.

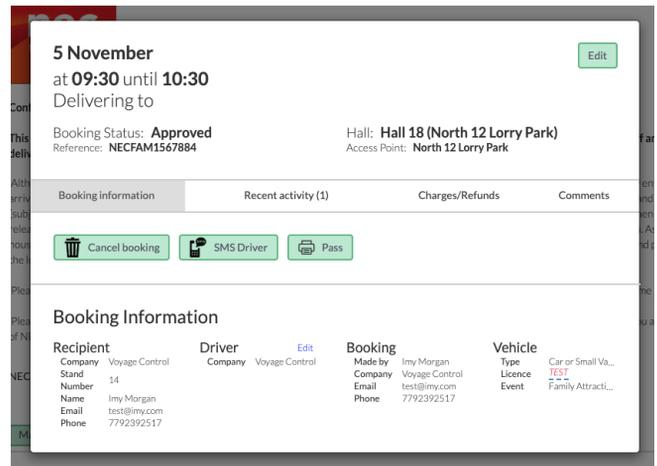
NECFAM1567676 [See booking details](#) [Pass](#)

[Make another booking](#)

- You can also see all your bookings in the 'List of Bookings' in the menu on the left hand side of your screen

Status	Vehicle Type	Plate	Stand	Special requests	Recipient company	Scheduled Arrival Time	Scheduled Arrival Date	Scheduled Arrival	Scheduled departure	Departed	Us ty
Scheduled	Car with Trailer	123	Zone 100		Voyage Control	08:00	08-Aug-2018		08:30		She Sch Exp
Scheduled	Van	123	Zone 100	Forklift	Voyage Control	08:30	08-Aug-2018		09:00		She Sch Exp
Scheduled	Car with Trailer	123	Zone 100		Voyage Control	08:30	08-Aug-2018		09:00		Spe On Exp

- You can click into any of your bookings to 'edit' them, print off your vehicle pass and perform a number of other functions.



5 November [Edit](#)

at **09:30** until **10:30**
Delivering to

Booking Status: **Approved** Hall: **Hall 18 (North 12 Lorry Park)**
Reference: **NECFAM1567884** Access Point: **North 12 Lorry Park**

Booking information Recent activity (1) Charges/Refunds Comments

[Cancel booking](#) [SMS Driver](#) [Pass](#)

Booking Information

Recipient Company	Voyage Control	Driver Company	Voyage Control	Booking Made by	Imy Morgan	Vehicle Type	Car or Small Va...
Stand Number	14			Company	Voyage Control	Licence	TEST
Name	Imy Morgan			Email	test@imy.com	Event	Family Attract...
Email	test@imy.com			Phone	7792392517		
Phone	7792392517						

- Please ensure that you have a printed vehicle pass for when you arrive on-site.