



Voyage Control – User Guide

Optimising Logistics





Contents

- Logging in and signing up
- The homepage options explained
- Make a booking – arrange a delivery
- Obtaining your vehicle pass
- Editing your booking
- Contact details



Home page and logging in/signing up at Excel London

- To use the Voyage Control system at Excel London, please visit - <https://Excellondon.voyagecontrol.com/>

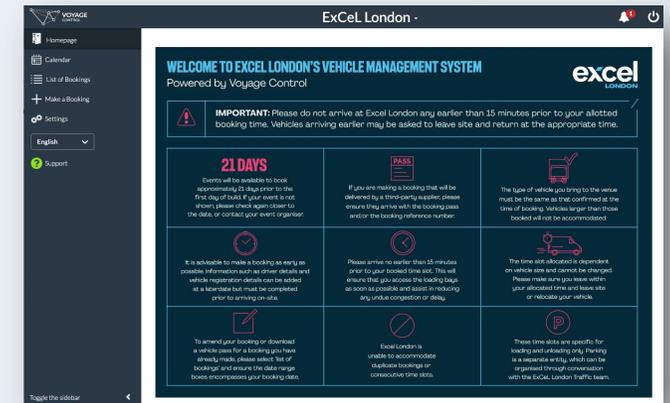
You will be asked to log in. If you are already registered on the system for other venues – you can use your existing details to login.

If you have not used the system before, please select **Sign Up**

Please complete the simple form, accept the terms and conditions and select **Register**.

A verification email will immediately be sent to your email account (please check spam and junk folders) which contains a link to verify your email – the link will bring you straight back to the Excel London site.

Excel homepage



Scanning the QRCode will also take you straight to the website

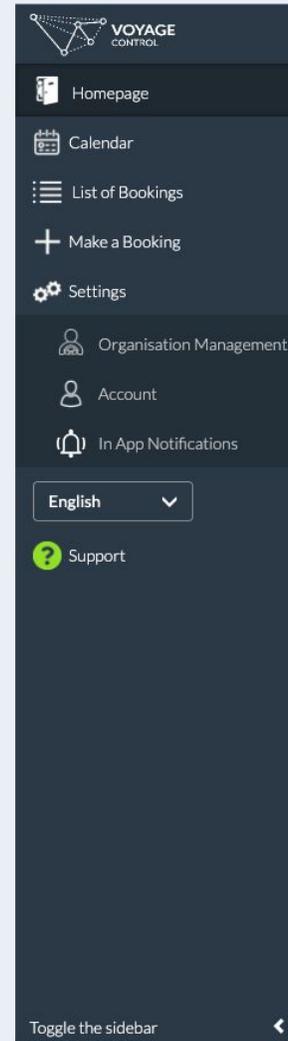
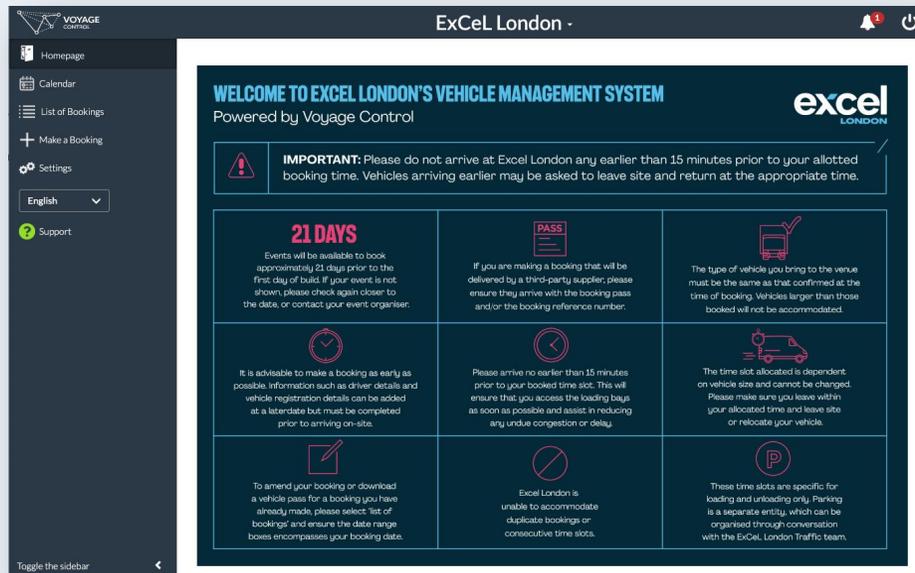




Your menu explained

Once logged in you will view the Excel welcome page with some menu options on the left

The system is provided free of charge by Excel to exhibitors and suppliers, it is designed to ensure your visit will be efficient and safe with minimal delays



Homepage – click here at any point to bring you back to the welcome page – it has some useful venue rules and guidance

Calendar & List of Bookings – once you have created bookings you can use this link to view those bookings, make any edits to bookings and check details as well as download your booking/vehicle pass

Make a Booking – click this link to arrange your deliveries

Settings

Organisation Management – Here you will be able to see your colleagues who have signed up for the same company.

Account – This is where you can change your name and company details as well as edit your email and change your password if required

In App Notifications – It is possible to change the number of emails you receive from the system, if you are part of a big organisation, you may receive emails relating to colleagues bookings here you can manage those settings

Support – Click here to contact us with any system issues – venue questions can be sent to voyagecontrol@excel.london

Toggle the sidebar – can hide the side menu – the arrow will bring it back



Making a booking – arrange your deliveries and collections

MAKE A BOOKING AT EXCEL LONDON

Scheduling Information

Event

- **AA**HSE All Colleague Events 2023
- Brand Licensing Europe 2023
- Chatbot Summit 2023 via Sunrize Digital
- Climate Tech 2023
- Connected Britain 2023
- Create Your Future 2023
- Deloitte UK Partner Event 2023

Event

Climate Tech 2023

User Type

- Contractor
- Exhibitor - Shell Scheme & POD
- Exhibitor - Space only
- Official Contractor
- Organisers

Delivery Information

Phases

Date

- Build
- Open
- Breakdown

Step 1: Select the event you are arranging the delivery for. (If your event isn't listed, please check the exhibitor's manual to confirm the dates that the system will go live for making bookings for delivery)

Step 2: Choose your user type – this is linked to the type of stand you have and/or your role supporting the stand

Step 3: Select the phase you are delivering to: build, open and breakdown (open is for restocking during the event typically)

NB: If you are booking for Build please remember to book your Breakdown collection also.



Making a booking – arrange your deliveries and collections (cont.)

Delivery Information

Phases: Open

Date: Please select a date

Access Points: [dropdown]

Vehicle Type: [dropdown]

Calendar: September 2023

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
35	28	29	30	31	01	02	03
36	04	05	06	07	08	09	10
37	11	12	13	14	15	16	17
38	18	19	20	21	22	23	24
39	25	26	27	28	29	30	01
40	02	03	04	05	06	07	08

Next

Step 4: Once you have selected the phase you are arranging your delivery for, the system will show you the available dates for you to select – if there is only a single day the system will auto select that date.

Vehicle Details

Access Points: South - Red (Door 15)

Vehicle Type: 17 Tonne

Get times

Select your times

Step 5: Select the delivery area (access point), the closest delivery area to your stand, this will be visible on the show floor plan which may be linked above.

Step 6: Choose your delivery vehicle – please be as accurate as possible as this helps the venue team ensure your vehicle has access when it is needed (choosing the wrong vehicle type could lead to a delay upon arrival)



Making a booking – timing is everything

The screenshot shows a web interface for booking a delivery. A modal window titled 'Delivery Information' is open, prompting the user to 'Please select a time'. A dropdown menu is displayed with the following time slots: 08:00:00 - 09:30:00, 08:30:00 - 10:00:00, 09:00:00 - 10:30:00, 09:30:00 - 11:00:00, 10:00:00 - 11:30:00, 10:30:00 - 12:00:00 (highlighted), 11:00:00 - 12:30:00, and 11:30:00 - 13:00:00. Below the dropdown, the form includes fields for 'Phases' (set to 'Open'), 'Date' (set to '26-Sep-2023'), 'Access Points' (set to 'South - Red (Door 15)'), and 'Vehicle Type' (set to '17 Tonne'). A green 'Get times' button is visible. At the bottom, a message states: 'Here are your times (click Get Times again to edit) 10:30:00 -- 12:00:00'.

Step 7: The final step on this page is to choose your delivery time based on the information you have already entered the system will show the available time slots on your chosen day. If a time slot is not available, it may be linked to rules for the event or venue or it may be that the slot is already filled by other exhibitors

If your preferred time slot is not available, please select the next best option

If your vehicle arrives at the selected time slot it will have the best chance to go quickly to the unload/load area

Once you are happy with this page, please select **Next**



Making a booking – tell us about your delivery

Exhibitor Company

Use my details

Company Name

Recipient Name

Email Address

Mobile number

Delivering Company

Use my details

Company Name

Email Address

Stand Details

Stand number

Driver

I do not know the driver at this time

Postcode of origin

Delivery Vehicle Information

Vehicle Registration Number

I do not know the VRN at this time

Step 8: Tell the venue about your delivery, this page in the booking process allows the venue team to give you the most support when you arrive

Exhibitor Information: Who are your delivering for (if it's you please select "Use my details")

Delivery Company: If you are using a commercial transport company, please enter their company name and a valid contact email

Stand Number: This is essential information as it helps the team guide you to the best unloading point at the access point and also helps if you need help about the venue the stand number helps the team know a bit more about your delivery to help

Driver: We need to know the name and phone number of the driver in case there are any issues whilst the vehicle is onsite (once added, saved drivers will be available to choose from the drop-down list for your future bookings)

Postcode of Origin: Knowing where the delivery vehicle has come from or is going back to helps the venue and the exhibition organisers to measure the carbon footprint of the event and help support the future.

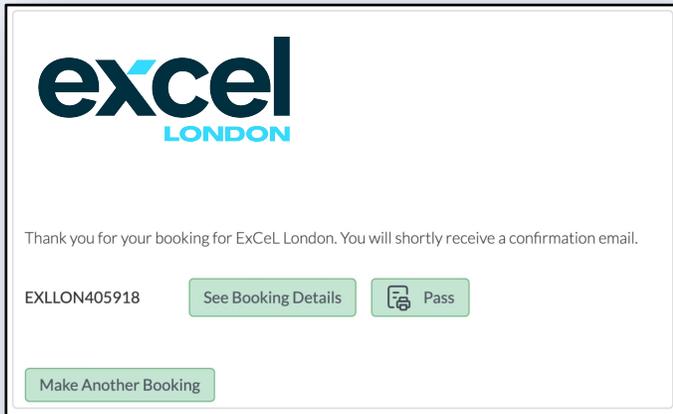
Vehicle Registration: This helps us support you onsite and ensures faster processing

Note: All details can be edited once the booking is created, missing details can also be added after the booking is submitted – the more accurate and complete your booking the faster your delivery will be processed on site.



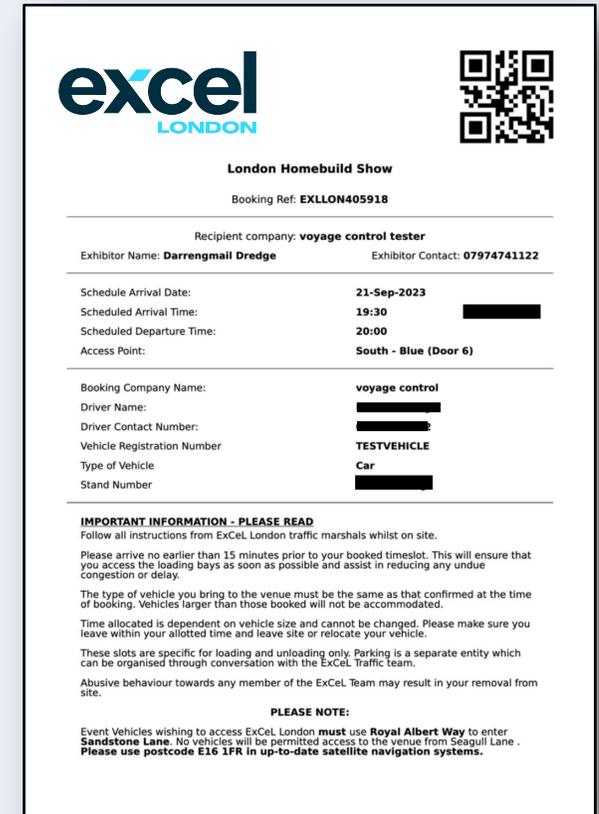
Making a booking – vehicle pass

Once you submit your booking you will see this message, you can download your pass (which you will need to email or give to the delivery driver) Having the pass in the vehicle will save time on arrival.



You can also select "see booking details" to allow you check your booking – if you see an error in your booking, you can also click edit from the screen to make your changes.

Finally, you can also select "Make another booking" directly from this point and it will start the booking process again for you.



Your vehicle pass will save you time at the venue (printed or on your phone is fine)



Reviewing or editing your bookings – list view

The screenshot shows the 'LIST OF BOOKINGS' interface. At the top, there are tabs for 'All 1', 'Scheduled 1', 'Checked In 0', 'Checked Out 0', 'Refresh', and 'Cancelled 0'. Below this are filter options for Area, Recipient company, Event, Vehicle Type, User Type, Multiple Check-ins/out status, and Forms. There are also date range selectors for 'From' (20-Sep-2023) and 'To' (27-Sep-2023). A 'Close Filters' button is present. Below the filters, there are options to 'Select All' and 'Cancel multiple bookings'. A table lists bookings with columns for 'Select', 'Reference', 'Status', 'Recipient Company', and 'Contact Name'. One booking is highlighted: 'EXLLON405918', 'Scheduled', 'voyage control tester', 'Darren@gmail Dredge'. A detailed preview window is overlaid on top of the list, showing the following information:

21 September
at **19:30** until **20:00**
Delivering to

Booking Status: **Scheduled**
Reference: **EXLLON405918** Access Point: **South - Blue (Door 6)**

Buttons: **Cancel Booking**, **Pass**, **Edit**

Booking Information

Recipient		Vehicle Details	
Company	Voyage Control Ltd	Type	Car
Stand Number	123B	VRN	TESTVEHICLE
Name	John Smith	Booking	
Email	john.smith@email.com	Made by	Robert Brown
Phone	07811 27347575	Company	Voyage Control Ltd
		Email	robert.brown@email.com

Driver

Name	Driver Name: Driver surname	Edit
Phone	07823 3493948	

In the list of bookings window, you will see all your bookings. If you need to make changes, please click anywhere on the booking in the list and the system will show a preview of the booking. Here you can:

Edit all the details of the booking, or quickly change the driver details or vehicle registration details inside the preview window.

You can cancel your booking if you no longer need the booking

You can also download your pass again if you have made changes or just misplaced the original pass.



How can we help?

For technical, system related enquiries, please contact Voyage Control support at: support@voyagecontrol.com

or

For venue or event specific queries, please contact the traffic team at Excel at: voyagecontrol@excel.london

