

FAQ mYard

If I have waiting time, is it ok to leave the MVB site with the pager? Can I wait somewhere else for the notification of the gate?

No, you should not leave the MVB site in case of waiting time as the transmission range only covers the MVB site. In consequence if you are waiting somewhere else, you will miss the notification of your gate and hence your time slot for loading or unloading. Delays are the implication.

I don't receive any notification for the gate. Why is that?

This can have different reasons:

- You arrived too far ahead of your booked time slot for loading or unloading. The yard management system will try to assign an earlier time slot to you, but this is not guaranteed. If there is no earlier time slot available, you must wait until your actual time slot. In general, we ask you to not arrive earlier than one hour before your time slot as you will be blocking a needed parking lot.
- You arrive later than your actually booked time slot. In this case the yard management system will assign the next available time slot to you. When you will be called up, depends on the availability of free capacity. Whoever arrived punctually will be called up before you as we do not want to disadvantage those who showed up on time. In general, we ask you to always be on time, so we can efficiently use our free gates.
- When you will be called up depends on the available capacity. There are peak seasons during which delays might occur.
- The gate is still occupied by another truck, e.g. due to unexpected circumstances unloading. We kindly ask you for patience.
- The pager's battery is dead. Please check if the display is still showing the word If not, please call +41 62 855 6443 immediately or use the help button on one of our terminals.

Usually I receive a white card when entering the MVB site. Now I get a blue pager. Why is that?

You receive a white card if the gate you need to go to is already available. The terminal will show you the respective gate number. The white card is your access key with which you can pass the barriers. Please drive to the respective gate immediately to avoid any delays. If you wait for too long you might lose your time slot. You receive a blue pager if the gate you must use for loading or unloading is still occupied by another truck. The blue pager will ring as soon as the gate is free. It will show you the respective gate number to which you have to go. The blue pager is your access key with which you can pass the barriers. Please drive to the respective gate immediately to avoid any delays. If you wait for too long you might lose your time slot.

Is it allowed to stay overnight on the MVB site?

Overnight stays are not allowed.

What do I have to do if I have to load or unload at more than one gate?

In this case your dispatcher planned a tour with several stops. This means, you have one delivery number/delivery slip but several gates to approach. At one of our terminals you will receive a blue pager. This pager will ring and show you the respective gate you must go to. If you still have to load or unload and the pager is not ringing immediately, you need to go back to the parking lot and wait until you are called up by the pager.

Do you have any other questions regarding our yard management? Feel free to contact us via email mYard_Koordinator@mvb.ch.