

VPS FREQUENTLY ASKED QUESTIONS



How do I contact VPS customer support?

Call **1800 316 697** for assistance, send an email to vps.support@viscount.com.au or send an enquiry via the VPS portal by clicking on the 'Contact VPS' tab.

Where do I go to learn more about how to use the VPS portal?

Click on the Help Me! Button when you are logged in to the portal. This is an automated program that will guide you through each function step by step.

How do I place an order for crates?

Click on 'Place My Order' in the VPS portal and follow the prompts.

How many days in advance do I need to order?

Placing your order with a 3 day lead time is the minimum requirement.

Where can I pick up my order and what are the site operating hours?

VPS site locations, operating hours and contact information can be located on the VPS customer portal.

Who do I contact if I need help with my 2iC Software?

Contact 2iC software directly for assistance. Their contact information can be found on their website.

Can I change an order I have already placed?

Yes! Contact customer service via email vps.support@viscount.com.au and let the team know what changes need to be made to your order.

Can I collect my order short on the day of pick up?

Yes! Advise customer service via email or phone or alternatively advise your transport company to inform the wash centre when they arrive to collect the order. The order will be adjusted to reflect what you pick up on the day.

How do I check my crate balance?

Click on 'Check My Inventory' tab in the VPS portal. Your On Hand balance will be displayed as well as the total on's and off's that need to be accepted.

How do I raise a transfer docket?

Click on 'Crate Transfers' tab in the VPS portal. Select the receiving party and input the desired information into the fields below, then submit for a PDF docket.

How do I edit a transfer docket if it is incorrect?

Click on the 'Crate Transfers' tab in the VPS portal. Select the 'Edit Transfer' icon at the top of the page then enter the docket number. Click on the pencil to make changes to the transfer and then submit the changes you make.

Can I reinstate a docket if it has been reversed?

Yes! If you are using the VPS customer portal to manage your transactions, seek approval from your trading partner before sending a request to customer service to reinstate. Customer service will action your request, only if the other trading partner provides their approval. If you are using 2iC software then you can reinstate a docket yourself, using this application.

How do I accept a transfer onto my account?

Click on the 'Crate Transfers' tab in the VPS portal. Select the 'Receive' icon at the top of the page. A list of transfers in progress will appear at the bottom of the screen then follow the prompts on screen to accept the transfer.

How do I check if changes have been made to my transfer dockets?

Click on the 'Crate Transfers' tab in the VPS portal. Select the 'History' icon at the top of the page. Click on the 'Unverified Changes' box then 'Search'. A list of dockets with changes requiring verification will be displayed.

How do I check my Cycle Time?

Click on the 'My Cycle Time' tab in the VPS portal. Your current and prior month' cycle time will be displayed here.

Where can I find an invoice and view my outstanding balance?

Click on the 'My Account' tab in the VPS portal. Your account balance and invoice history can be viewed here.

How do I reset my VPS portal password?

Click on 'Can't access your account' at the sign in page. Enter the email address registered with your VPS login, then follow the prompts to create a new one.

Where can I find the current VPS HACCP certificate?

The certificate is located at the bottom of the front page of the portal.

What paperwork do I need to send with a load of crates to Western Australia?

The DPI cross border endorsement document is recommended to travel with the load and can be located at the bottom of the front page of the portal.

Where can I find a copy of the VPS terms and conditions?

The VPS T&C's are located at the bottom of the front page of the portal.

Can I follow VPS on LinkedIn?

Yes! For regular updates about VPS, follow us today:
<https://www.linkedin.com/company/42332866>

CONTACT US



General Transactional and Account Enquiries

VPS Customer Service

☎ 1800 316 697

🌐 www.viscountpooling.com

✉ vps.support@viscount.com.au

Still need help? Contact your local account manager:

Victoria & Tasmania

Jennifer Alexander

✉ jennifer.alexander@pactgroup.com

☎ 0419 326 681

South Australia & Western Australia

Brett Howard

✉ brett.howard@pactgroup.com

☎ 0419 741 652

Queensland

Alicia Waddington

✉ alicia.waddington@pactgroup.com

☎ 0438 001 050

New South Wales

Alex Caltabiano

✉ alex.caltabiano@pactgroup.com

☎ 0417 327 602

VPS Online Systems and Tools

VPS Customer Portal: www.viscountpooling.com

Once logged into the portal, locate and click on the Help Me! function for step by step instructions on how to use each of the following functions in the portal.

Topics include

Placing an Order

Crate Transfers

Receive Crate

Check Movement History

Contact VPS customer service

Check My Inventory

Edit Transfer

Check for updated transfer (unverified changes)

Check account balance and find invoices

My Cycle Time

Order Collections and Dehires

Order via www.viscountpooling.com

Please note: Orders must be placed 3 business days prior to the intended collection date.

Wash Centres and Collection Hubs

VPS Melbourne

77-89 Dohertys Road, Altona Nth VIC 3085

Operating hours:
Midnight to 4PM

SA Depot

GTS Freight Management
4 Gidgie Ct,
Edinburgh SA 5111

Operating hours:
7AM to 3PM

VPS Sydney

89 Quarry Road,
Erskine Park
NSW 2759

Operating hours:
3AM to 4PM

TAS Depot

VIP Steel
62-78 Devonport Road,
Devonport
TAS 7310

Operating hours:
7AM to 4PM

VPS Brisbane

62 Stradbroke Street,
Heathwood
QLD 4110

Operating hours:
5AM to 4PM

Nth QLD Depot

Toll NQX
12-14 Toll Street,
Bohle QLD 4818

Operating hours:
7AM to 4PM

VPS Perth

86 Harrison Road,
Forrestfield WA
6058

Operating hours:
6AM to 4PM