

# Voyage Control

End-User guide

**nec**  
Birmingham

1. Click here to sign up for an account

The screenshot shows the Voyage Control login interface. On the left is a teal sidebar with the 'VOYAGE CONTROL' logo and 'NEC' text. The main content area features a 'Log in' section with input fields for 'Email Address' and 'Password', a 'LOG IN' button, and a 'Forgot password?' link. A 'Sign Up' button is located in the top right corner. A language dropdown menu in the bottom right shows 'English'. Red arrows point from external text boxes to the 'Sign Up' button and the 'Forgot password?' link.

VOYAGE CONTROL

NEC

Millions of successful deliveries tracked.

Log in

EMAIL ADDRESS

Email Address

PASSWORD

Password

Forgot password?

LOG IN

English

**Note:** If you already have an account, log in here and skip to page 4.

2. You will need to fill in these personal details so that your account can be set up.

## Let's get started

Creating your own account is really super simple

### Sign up

Sign in

FIRST NAME

First Name

LAST NAME

Last Name

MOBILE NUMBER

Mobile number

EMAIL ADDRESS

Email Address

PASSWORD IS REQUIRED

Password

ADDRESS LINE 1

Address line 1

ADDRESS LINE 2

Address line 2

TOWN/CITY

Town/City

COUNTRY



POSTCODE

Postcode

Click here to agree to the Voyage Control Terms and Conditions

Register

English



3. Check this box

4. Click register

5. You should have received an email with a link to verify your account. Once you click that you should land on the log in page (seen on page 1).

VOYAGE CONTROL

NEC -

6

Homepage

Calendar

List of Bookings

Make a Booking

Access points units

Settings

Hub Management

English

Support

Legal Policies

# nec Birmingham

**WELCOME TO THE NEC'S EVENT DELIVERY PLATFORM**  
Powered by Voyage Control

Please note that advance bookings are required for all build up deliveries, for all events, including normal build up days and "Deposit System" days. Bookings are required for the safety and security of everyone and the control measures are in place to ensure that all exhibitors and contractors are able to gain access to make their deliveries.

A valid debit or credit card is required to create an account before you can make a booking.  
Your account can be used for all future bookings at any NEC event.

Once a booking is made, a confirmation email will be sent to you along with a link to download your delivery pass. Please ensure the driver has the pass as the delivery pass must be presented on arrival to site. On arrival our traffic team will validate your pass and vehicle identity and check you in.

- ANPR (automatic number plate recognition) cameras record the arrival and departure times onsite.
  - Unloading time is allocated depending on the size of the vehicle.
- Once unloaded, vehicles should be moved to the allocated contractors car park/lorry park.
  - Charges can apply for vehicle overstays see below.

**OVERSTAY CHARGES please note:**

- Overstay charges of £75 (*£80 from 1 April 2023*) apply on all normal build up days, if a vehicle has exceeded its unloading time and removal has been requested but not actioned.
- On 'Deposit System' days, overstay charges of £75 (*£80 from 1 April 2023*) are applied automatically for all deliveries exceeding their unloading time.
- Deposit system days are generally notified by event organisers in advance, usually documented in the exhibitor manual. They are also confirmed as part of the booking process.
- Overstay charges are normally processed within two weeks of the delivery.

**a) Enter the email you set up to sign in.**  
**b) Enter your company name when asked.**  
*(If you don't have a company name, enter your name).*

You will then get taken to the page shown above.

## 6. Click Settings



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## 7. Click Account

Scroll all the way to the bottom of the **Account** page until you see the “Add Card Details” button at the very bottom.

Before you click this button follow these steps 9 & 10...

VOYAGE CONTROL

NEC

United Kingdom

Postcode \*

LE16 9DT

Save

Change Login Email

New Email Address

ddmk1984@gmail.com

Confirm New Email Address

Email Address

Change Login Email

Change Password

Current Password

Current Password

New password

New password

Confirm new password

Confirm new password

Change Password

Add card details (If you click add card details in error you will need to refresh the screen and enter the correct card details to proceed)

Card number

MM / YY CVC


Add Card Details

9. Enter your long card number then your expiry date, 3 digit security number and Postcode.

As you keep typing and it will automatically move on to each section for you.

10. Click Add Card Details

## 11. Click Make a Booking



VOYAGE CONTROL

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12. Select a show from the event drop down box

The screenshot displays the 'VOYAGE CONTROL' interface for 'NEC'. The main heading is 'MAKE A BOOKING AT NEC'. Below this, there are two tabs: 'Scheduling Information' (active) and 'Booking Details'. The 'Event' field is currently empty, and a dropdown menu is open, showing a list of events: Autosport, Dyslexia Show 2023, Fit 2023, Jewson Live 2022, LAMMA, LKA, Photonex 2022, and G. S. D. M. K. A red arrow points from the instruction box to the dropdown menu.

VOYAGE CONTROL

NEC

MAKE A BOOKING AT NEC

Scheduling Information

Booking Details

Event

- Autosport
- Dyslexia Show 2023
- Fit 2023
- Jewson Live 2022
- LAMMA
- LKA
- Photonex 2022
- G. S. D. M. K.

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English

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VOYAGE CONTROL

NEC -

Scheduling Information

Booking Details

Event: Food & Drink Expo

Welcome to the delivery booking system for **Food & Drink Expo**.

To view a user guide, please click [here](#)

To make a booking please ensure that you have the following with you:

- Stand number
- Stand Name
- Driver name and mobile number
- Vehicle Registration Number

**(Please ensure you have registered a valid credit/debit card by going to 'settings' and then 'account' on the left hand menu bar. - Bookings made without a registered card may be removed) - Charges are only made in the following circumstances:**

Unloading time is allocated based on the size of the vehicle.

Please note that overstay charges of £80 apply on all build up / restocking days, if a vehicle has exceeded its unloading time **and** removal has been requested but not actioned.

Overstay charges of £80 are applied automatically for all deliveries exceeding their unloading time on "Deposit System" days

If you have any issues using the system, please click on the **support** button in the right hand corner, email [support@voyagecontrol.com](mailto:support@voyagecontrol.com), or alternatively contact your venue contact or event organiser.

User Type

Next

13. You can scroll past this section to the bottom of the page.

The key point to remember is that a **charge of £80** will be made if the vehicle over-stays their time slot.

14. Select your user type from the drop down box. Your event organiser can tell you which applies to you if you're not sure.

15. Click Next

16. Select the Phase

Delivery - Event Phase and Date

Phases

Date

- Build
- Build (Deposit System Day)
- Open Day Delivery - Restocking

17. Clicking on the date box will show you the available dates in green. Click on the date you want.

Delivery - Event Phase and Date

Phases: Build

Date: 23/Mar/2023

Hall\*

Vehicle Type

March 2023

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9	27	28	01	02	03	04	05
10	06	07	08	09	10	11	12
11	13	14	15	16	17	18	19
12	20	21	22	23	24	25	26
13	27	28	29	30	31	01	02
14	03	04	05	06	07	08	09

18. Click on the Hall drop down and select the hall your stand is in.

Vehicle Details

Hall\*

Vehicle Type

- Hall 8 (Via North 12 Lorry Park)

**Note:**

**Build phase** is for building up / dressing your stand.

**Build Deposit System Day** is last day of build and can incur an automatic charge if over-stayed.

**Open Day phase** is for restocking your stand during open days

19. Click on the Vehicle Type drop down. Select your vehicle type. The amount of time you get at the loading door is listed next to each vehicle type.

The screenshot shows a form titled "Vehicle Details". It has three main sections: "Hall\*", "Vehicle Type", and "Lorry Park\*". The "Hall\*" section has a dropdown menu with "Hall 8 (Via North 12 Lorry Park)" selected. The "Vehicle Type" section has a dropdown menu that is open, showing four options: "Car or Small Van (1 hour unloading time)", "Transit Van or Lorry (2 hours unloading time)", "Articulated Lorry (3 hours unloading time)", and "Restock Vehicle (only valid option for Open Day deliveries / restocking)". The "Lorry Park\*" section has a dropdown menu that is currently empty. A "Next" button is visible below the "Lorry Park\*" dropdown.

20. Click the Lorry Park Dropdown and select the lorry park.

The screenshot shows the "Lorry Park\*" dropdown menu open, with "North 12" selected. The "Next" button is visible below the dropdown.

21. This button should then change to say "Get Times" (see next page)

Lorry Park\*

North 12 x



Get times

Select your times

Next

22. Click Get Times. A pop up will appear.

Delivery - Event Phase and Date

Please select a time

Please select a time

OK

User Type

Space Only Contractors & Exhibitors

23. This button should then change to say "Get Times" (see next page)

24. Select a time. This is an estimated time of arrival. Your timeslot will only officially start when you arrive and get scanned in.

Delivery - Event Phase and Date

Please select a time

Please select a time

- 06:30:00 - 07:30:00
- 07:00:00 - 08:00:00
- 07:30:00 - 08:30:00
- 08:00:00 - 09:00:00
- 08:30:00 - 09:30:00
- 09:00:00 - 10:00:00
- 09:30:00 - 10:30:00

Delivery - Event Phase and Date

25. Your selected time will appear here

North 12 x

Get times

Here are your times (click Get Times again to edit)  
09:00:00 -- 10:00:00

26. Click Next

Next

## MAKE A BOOKING AT NEC

Scheduling Information

Booking Details

### Exhibitor Company

Use my details

Company Name

Recipient Name

Email Address

Mobile number

### Delivering Company

Use my details

Company Name

Email Address

27. If you are making a booking for yourself, you can check both of these boxes. It will auto fill your details.

If the booking is for somebody else, you will need to fill in all of these boxes manually.

Driver

+ Add Driver

28. Click Add Driver

▼

I do not know the driver at this time

=

Postcode of origin

Postcode of origin

29. Enter your home or company postcode

Delivery Vehicle Information

Vehicle Registration Number (No Spaces)\*

30. Enter the vehicle reg without any spaces

**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.

31. Check both of these boxes

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

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**

By ticking this box, I confirm I have read all the [Terms and Conditions](#) outlined by NEC and the [NEC privacy policy](#).

Back

Submit booking

32. Click Submit



#### Confirmation of NEC Event 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 access being denied.**

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.

**For the avoidance of doubt vehicles need to unload and leave the inner area (either off site or to one the outer South, East or North car parks) before the unloading time has elapsed.**

**Please note that:**

Overstay charges apply on all normal build up days, if a vehicle has exceeded its unloading time and removal has been requested but not actioned.

Overstay charges are applied automatically for all deliveries exceeding their unloading time on "Deposit System" days.

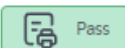
Where an overstay occurs in line with the above charges will be applied to the booking account. You do not need to return to the lorry park after making your delivery and may leave site or park on one of the public car parks (please show your delivery pass for free exit).

Please ensure all drivers or any company delivering on your behalf are made aware of these details as charges will apply 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.

NECDYS182700

[See Booking Details](#)

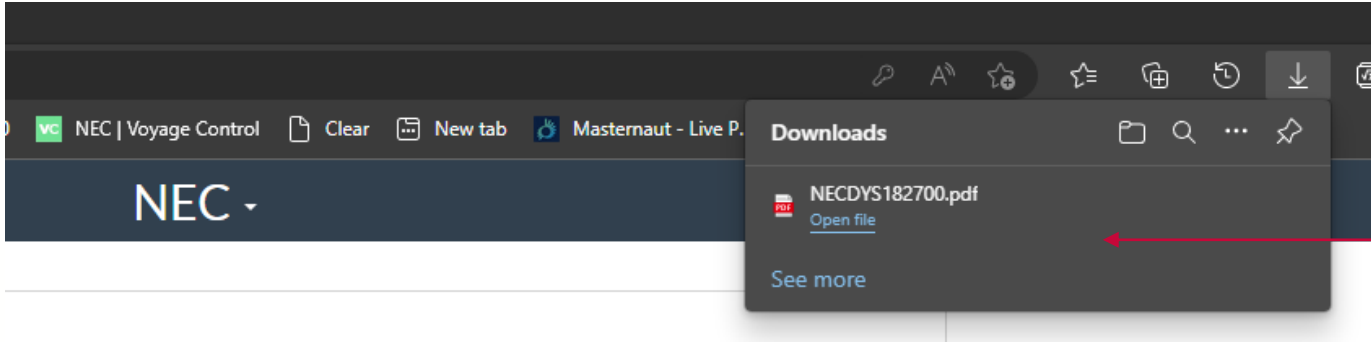


[Pass](#)



**33. Click Pass**

[Make Another Booking](#)



34. Your computer may show you a pop up with your pass download file. Click on this to view your pass. If you don't see this, check your "Downloads" folder for a file starting with NEC. That's your pass.



NEC Event Delivery Pass

KT18 [redacted]

Booking Ref: NECDYS182700

Type of Vehicle: Car or Small Van (1 hour unloading time)

Company name:

Driver Name:

Driver Mobile:

Vehicle License Plate:

User type:



Joe Bloggs

0000000000000000



Space Only  
Contractors &  
Exhibitors

Delivery Date:

23/Mar/2023

Estimated Arrival Time:

09:00

Unloading Time:

01:00 hours

Hall Number:

Hall 8 (Via North 12  
Lorry Park)

Stand Number:

xx

Access Point:

North 12



35. This is what your pass should look like. Print this and put it in your vehicle before you arrive. The QR Code in the top corner will be scanned on arrival, kicking off your time slot. The second page will be a site map.

IMPORTANT INFORMATION - PLEASE READ

1. When arriving on site please follow the event signage to your designated access point. Should you arrive after the Lorry Park be closed, you will be signed to the relevant access gate.
2. This pass must be presented on the dashboard of the vehicle it relates to and must be readable at all times.
3. This unloading pass permits unloading for the duration specified above.
4. This ticket is electronically time-stamped on entry and exit of the Inner Area. For the avoidance of doubt vehicles need to unload and leave the inner area (either off site or to one the outer South, East or North car parks) before the unloading time has elapsed.
5. If you experience delays at the hall and you run over your time limit, please speak to a Traffic Officer or Security Officer as soon as possible.
6. Overstay charges of £75 apply on all normal build up days, if a vehicle has exceeded its unloading time and removal has been requested but not actioned. Overstay charges of £75 are applied automatically for all deliveries exceeding their unloading time on "Deposit System"