

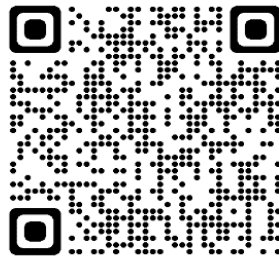
BROADGATE'S FULCRUM GUIDE

This guide covers:

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How to access & register for a Fulcrum account

To register for a Fulcrum account, book a delivery or to monitor your deliveries please go to <https://wj-fulcrum.co.uk> or scan the QR code, then select **register here**, followed by completing the registration form. →



On 14/08/2023 a new version of Fulcrum was realised, please do not use the old link (www.wj-fulcrum.co.uk) as this will no longer work. If you were using the older version of Fulcrum, please follow these steps when accessing new link:

1. Clear your internet browser cache (history)
2. Go to <https://wj-fulcrum.co.uk>
3. Reset your password by selecting forgot password
4. Log in & start to make or monitor your bookings

For a new user please go to <https://wj-fulcrum.co.uk>, select **register here**, then fill out the registration form.

Fulcrum Support Contact Details During Working Hours

Fulcrum support is operation during working hrs, Mon-Fri 09:00 – 17:00.

Please contact Fulcrum support if you have any enquiries about a booking or for how to book, issues, account approvals, adding a supplier name, or if you require training.

During working hrs, the Live Chat/leave Message function is available to connect to member of the Fulcrum support team located at the bottom of the Fulcrum page →

M: 07877504638

E: fulcrum@wilsonjames.co.uk



Out Of Hours Support Contact Details

Out of hours support Monday to Friday 18:00 - 09:00 & Saturday to Sunday.

Please contact out of hours support for approving user accounts and adding a supplier's name to the system to book for. Any issues will need to be raised during working hours to be resolved.

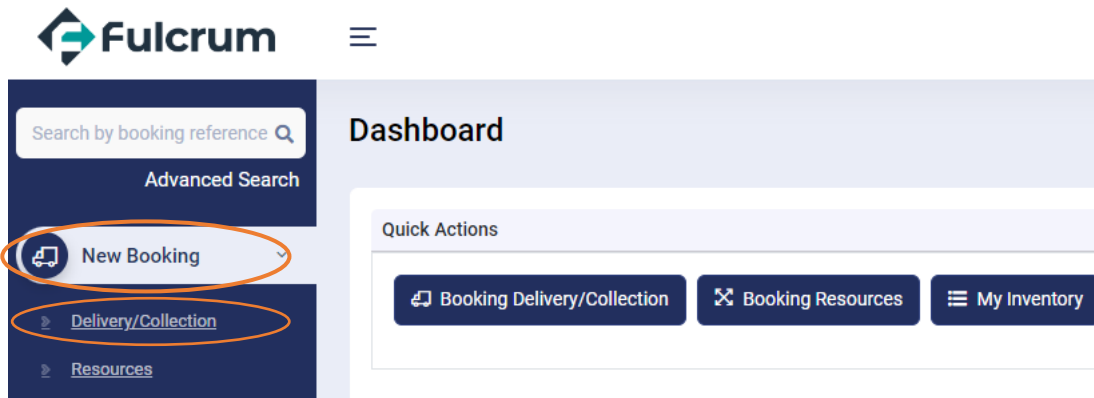
M: 07736616032

E: dutysecuritymanager@broadgate.co.uk

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How to make a booking step by step

- 1) Select New Booking followed by Delivery/Collection option.



- 2) Select Project, choose the Project (Occupier name)

Booking Wizard - Collection/Delivery

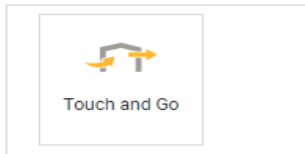
Select a Project*

Broadgate Internal - 100 Liverpool Street BAU - EC2M 2AT

Continue

- 3) Select Touch and Go option.

Select a Booking Type*



- 4) Read & acknowledge the site rules but selecting click here for full details, if not agreed to then a booking cannot be made. The image below is an example of the site rules, each site may vary.

SITE ADDITIONAL INFO

Please click [here](#) to read more information about this loading bay and any restrictions.

- Max Vehicle Height 4.05 meters / 13'3"
- Only vehicle with a booking will gain access.
- Parking and unloading on the service roadway is not permitted.
- All drivers leaving the vehicles must wear hi vis vest.
- No Idling engines.
- Beware of pedestrians and cyclist.
- Drive slowly.
- Physical or verbal abuse towards staff will not be tolerated.

By creating this booking I agree with the zone details above.

- 5) Select delivery or collection.

Delivery or collection *

Collection

Delivery

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6) Input site contact name & number if known – This field is optional.

Site Contact Name

Site Contact Mobile Number

7) There are two options for this section to support whether you know the vehicle details (7a) or not (7b).

7a) Input the vehicle registration, if a match is found it will show underneath the text box, select it to continue (circled in Green).

If no items are found, you can add the vehicle to the system yourself by selecting **Add New Vehicle**.

Select a Vehicle *

FH190EY x ▲

FH190EY, Renault, EUROCA...

O
R

Unknown Vehicle

Add New Vehicle

Select a Vehicle *

HY18LOH x ▲

No items found

O
R

Unknown Vehicle

Add New Vehicle

How to add a vehicle

Fill out the 4 required filled circled below only, leave the remaining fields blank, select **ADD** at the bottom of page to save. If you are unsure of the details requires, select unknown, it must be correct or it will negatively affect emission data reports.

- * Vehicle Registration (in capitals)
- * Supplier Company (the supplier company the vehicle belongs to)
- * Select Vehicle Type
- * Fuel Type

Vehicle Registration*

✓ Lookup Vehicle

Supplier Company*

Please Enter 3 character for search

Vehicle Type*

 Dual purpose 4x4	 Executive	 Lower Medium	 Luxury	 Mini	 Mini Bus	 MPV	 Sports
 Super mini	 Upper Medium	 Articulated (>33t)	 Articulated (3.5 - 33t)	 Bus	 Concrete Spinner	 Dump Truck	 Rear End Loader
 Rigid (17t)	 Rigid (3.5 - 7.5t)	 Rigid (7.5 - 17t)	 Skip Lorry	 Tanker	 Articulated (>33t)	 Articulated (3.5 - 33t)	 Rigid (17t)
 Rigid (3.5 - 7.5t)	 Rigid (7.5 - 17t)	 Large	 Medium	 Small	 Class I (up to 1.305t)	 Class II (1.305 - 1.74t)	 Class III (1.74 - 3.5t)

Show Less

Fuel Type*

Emissions Category

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7b) If you do not know the vehicle details, select Unknown followed by filling out the alternative fields. Select what you expect to be arriving to site.

When inputting the supplier company name, it needs to be the supplier company name making the delivery. If a supplier name isn't on the system, please ask Fulcrum support to add the supplier's name.

Select a Vehicle *

✕

OR


Unknown Vehicle


Add New Vehicle


Search 3 char using the vehicle registration number


Details
✕


Vehicle Type*



 Rigid (17t)



 Rigid (3.5 - 7.5t)



 Rigid (7.5 - 17t)



 Rigid (17t)



 Rigid (3.5 - 7.5t)



 Rigid (7.5 - 17t)



 Large


 Medium


 Small


 Class I (up to 1.305t)


 Class II (1.305 - 1.74t)


 Class III (1.74 - 3.5t)

Supplier company

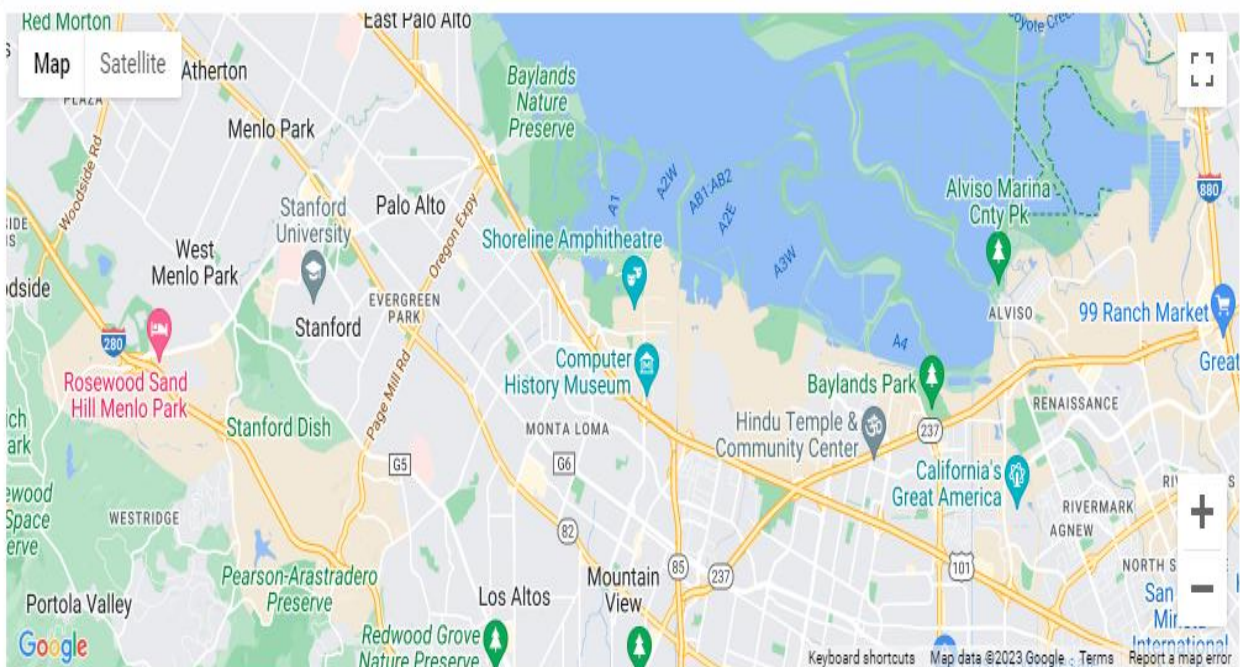
Supplier company
▾

Fuel Type

Fuel Type
▾

8) Input the place or origin, to where the vehicle has come from. Please be accurate, this information is utilised for track emission for the journey for a delivery or collection.











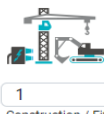






Place of origin



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9) Tick the box that best suits for the type of delivery, followed by selecting **next**.

Select Delivery Container and Choose Number of Consignments *

<input type="checkbox"/>  <input type="text" value="1"/> Collection	<input type="checkbox"/>  <input type="text" value="1"/> Laundry	<input type="checkbox"/>  <input type="text" value="1"/> Waste Collection	<input type="checkbox"/>  <input type="text" value="1"/> Skip Delivery	<input type="checkbox"/>  <input type="text" value="1"/> Furniture	<input type="checkbox"/>  <input type="text" value="1"/> Food and Drink - TEMPERATURE CONTROLLED	<input type="checkbox"/>  <input type="text" value="1"/> IT Equipment		
<input type="checkbox"/>  <input type="text" value="1"/> Stationery	<input type="checkbox"/>  <input type="text" value="1"/> Vehicle Only	<input type="checkbox"/>  <input type="text" value="1"/> Post and Parcels	<input type="checkbox"/>  <input type="text" value="1"/> Construction / Fit Out Materials	<input type="checkbox"/>  <input type="text" value="1"/> Retail Merchandise	<input type="checkbox"/>  <input type="text" value="1"/> Chemicals	<input type="checkbox"/>  <input type="text" value="1"/> Events Equipments		
<input type="checkbox"/>  <input type="text" value="1"/> Food and Drink - NON TEMPERATURE CONTROLLED	<input type="checkbox"/>  <input type="text" value="1"/> Mechanical and Electrical	<input type="checkbox"/>  <input type="text" value="1"/> Consumables / Janitorial						

10) Input the description of the delivery or collection, followed by **next**.

IT EQUIPMENT 1 ^

Description *

For Example.
Delivering screen monitors.

Previous
Next

11) An overview of the booking summary will be shown.

You can input any further details you want to add, if nothing else to add, select **next**.

DEFAULT CONTAINER 1 1 P.E.U ^

Fulcrum Inventory Number	4102068
Inventory Status	booked
Project	Broadgate Internal - 100 Liverpool Street BAU - EC2M 2AT
Booking Type	Touch and Go
Delivery Material Information	

Only .jpg, .jpeg, .gif, .png, .pdf, .doc, .docx, .xls, .xlsx, up to 20M per file are allowed. Upload

FILES	ACTIONS
There are no documents upload yet	

Total P.E.U 2.0 | 2.00 m2

Booking Details

Handling Instructions

Attach Documents

Only .jpg, .jpeg, .gif, .png, .pdf, .doc, .docx, .xls, .xlsx, up to 20M per file are allowed. Upload

FILES	ACTIONS
There are no documents upload yet	

Previous
Next

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12) Select the date for your booking on the calendar, followed by selecting a 2-hr time slot, then select **finish**. Your time slot will highlight in Yellow, for example, if 08:00 is selected the booking will valid until 10:00.

You can replicate a booking by selecting **create another** underneath the calendar up to 5 times in each instance. This needs to be select before selecting **finish**.

You can book up to 2 weeks ahead of time, if a time slot is missed a new booking will need to be made for entry. Unload time is set to 15-minutes, please do not alter the unload times this result in an error on your booking. If you require longer duration in the loading bay, this must be approved by the Property Management Team.

Refresh
October 2023
< >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11	1	11	2	11	3	11
	8		9		10	
	15		16		17	
	22		23		24	
	29		30		31	

Previous
Finish
Create Another

Unload Duration ?

00 hrs

15 min

Load Slots

29/09/2023

- 00:00-Available
- 02:00-Available
- 04:00-Available
- 06:00-Available
- 08:00-Selected
- 10:00-Available
- 12:00-Available
- 14:00-Available
- 16:00-Available
- 20:00-Available
- 22:00-Available

13) After selecting finish, the booking confirmation will display with the Fulcrum booking reference number. You can choose further options as displayed.

A driver arriving to site isn't required to know their reference number, Security at the loading bay entrance can filter their search for all bookings expected to site.

BOOKING WIZARD - COLLECTION/DELIVERY

1
BASIC INFORMATION

2
VEHICLE AND DRIVER SELECTION

3
DELIVERY CONTAINER SELECTION

4
CONSIGNMENT DETAILS

5
BOOKING SUMMARY

6
SELECT TIME SLOT

Success!

Your booking was successfully submitted with a reference number [2303471](#)
Upon approval you will receive a notification.
Note: Your booking was automatically approved.

Print Details
Send Detail
Print All Label
Review Booking



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Information around booking on Fulcrum at Broadgate

Fulcrum is not used for booking parking, this is approved by the Property Management Team separately.

Each booking is booked for a 2-hr window time frame, for example if you choose 08:00 booking will expire at If the booking exceeds a time slot it will expire, then another booking will need to be created for entry.

Project in Fulcrums lingo means Occupier, all occupiers have their own entity on Fulcrum.

If there is a delivery for a Broadgate/BL or Service Partner, the project is called Broadgate Internal followed by building name as an occupier to book for, for example 199 Bishopsgate – Broadgate Internal.

If you are unsure of the vehicle registration details, select the unknown option followed by filling out the required fields.

The supplier's name imputed on to a booking detail to attend site, must be the correct name for access to be permitted.

To monitor your bookings, utilise Advanced Search at the top left of the page or, utilise the Schedule function on the left side menu options followed by selecting Delivery/Collection option.

If you require longer than the 15-min unload time, please speak with the building Property Management team for approval.

A booking can be made at any time, it's advised to pre-book to avoid waiting for an available time slot, if the time you require is already fully booked.

If a delivery journey is made by foot or bicycle, this will not require a Fulcrum booking for access.

If you have an enquiry around the booking process, or a complaint about the process, please contact the building Property Management about this matter.

Fulcrum support is operational during working hrs Mon-Fri 09:00 - 17:00 via ,fulcrum@wilsonjames.co.uk, 07877504638 or Live Chat located at the bottom of the Fulcrum page

Please contact Fulcrum support if you have any enquiries about a booking or for how to book, technical issues, account approvals, adding a supplier name, or if you require training.

Out of hours support Monday to Friday 18:00 - 09:00 & Saturday to Sunday for approving user accounts and adding a supplier's name to the system to book for.

If a delivery or collection doesn't have a valid booking, entry will not be permitted to site.

Parking and unloading on the service roadway is not permitted.