

# WESTFIELD HAMBURG – CONTRACTOR USER GUIDE 2025

<https://westfieldhamburg.ctracker.co.uk/>



## Contractor Delivery Management System

Westfield Hamburg-Überseequartier considers the health and safety of our employees, contractors, retailers and visitors to our city quarter, and the protection of the environment, to be of paramount importance.

The use of Contractor Tracker forms the basis of Westfield Hamburg-Überseequartier's delivery management system. It assists in minimising and managing risks associated with deliveries undertaken in an operational city quarter.

All companies must register on this system and use it to book deliveries required to be undertaken on site. Your co-operation and full compliance with this online system is appreciated.

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CONTRACTOR TRACKER TEAM: +49 152 0930 3912 or [rampmanagement@h2k-security.de](mailto:rampmanagement@h2k-security.de)  
Westfield Hamburg-Überseequartier operate: Monday to Saturday 06.00– 22.00 (excluding bank holidays)

# Contractor Section

## CONTRACTOR REGISTRATION

### - Contractor Company Registration page



**COMPANY REGISTRATION**

Initial registration to access the Westfield Hamburg-Überseequartier Contractor Tracker DMS is only required once.

Center Name

Company Name

Please enter your registered company name if applicable, otherwise enter your trading name.

Contact Person

Company Email Address

Password

Confirm Password

Office Telephone  Mobile Telephone  Emergency 24hr Contact Telephone

Company Description

**COMPANY ADDRESS**

Building and Street  Address Line 2 (optional)  Town/City

County (optional)  Postcode

**REGISTER**

## APPROVED CONTRACTOR AREA

### - Contractors Profile page

The screenshot displays the Contractor Tracker interface. At the top, a red header contains the logo and the text "Contractor Tracker - A Compliant Approach to Delivery Management" on the left, and "DE EN Log out" on the right. Below the header is a wide banner image of a modern building complex with the text "HAMBURG CRUISE CENTER" visible. The main content area is titled "Westfield Hamburg-Überseequartier - Contractor Delivery Management System". It is divided into two columns. The left column, titled "DELIVERY MANAGEMENT", contains a prominent red button labeled "Book Delivery >" and four links: "View All Deliveries", "View All Recurring Deliveries", "View Monitoring Observations", and "View Zone Rules". The right column, titled "YOUR ACCOUNT", contains two links: "Update Company Profile" and "Manage Users".


## CONTRACTOR - CREATE A DELIVERY

### - Contractors must select the Book Delivery button to start the booking procedure

This screenshot is identical to the one above, showing the Contractor Tracker interface. The key difference is that the "Book Delivery >" button in the "DELIVERY MANAGEMENT" section is highlighted with a red background, indicating it is the primary action for creating a delivery.

## - Rules and Regulations page

Contractor Tracker - A Compliant Approach to Delivery Management DE EN Log out



### Westfield Hamburg-Überseequartier - Contractor Delivery Management System

#### BOOK DELIVERY - RECIPIENTS

**!** Rules and regulations for delivery area

Please note that no delivery will be permitted more than 10 minutes prior to the booked time slot and no later than 20 minutes after the start of your booking.

Please note that a booking a delivery slot is not a permission for works. For working permissions, please contact the quarter management directly under [rampmanagement@h2k-security.de](mailto:rampmanagement@h2k-security.de).

If you require longer booking slots, please email [rampmanagement@h2k-security.de](mailto:rampmanagement@h2k-security.de) with your reference number and the reason why the extension is required. Please note bookings will not be extended to allow contractor parking during works.

No parking is permitted in the entire delivery area.

Please ensure that your driver has the booking confirmation on arrival. This will be your driver's identification should they be stopped by security within the quarter.

Please ensure vehicle and driver information on your booking matches the arriving vehicle and driver. Please provide full name of the driver. Failure to provide this information or updates and changes will result in your delivery being refused access. Drivers may be asked to present some form of identification when entering the service yards.

All persons must wear high visibility clothing when accessing/working in the driveway of the delivery area.

Please note that the entire delivery area is automated. Please ensure your driver reads signs and follows directions to the appropriate loading bay.

The entire delivery area is covered by CCTV and all drivers must always adhere to security instructions. Insulting of any team members will not be tolerated.

Do not tailgate as anyone found entering the delivery area unauthorized will be issued a ban. This could have an impact on your company.


Maximum vehicle height: 4,00m  
Maximum vehicle width: 2,5m  
Maximum vehicle weight: 40t  
No speeding; maintain walking speed.  
Engine must be switched off while unloading.  
Only use marked and designated bays for stopping/unloading.  
Do not use mobile phones when driving.  
Please reverse on to bays – no forward parking.  
No large deliveries are to be made through the malls between retail opening time without prior permission from quarter management.  
Smoking is prohibited throughout the entire delivery area.

CONTINUE

## - BOOK DELIVERY – RECIPIENTS – STEP 1 OF 5

### - Contractors Location selection section

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#### BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

##### RECIPIENTS

Westfield Hamburg-Überseequartier ✓

✓ Select Type

- Landlord Area
- Storage Area
- Tenant/Retail Unit



BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

RECIPIENTS

Westfield Hamburg-Überseequartier ✓

Tenant/Retail Unit ✓

- ✓ Select
- D - 9 & A - C
- D - F
- G - I
- J - L
- M - O
- P - R
- S - U
- V - Z



BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

RECIPIENTS

Westfield Hamburg-Überseequartier ✓

Tenant/Retail Unit ✓

M - O ✓

- ✓ Select Location
- MAD Parfumeur
- Madame Croissant
- Mango
- Marc Cain
- Men's Place
- Modern Asia Market
- motel a mio
- New York Bagel Bar
- New Zealand Aukland
- Novotel (Bay C15)
- Novotel (Bay D16)
- O2
- Only
- Only & Sons
- Oysho (Inditex)

- More than one location can be selected for a delivery booking



BOOK DELIVERY - RECIPIENTS (STEP 1 OF 5)

Please select the Delivery Recipients from the lists below. You may select multiple recipients if they are assigned to the same Zone; the lists below will automatically restrict your selection as necessary.

RECIPIENTS

Westfield Hamburg-Überseequartier ✓  
Select Type

RECIPIENT INFORMATION SELECTED

Westfield Hamburg-Überseequartier  
Tenant/Retail Unit: O2  
Zone: Zone C - Unit: F4\_B1\_048.0

REMOVE LOCATION

CONTINUE

**- VEHICLE DETAILS SELECTION – STEP 2 OF 5**



BOOK DELIVERY - VEHICLE DETAILS (STEP 2 OF 5)

Vehicle Search  
Car Transporter  
Transporter  
Light Truck  
✓ Medium Duty Truck  
Heavy Truck  
Bus

vehicle registration number for your booking to be accepted.

Vehicle Registration Number

CONTINUE

**- CONTRACTOR DATE SELECTION – STEP 3 OF 5**

- Contractors must select one the following:

- One-Off Delivery booking or Recurring Delivery booking



BOOK DELIVERY - SELECT DATE (STEP 3 OF 5)

Please select whether this is a one-off delivery or a recurring booking:

ONE-OFF DELIVERY

RECURRING DELIVERY

CONFIRM

**- DATE SELECTION – STEP 3 OF 5**

- One-Off Delivery – Single booking selection

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HAMBURG CRUISE CENTER

**BOOK DELIVERY - SELECT DATE (STEP 3 OF 5)**

A ONE-OFF delivery has been selected and confirmed. Please select the date of the delivery.

APRIL 2025							MAY 2025						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
		2	3	4	5	6				1	2	3	4
7	8	9	10	11	12	13	5	6	7	8	9	10	11
14	15	16	17	18	19	20	12	13	14	15	16	17	18
21	22	23	24	25	26	27	19	20	21	22	23	24	25
28	29	30					26	27	28	29	30	31	

CONTINUE

**- SELECT TIME AND BAY – STEP 4 OF 5**

- Contractors can choose a time and bay that is available to them from the grid shown. When they have made their choice, it will display at the bottom of the page.

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HAMBURG CRUISE CENTER

**BOOK DELIVERY - SELECT TIME AND BAY (STEP 4 OF 5)**

Please select a time and bay for your delivery to Westfield Hamburg-Überseequartier on 3rd Apr 2025. If you need to change the date [click here to return to the previous page](#). You may book deliveries up to 30 Minutes long.

< Previous Hour 3RD APR 2025 Next Hour >

Bay	6:00 am	7:00 am	8:00 am	9:00 am	10:00 am	11:00 am	12:00 pm	1:00 pm
C9								
C10								
C11								
C12								
C13								
C14								
C15								

**YOUR SELECTION**

Date: 3rd Apr 2025 Time: 09:00:00 Duration: 30 minutes Bay: C12

When you click Continue your Bay and Time selection will be held for 10 minutes..

CONTINUE

- Suitable Vehicle Types message. If the bay is not suitable for the vehicle type previously selected the system will display a message alerting them to this, see below

C13	
C14	
C15	This bay is not suitable for the vehicle type selected

### - ADDITIONAL INFORMATION – STEP 5 OF 5

- Contractor must now provide Driver and Passenger details along with their Contact details.
- The Zone Rules approval box must be ticked before completing the booking. If it is not the contractor will not be allowed to continue with this booking

**BOOK DELIVERY - ADDITIONAL INFORMATION (STEP 5 OF 5)**

Your Bay and Time selection will be held until 7:53 pm, please complete the additional information below before that time.

**DRIVER AND PASSENGER DETAILS**

Please enter the details of the driver who will be making the delivery and, if applicable, the names of any passengers.

Driver Name  Driver Telephone Number

Passengers (optional)

**CONTACT DETAILS**

Please enter details of the person we may contact regarding this delivery, if needed.

Contact Name  Contact Telephone Number

**ZONE RULES**

Please download and read the following Zone Rules documents.  
Westfield Hamburg-Überseequartier Zone Rules [🔗](#)

By ticking this box, you are confirming that any persons or agents working on behalf of your company will adhere to the Zone Rules. Failure to adhere to these Zone Rules could result in your company being permanently excluded from the Centre.

**BOOK DELIVERY**

### - BOOKING CONFIRMATION

- Confirmation is the final message the contractor receives. It details all the information that was input by the contractor. The most important section is the reference number. This is a unique number that is stated for all bookings.

**BOOK DELIVERY - CONFIRMATION**

✓ Your delivery has now been confirmed. We have sent you an email with the booking details. Thank you.


Reference WHU-EFF8993C	Date and Time 3rd Apr 2025 9:00 am	Zone and Bay Westfield Hamburg-Überseequartier Zone C Bay: C12	Recipients O2
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**VIEW DELIVERY DETAILS** **BOOK ANOTHER DELIVERY** **RETURN TO HOME PAGE**

## - RECURRING BOOKING SELECTION – STEP 3 OF 5

- Date selection to allow contractors to book repeat deliveries for multiple days

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DE EN Log out



**BOOK DELIVERY - SELECT DATE (STEP 3 OF 5)**

A RECURRING delivery has been selected and confirmed. Please select the date of the delivery.

Monday ✓
Tuesday ✓
Wednesday
Thursday ✓
Friday
Saturday

APRIL 2025

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				


APRIL 2025

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

CONTINUE

## - TIME AND BAY SELECTION – STEP 4 OF 5

Contractor Tracker - A Compliant Approach to Delivery Management
DE EN Log out



**BOOK DELIVERY - SELECT TIME AND BAY (STEP 4 OF 5)**

Please select a time and bay for your deliveries to Westfield Hamburg-Überseequartier on between 7th Apr 2025 and 24th Apr 2025. If you need to change the dates [click here to return to the previous page](#).  
 The availability shown below is for the first date, 7th Apr 2025. Once a Time and Bay has been selected the other dates will also be checked for availability.  
 You may book deliveries up to 30 Minutes long.

< Previous Hour
7TH APR 2025
Next Hour >

Bay	6:00 am	7:00 am	8:00 am	9:00 am	10:00 am	11:00 am	12:00 pm	1:00 pm
C9								
C10								
C11								
C12								
C13								
C14	⚠							
C15	⚠							

**YOUR SELECTION**

First Date: 7th Apr 2025
Time: 09:00:00
Duration: 30 minutes
Bay: C9

**FUTURE DATES AVAILABILITY**

✓ All dates available - 9 deliveries will be booked

Hide all available future dates ^

Monday 7th Apr 2025	✓ Available
Tuesday 8th Apr 2025	✓ Available
Thursday 10th Apr 2025	✓ Available
Monday 14th Apr 2025	✓ Available
Tuesday 15th Apr 2025	✓ Available
Thursday 17th Apr 2025	✓ Available
Monday 21st Apr 2025	✓ Available
Tuesday 22nd Apr 2025	✓ Available
Thursday 24th Apr 2025	✓ Available

When you click Continue your Bay and Time selection will be held for 10 minutes.

CONTINUE

**- Contractor can edit, cancel and extend individual recurring bookings before sign in**

HOME

DELIVERIES

Book Delivery >

View All Deliveries

View All Recurring Deliveries

View Monitoring Observations

View Zone Rules

YOUR REGISTRATION

Update Profile

Manage Users

RECURRING DELIVERIES

WHU-4FB82DF9

7th - 24th Apr 2025

9:00 am

30 Minutes

Westfield Hamburg-Überseequartier - Zone C

Bay C9

O2

Status ✔ Active

EXTEND CANCEL

DELIVERY INFORMATION

Reference	WHU-4FB82DF9
First and Last Dates	7th - 24th Apr 2025 (Extend)
Days of the Week	Mondays, Tuesdays and Thursdays
Number of Deliveries	9
Time	9:00 am
Duration	30 Minutes
Zone and Bay	Zone C - C9
Recipients	O2

VEHICLE

Vehicle Type	Medium Duty Truck
Vehicle Registration Number	SM20SMT (Update)

ADDITIONAL INFORMATION

Driver Name	Dave Wilson
Driver Telephone Number	987987987
Passengers	recurring
Contact Name	Joe bloggs
Contact Telephone Number	89789789798

ALL DELIVERY DATES

Date	Time	Duration	Bay	Status	
7th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
8th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
10th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
14th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
15th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
17th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
21st Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
22nd Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>
24th Apr 2025	9:00 am	30 Minutes	C9	✔ Future	<a href="#">View</a>

