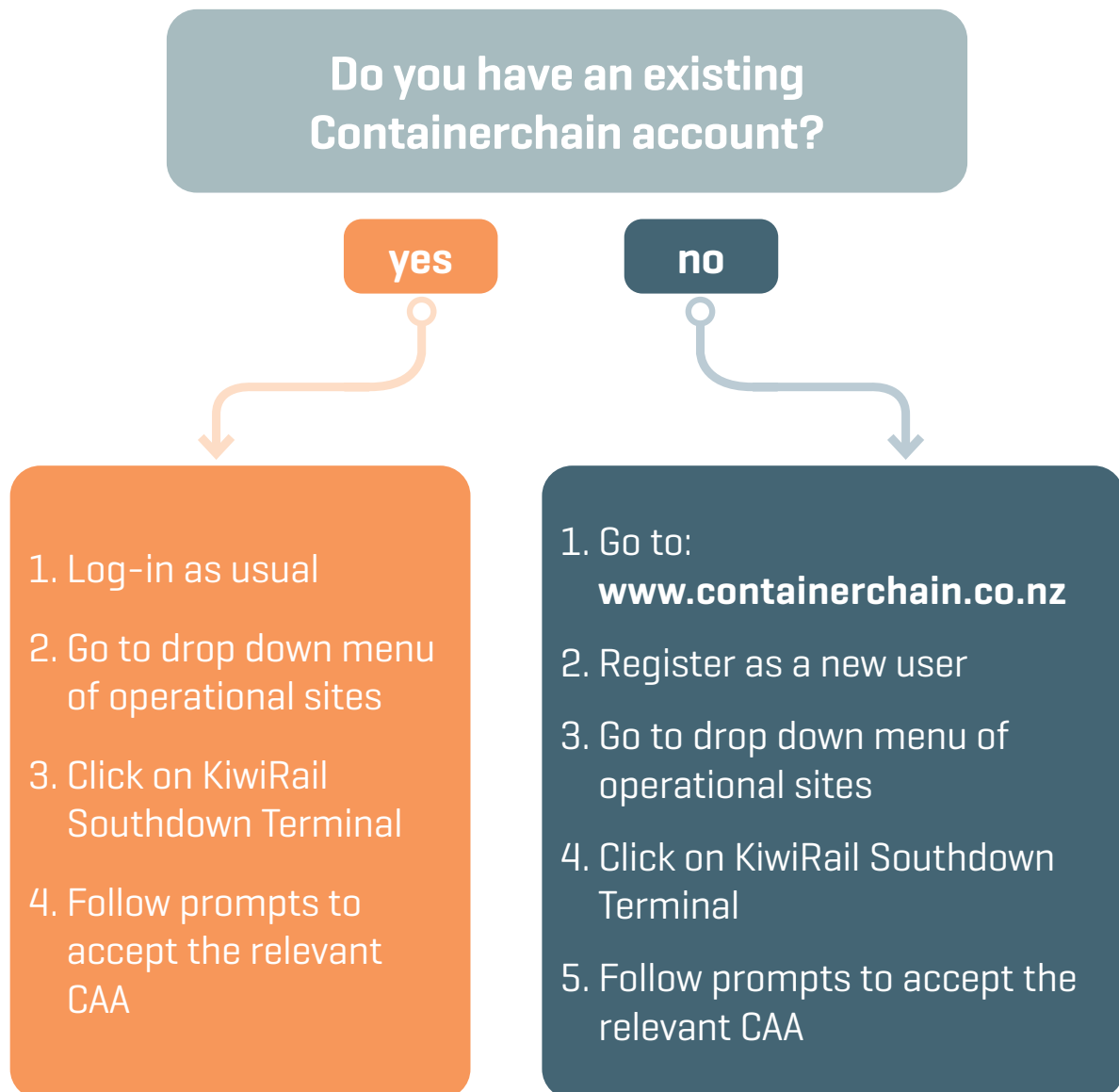




Establishing a Containerchain Account and CAA



All transport operators will be required to accept Containerchain's terms and conditions of use of the VBS when logging in to use it and in order to gain and then maintain access to the Terminal.



Making a VBS booking

In order to make a VBS booking, all required fields will need to be completed or the booking request will be rejected. The required detail is noted below:

1. Type of booking required i.e. pick-up or drop-off
2. The location you wish to book entry to – i.e. Auckland (see note below)
3. The KiwiRail freight booking number or the container number being uplifted or delivered e.g. 000ABC0123 or MSBU4280103
4. The size of the container being picked up or dropped off e.g. 20ft or 40ft
5. The registration or fleet number of the truck being used to pick up or drop off the container e.g. NAP284 or TRUCK12
6. The name of the truck driver e.g. John Smith

At the time of making a VBS booking, you will also have the option of adding any specific extra detail as may be required. For example, if the container doors need to face a certain way on the trailer, this can be noted in a free text field in the VBS booking.

Note

Due to the way in which the VBS integrates with our own systems, all of KiwiRail's container transfer sites will be shown, even though we are currently only introducing the VBS into Southdown. You will need to see Auckland listed when you make your VBS Booking request, which will be site listed first, so simply click on this.



Accessing Southdown from 1 February

In order to access the Terminal, all transport operators will need to ensure they are familiar with the following:

1. Any transport operator arriving at the Terminal without having first made a VBS booking will be refused entry. No exceptions will be made.
2. Each VBS booking will cover an allocated time period of 30 minutes i.e. 1000 to 1030, 1430 to 1500 etc. and all transport operators will be expected to arrive at the Terminal within this time slot.
3. Transport operators arriving early, but within 30 minutes of the commencement of their VBS booking time slot, will be given permission to enter the Terminal with no penalty e.g. VBS booking time slot was 1230 to 1300, then permission to enter the Terminal will be granted as long as the truck arrives no earlier than 1200.
4. Entry into the Terminal for transport operators who arrive more than 30 minutes earlier than the commencement of their VBS booking time slot, will only be allowed on a case by case basis. If permission is granted to enter, an Early Fee will apply. This will be charged in addition to the Booking Fee.
5. Transport operators arriving late, but within 30 minutes of the end of their VBS booking time slot, will be given permission to enter the Terminal with no penalty e.g. VBS booking time slot was 1600 to 1630, then permission to enter will be granted as long as the truck arrives no later than 1700. Note that late-arriving trucks may risk the container missing its freight cut-off time resulting in non-carriage of the freight.
6. Transport operators arriving at the Terminal more than 30 minutes after the end of their VBS booking time slot, will only be granted permission to enter at KiwiRail's sole discretion e.g. VBS booking time slot was 1700 to 1730 and the truck arrived at 1830. If permission is granted, the Transport Operator will be charged the Late Fee in addition to the initial Booking Fee. If the transport operator is refused entry into the Terminal, no Late Fee will apply, but the Transport operator will need to make another VBS booking for another time / day and no refund of the initial Booking Fee will be granted. Note that late arriving trucks may risk the container missing its freight cut-off time resulting in non-carriage of the freight.
7. Transport operators who fail to turn up at the Terminal for their VBS booking will be charged the Unutilised Fee in addition to the initial Booking Fee.
8. Transport operators may change a VBS booking (time slot availability permitting) at any time at no cost, as long as that change is made prior to the commencement of the VBS booking's time slot. Changes cannot be made after the commencement of the VBS booking time slot.
9. Transport operators who wish to cancel a VBS booking can do so and at no cost, as long as they do so more than 4-hours in advance of the commencement of the VBS booking's time slot.
10. Transport operators who wish to cancel a VBS booking, but do so within 4-hours of the commencement of the slot, will be charged the Cancellation Fee e.g. VBS booking was for 1300 to 1330 but it was cancelled at 1030. This will be charged in addition to the initial Booking Fee.



VBS fee structure

Fee Type	Fee	Fee Description
Booking Fee	\$7.00	Applies for each VBS booking made by a Transport Operator to either deliver and/or uplift a container and it applies on a per container basis.
Early Fee	\$7.00	Applies when the Transport Operator arrives more than 30 minutes before the commencement of the VBS booking's time slot. This is additional to the Booking Fee.
Late Fee	\$7.00	Applies when the Transport Operator arrives more than 30 minutes after the end of the VBS booking's time slot, but only when delivering containers into the Terminal. This is additional to the Booking Fee.
Unutilised Fee	\$21.00	Applies when the Transport Operator fails to turn up for a VBS booking. This is additional to the Booking Fee.
Cancellation Fee	\$14.00	Applies when the Transport Operator cancels a VBS booking within 4 hours of the commencement of the booked time slot. This is additional to the Booking Fee.

Notes to fees:

1. All of the above fees exclude GST;
2. All transport operators seeking to enter the Terminal will be required enter into a CAA and hold a valid account with Containerchain;
3. A VBS booking is required for each and every container being either delivered into the Terminal, or uplifted from it, regardless of whether the same vehicle is being used;
4. The Booking Fee will apply to all VBS bookings made as from the 1st of February 2021; and
5. None of the other additional fees [e.g. Early, Late Unutilised and Cancellation] will be charged for an initial period post 'go-live' in order to allow all transport operators time to familiarise themselves with the new VBS processes. Charging of these other fees will commence as from the 1st of April 2021.

It will be important that there is good communication between the party that books the freight transport on rail with KiwiRail and the party who books the VBS, to ensure that if the rail booking is subsequently cancelled or adjusted in any way that will require any changes to the VBS booking, that this information is passed to the other party so they can amend the VBS booking/s as may be required.

Any failures to do so, may result in additional VBS fees applying.

In order to assist as much as possible, KiwiRail will arrange to send out e-mails from our own system whenever changes have been made to a rail booking which will also require adjustments to be made to any associated VBS bookings e.g. if a rail booking is being reduced from 2 x 20ft containers to a single 20ft container. In this example, one of the VBS bookings will need to be cancelled as it is no longer required.

As we will not necessarily know the specific transport operator who will be undertaking the road transport leg for any connecting rail booking, the e-mails we will be sending will simply advise the party making the rail booking changes, to please ensure they are also advising their transport operator so they will be able to adjust the VBS bookings accordingly.

If any VBS bookings are not adjusted in line with rail booking changes as required, then the relevant, additional fees will apply.

Although the transport operator is responsible for making the VBS bookings, it remains the responsibility of the freight payer for the rail movement, not KiwiRail, to ensure that they keep their transport operator updated at all times.



Frequently Asked Questions

Why are you introducing a VBS as all it will do is increase our costs?

We have decided to do so in order to improve our efficiency and reduce truck turn times, as this is something that our customers have told us is a cause of significant frustration. We believe this system will help transport operators to reduce costs as they will be able to schedule their trucks more efficiently.

Can I make a VBS booking if I don't have a valid Containerchain account?

No, you must have a valid Containerchain account in order to make VBS bookings.

Who is responsible for the setting and subsequent reviewing of the various VBS fees?

KiwiRail is responsible for the setting and reviewing of all VBS fees.

Why do I have to pay Containerchain when it's your Terminal I want to enter?

Containerchain issues invoices for the VBS on KiwiRail's behalf, based on the fee structure that KiwiRail has in place. Monies received by Containerchain, are then paid to KiwiRail.

I have received an incorrect invoice from Containerchain. How do I query this?

If you receive any charges from Containerchain that you believe to be incorrect, please e-mail KiwiRail on [vbsqueries@kiwirail.co.nz] providing the necessary detail and stating your query. We will investigate and arrange to have it corrected where necessary.

What happens if I am late paying my Containerchain account?

KiwiRail has the right to cancel any transport operator's account if payments for VBS charges are not paid on time. If your account is closed, you won't be able to enter the Terminal and all VBS bookings held by the transport operator at that time will be cancelled.

Can I make just one VBS booking if I have two containers to drop off?

No. VBS bookings need to be made on a per container and not a per truck basis. If you have 2 containers to drop off, you will need to make two VBS bookings. However, if you are delivering more than one container at a time, the system will allow you to make multiple VBS bookings for the same time slot.

What VBS bookings do I need if I am delivering a container and also wanting to pick one up?

A VBS booking is simply a reservation of a time slot. The booking itself doesn't care whether a transport operator is delivering a container or uplifting one. If you hold a valid VBS booking, you can do either within the same booking, but as the 'one container per VBS booking' rule applies, if you are intending to deliver one container and then pick one up, you will need to make two VBS bookings, one for the delivery and one for the pick-up.



Frequently Asked Questions

I want to deliver multiple containers on one truck and also pick up multiple containers on the same truck. How can I do this?

If a transport operator wishes to deliver multiple containers and uplift multiple containers with the same truck and at the same time, then they simply need to make the equivalent number of VBS bookings as the number of containers they are seeking to move in total.

As an example, if a transport operator wanted to deliver 2 containers and uplift 2 containers, they'd need to make a total of 4 VBS bookings for the same time slot.

If the transport operator can't find an available time slot where it is possible to make 4 VBS bookings, then they would need to either arrange to carry fewer containers, or keep looking at the system to find a time slot that had 4 VBS bookings available.

How will I know if there will be enough VBS bookings available in order to meet what are sometimes quite tight train cut-off times?

KiwiRail will review all the freight bookings that have been made on a select number of our premier train services and we will ensure that enough VBS booking slots have been reserved for each customer who has freight booked on those services.

Customers often change their minds or situations occur when container movements are delayed for reasons beyond the control of the transport operator. Will we be charged if VBS bookings need to change?

If you need to make changes to a previous VBS booking, as long as these are made prior to the commencement of the VBS

booking time slot, there will be no additional charges. Changes can be made via the Containerchain website.

I arrived on-time for my VBS booking, but wasn't able to access the Terminal until 60 minutes after the end of the 30-minute time slot i.e. VBS booking was for 1430 to 1500 but access into the Terminal didn't occur until 1600. Will I be charged a Late Fee?

No. As you arrived within your original booking time slot, no Late Fee will apply.

There was an accident on the motorway while driving to the Terminal and it made me late for my VBS booking by 60 minutes. Will I be charged a Late Fee?

While we understand that Auckland traffic can be bad, and things beyond the control of the transport operator can cause delays, the Late Fee will still apply.

My circumstances changed resulting in my truck no longer needing to go into the Terminal, but my driver forgot to advise us so we could cancel the VBS booking. Will you waive the charge?

No. While changes can and do occur, it is important that you update the VBS booking so we are able to free up time slots for other customers. KiwiRail incurs a charge from Containerchain for every Booking that has been made and we are not excused if trucks fail to show up, so we are unable to waive such charges. In this case, the Unutilised Fee would apply on top of the Booking Fee.



Frequently Asked Questions

My customer has advised of a change to their trucking requirements and as a result I need to cancel my VBS booking. Can I do so without any fees applying?

Yes, as long as you cancel it providing more than 4 hours' notice.

I have a VBS booking to pick up a container from an inbound train service that is running 60 minutes late. Will I be charged as I need to make another VBS booking?

No. We intend to send notifications out via Containerchain advising when inbound trains are running significantly late, in order to try to let the relevant transport operators know so they can delay trucks arriving at the Terminal. If a truck should arrive within its booked time slot it will not be charged an Early Fee.

Will you be rolling out a VBS at any other KiwiRail Container Transfer sites?

At this stage, we see this applying only to Southdown, although we may consider rolling it out to other sites on a case by case basis should we feel it will improve a site's overall efficiency and speed up the transition of containers for our customers.

If I cancel or amend a rail booking which also has a VBS booking associated with it, does the VBS booking get cancelled / changed automatically at the same time?

No. Rail bookings and VBS booking are completely separate and work via different IT systems. If you cancel or amend a rail booking which has a VBS booking/s associated with it, it is important that you also ensure that any affected VBS bookings are also cancelled. A failure to do so will trigger the billing of the all relevant fees as outlined earlier.

Does the VBS work as a phone app?

Not at this stage, as the screen size on a phone doesn't really allow it to function easily. However, being an internet-based product it does work well in larger, tablet type configurations, so if your drivers had i-Pads or similar in their truck cabs, these can be used if desired. However, it is our intention moving forward to implement a requirement for all containers coming into the Terminal to be pre-advised and at that stage it will be possible for your drivers to use a facility called e-Gate which will work off mobile device. More details on this will be coming out next year.