

10 March 2023

## **Changes to Ancillary Surcharges - customer update**

### **Capacity Management changes**

We are excited to be deploying the KiwiRail Freight Customer Portal. This self-service booking portal provides customers with unprecedented visibility, access and control of freight bookings on our network.

As part of integrating the new Portal, changes were required to be made to Capacity Management surcharges that apply where customers use the new portal to make/edit bookings. The use of the Portal avoids some of the surcharges that currently apply.

We'll provide you with more detailed information about the Customer Portal shortly and I'm confident that you and your teams will find this development quite exciting and of great value, should you wish to use it.

### **New Port of Tauranga Metroport Rail Charge**

The Port of Tauranga Metroport Rail Charge is a new levy the Port is introducing on the 1st April 2023.

It will be charged on a per container basis and will apply to all containers that are consigned either into Metroport from any location, or out of Metroport to any location (other than the Port of Tauranga Container Terminal itself) and for which the inbound or outbound transport mode is rail.

Port of Tauranga has strict requirements that must be adhered to in terms of the approved catchment area for containers that are being consigned into Metroport. It is the responsibility of the party who is booking the rail travel, to ensure they comply with this requirement. Please contact the Port of Tauranga if any clarification is needed regards this.

### **Check out the changes from the link below**

All of the above referenced changes can be seen by looking at the following link to the Ancillary Surcharges on our KiwiRail Freight website :- <https://www.kiwirailfreight.co.nz/rail-freight/freight-handling-code/>

Once there, go to Section 24. As these changes relate to costs you may incur, please ensure that all relevant staff are made aware of these in order to avoid any potential for subsequent issues.

If you have any queries with any of the above, please do get in touch with your Key Account Executive, or contact our Customer Service Centre on (0800) 351-351 and they will be happy to help you.

Kind regards



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