

30 August 2024

Kia ora,

Please find an update below on a couple of key matters:

- A new Port Otago Rail Receival and Delivery (R&D) surcharge
- Changes to our Capacity Management scheme
- New track and trace functionality
- Blenheim CT site closing Saturdays from 21 September

#### Port Otago Rail R&D Charge from 1 October

Port Otago have advised us that they will be introducing a new Receival & Delivery Charge from 1 October 2024.

They will apply this charge to every laden or part laden container that is either departing or entering Port Chalmers by road or rail.

Port Otago have advised that this charge will not apply to empty containers, non-containerised loads, or loads destined to or from a port store.

Further, Port Otago have advised they will be passing the costs associated with containers moving by rail onto KiwiRail, requiring us to recover this new charge from every rail user.

To do this, we've had to create a new surcharge and add it to our existing list of Ancillary Surcharges. An updated full list can be read on the [Ancillary Surcharges](#) page of our KiwiRail Freight website.

If you wish to gain further insights, please direct your enquiries to Port Otago.

#### Changes to Capacity Management bookings and charges

We've been actively listening to feedback from customers in relation to the booking and billing process. As a result, we'll soon be introducing some changes to make it easier and to provide more leeway prior to charges applying. In some cases, we've also significantly reduced the charges that may apply.

Capacity Management was introduced with the aim of freeing up capacity for more users and stopping the high levels of unutilised bookings we had been seeing.

We're delighted that many more customers are now able to access rail capacity through our self-service booking portal. The changes make it even easier to manage freight bookings with KiwiRail.

These changes can be read in the [Ancillary Surcharges](#) section on our KiwiRail Freight website, but the key ones are as follows:

1. Changing the primary lead time for making major edits (i.e. changes) from 24 hours down to only 8 hours prior to a freight booking's cut-off time;
2. Changing some of the applicable surcharges for such changes from a full charge, down to only 30% of the full charge; and
3. Changing the primary lead time for making cancellations from 24 hours down to only 8 hours prior to a freight booking's cut-off time.

Please make sure you and your teams are familiar with the changes by reviewing the Ancillary Surcharges document on our website.

The changes are not yet 'live' as we are making some modifications within the system, but we're working at pace on this and hope to be able to provide a formal 'go-live' date within the next few weeks.



### Track and trace functionality

We're happy to let you know that we're making some great improvements to our Track and Trace capability. Right now, we can send EDI notifications when your freight enters and exits our network, and we're working on adding milestone notifications next year.

If you want to learn more about how these new EDI notifications work, you can check out the documentation on our website [here](#).

### Blenheim Container Terminal site will be closed on Saturdays from 21 September

Due to a reduction in the volume of freight transiting our Blenheim CT site, we will be changing the site's operational hours to better reflect current demand. The site has always been closed on Sundays, but we will now be closing on Saturdays as well. The last Saturday the site will be open is 14 September.

We will continue to monitor freight demand and will review this again at a later date. We will also put a contingency plan in place that will allow the CT site to open on a Saturday (if required) when network disruptions occur.

If you have any questions about any of the matters raised here, please feel free to get in touch with your Key Account Executive.

Ngā mihi nui,

A handwritten signature in black ink, appearing to read "Alan Piper".

Alan Piper  
Executive General Manager Freight Markets

