

28 April 2021

Dear Customer,

2020 was a year like no other as COVID challenged our supply chain resilience and capacity.

Already in the first quarter of 2021 it is clear that New Zealand's supply chain is still facing similar challenges and we believe this is likely to continue for some time to come.

The purpose of this letter is to outline some key changes we are making in the way we allocate and manage rail capacity with our customers and to enlist your support.

Investment in rail is happening but new assets and capacity will take time

You're probably aware that the Government as our shareholder, has committed over \$4 billion to our national rail network, including a significant upgrade in our ferries, locomotives and rolling stock. This will benefit us all. Some of the key investments are:

- Upgrades to our rail network across the country to keep improving its resilience and reliability. Over the last quarter over 120km of new track has been replaced in the Auckland metropolitan area alone.
- New mainline and shunt locomotives to replace our ageing fleet. All South Island locomotives will be replaced, as well as the purchase of 10 additional North Island DL locomotives.
- New ferries and terminal infrastructure for the key lifeline between the North and South Islands.
- Ongoing replacement of rolling stock, with modern designs and heavier payload capacities.
- Investment in a third main rail line in the Auckland metro network which will provide greater resilience for freight operations in and out of the city.

The investment program coincides with the strategic direction towards a lower carbon economy and KiwiRail is proud to be at the forefront of this given rail is 70% more fuel efficient than heavy road transport.

Seeking your support in the way we manage capacity and process bookings

KiwiRail has relied on legacy systems and processes to allocate and manage day-to-day rail capacity on our train services, sometimes allowing bookings to be made up to 28-days in advance.

This often results in booked cargo volumes not actually turning up on the day, resulting in wasted opportunities for us and a great deal of frustration to customers who had previously been turned away.

A review of our utilisation during 2020 showed on average that 26% of customer bookings ended up not being used.

The cost to our business of holding such waste is not sustainable and it hugely impacts our ability to provide capacity to genuine users. We can no longer keep operating in this manner.

Our investment in digital enhancements now enables us to alter the way in which we can allocate rail capacity and as a result, we are introducing some new processes regarding how we undertake such allocations and the subsequent making and management of rail bookings.

These new processes will not only see us more closely managing the allocation of capacity on our train services, but as part of this, we're also making some key changes through the introduction of a two-stage booking structure.

The first of these will apply to those train services for which there is usually a high booking demand requirement (High Capacity Demand) and the second stage is a simpler process which will be used for bookings on train services which traditionally have a lower booking demand requirement (Low Capacity Demand).

Both of these will come into force as from **Monday the 10th of May 2021**.

The High Demand Capacity booking process uses a three-tiered approach and will work as follows :-

High Demand Capacity Booking Process Guidelines

Bookings will be able to be placed within three different 'booking windows', which will allow you to select the best approach for your business, while ensuring that we can better manage overall capacity allocation:

- a) **Base Committed Bookings:** These are booking requests that are designed to allow you to secure your 'base volume' requirements for the following Monday to Sunday week. These would be bookings where you are totally confident that you will use them on the day.

Bookings of this type would require you to advise us by 1700 every Wednesday and these will apply on a strictly **book and pay basis**.

Payment for these bookings will apply regardless of use and as such are non-refundable.

No major changes or cancellations are permitted to be made to these bookings, although minor changes will be permitted, a booking change surcharge will apply.

- b) **Flexible Bookings:** Once all the Base Committed Bookings have been made, remaining capacity can be subsequently booked by customers on a flexible basis, subject to availability of capacity on the required train service.

These flexible bookings are able to be changed / cancelled at any time up to 24-hours prior to the scheduled cut-off for the booked train service.

Please note that **booking change and/or booking cancellation surcharges will apply**.

However, a flexible booking cannot be cancelled or changed in the last 24-hours prior to the scheduled cut-off for the booked train service and if a booking (or part of a booking) is not used, an unutilised booking surcharge will apply.

- c) **Last Minute Bookings:** Last minute bookings (i.e. those made with less than 24-hours prior to scheduled cut-off for the train service) can be requested at any time and on any train service, subject to availability, but will be on a strictly **book and pay basis**.

Payment for these bookings will apply regardless of use and as such are non-refundable. No changes (minor or major) or cancellations are permitted to these bookings.

While it's not our role to advise just what capacity you will require week to week, in order to assist you, prior to each Wednesday we will be providing you with a snapshot of your actual capacity use by service and day of week for the 4-week period immediately preceding the week we are asking for your booking requests. Whilst this is not necessarily always a good predictor of future use requirements, we hope it will be of some value to you.

Integrated into this advice, will be a form we would ask you to complete and which will show us just what capacity you will require by route and train service for the following week. This can and likely

will change week to week, so the process is entirely flexible, which is another benefit over the old process, which was fairly rigid in its approach.

You will receive the first of these reports in the week beginning Monday the 3rd of May. An example of this report will be sent to you under separate cover shortly, so you can familiarise yourselves with the layout and content prior to go-live.

The Low Demand Capacity booking process we will be introducing, will be less a little less structured and is designed to allow customers who have quite varying requirements or those who simply may need the commitment of being able to book with a longer lead time, to access certain train services.

Bookings under this process will be limited to our lower demand freight train services and will be open up to a maximum of 28-days out from the day of required travel.

The Low Demand Capacity booking process will work as follows :-

Low Demand Capacity Booking Process Guidelines

- a) **Flexible and Cash Sale Bookings:** Capacity on lower demand freight train services will be available to be booked up to a maximum of 28-days prior to the requested day of travel. The availability of capacity will differ by route, so it may pay to discuss your requirements with a KiwiRail Customer Service Centre representative first.

Capacity will be allocated on a first come, first served basis. Should it prove that no capacity is available on your desired route at the time of your request, then please refer back to the High Demand Capacity booking process above, as remaining freight train capacity will be allocated using this process.

These Flexible and Cash Sale bookings are able to be changed / cancelled at any time up to 24-hours prior to the scheduled cut-off for the booked train service.

Please note that booking change and/or booking cancellation surcharges will apply, as well as any other transport costs relevant to the changes made e.g. adding a container to your booking.

However, a Flexible and Cash Sale booking cannot be cancelled or changed within 24-hours prior to the scheduled cut-off for the booked train service and if a booking (or part of a booking) is not used, the Unutilised Booking surcharge will apply, which is an amount equal to the value of the booking made.

Billing process for applicable Surcharges

Should you seek to make changes to your bookings once they've been made, regardless of whether you made them under the High Demand Capacity or Low Demand Capacity process, or should you cancel them or in any way otherwise adjust them such that this will trigger some of the new Surcharges, those costs will not show on the corresponding transport invoice for the cargo movement.

Instead, they will be invoiced separately within 7-days of the date they were incurred. Each invoice will provide sufficient details of the surcharges that have been applied, together with some corresponding detail to enable you to reconcile them against the transport booking they relate to.

As with the historical usage report referred to earlier, an example of an invoice showing how any applicable surcharges will be invoiced and the type of supporting detail they will provide, will be sent to you shortly under separate cover.

Having this new system in place well ahead of 2021/22 peak demand period will allow our customers and ourselves time to adjust to these new booking and capacity management processes.

We are very confident that it will result in more capacity being able to be made available to all customers during peak - something that's proven to be a frustration to us all previously when customers could book excess capacity, then simply not show up.

The following pages provide more detail as to the changes being made, together with a variety of examples of how the system will work in certain circumstances and just what Surcharges will apply correspondingly.

It is important to understand that the Surcharges noted will all be applicable as from the date of go-live of these booking changes, which is **Monday the 10th of May 2021**.

We recognise that these changes do reflect a significant departure from the old ways of working and as such, I would ask that you please share the contents of this with anyone within your company who is either involved with making bookings, or the subsequent management of them, so we can try and ensure that the new system is understood by all involved.

We would encourage our customers to make use of the KiwiRail Freight Portal. This is where you can view, create and change certain bookings and in some cases avoid the proposed surcharges as it's a self-service model.

If you would like more information with regard to our freight portal and its uses and benefits, please contact our team on (0800) 351-351 letting them know your query is about the portal, otherwise you can e-mail IMEX@kiwirail.co.nz or Domestic@kiwirail.co.nz and we will more than happy to assist you.

If you have any questions after reading this, please don't hesitate to give your Key Account Manager a call.

Thank you again for your ongoing support of KiwiRail, we are excited by the future investment in rail for the benefit of all New Zealanders.

Yours sincerely,

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

Alan Piper
Executive General Manager – Sales and Commercial

NEW CAPACITY ALLOCATION AND BOOKING MANAGEMENT PROCESS
DEFINITIONS AND EXAMPLES

BOOKING CHANGE DEFINITIONS AND ASSOCIATED APPLICABLE SURCHARGES

Note that all Surcharge costs outlined below exclude GST.

Booking Change - Minor
Surcharge cost - \$30.00

Examples of a permitted Minor modification include, but are not limited to the following:

- (i) *Correction of a container number;*
- (ii) *Correction of any related reference numbers, such as*
 - a. *empty container release number,*
 - b. *customer order number,*
 - c. *export vessel name (provided the same acceptance date and time applies to the vessel)*
- (iii) *Change in the Dangerous Goods (DG) status of the booking (or one of the containers/wagons)*
**1*
- (iv) *Change of Dry Container to Reefer *2*
- (v) *Change of freight payer code within Customer Group*

Notes:

Note: *1 All applicable DG surcharge will additionally apply.

Note *2 All applicable Reefer surcharges will additionally apply.

Booking Change - Major
Surcharge cost - \$100.00

Examples of a Major Change include, but are not limited to the following:

- (i) *Changes to the amount of equipment booked (reduction);* [Major Change of existing booking]
- (ii) *Changes to the amount of equipment booked (increase);* [Major Change of existing booking]
- (iii) *Change from wagon to container or vice versa.* [Major Change of existing booking]
- (iv) *Change the size of equipment booked (20ft to 25ft or 40ft);* [Major Change of existing booking]

Booking Change - Cancellation

Surcharge cost - \$100.00 as processed as a Cancellation of original booking and placement of a new booking

Examples of a Cancellation Change include, but are not limited to the following:

- (i) *Cancel full booking* [Cancellation of original booking]
- (ii) *Change the origin point of the booking;* [Cancellation of original booking and make new booking]
- (iii) *Change the destination point of the booking;* [Cancellation of original booking and make new booking]

- (iv) *Change the train service the booking is on;* *[Cancellation of original booking and make new booking]*
- (v) *Change the date of travel of the booking;* *[Cancellation of original booking and make new booking]*

SUMMARY OF APPLICATION RULES

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge/s
High Demand Capacity - Base Committed Bookings		
Booking - Online for Base Committed Capacity Booking - via KiwiRail Customer Service Centre for Base Committed Capacity	Processed or Waitlisted	Book and Pay - Unutilised Booking Surcharge applies
Cancellation of Base Committed Booking	Not allowed	Book and Pay - Unutilised Booking Surcharge applies
Major Change of Base Committed Booking	Not allowed	Book and Pay - Unutilised Booking Surcharge applies
Minor Change of Base Committed Booking	Processed as Minor Change to original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre	Booking Change - Minor Surcharge of \$30 applies if Customer requests change (via email or phone) be made by KiwiRail's Customer Service Centre Note: No Booking Change - Minor Surcharge applies if the Minor Change is made online (via Web-portal) by the Customer
Not fully used booking on the day i.e. container not presented or wagon not used	Noted, but no change to booking	Book and Pay - Unutilised Booking Surcharge applies
High Demand Capacity - Flexible Bookings		
Booking - Online for Flexible Capacity Booking - via KiwiRail Customer Service Centre for Flexible Capacity	Processed or Waitlisted	
Cancellation Change of Flexible Booking	Processed as Cancellation of original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre (Not permitted in last 24-hours prior to scheduled cut-off)	Booking Change - Cancellation Surcharge will apply of \$100 per unit of booking (i.e. per container or wagon)
Major Change of Flexible Booking	Processed as Major Change to original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre (Not permitted in last 24-hours prior to scheduled cut-off)	Booking Change - Major Surcharge will apply of \$100 per unit of booking (i.e. per container or wagon)

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge/s
Minor Change of Flexible Booking	Processed as Minor Change to original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre	Booking Change - Minor Surcharge of \$30 applies if Customer requests change (via email or phone) be made by KiwiRail's Customer Service Centre Note: No Booking Change - Minor Surcharge applies if the Minor Change is made online (via Web-portal) by the Customer
Not fully used booking on the day i.e. container not presented or wagon not used	Noted, but no change to booking	Book-and-Pay - Unutilised Booking Surcharge applies
High Demand Capacity - Last Minute Bookings		
Booking - via KiwiRail's Customer Service Centre for Last Minute Capacity	Processed or Rejected Processed only by KiwiRail's Customer Service Centre	Book and Pay - Unutilised Booking Surcharge applies
Cancellation of Last Minute Capacity	Not allowed	Book and Pay - Unutilised Booking Surcharge applies
Major Change of Last Minute Capacity	Not allowed	Book and Pay - Unutilised Booking Surcharge applies
Minor Change of Last Minute Capacity	Not allowed	Book and Pay - Unutilised Booking Surcharge applies
Not fully used booking on the day i.e. container not presented or wagon not used	Noted, but no change to booking	Book and Pay - Unutilised Booking Surcharge applies
Low Demand Capacity – Flexible and Cash Sale Bookings		
Booking - via KiwiRail's Customer Service Centre for Flexible and Cash Sale Capacity	Processed or Rejected Processed only by KiwiRail's Customer Service Centre	
Cancellation of Flexible and Cash Sale Capacity	Processed as Cancellation of original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre (Not permitted in last 24-hours prior to scheduled cut-off)	Booking Change - Cancellation Surcharge will apply of \$100 per unit of booking (i.e. per container or wagon)
Major Change of Flexible and Cash Sale Capacity	Processed as Major Change to original booking Can be processed online by the Customer or by KiwiRail's Customer Service Centre (Not permitted in last 24-hours prior to scheduled cut-off)	Booking Change - Major Surcharge will apply of \$100 per unit of booking (i.e. per container or wagon)

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge/s
Minor Change of Flexible and Cash Sale Capacity	<p>Processed as Minor Change to original booking</p> <p>Can be processed online by the Customer or by KiwiRail's Customer Service Centre</p>	<p>Booking Change - Minor Surcharge of \$30 applies if Customer requests change (via email or phone) be made by KiwiRail's Customer Service Centre</p> <p>Note: No Booking Change - Minor Surcharge applies if the Minor Change is made online (via Web-portal) by the Customer</p>
Not fully used booking on the day i.e. container not presented or wagon not used	Noted, but no change to booking	Book-and-Pay - Unutilised Booking Surcharge applies

BOOKING CHANGE EXAMPLES

High Demand Capacity - Base Committed Booking Example:

Base Committed Booking for four (4) containers

Customer Activity	KiwiRail Rule / Action	Transport Charge and Ancillary Surcharge That Apply
Cancel full booking	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change origin or destination point of booking	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change the train service booked on, or change the date of travel of the booking	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Cancel one container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Cancel two containers	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Add one container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to size of equipment booked i.e. 2 x 20ft container to 1x 40 ft container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to equipment booked i.e. 1 x 25ft GXT wagon to 1 x 25ft GSM wagon	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to equipment booked i.e. 1 x 40ft dry container to 1 x 40ft reefer container	Processed as minor modification to existing booking	Booking Change - Minor Surcharge \$30
Change to equipment booked i.e. 2 x 40" dry containers to 2 x 40" reefer containers	Processed as minor modification to existing booking	Booking Change - Minor Surcharge \$30
Change DG status of one container	Processed as minor modification to existing booking	Booking Change - Minor Surcharge \$30
Correction of a container number	Processed as minor modification to existing booking	Booking Change - Minor Surcharge \$30
Change in booking release number	Processed as minor modification to existing booking	Booking Change - Minor Surcharge \$30
On day of travel only three containers presented, one container missing	Missing container noted, but no change applies	Book-and-Pay - Unutilised Booking Surcharge applies

High Demand Capacity - Flexible Booking Example:

Flexible Booking for four (4) containers

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge That Will Apply
Cancel full booking (where the cancellation occurs more than 24-hours prior to the scheduled cut-off for the booked train service)	Cancellation processed	Transport charge is zero. Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the total Booking Change - Cancellation Fee will be 4 x \$100 = \$400
Change origin point of booking, or change destination point of booking	Processed as Cancellation of original booking Changed booking details processed as new Flexible Booking	Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the Booking Change - Cancellation Surcharge will be 4 x \$100 = \$400.
Change the train service booked on, or change the date of travel of booking.	Processed as Cancellation of original booking Changed booking details processed as new Flexible Booking	Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the Booking Change - Cancellation Surcharge will be 4 x \$100 = \$400.
Cancel one container	Processed as Major Change cancelling one container from original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon) Booking Change - Cancellation Surcharge 1 x \$100 = \$100
Cancel two containers	Processed as Major Change cancelling two containers from original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 2 x containers have been cancelled, the Booking Change - Major Surcharge will be 2 x \$100 = \$200
Add one container	Processed as Major Change to original booking .	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 1 x container has been added, the Booking Change - Major Surcharge will be 1 x \$100 = \$100
Change to size of equipment booked i.e. 2 x 20ft container to 1 x 40ft container	Processed as Major Change to original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 2 x containers in original booking have been changed (i.e. 1 x changed from 20ft to 40ft and 1 x

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge That Will Apply
		20ft cancelled), the Booking Change - Major Surcharge will be 2 x \$100 = \$200
Change to equipment booked i.e. 1 x 25ft GXT wagon to 1 x 25ft GSM wagon	Processed as Major Change to original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 1 x wagon type has been changed, the Booking Change - Major Surcharge will be 1 x \$100 = \$100
Change to equipment booked i.e. 1 x 40ft dry container to 1 x 40ft reefer container	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change to equipment booked i.e. 2 x 40ft dry containers to 2 x 40ft reefer containers	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change DG status of one container	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Correction of a container number	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change in booking release number	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
In last 24-hours prior to schedule cut-off for train service Any cancellation, major change or minor change request.	No cancellation permitted No change (major or minor) permitted.	Booking is now locked and is effectively now on book-and-pay status
On day of travel only three containers presented, one container missing	Missing container processed as Unutilised Booking	Book-and-Pay - Unutilised Booking Surcharge applies

High Demand Capacity - Last Minute Booking Example:

Last Minute Booking for four (4) containers

Customer Activity	KiwiRail Rule / Action	Transport Charge and Ancillary Surcharge That Apply
Cancel full booking	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change origin point of booking, or change destination point of booking.	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change the train service booked on, or change the date of travel of booking.	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Cancel one container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Cancel two containers	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Add one wagon	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to size of equipment booked i.e. 2 x 20ft container to 1 x 40ft container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to equipment booked i.e. 1 x 25ft GXT wagon to 1 x 25ft GSM wagon	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to equipment booked i.e. 1 x 40ft dry container to 1 x 40ft reefer container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change to equipment booked i.e. 2 x 40ft dry containers to 2 x 40ft reefer containers	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change DG status of one container	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Correction of a container number	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
Change in booking release number	Not permitted	Book-and-Pay - Unutilised Booking Surcharge applies
On day of travel only three containers presented, one container missing	Missing container noted, but no change applies	Book-and-Pay - Unutilised Booking Surcharge applies

Low Demand Capacity - Flexible and Cash Sale Booking Example:

Booking for four (4) containers

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge That Will Apply
Cancel full booking (where the cancellation occurs more than 24-hours prior to the scheduled cut-off for the booked train service)	Cancellation processed	Transport charge is zero. Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the total Booking Change - Cancellation Fee will be 4 x \$100 = \$400
Change origin point of booking, or change destination point of booking	Processed as Cancellation of original booking Changed booking details processed as new Flexible and Cash Sale Booking	Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the Booking Change - Cancellation Surcharge will be 4 x \$100 = \$400.
Change the train service booked on, or change the date of travel of booking.	Processed as Cancellation of original booking Changed booking details processed as new Flexible and Cash Sale Booking	Booking Change - Cancellation Surcharge \$100 per unit of booking (i.e. per container or wagon). As all 4 containers have been cancelled, the Booking Change - Cancellation Surcharge will be 4 x \$100 = \$400.
Cancel one container	Processed as Major Change cancelling one container from original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon) Booking Change - Cancellation Surcharge 1 x \$100 = \$100
Cancel two containers	Processed as Major Change cancelling two containers from original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 2 x containers have been cancelled, the Booking Change - Major Surcharge will be 2 x \$100 = \$200
Add one container	Processed as Major Change to original booking .	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 1 x container has been added, the Booking Change - Major Surcharge will be 1 x \$100 = \$100
Change to size of equipment booked i.e. 2 x 20ft container to 1 x 40ft container	Processed as Major Change to original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 2 x containers in original booking have been changed (i.e. 1 x changed from 20ft to 40ft and 1 x

Customer Activity	KiwiRail Rule / Action	Ancillary Surcharge That Will Apply
		20ft cancelled), the Booking Change - Major Surcharge will be 2 x \$100 = \$200
Change to equipment booked i.e. 1 x 25ft GXT wagon to 1 x 25ft GSM wagon	Processed as Major Change to original booking	Booking Change - Major Surcharge \$100 per unit of booking (i.e. per container or wagon). As 1 x wagon type has been changed, the Booking Change - Major Surcharge will be 1 x \$100 = \$100
Change to equipment booked i.e. 1 x 40ft dry container to 1 x 40ft reefer container	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change to equipment booked i.e. 2 x 40ft dry containers to 2 x 40ft reefer containers	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change DG status of one container	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Correction of a container number	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
Change in booking release number	Processed as Minor Change to original booking	Booking Change - Minor Surcharge \$30
In last 24-hours prior to schedule cut-off for train service Any cancellation, major change or minor change request.	No cancellation permitted. No change (major or minor) permitted.	Booking is now locked and is effectively now on book and pay status
On day of travel only three containers presented, one container missing	Missing container processed as Unutilised Booking	Book-and-Pay - Unutilised Booking Surcharge applies