

3 February 2021

Dear Customer,

As we have been regularly advising over recent months, we have been consciously working to improve the standard of service we are able to provide to our customers who use our Southdown Container Transfer site in Auckland.

Changes we've made to date include a reorganisation of the traffic management plan to better segregate traffic flows on-site to provide safer and quicker transit through the site for trucks, upgraded entry and exit lanes, improvements to road markings to increase visibility, installed a new certified weighbridge and we are soon introducing a new Vehicle Booking System (VBS).

The VBS will enable us to further improve the overall efficiency of the site by reducing average truck wait and turn times, which will result in greater certainty of truck slot availability, increased truck productivity and we believe this will go some way to helping smooth the flow of goods through the Auckland supply chain.

Final testing of the VBS has now been successfully completed and we can now advise that we will indeed be going live as from **0001 hours on Monday the 8<sup>th</sup> of February 2021** as previously advised.

Once again I would ask that if you or any other staff member of yours who may need to use the system, have any remaining questions regards the operational requirements of the VBS, that you please take some time refer to previous Newsletters to ensure the following :-

- All transport operators who will be delivering/uplifting a container into/from Southdown must have a valid and current Containerchain account set up and working;
- All transport operators who will be delivering/uplifting a container into/from Southdown must have a valid Carrier Access Agreement in place;
- All necessary personnel who will be using the VBS understands what is required and have ensured that they are able to use the system (on-line training modules are available); and
- All necessary personnel who will be involved with payment of the VBS Fees, understand the associated fee structures that will apply.

As we've advised previously, it is absolutely vital that every transport operator wanting to access Southdown from next Monday has both a valid and current Containerchain account and a Carrier Access Agreement in place prior to VBS go-live. This is very simple to do and we've outlined in previous Newsletters how to do this.

A failure to have a Containerchain account or a Carrier Access Agreement in place, will result in that transport operator not being able to make VBS bookings and not being able to gain access into Southdown. There will be no exceptions to this rule.

I would therefore urge you to check that any transport operators you may currently use, or those who you may use at some stage, have been made aware of these new requirements, as we are very keen to ensure the collective business continuity for all our customers.

At advised above, there is some on-line training material available for you to review should you wish to and the links for these are noted below. If you feel that any last-minute refreshers may be required, then I would encourage you to look at the videos. Note that to view them you must have a valid Containerchain account set up.



- Book a Pickup - <https://containerchain.zendesk.com/hc/en-us/articles/360001670836-How-do-I-book-a-Notification-for-a-Pickup-at-a-Terminal-video->
- Book a Drop-off - <https://containerchain.zendesk.com/hc/en-us/articles/360001671436-How-do-I-book-a-Dropoff-at-a-Terminal-video->
- Viewing Dashboard - <https://containerchain.zendesk.com/hc/en-us/articles/360001670756-How-do-I-use-the-Dashboard-as-a-Transporter-video->
- Managing Bookings - <https://containerchain.zendesk.com/hc/en-us/articles/360001671636-How-do-I-manage-Notifications-as-a-Transporter-video->

All of this training material is also available via the Support link on the Containerchain website, after you login (<https://containerchain.zendesk.com/hc/en-us>).

It might also pay to have another review of our Newsletter dated 19 November 2020 as this contained a lot of additional detail as to what is required and how to do it, as well as some Q&A which we think would be useful background reading.

While the actual VBS system is going live as from **0001 on Monday the 8<sup>th</sup> of February 2021**, it will be opened for transport operators to start making bookings as from **0001 on Friday the 5<sup>th</sup> of February 2021**.

We've set the VBS up such that bookings can be made up to a maximum of 72-hours prior to the slot you are seeking i.e. a 0700-0730 VBS slot on a Friday can be booked from 0700 of the preceding Tuesday, a 1200-1230 VBS slot on a Sunday can be booked from 1200 of the preceding Thursday and so on.

To confirm previous advice, the basic VBS Booking Fee will apply to all VBS bookings as from Monday the 8<sup>th</sup> of February i.e. those actually made as from 0001 on Friday the 5<sup>th</sup> of February 2021, but we will not commence charging any of the other Fees until the 1<sup>st</sup> of April 2021, as we've previously advised to give all transport operators time to get used to the business rules of the VBS.

If you have any queries, 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

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

Alan Piper  
Executive General Manager - Sales and Commercial

