

15 March 2021

Dear Customer,

### **Southdown VBS update**

This week marked the first month anniversary since the commencement of the Southdown VBS. It's introduction has largely been very successful, although some initial teething problems did exist which have now essentially been resolved.

Since going live on the 8th of February, almost 5,000 VBS bookings have been made, with nearly 90% being used and the other 10% being a mix of cancellations and/or simply not being utilised.

As you will all know, the Southdown freight village facility at Neilson Street is also used by two other major operations, with the largest being Metroport and the other being Metrobox. While there are separate truck queuing lanes for each operation, all trucks enter and depart the Southdown gatehouse through a common entry point.

All three sites can see high truck traffic levels, particularly Metroport and while all sites operate their own Vehicle Booking Systems, it is not uncommon for trucks wishing to enter any of these three sites, to converge, especially at peak times which can create significant traffic congestion.

We are currently investigating ways in which we can reduce this congestion problem, through the installation of more and clearer signage in April, as trucks often queue in the wrong lanes meaning unnecessary delays.

More importantly, we are planning some major works to remove KiwiRail Freight trucks from the current truck mustering area with a focus on easier access into the site for them.

This will significantly reduce truck queuing and result in dramatically improved truck turn times. A natural by-product of this separation should see similar improvements occur with the Metroport and Metrobox operations as well, given truck volumes will then have a separate entry point.

We hope to have this new KiwiRail Freight entrance operational by July.

### **VBS Fees**

As previously advised in earlier Newsletters, only the Booking Fee noted below is currently being charged, but as from Thursday the 1st of April, all of the remaining Fees will also apply.

Therefore in order to avoid unnecessary costs, it is important that you please ensure that all staff who make VBS bookings, are aware of the application of the additional Fees as from the 1<sup>st</sup> of April. Noting that the Fee for an Unutilised VBS booking is higher than that for one which has been Cancelled, it is recommended that you pro-actively cancel any you no longer require, rather than leave them as unutilised.

In order to save you from pulling up prior Newsletters showing the full Fee structure, I've attached this below for ease of reference.



## **Fee structure**

The full VBS fee structure that will apply is outlined below.

Fee Type	Fee	Fee Description
Booking Fee	\$7.00	Applies for each booked time slot (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 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 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 Booking. This is additional to the Booking Fee.
Cancellation Fee	\$14.00	Applies when the Transport Operator cancels a 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 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;

If you have any queries with anything in this Newsletter, 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



Alan Piper  
Executive General Manager - Sales and Commercial

