

20 November 2020

Dear Customer,

Update on the new Vehicle Booking System at KiwiRail's Southdown Container Terminal site

This is a further update about the Vehicle Booking System (VBS) being introduced at our Southdown Container Transfer site (the Terminal) shortly.

While we are continuing to finalise arrangements for this and although we are getting very close to being able to go-live, it has just been decided that we will delay this until after the busy Christmas period.

We are also very aware of the additional disruption to the supply chain caused by the dual impacts of not only Covid, but also the industrial action that has been underway in key Australian ports, which is seeing vessels calling into New Zealand well outside their scheduled windows.

We hope this delay in go-live will also allay any undue concerns you may have had with regard to the need to adjust your own operational SOP's at this busy time.

The new go-live date will now be Monday the 1st of February 2021.

As from this date, all transport operators will need to use the online VBS tool to book a time to access our site to either drop off or uplift a container. As outlined previously, we will be using the same Containerchain product as used by the Port of Tauranga's Metroport operation, which is co-located at the Terminal.

Although please note that our VBS is completely separate to that of Metroport, so the content of this Newsletter is not to apply to Metroport's operation in any way and vice versa.

This newsletter provides information to help ensure a smooth transition for you and your transport operators as we introduce this new system early next year.

Carrier Access Agreements

In order to make a VBS booking to enter the Terminal, all transport operators will need both a current account with Containerchain and a Carrier Access Agreement (CAA), specific to the Terminal. Without both of these, it will not be possible to make a VBS booking.

We have provided below, step by step instructions on not only how to register for a Containerchain account, but also how to accept the CAA for the Terminal.

Please note that having a Containerchain account and a CAA that relates to another facility, will not give that transport operator the right to access the Terminal.

Existing Containerchain account holders should have already received advice from both Containerchain and Port Connect of KiwiRail's move to introduce a VBS and that the CAA document is available for viewing and accepting.

Post the 1st of February, any transport operator who does not hold a valid, current Containerchain account and who hasn't signed up to the necessary CAA, will have their trucks refused access to the Terminal, with no exceptions.

Training requirements

We are arranging free training for any transport operators not already familiar with the VBS process.

In order to ensure that any training is completed well prior to 'go-live', it is important that we know which transport operators you currently use, or are likely to use, and an indication of whether they are already familiar with the product

If they do require training, would you please provide us with the name and contact details of their key staff so we can reach out to them to arrange this.

A big thank you to those of you who have already provided us with this detail. For those who haven't, can you please do so in order that we can ensure no training is overlooked.

Fee structure

The full VBS fee structure that will apply has been provided previously, but we repeat this below for ease of reference.

As stated previously, it was always our intention to have a 'soft-start' to the fees we have outlined below for an initial two-month period following go-live, in order to allow all transport operators ample time to familiarise themselves with the new VBS processes, without the risk of incurring any of the penalty fees.

To that end, other than the actual Booking Fee itself which will apply as from the 1st of February 2021, none of the other fees outlined in the fee structure below will apply, until Thursday the 1st of April 2021.

Further Information

On the following pages you will be able to find relevant information on the subjects noted below which are designed to assist you and your transport providers with this transition.

- Establishing a Containerchain account and CAA
- Making a VBS booking
- Accessing Southdown from 1 February 2021
- VBS fee structure
- FAQs

If you should still 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.

As before, if you also could assist us by making sure that other relevant people within your organisation are made aware of this, particularly all those who will be actively involved in using the new VBS, it would be very much appreciated.

Kind regards



Alan Piper
Executive General Manager - Sales and Commercial