



17 November 2016

Re: Rail Shuttle Bookings

Dear Valued Customer

Please be advised that all Customers utilising the rail shuttle between Wiri Intermodal Freight Hub & Ports of Auckland must book containers with Nexus Customer Services a minimum of 48 hours in advance of vessel discharge (imports) or delivery to Wiri Intermodal Freight Hub (exports). This applies to all Customers utilising the shuttle as a stand-alone service where they are arranging their own cartage to/from the Wiri hub.

Bookings can be made via email to customer.services@nexuslogistics.nz

Please include all relevant documentation when bookings are lodged.

The booking process allows Nexus to schedule capacity and select shunt times to ensure cut-offs are met for port free days (imports) and vessel cut offs (exports). Without shuttle bookings being made we have no forward visibility to plan and manage container flows to and from the port, and within the Wiri hub. This puts severe pressure on our ability to manage the service efficiently, causes delays and compromises container traceability.

Failure to book containers may result in import containers being left on the port to incur demurrage and export containers being rejected by the Wiri gatehouse upon arrival.

Thank you for your support in this matter. If you have any questions, please contact you Account Manager or Nexus Customer Services.

Regards,

The Nexus Logistics Team

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