

## **Northport Container Operations – Frequently Asked Questions**

**1. Q: I'm new to this. How do I get my container?**

A: Check whether your container(s) is fully cleared here: <https://northport.co.nz/container-select> Only when it's fully cleared, book a truck to pick it up here: <https://northport.co.nz/truckbookings> then if the truck arrives around this time, we'll load your container(s) – it's that easy!

**2. Q: Can I book a truck to pick up a container that's not fully cleared on the Northport website?**

A: The system requires a container number first and then checks it is fully cleared before proceeding to the truck booking option so please only attempt to book a truck for a container(s) that are fully cleared. Do not be tempted to use a cleared container for more than one booking – we do check and reserve the right to cancel this and other bookings if companies are found to be abusing the system! This system stops trucks coming here for containers that are not cleared and means that overall, everyone gets their containers sooner and Northport's operations are more efficient.

**3. Q: I have a truck dropping off a container in Northland, can I send it to Northport to pick up a full container to take to Auckland?**

A: Only trucks with a booking slot may come to the port. Other trucks will be turned away to ensure that we are providing a good service to the people who have booked.

**4. Q: My customer is desperate for a particular container; can we get early access or priority for it?**

A: We have many customers in this situation, so the fairest thing is for us to treat all containers the same. Please follow the normal truck booking process. We could dispatch all containers within several days if the process is followed and trucks arrive on time. Exceptions can be made e.g.: for urgent medical supplies with NZ Government backing; please contact us if this applies.

**5. Q: Can I change my truck booking for another truck or container?**

A: Yes if it's another cleared container and no need to inform us, but please ensure the driver has the correct paperwork. Note: this is to help in 'one-off' cases or unexpected circumstances. It must not be used as a means to reserve slots in the future. As above, companies found to be doing this or using duplicate bookings will have their bookings cancelled and may have port access revoked.

**6. Q: Can I change/cancel a truck booking? What if my truck is held up?**

A: Yes, there is a link at the bottom of the booking confirmation to cancel a booking. Please do this in good time if the booking can no longer be used to give someone else an opportunity. We will accept trucks a little before or after a booking time to allow for roadworks, etc but this is not an excuse for all trucks booked before 0900 to turn up at

0600 as we have seen in the past. Again, companies found to be abusing our flexibility will face sanctions.

**7. *We have lots of containers on this ship, so can Northport block stack my containers separately and the I can collect any container from this stack?***

A: We have tried block stacking in the past and it did not work. The container at the front may still have MPI/line holds, may be too heavy for the truck, etc. We will therefore lay out our yard so that all containers can be individually picked.

**8. *Q: What is the Northport hold? I have a BACC and Customs and line clearance, but my container is still showing a hold.***

A: We take all the containers off the ship into our yard(s) based on the stow on the ship. Reefers, OOG or DGs are separated and then we lay out the dry containers in rows. To minimise initial movements and provide a faster overall turnaround for all the containers, we initially hold the containers which are most difficult to access. They are normally all cleared of the Northport hold within a few days. Please do not book a truck unless ALL holds are cleared, including the Northport hold.

**9. *Q: I have sent my BACC/Collectors permit to [containers@northport.co.nz](mailto:containers@northport.co.nz) but the website did not update. Do I need to resend it?***

A: Our systems have some automated features, but we are not yet running a fully automated, linked Terminal Operating System. Some of our processes are still manual or need manual checking before updating a public view on our website. Please be patient and wait 24 hours before resending questions or paperwork. As a guide, the last time the website was updated is shown on the webpage.

**10. *Q: I am being charged for container detention. Can Northport help? I need to know exact dates when the container was cleared and left the port.***

A: This is a matter between the shipping line and the consignee, Northport has no influence and is not involved in these discussions. The container tracker on our website provides the dates and times of these events.

**11. *Q: I have a container booked on Kiwirail. Do I get priority?***

A: On one previous ship, the Kiwirail appointed trucks did not need to book and had a certain amount of priority. However, Kiwirail have informed us that they are no longer offering a road bridge service to the railhead and customers will need to book their own trucks. Therefore, these trucks must follow the same system as everyone else.

**12. *Q: I have read these FAQ but still have a question. What should I do?***

A: Please email us at [containers@northport.co.nz](mailto:containers@northport.co.nz) You may have used other Northport email addresses in the past, but please only use this one for container related queries or information.