Standard Operating Procedure

Exports – Full Service (empty delivery & full delivery to port)

Booking Cut-offs	Release details are required a minimum of **5 working days (excluding public holidays and weekends) prior to vessel cut off**. **Daily cut off of 1pm** for accepting of bookings (any received after 1pm will be processed next business day). All bookings must be sent to customer.services@nexuslogistics.nz
Booking Documentation	Minimum requirements for export bookings: - Release Number - Equipment type & quantity - Empty depot - Vessel & Voyage - Load Port - Shipping Line - Empty delivery date - Load (pack) date - Port cut off - Carters Note
VGM	If Nexus is required to provide a VGM weight, this requirement must be specified with the initial booking
Preadvice	If Nexus is required to undertake Preadvice, this requirement must be specified with the initial booking
Delivery Instructions	Delivery instructions must meet the booking cut-off times noted above. All delivery instructions must be sent to customer.services@nexuslogistics.nz
Delivery Service Levels	**Empty delivery:** - Empty containers will be delivered to the consignee site within 48 (excluding public holidays and weekends) hours of receipt of booking - Where a release is found to be invalid or equipment is not available at the empty depot, empty containers will be delivered to the consignee site within 48 (excluding public holidays and weekends) hours of the release being corrected or equipment becoming available **FCL delivery to port:** - Full containers will be collected within 48 (excluding public holidays and weekends) hours of notification that the full container is ready for collection - Where port receival window is open, containers will be transferred to port to meet the vessel cut off - Where port receival window is not yet open, containers will be held at South Auckland Freight Hub until the receival window opens and containers will be transferred to port to meet the vessel cut off **Please note – it is the customers responsibility to ensure all export containers are sealed prior to collection. Export containers that are not sealed will not be collected.**