

Standard Operating Procedure

Imports – Full Service (delivery & dehire)

Booking Cut-offs	<p>Bookings are required a minimum of 48 working hours (excluding public holidays and weekends) prior to vessel arrival.</p> <p>Daily cut off of 1pm for accepting of bookings (any received after 1pm will be processed next business day).</p> <p>All bookings must be sent to customer.services@nexuslogistics.nz</p>
Booking Documentation	<p>Minimum requirements for import bookings:</p> <ul style="list-style-type: none"> - Container Number(s) - ISO Type (Size) - VGM - Vessel & Voyage - Discharge Port - Shipping Line - MT Dehire Location - Delivery Site - PIN/Random/ECN where applicable - Detention Period
Delivery Instructions	<p>Delivery instructions must meet the booking cut-off times noted above.</p> <p>All delivery instructions must be sent to customer.services@nexuslogistics.nz</p>
Delivery Service Levels	<p>Containers are deemed to be available once the booking is lodged with Nexus, containers are physically discharged from vessel and are free of all holds – whichever occurs last.</p> <p>Direct delivery from Port:</p> <ul style="list-style-type: none"> - Containers will be delivered to consignee site within 48 working hours (excluding public holidays and weekends) of availability at port - At times of peak demand delivery lead time may increase up to 24 hours <p>Delivery via hub for pre-delivery staging/storage:</p> <ul style="list-style-type: none"> - Containers will be moved to hub within port free time period (72 hours) - If a specific delivery date is required after the standard 48 working hours this can be specified at the time the initial booking is made, or; - Where the final delivery date is not yet known the delivery date can be booked at any subsequent time subject to meeting the following booking cut offs; <ul style="list-style-type: none"> o 1:00pm cut off for next day delivery
Empty Dehire	<p>Empties will be collected for dehire within 48 working hours (excluding public holidays and weekends) of notification from the customer/consignee.</p> <p>Daily cut off of 1pm for accepting of bookings (any received after 1pm will be processed next business day).</p> <p>All empty dehire notifications must be sent to customer.services@nexuslogistics.nz</p>