

16 December 2022

Operational Update

Introducing PortConnect's Shuttle Connect

What's Happening:

From 1st February 2023, Ports of Auckland will introduce Shuttle Connect, a service on the PortConnect Platform. This will allow customers to advise the port of import containers that will depart via Rail and their intended Rail CT Destination, prior to vessel arrival.

The purpose of this request is to improve the flow of import containers from vessel discharge through to loading on the intended train for departure.

This request is additional to making a rail booking with your current service provider i.e., KiwiRail; for clarity, this request is **NOT** considered a rail booking.

The Shuttle Connect function is where users nominate their import containers to move via rail before 'export cut-off on the inbound vessel'¹. If the nomination is requested after export cut-off, a Change Of Status (COS) fee will be applied to their port account and the user will need to accept the associated costs at the time of the request via Shuttle Connect. .

To update any container movements back to Road (from Rail), please contact your service provider and [POAL Rail Team](#) as Yard Move charges may be applicable, which will be advised at time of request.

Customers who have previously requested rail moves will be set up automatically in PortConnect and invited to an online training session from mid-January. Please contact info@portconnect.co.nz if you wish to be included in online training or require access after 1st February 2023.

1. For export cut-off on the inbound vessel, refer to POAL Expected Arrivals schedule here: <https://www.poal.co.nz/operations/schedules/arrivals>
2. For COS and associated movement charges see the Miscellaneous section of the POAL pricing schedule here <https://www.poal.co.nz/operations/shipping-and-cargo/price-schedule> for more information.

Why is this happening:

To improve our service to customers and facilitate 24/7 port operations, Shuttle Connect provides customers with the ability to update containers immediately when changes occur. Additionally, with the notification of a container destined for rail prior to export vessel cut-off we can plan the move more effectively to reduce additional re-handling of the container and better optimisation of resources.

When is this happening:

From 1st February 2023.

More information about shuttle connect can be found on the PortConnect website [here](#).

Please contact the below if you have any questions.

Customer Service P: +64 9 348 5100 Ext.1 Email us here	PortConnect Phone: 09 348 5120 Email: info@portconnect.co.nz Website: www.portconnect.co.nz
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FAQ:

1. Why use the Export Cut off?
The reason we are using the Export Vessel Cut off is that, this is the point in time that planning starts for the vessel. i.e. plan the load and discharge of the vessel.
2. How will I find the Export cut off (by the way is this shown in Port Connect?)
For export cut-off on the inbound vessel, refer to POAL Expected Arrivals schedule here: <https://www.poal.co.nz/operations/schedules/arrivals>

3. Does this mean that my container is booked to rail if I use Shuttle Connect?
No, you still need to make your rail booking via your service provider.
 4. What happens if I don't use Shuttle Connect?
Containers will not be available for rail after discharge and will be moved to the default road area.
 5. When does the COS apply?
COS will apply if containers are not nominated to rail via shuttle connect prior to the export vessel cut off. Also, COS will apply if rail nominated containers are requested to be changed to road. Yard move charges may be applicable in addition to COS charge.
 6. What if I have to move containers back from planned Rail to Road?
To update any container movements back to Road (from Rail), please contact your service provider and [POAL Rail Team](#) as Yard Move charges may be applicable, which will be advised at time of request. Once the cancellation has been confirmed by your service provider and any costs has been accepted, we will release your container for collection via Road.
 7. Is the functionality the same as Shuttle Connect for Port of Tauranga?
The functionality for Ports of Auckland is different and enables users to search and request import containers to be moved via rail.
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