

1 November 2019

## NOTICE TO ALL AUCKLAND CLIENTS

### WAREHOUSE OPERATIONAL HOURS – December 2019 /January 2020

Please review the below information relating to seasonal factors that may impact your business and share these with your internal teams / departments as required.

#### **Seasonal Freight Volumes**

As seasonal freight volumes increase, we are focused on how our freight is managed, and therefore the service delivery through to our end customers.

There are a number of initiatives which we have implemented to ensure the best chance of avoiding delays over this critical period, such as:

- ⊕ Supplier analysis of departure times from all depots to all destinations
- ⊕ Co-ordination of additional collections from our warehouses, tied into the above
- ⊕ Online team prioritising orders to ensure earliest freight collections are achieved

#### **Warehouse Operational Hours**

To assist with the planning through the holiday season for your business, please see the attached table showing warehouse operational hours.

#### **Freight Cut-Offs for deliveries prior to Christmas**

Our latest advice from our courier and freight partners recommend the last day for Christmas dispatch (Domestic) as follows:

##### Transport Network:

Ex Auckland to South Island – Monday, 16 December 2019

Ex Auckland to North Island – Wednesday, 18 December 2019

##### Courier Network:

Ex Auckland to South Island – Tuesday, 17 December 2019

Ex Auckland to North Island – Wednesday, 18 December 2019

We have also been advised that for both transport and courier consignments it would be prudent to allow at least one extra day for unforeseen delays (Card left, Rural delivery, Transit delays etc).

Thank you for your co-operation throughout this period. Please let our Site Managers know if you have any queries regarding this message, or alternatively please call Jesse Strickland in our Northern Regional Office.

Jesse Strickland  
**Operations Manager**  
Phone 027 422 1033

SEASONAL OPERATIONAL HOURS	FREIGHT PLACE 1 & 2			SAVILL DRIVE 1, 2 & 3		
	Opening Time	Final Order Cut-off	Closing Time	Opening Time	Final Order Cut-off	Closing Time
Friday, 20 December 2019	STANDARD OPERATING HOURS					
Saturday, 21 December 2019	CLOSED – SATURDAY					
Sunday, 22 December 2019	CLOSED – SUNDAY					
Monday, 23 December 2019	8.30am	2.00pm	5.00pm	8.30am	2.00pm	5.00pm
Tuesday, 24 December 2019	8.30am	11.00am	1.30pm	8.30am	11.00am	1.30pm
Wednesday, 25 December 2019	CLOSED – CHRISTMAS DAY					
Thursday, 26 December 2019	CLOSED – BOXING DAY					
Friday, 27 December 2019	8.30am	12.00pm	3.00pm	8.30am	12.00pm	3.00pm
Saturday, 28 December 2019	CLOSED – SATURDAY					
Sunday, 29 December 2019	CLOSED – SUNDAY					
Monday, 30 December 2019	8.30am	12.00pm	3.00pm	8.30am	12.00pm	3.00pm
Tuesday, 31 December 2019	8.30am	11.00am	1.30pm	8.30am	11.00am	1.30pm
Wednesday, 1 January 2019	CLOSED – NEW YEAR'S DAY					
Thursday, 2 January 2019	CLOSED – NEW YEAR'S HOLIDAY					
Friday, 3 January 2019	8.30am	2.00pm	5.00pm	8.30am	2.00pm	5.00pm
Saturday, 4 January 2019	CLOSED SATURDAY					
Sunday, 5 January 2019	CLOSED – SUNDAY					
Monday, 6 January 2019	STANDARD OPERATING HOURS					