

1 November 2019

NOTICE TO ALL CHRISTCHURCH 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 Christchurch to North Island – Monday, 16 December 2019

Ex Christchurch to South Island – Wednesday, 18 December 2019

Courier Network:

Ex Christchurch to North Island – Tuesday, 17 December 2019

Ex Christchurch to South 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 David Crisp or Tom Green in our Southern Regional Office.

David Crisp
Operations Manager (Port Hills Road)
Phone 021 331 826

Tom Green
Operations Manager (Christchurch)
Phone 029 777 1058

SEASONAL OPERATIONAL HOURS	PORT HILLS ROAD 1, 2 & 3			JIPCHO ROAD & MACES ROAD			KENNAWAY ROAD 1 & 2			CAERPHILLY PLACE		
	Opening Time	Final Order Cut-off	Closing Time	Opening Time	Final Order Cut-off	Closing Time	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	8.30am	2.00pm	5.00pm	8.30am	2.00pm	5.00pm
Tuesday, 24 December 2019	8.30am	2.00pm	1.30pm	8.30am	11.00am	1.30pm	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	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	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	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	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											