

## NOTICE TO ALL CLIENTS

*Issued: Monday 31<sup>st</sup> October 2022*

### **WAREHOUSE AND FREIGHT UPDATE - December 2022 / January 2023**

The information below relates to seasonal factors that may impact your business. Please share this information 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 clients.

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

- 🕒 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 your business with planning through the holiday season, please see the attached table regarding our warehouse operational hours.

#### **Freight cut-offs for deliveries prior to Christmas**

Our latest advice from our courier and freight partners recommending the last day for Christmas dispatch for both domestic and international consignments is also attached.

We have been advised that for both transport and courier consignments, it would be prudent to allow at least 1-2 extra days for unforeseen delays (card left, rural delivery, transit delays etc).

Please contact your Site Manager if you have any queries regarding this message.

Thank you for your co-operation throughout this period and we wish you and your team a relaxing festive season.

## Warehouse Operational Hours

SEASONAL OPERATION HOURS	AUCKLAND WAREHOUSES			CHRISTCHURCH WAREHOUSE		
	OPENING TIME	FINAL ORDER CUT-OFF	CLOSING TIME	OPENING TIME	FINAL ORDER CUT-OFF	CLOSING TIME
Friday, 16 December 2022	Standard hours of Operation*			Standard hours of Operation*		
Saturday, 17 December 2022	CLOSED - SATURDAY			CLOSED - SATURDAY		
Sunday, 18 December 2022	CLOSED - SUNDAY			CLOSED - SUNDAY		
Monday, 19 December 2022	8:30am	1.00pm	5.00pm	8:30am	1.00pm	5.00pm
Tuesday, 20 December 2022	8:30am	1.00pm	5.00pm	8:30am	1.00pm	5.00pm
Wednesday, 21 December 2022	8:30am	1.00pm	5.00pm	8:30am	1.00pm	5.00pm
Thursday, 22 December 2022	8:30am	1.00pm	5.00pm	8:30am	1.00pm	5.00pm
Friday, 23 December 2022	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm
Saturday, 24 December 2022	CLOSED - SATURDAY			CLOSED - SATURDAY		
Sunday, 25 December 2022	CLOSED - CHRISTMAS DAY			CLOSED - CHRISTMAS DAY		
Monday, 26 December 2022	CLOSED - BOXING DAY			CLOSED - BOXING DAY		
Tuesday, 27 December 2022	CLOSED - CHRISTMAS DAY (OBSERVED)			CLOSED - CHRISTMAS DAY (OBSERVED)		
Wednesday, 28 December 2022	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Thursday, 29 December 2022	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Friday, 30 December 2022	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm
Saturday, 31 December 2022	CLOSED - SATURDAY			CLOSED - SATURDAY		
Sunday, 1 January 2023	CLOSED - NEW YEARS DAY			CLOSED - NEW YEARS DAY		
Monday, 2 January 2023	CLOSED - NEW YEARS HOLIDAY			CLOSED - NEW YEARS HOLIDAY		
Tuesday, 3 January 2023	CLOSED - NEW YEARS DAY (OBSERVED)			CLOSED - NEW YEARS DAY (OBSERVED)		
Wednesday, 4 January 2023	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Thursday, 5 January 2023	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Friday, 6 January 2023	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Saturday, 7 January 2023	CLOSED - SATURDAY			CLOSED - SATURDAY		
Sunday, 8 January 2023	CLOSED - SUNDAY			CLOSED - SUNDAY		
Monday, 9 January 2023	Standard hours of Operation			Standard hours of Operation		

\* **Please note** that standard order cut-off times will be brought back from 2.00pm to 1.00pm from Tuesday, 1 November 2022. Standard 2.00pm order cut-off time will resume from Monday, 9 January 2023.

## Freight cut-offs for deliveries prior to Christmas

CARRIER	ORIGIN	DESTINATION	CUFF-OFF FOR DELIVERY PRIOR TO CHRISTMAS
DHL Express	Auckland & Christchurch	Australia	Wednesday, 21 December 2022 – Urban Deliveries
			Monday, 19 December 2022 – Rural Deliveries
		Rest of World	Wednesday, 14 December 2022 – All Deliveries
NZ Post International	Auckland & Christchurch	Australia	Monday, 12 December 2022 – Urban Deliveries
			Friday, 9 December 2022 – Rural Deliveries
		South Pacific, Asia, North America, UK, and Europe	Friday, 18 November 2022 – All Deliveries
		Rest of World	Monday, 14 November 2022 – All Deliveries
NZ Post Domestic	Auckland	North Island	Wednesday, 21 December 2022
		South Island	Monday, 19 December 2022
NZ Post Domestic	Christchurch	South Island	Wednesday, 21 December 2022
		North Island	Monday, 19 December 2022
Post Haste	Auckland	North Island	Wednesday, 21 December 2022
		South Island	Monday, 19 December 2022
Post Haste	Christchurch	South Island	Wednesday, 21 December 2022
		North Island	Monday, 19 December 2022
Owens Transport	Auckland	North Island	Tuesday, 20 December 2022
		South Island	Wednesday, 14 December 2022
Owens Transport	Christchurch	South Island	Tuesday, 20 December 2022
		North Island	Wednesday, 14 December 2022
Mainfreight 2 Home	Auckland	North Island	Tuesday, 13 December 2022
		South Island	Friday, 9 December 2022
Mainfreight 2 Home	Christchurch	South Island	Tuesday, 13 December 2022
		North Island	Friday, 9 December 2022

**Please note:** We have been advised that for both transport and courier consignments, it would be prudent to allow at least 1-2 extra days for unforeseen delays (card left, rural delivery, transit delays etc).