



Export Service Standards

Timeframes and pre-advice/documentation is required a minimum of three working days prior to allow us to apply for VBS for Fergusson port as required. The weekend and/or public holidays is not determined as working days.

Containers that are required to be uplifted in the morning for Fergusson port must be accessible from 6am in order to guarantee we get the VBS that is required.

Metroport exports must have documentation or pre-advice sent through 48 hours prior to uplift delivery to port to help us make a booking on time.

Loaded containers for Multi-Cargo port require a standard carters' note and signed VGM document or else they are not considered ready to be exported.

To 'pre-book' a container we will require the container number, a date and a time when it can be Expected to be ready. A pre-advice can be arranged to be updated later if documentation is received other-wise we will not be able to guarantee a VBS is acquired.

Any pre-booking not available on arrival at site will be charged for a dead-run and a VBS no show (\$75).

MT Export delivery orders – a notice period of 24 hours applies (not including the day received).

Container Yards in Auckland Metro area have a standard rule now that states all bookings must be in prior to 3pm, therefore we need booking into us by at least 1pm to be able to seek a same day booking effectively. This mostly applies to our night shift bookings.

Always send email to dispatch@massamtransport.co.nz for requests and queries of transport. If this address is not included or requests are not sent to this email address then Massam Transport will not be liable for any detention or demurrage charges.