



Import Service Standards

- FCL delivery cartage advice to be sent to dispatch a minimum of five working days prior to vessel arrival. Please see Appendix 1 RE implications and delays.
- If documentation is received after vessel arrival, we will deliver as soon as we have secured a VBS but will not be liable for any demurrage nor detention charges incurred from the late receipt of documentation.
- Our delivery policy is to deliver within the free time at the port; if the fully cleared container(s) and relevant documents have been received prior to vessel arrival. If you have a forecast of imports requiring cartage by Massam Transport, please forward this list to dispatch@massamtransport.co.nz.
- Please monitor MPI, Line & Customs holds. Massam Transport will not be held responsible for checking these holds. Where we can, we will send a reminder to our customers, but we can no longer be accountable for following this up.
- If a requested delivery time and date is provided, please ensure documentation and full delivery instructions are issued seven days prior before 12PM with all holds cleared so we can secure a booking to accommodate your request. The container must be visible in Port Connect.
- If we cannot deliver to your requested time alternatives will be given based on port limitations. We will do our best to deliver to schedule but as per Appendix 1 any hold ups can impact on our timeliness.
- Notifications after 3pm are considered as received the following working day.
- AM delivery requests require that the site be open to receive from 7AM at the latest. Site must be fully accessible and clear of any obstructions. Any delays may result in waiting time charges.
- When delivery instructions are requested and not received in writing, the container is still considered not ready to deliver. Contact numbers are not considered delivery instruction. This includes door direction, grid position and any other relevant details. We will no longer be responsible for obtaining delivery instructions from non-direct customers.
- Sites sent to us are assumed to be accessible for a 40ft swing lift. Any concerns should be communicated to us at the time of booking so that we can arrange a site inspection if required. A dead run charge will apply if our truck cannot safely deliver the container.
- Signed proof of delivery must be requested at the time of the booking for us to arrange this.

Empty Container Dehires

- Our dehire policy is to dehire within three working days (72 hours) of email notification not including the date received nor public holidays.
- Any container without a confirmed dehire depot will not be considered 'ready to dehire.'
- If an empty requires dehire before delivery of a full container; our minimum dehire notice period of two working days will still apply and must be communicated in writing.
- If we must arrange or source a dehire booking on your behalf, please note there will be an administration charge on your job of \$20 + GST.
- The weekend and/or public holidays are never determined as working days.
- Notifications after 3pm are considered as received the following working day

Dangerous Goods

- Hazardous containers (DG's) will not be considered ready to deliver until receipt of correct hazardous documentation.
- Massam Transport will not be liable for any demurrage on dangerous goods containers due to the limited free dwell time at the ports.

Appendix 1 – Implications on container deliveries

The following list are examples that can hold up the booking in and delivery of your containers in a timely manner:

- Documents – all need to be into our dispatch email address on time
- The vessel being on time into the ports
- Line Holds
- MPI/Customs
- Door Directions
- Grid Locations
- PIN & random numbers
- DG Documents

These items are required in make secure VBS / uplift from the ports.

All transport requests must be sent to dispatch@massamtransport.co.nz. If this address is not included in your email, Massam Transport will not be liable for any detention or demurrage charges.