

TIMEFRAME REGARDING SERVICES

Under normal business, TWL expects to operate under the following timeframes:

Customer notification to TWL of container number, ship name, port ETA and port of entry.	Min. seven days before arrival at port
Customer notification of all devan requirements, packing slips, DG or Hazardous Substances information and SDS sheets, product checks, packaging, supply of any pallets required and storage requirements.	Min. seven days before arrival at port
Customer notification to TWL of all MPI, Customs or other clearance information.	Immediately once container clearance has been received
Customer notification to TWL of LCL or incoming goods (other than import port containers).	Min. three days before arrival at TWL
TWL uplift of container from port after all clearances received.	Day of discharge + three days
TWL devanning of container and availability of stock for dispatch.	Five days after all clearances received and container onsite
TWL delivery of container to dehire depot after devanning.	48 hours
Receipting inwards goods, after receiving all required documentation, arrival, devanning of goods and receipt into WMS.	24 hours
Uplift of crossdock product without incurring storage charges.	24 hours after TWL notification
Pick up or delivery order cutoff for pick up after 10am the following day.	10am
Pick up or delivery order cutoff for pick up after 3pm the following day.	4pm
Pick up or delivery order cutoff for next day delivery to local Hawke's Bay addresses.	9am
Customer requested stocktake.	14 days

Important notes:



Note that all hours/days given are “working days” Monday-Friday as standard, and excludes public holidays.

Note also that shorter timeframes may be possible for despatch orders by arrangement, additional fees may apply.

All Customs Delivery Orders are to be submitted into the Trade Single Window (TSW) system. TWL only accepts Customs Delivery Orders directly from TSW. For more information regarding this, please refer to part 2, paragraph 5 in accordance with section 63 of the Customs and Excise Act 2018 (www.customs.govt.nz).

