

Seafreighter Operating Guide

Queensland – North Coast

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Contact Information

Booking and Customer Service

Aurizon Intermodal Customer Call Centre

Phone: 1300 130 676 (National Toll Free Number)

Email: customercontact@aurizon.com.au

Customer Contact Hours	Open Hours
Monday to Friday	06:00 – 19:00 [EST]
Saturday	07:00 – 14:00 [EST]
Sunday	Closed

*Daylight savings commences 1 October 2017 at 02:00am

**Office hours may be adjusted to meet business requirements

Sales & Marketing

Contact	Location	Phone	Email
Chris Aitchison	Brisbane	0428 148 205	Chris.Aitchison@aurizon.com.au
Ross Davey	Townsville	0418 376 514	Ross.Davey@aurizon.com.au

Terminals

Terminal	Address	Phone	Hours of Operation
BMT – Port of Brisbane	52 Port Drive, Fisherman Islands QLD 4178	(07) 3258 4860	Mon – Fri: 07:00 - 20:00 Sat: 10:00 - 14:00
Mt Miller (Gladstone)	Reid Road, Gladstone QLD 4680	(07) 4972 4239	Mon – Fri: 06:00 - 14:00
Rockhampton	Gate 5 Bolsover St, Rockhampton QLD 4700	(07) 4932 0705	Mon – Fri: 07:00 - 16:30 Sat: 08:30 – 12:00
Mackay	Archibald Street, Paget QLD 4740	(07) 4841 6458	Mon – Fri: 07:00 - 16:00 Sat 08:00 – 12:00
Townsville	1 Brookhouse Street Stuart QLD 4812	(07) 4760 5356	Mon – Fri: 06:00 – 16:00 Sat: 08:00 – 13:00

Container Height Restrictions

Aurizon can only accept containers up to the following height limits:

Queensland: North Coast 10ft 0”

Cut-Off and Freight Availability Times

Northbound ex BMT (Port of Brisbane)

Departure Day	Service	Destination	Booking Cut Off	Acceptance Cut Off	Freight Availability (from)
Tuesday	375x	Mt Miller (Gladstone) Rockhampton	Monday 1600	Tuesday 1200	Wednesday 1400 Wednesday 1200
Wednesday	U45x	Mt Miller (Gladstone) Rockhampton Mackay Townsville	Tuesday 1600	Wednesday 1200	Thursday 1700 Thursday 1320 Friday 0800 Friday 0600
Thursday	375x	Mt Miller (Gladstone) Rockhampton	Wednesday 1600	Thursday 1200	Friday 1600 Friday 1200
Saturday	375x	Mt Miller (Gladstone) Rockhampton	Friday 1600	Saturday 1200	Monday 0500 Monday 0700
Sunday	U45x	Mt Miller (Gladstone) Rockhampton Mackay Townsville	Friday 1600	Saturday 1400	Monday 1200 Monday 0700 Monday 0800 Monday 1000

Southbound to BMT (Port of Brisbane)

Departure Day	Service	Origin	Booking Cut Off	Acceptance Cut Off	Freight Availability (from)
Monday	874x	Rockhampton Mt Miller (Gladstone)	Saturday 1400	Monday 1630 Monday 1400	Tuesday 1300
Tuesday	844x	Townsville Mackay Rockhampton Mt Miller (Gladstone)	Monday 1200 Monday 1600 - -	Monday 1600 Tuesday 1500 Tuesday 1630 Tuesday 1400	Wednesday 1700
Wednesday	874x	Rockhampton Mt Miller (Gladstone)	Tuesday 1600	Wednesday 1630 Wednesday 1400	Thursday 1300
Friday	844x	Townsville Mackay Rockhampton Mt Miller (Gladstone)	Thursday 1200 Thursday 1600 - -	Thursday 1600 Friday 1500 Friday 1630 Thursday 1400	Monday 0700
Friday	874x	Rockhampton Mt Miller (Gladstone)	Thursday 1600	Friday 1630 Friday 1300	Saturday 1100

Booking Procedures

All containers must be pre-booked on Aurizon's web-based **A2B** booking system available at any time (<https://apps.Aurizon.com.au/a2bbookings/>)

You can also contact the Customer Contact Centre on 1300 130 676 to complete a booking, or to request access to use A2B online. Alternatively a booking can be made via email at customercontact@aurizon.com.au

To complete a booking you will be required to provide the following information:

- Customer Account Number
- Container Size / Type / Number
- Gross Weight of the Container
- Origin/Destination
- Sender/Receiver
- Shipping information if relevant (A2B includes a PRA to the stevedores and shipping lines).
- For Dangerous Goods the following information is required:
 - UN Number
 - DG Class
 - Net Weight of Product
 - Emergency contact number

Cancellations and No Shows

Late Cancellation – Cancellation of the A2B booking must be made prior to the advertised Booking Cut Off time. If the customer fails to notify Aurizon or cancel the A2B booking prior to the booking cut off time, a "Late Cancellation" fee will apply.

No Show - If a customer fails to deliver a booked container by the advertised terminal acceptance cut off time, a "No Show" fee will apply.

Fee - Late Cancellation is \$100 per TEU and No Show charges are equivalent to the Base Rate applicable for the booked container movement.

Container Acceptance

Containers must be delivered to an Aurizon container terminal with a fully completed consignment note or details of the A2B Booking Reference Number.

All container doors and hatches must be sealed in compliance with Aurizon's Standard 0022 and Aurizon's Loading and Securing of Freight Manual SAF/STD/0022/SWK.

- All containers must have a compliant CSC plate or be under a regular inspection programme (ACEP). Non-compliant containers will be refused travel.
- Containers loaded with placardable Dangerous Goods will only be accepted on a pre-booked basis on the day of booked train departure.
- Containers will be transported in accordance with Aurizon's General terms and Conditions of Transport.

General Terms and Conditions of Transport

Terms and Conditions of Transport can be made available on request by contacting our Customer Call Centre on 1300 130 676 or customercontact@aurizon.com.au