

Friday 22 January 2021

Customer Update

Customer reminder around the Late CEDO process at Lyttelton Container Terminal

In July 2020 Lyttelton Container Terminal introduced and communicated a new process to customers, around late CEDOs. The purpose of this notice is just to remind all around the correct process.

FCL exports that do not have a valid CEDO 6-hours prior to vessel ETA will attract the Late CEDO Payee hold. This hold will prevent the container from loading onto the vessel.

How do I get this hold released?

To have this hold released, customers will need to complete an Application for **Late Arrival/Late CEDO** in full, accepting costs. The requirements outlined on the form must be met to have the application processed and the window for a late CEDO is 6 to 2 hours prior to the vessel ETA.

For any requests 2 hours or later prior to ETA, a Late Arrival/Late CEDO application will not be accepted – customers will instead need to complete an **Application for Late Reinstatement** that may only be sent to LPC by the shipping line and must meet all the requirements outlined on this form.

Application forms can be found online in the Related Documents section at <https://www.lpc.co.nz/customer-portal/container-terminal/>

Here to help:

We remind customers to refer to the Cargo Receipt Rules and the associated Cargo Acceptance Times report in order to avoid the additional work and costs associated with applying for late pre-advise and gate-in, late CEDO, changing container details and rolling or rerouting cargo at LCT.

The rules and acceptance times which include ETA and Cut-Off for LCT can be found on our online Shipping Schedule page at <https://www.lpc.co.nz/lpc/shipping-schedule/>

If you have any further questions, please do not hesitate to contact our Customer Service team on 328 7987 between the hours of:

Monday to Friday 0600 to 2230hrs

Saturday 0630 to 1500hrs

Sunday 0630 to 1500hrs then re-opening from 2200hrs

Thank you for your continued support.

Regards

Janice Wickes
Service Delivery Manager