

CentreConnect Service Guide 2026

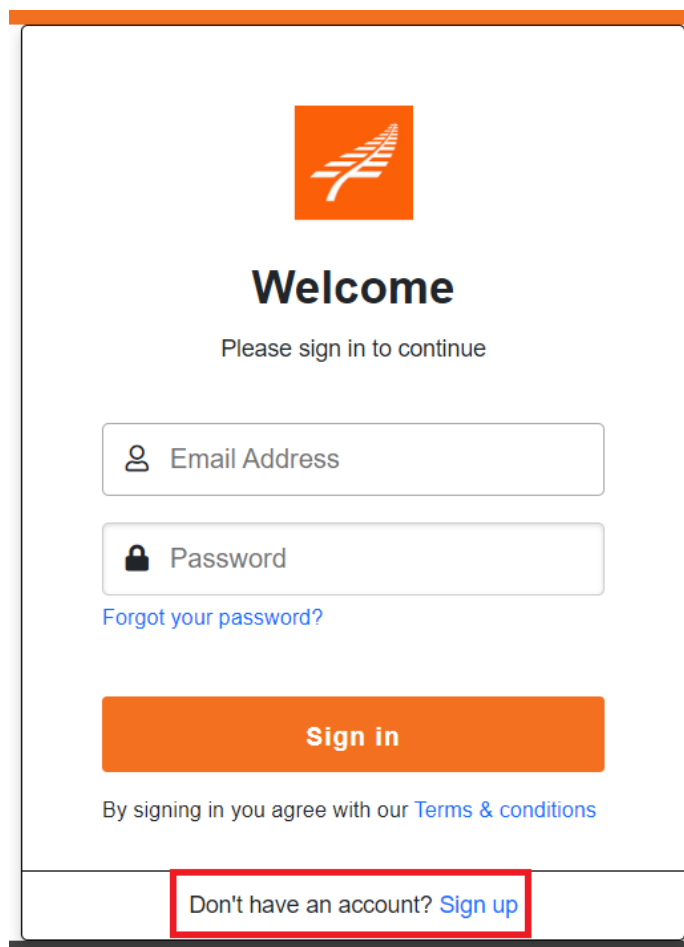
Service Information:

CentreConnect incorporates rail, road and sea services which operate Monday to Friday between CentrePort and its hubs, these include Palmerston North, Whanganui, New Plymouth, and Blenheim. We also operate rail to several private sidings.

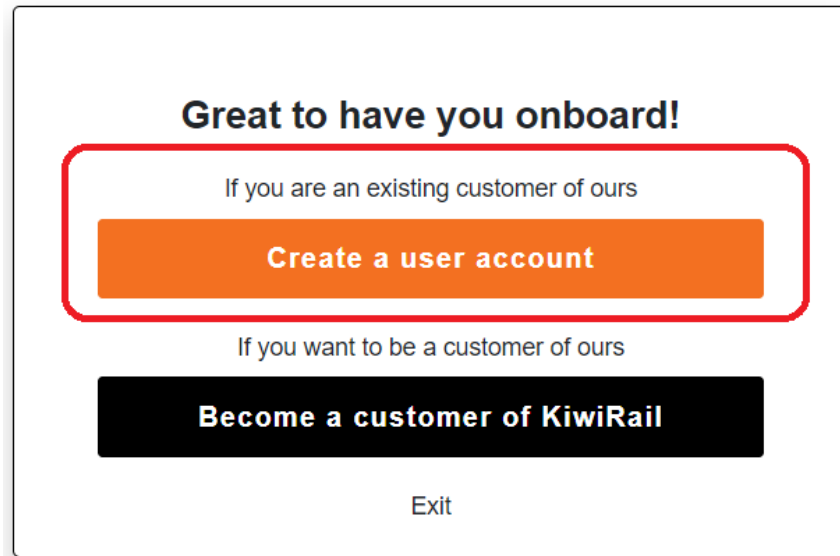
To book through CentreConnect you need to have a KR account.

To access your company's account, you will need your work email address and your company's **Freight Payer Code**.

1. Go to the [portal login page here](#).
2. Click **Sign up** at the bottom of the page.

A screenshot of the CentreConnect login page. At the top is an orange header bar. Below it is a white login box with an orange border. Inside the box, at the top, is the CentreConnect logo (an orange square with a white stylized 'C' and a white stylized 'K' inside). Below the logo is the word 'Welcome' in bold black text, followed by 'Please sign in to continue' in smaller black text. There are two input fields: the first is labeled 'Email Address' with a person icon, and the second is labeled 'Password' with a lock icon. Below the password field is a blue link that says 'Forgot your password?'. Below these fields is a large orange button with the text 'Sign in' in white. Below the button is the text 'By signing in you agree with our [Terms & conditions](#)'. At the bottom of the login box, there is a white box with a red border containing the text 'Don't have an account? [Sign up](#)'.

3. Click **Create a user account**.

A screenshot of a web form titled "Great to have you onboard!". It contains two main options: "Create a user account" (highlighted with a red border) and "Become a customer of KiwiRail". There is also an "Exit" link at the bottom.

Great to have you onboard!

If you are an existing customer of ours

Create a user account

If you want to be a customer of ours

Become a customer of KiwiRail

[Exit](#)

If your company doesn't have a KiwiRail account, click on [Become a customer of KiwiRail](#).

4. Enter your work email address and click **SEND VERIFICATION CODE**.
5. A code will be sent to your email. Enter that code in the "Verification Code" box and click **VERIFY CODE**.
6. Complete the rest of the form including your **Freight Payer Code** and click **Create Your Account**.
7. Your account will be created and a request for access will be sent to your company admins.
8. Once your company admins approve your account, you're good to go!
9. To access CentreConnect rates, please email quieres@centreport.co.nz.

Import Bookings:

- Please book through the KiwiRail Portal, (<https://railfreight.kiwirailfreight.co.nz/>). Your booking ex Wellington will be unscheduled.
- Once the ship has arrived and container is clear of all holds, CentreConnect will plan the container to a service.
- The day prior to your container moving, your booking will be scheduled.
- If the container is moving on rail, a confirmed booking will be emailed to you.
- If your container is moving via road, we will email you confirming your container will be available to collect from 35 Railway Road (HTL Transport Yard).

- CentreConnect aims, (but doesn't guarantee), to move import containers within 3 business days of the ship arriving, providing the containers are clear of all holds.
- All holds must be released by 12pm the day before travel. If holds are not released, the container may not travel.
- This includes Customs, MAF, operator holds, and any other container holds.
- Please note, CentrePort are unable to remove holds, you must contact MPI, Customs or the shipping line.
- If you are booking reefer cargo, please ensure reefer is selected and the temperature is loaded for each container. We also need to know the time allowed off power, you can add this into the reefer section. If a generator is required, please select "KiwiRail Supplied". We must give KR 72 hours' notice.
- If you are booking hazardous cargo, please ensure you email the hazardous documentation through to queries@centreport.co.nz. The document must include the physical address at destination, plus New Zealand emergency phone number and contact name.

Empty Containers

- Once your container has been devanned and is ready to be dehiired, please email dehire@centreport.co.nz with the following information:

Customer	Container #	Date Ready	Origin	Size	Detention Date

- We will then schedule your empty back to the Port, (checking that the container is approved to be dehiired at CentrePort), we will then reply with a confirmed booking number.
- You cannot drop off a container to any CT Site without a scheduled booking.
- For Palmerston North customers, on occasions we may ask you to drop the container back to HTL Transport at 35 Railway Road so it can be trucked back to Wellington.
- You are able to check the date of dehire by going to our web depot. Go into Centreport's website, www.centreport.co.nz, on the front page is access to the web depot <https://depot.centreport.co.nz/WebDepot/login.aspx>. Enter the container number to get the dehire date.
- Containers dropped off to any KiwiRail CT site must have a KR Consignment note completed.

Cable Ties:

All empty container doors must be returned to the CT site secured by cable ties. Containers not secured may be rejected or charges incurred. KiwiRail charge \$55 per container if a cable tie must be fitted. This cost will be directly on-charged from CentrePort to the customer.

Non-Port Accepted Empties

From time to time, the shipping line will want empty containers brought back to another dehire site in Wellington, such as Royal Wolf, Boxman, Container Co. etc. If the shipping line advise us when the import arrives, we will email you.

The container can still be returned to the Port as per normal CentreConnect process, however, once it arrives at the Port, you will have 36 hours to collect this container via truck and remove from the Port.

There will be extra costs associated with this process as follows:

Lift per container	\$71.50 + GST
Demurrage after 36-hour free period	\$67.38 + GST – 20'
	\$134.71 + GST – 40'

Once the container has been collected, we will invoice these costs separately from your normal CentreConnect invoice for the full/empty move.

Export Bookings:

- Please book through KiwiRail Portal (<https://railfreight.kiwirailfreight.co.nz/>). A separate booking for both the empty and loaded movement need to be completed. Your booking ex Wellington will be unscheduled, the loaded booking will be scheduled to the day requested.
- CentreConnect will plan the container to a rail service (based on your requirements). The day prior to your container moving on rail, your booking will be scheduled, and a confirmed booking will be emailed to you.
- CentrePort offers access to Web Depot, go into CentrePort's website - www.centreport.co.nz, on the front page is access to the web depot <https://depot.centreport.co.nz/WebDepot/login.aspx>. From here you can check your release to ensure it is in our system. If not in our system, please ensure you contact the shipping line to send it through. Any releases not in the system may delay your booking.
- Please ensure all weights are loaded into the portal as **NET** weight.

Rail Schedules:

For containers leaving CentrePort:

Rail is planned a day in advance, cut off is midday the day prior to rail. We cannot add containers to the rail on the day.

Containers must be cleared of all holds by midday the day prior to rail or they will not be scheduled.

Destination	Leaves CentrePort		Available for pickup
Palmerston North	18:30	Mon-Fri	22:30 same day
Whanganui	23:59	Mon-Fri	08:30 next day
Blenheim	11:00	Mon-Fri	12:00 next day
New Plymouth	18:30	Mon-Fri	09:10 next day

For containers destined for CentrePort:

Origin	Cut off (present before)		Delivery to CentrePort
Palmerston North	19:30	Mon-Fri	07:00 next day
Whanganui	13:00	Mon-Fri	20:30 same day
Blenheim	14:30	Mon-Fri	07:00 next day
New Plymouth	15:50	Mon-Fri	07:00 next day

KiwiRail CT Sites:

CT site hours of operation

Please refer to KiwiRail's website for a map of these locations and any up to the minute changes to opening hours:

<http://www.kiwirailfreight.co.nz/our-locations.aspx>

Location	Street Address	Monday	Tuesday to Friday	Saturday	Sunday	Free Days
Palmerston North	605 Tremaine Avenue	0600-2359	0000-2359	0000-1400	Closed	5 days
Whanganui	39 Gilbert Street	0700-1630	0700-1630	Subject to Request	Closed	5 days
New Plymouth	51 Smart Road	0700-1600	0700-1600	Closed	Closed	2 working days
Blenheim	Spring Creek	0500-2100	0500-2100	0500-2100	0830-1800	5 days

Containers railed from CentrePort will be available for pickup at KiwiRail's Container Transfer (CT) Sites, during opening hours as per the table above.

To pick up a container, the driver will need to quote the container number at the CT Site Gate House. To release the container, the site will ask the driver to sign a Container Release note.

On occasion we will truck containers destined for Palmerston North. These can be collected from HTL Transport - 35 Railway Road, Roslyn, Palmerston North - hours of operation are 7am – 4.30pm.

Pre-Advising Export Containers

All export containers must be pre-advised into CentrePorts Centric system before delivery to the CT site.

If you are not registered in Centric, go into <https://centric2.centreport.co.nz/> - select register, complete the form and our ICT team will be in touch.

If you are having any problems with pre-advising, please email queries with what the issue is, and we will assist.

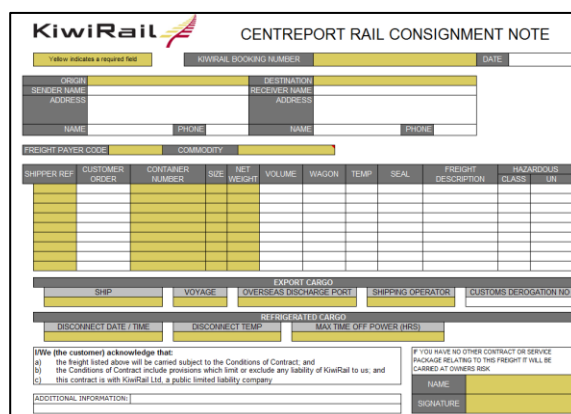
If your container is hazardous, you will not be able to pre-advise. Please send through a carters note with either a VGM declaration or approved weighbridge receipt and the DG Certificate to queries@centreport.co.nz before delivery to the CT site. Attached is the CentrePort approved carters note.

Presenting Containers at KiwiRail CT Site:

Export containers presented at one of KiwiRail's CT sites will need to be presented before the service cut off time on the day of departure (refer to previous table).

Containers must be accompanied by a consignment note, including the following information:

- KiwiRail Booking Number
- Destination of the container (i.e. CentrePort)
- Container number
- Net Weight (i.e. weight of product inside the container)
- Export Booking Reference
- Ship Name and Voyage
- Shipping Operator
- Overseas Discharge Port
- Full Export Seal Number e.g. NZFSA 0043443
- If hazardous, you will need to provide the class, UN number and relevant hazardous paperwork (see the DG section)
- If refrigerated, you will need to provide the set temperature, time allowed off power and time and date removed from power, (see the reefer section)



The form is titled 'KiwiRail CENTREPORT RAIL CONSIGNMENT NOTE'. It includes a header with the KiwiRail logo and a note: 'Yellow indicates a required field'. The form is divided into several sections: 1. **Header Section**: Fields for 'KIWI RAIL BOOKING NUMBER' and 'DATE'. 2. **Origin/Receiver Section**: Fields for 'ORIGIN SENDER NAME', 'ORIGIN ADDRESS', 'DESTINATION RECEIVER NAME', and 'DESTINATION ADDRESS'. 3. **Contact Information**: Fields for 'NAME' and 'PHONE' for both origin and destination. 4. **Freight Payer Section**: Fields for 'FREIGHT PAYER CODE' and 'COMMODITY'. 5. **Table Section**: A table with columns: SHIPPER REF, CUSTOMER ORDER, CONTAINER NUMBER, SIZE, NET WEIGHT, VOLUME, WAGON, TEMP, SEAL, FREIGHT DESCRIPTION, HAZARDOUS CLASS, and UN. 6. **Shipping Details Section**: Fields for 'SHIP', 'VOYAGE', 'OVERSEAS DISCHARGE PORT', 'SHIPPING OPERATOR', and 'CUSTOMS DEROGATION NO.'. 7. **Refrigerated Cargo Section**: Fields for 'DISCONNECT DATE / TIME', 'DISCONNECT TEMP', and 'MAX TIME OFF POWER (HRS)'. 8. **Acknowledgment Section**: A section for the customer to acknowledge the terms of the contract, with checkboxes for 'a) the freight listed above will be carried subject to the Conditions of Contract, and this contract is with KiwiRail Ltd, a public limited liability company', 'b) the freight listed above will be carried subject to the Conditions of Contract, and this contract is with KiwiRail Ltd, a public limited liability company', and 'c) this contract is with KiwiRail Ltd, a public limited liability company'. 9. **Signature Section**: Fields for 'NAME' and 'SIGNATURE'.

Hazardous Containers:

CentreConnect transports dangerous goods using rail, road and sea modes. The regulations governing these modes are laid down in the NZS 5433:1999 Code of Practice for the Transport of Dangerous Goods on Land and the International Maritime Dangerous Goods Code (IMDG). All consignors moving dangerous goods should have copies of, or ready access to, these publications.

Both of these publications lay out the responsibilities of the consignor in regard to documentation, packaging and labelling requirements. Before any freight forwarder can accept dangerous goods for consignment these responsibilities must be met.

LTSA Guidelines

Refer to the [LTSA](#) for more information on transportation of hazardous goods within New Zealand.

Hazardous Declaration

To transport a container or wagon containing hazardous freight, we need to have a completed Hazardous Declaration. The form must include a street address in the location the container is destined for. This must be signed by the person who has loaded the container or wagon.

An emergency contact in New Zealand stating name, address and phone number is a requirement on all Dangerous Goods forms (this must be completed before sending the documentation to CentrePort).

For any Class 9 UN3166 (Vehicle Flammable Liquid Powered) containers, if the shipper wants to ship as harmless, a declaration specifying Special Provision 961 has been complied with is required – this basically means:

- Isolate the battery
- Empty the fuel tank

Class 1 DG containers must be collected within 24 hours of arrival at the CT site, all other classes, must be collected within 48 hours of arrival at the CT site.

- Incorrect Dangerous Goods declaration will incur a cost of \$600.00 per container (this is a direct cost from KR, that will be on-charged to the customer).
- Failure to declare Dangerous Goods will incur a cost of \$2,500.00 per container (this is a direct cost from KR, that will be on-charged to the customer).
- Failure to uplift within the times above, will incur a cost of \$3,000.00 per container (this is a direct cost from KR, that will be on-charged to the customer).

For more information when booking on rail refer to the KiwiRail Freight Handling Code on www.kiwirailfreight.co.nz.

Hazardous Goods Dwell Information at CentrePort

Dwell Time by Class			
Class	Rule	Transit Cargo	Transshipment Cargo
1 Explosives	Class 1.4B, 1.4C, 1.4E, 1.4G and 1.4S and 1.3G Land & Remove 24hrs. MAXIMUM All other Class 1 DMV.	Class 1.4B, 1.4C, 1.4E, 1.4G and 1.4S, 1.3G: Certificate from EPA to be with the Harbour Master and Vessel Planners Cargo may remain on vessel All other class 1 containers are to be unloaded first, removed from site and reloaded prior to departure.	Container storage only for a maximum of 24 Hours: includes classes: 1.4B, 1.4C, 1.4E, 1.4G, 1.4S, and, 1.3G
2-6,8-9	All Land & Remove 72hrs MAXIMUM.	Cargo may remain on vessel.	Can be stored in terminal for a maximum of 72 hrs.
7 Radioactive Material	All class 7 Direct to/from Motor Vehicle.	Certificate from EPA to be with the Harbour Master and Vessel Planners. Containers must be stowed under deck. This cargo must be stowed away from working areas (6 metre separation).	Not Permitted to be stored on Port. Arrangements for this material class must be communicated with Port Operations and the Health and Safety Team.

The Exporter/Importer is directly responsible for complying with the dwell time limits and any costs associated.

Mis-declared Cargo

Cargo is considered mis-declared:

- Where it is hazardous and has been declared as general or some other non-hazardous commodity.
- When a container comes through the gate or off a ship declared as General cargo and we find that it is hazardous, we must take it out of the stack, change the information and place it in the appropriate area.

Mis-declared cargo places us in breach of our Code of Practice. The consequences of any audit failure or issues with the container are severe.

Fees charged here include but are not limited to; Storage, Compliance Documentation Review, Review of Safe Working Methods and a Re-Invoicing (Admin Fee).

Charges will underline the seriousness of the mistake and ensure shippers understand the importance of providing the correct information.

Reefer Containers

All reefer containers are subject to a per container fee. This covers the first 24 hours the container is in KiwiRail's care. (Rates are as per the current CentreConnect Service Agreement).

KiwiRail Freight have a 24 x 7 Reefer Team who are based in the Auckland Service Centre. The Reefer team receives alerts when refrigerated containers are not reported on power or monitored within the required timeframes as supplied by the customer. If the "maximum time allowed of power" is insufficient and the container is in-transit, KiwiRail will place the container to power at the nearest Container Transfer Site and contact CentrePort. A generator can be added to the wagon for an additional cost. (Rates are as per the current CentreConnect Service Agreement).

To book your reefer container, we require the following information:

- Set temperature.
- Is a generator required? ***(72 hours-notice to KiwiRail is required)**
- Time allowed off power.

For KiwiRail to actively manage reefer containers under its care, KiwiRail requires the following information on the carters note/manifest:

- Set temperature.
- Product Temperature (Loaded Temperature)
- Time off power at sender.
- Time allowed off power.
- If active refrigeration is required, a minimum of 72 hours-notice is required.

To ensure the security and safe carriage of your reefer containers, we have put in place a minimum time allowed off power per service. Generators must be utilised if the minimum time off power is less than below:

Service	Minimum Time Allowed off Power
Palmerston North	10 Hours
Whanganui	12 Hours
New Plymouth	28 Hours ex Wellington 24 Hours ex New Plymouth
Blenheim	10 Hours

Because reefers need to be plugged in once they reach the CT site, we are unable to move reefers on a Saturday or the day before a public holiday due to the CT sites being unmanned.

Ancillary Charges

For all KiwiRail Ancillary Charges, please refer to the link below:

<https://www.kiwirailfreight.co.nz/rail-freight/ancillary-charges>