

NOVEMBER 2018 NEWSLETTER



Introduction of FAF (Fuel Adjustment Factor) Surcharge

The **FAF** is a variable surcharge added to your freight rates to help cover the cost of fuel. As you can imagine, given the industry we are in, fuel charges can have a major impact on our business. You will find that most freight providers will provide FAF surcharge

as an additional cost to your freight rates.

Up until now, Metro Urgent has not added an FAF to our rates, but after careful consideration, we will now be introducing this surcharge to our operations as of 1st December 2018. We have set our surcharge at a base rate of \$1.20. This means that when diesel goes over \$1.20/litre a FAF charge will apply to each invoice you receive. The advantage of incorporating a FAF charge separately to the base rate is you benefit from falling fuel prices.

The FAF surcharge rate will be set on or around the 20th of each month, and effective on the 1st. The rate will be published on our website.

The calculation is based on a lag to give our clients adequate notice of the FAF percentage, giving you time to make any adjustments required. E.g. December % is based on the national Diesel price for October 2018, the FAF for December is 5.9%.

Congestion in Hamilton and Tauranga increasing as city grows

Metro Urgent always strives to ensure deliveries are on time. Unfortunately, there are some circumstance beyond our control. One of these is traffic congestion and road works. This gets continually worse closer to Christmas as there are more vehicles on the road. Please be patient with us as we do our best to navigate safely through the Christmas traffic and road



improvements. If your parcel is not urgent consider using a 2-hour service type.

Please note: We will send an email out to customers if only a 90-minute service type is available. If you would like to update your email address, please send an email to Ange to advise clientmanager@metrourgent.co.nz

We do appreciate your patience and understanding at this time of the year.

metrourgent
.co.nz

EXPRESS COURIERS

Sprint



Phone: 0800 43 88 43

1 Devon Rd, Hamilton

17 Amber Cres, Tauranga



Is your freight READY when you book a pick up?

When booking your pick up can you please ensure that the parcel is ready for collection when the driver arrives. In the past drivers have had to wait for parcels - to ensure that jobs are delivered on time we ask that parcels be ready for collection as we are getting busier

and drivers no longer have the time to wait for a parcel. If the parcel is not ready for collection you will be charged a negative pick up of \$3.50 and a new job will need to be booked.

We are excited to announce that we will be moving our Hamilton depot to a brand-new purpose-built building. Our current depot has served us well, but as we have outgrown the current space, we are looking forward to the new depot situated on **Arthur Porter Drive**, putting us right in the heart of the forever growing Te Rapa industrial business area. The new location is the start of another chapter and we are expecting to be in there in April 2019.



Holiday hours

OPEN 24th December

CLOSED 25th - 26th December

OPEN 27th - 28th December

CLOSED 29th - 30th December

OPEN 31st December

CLOSED 1st - 2nd January

Normal hours from Thursday 3rd January 2019

Note: If you have recurring jobs with us and your hours of operation are different from the above please let us know.

