



Thursday, 20 December 2018

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to Melbourne Customer Service Bulletin - Wednesday 19.12.18.

The services used by AHG RL have been flagged below in red for your reference. All updates will be published on the AHG RL website www.ahgrl.com.au.

As this service Ex Brisbane into Melbourne due today is currently 4 hours behind schedule, AHG RL Customer Service will endeavour to work with the DCs to reschedule where possible. Orders that cannot be delivered will be re-booked, Customer Service will be reporting directly to the affected customers.

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics



pacificnational

**MELBOURNE FREIGHT TERMINAL
CUSTOMER ADVICE**

Wednesday, 19 December
2018

East Coast Service Delays

UPDATE NO. 2

24hr delays to services 2BM6 & 3BM6

**CUSTOMER SERVICE
CONTACTS**

Dear Pacific National client,

- Please note that due to the late departure from Brisbane and subsequent network delays, service **2BM6** 17/12 normally having arrived today at North Dynon, has incurred a full 24hr delay. Arriving instead via train **3BM4 ex-Sydney at MFT Thursday 20/12**. Freight availability to be confirmed, as...
- Train **3BM4** ex-Brisbane is also presently running 4 hours late. Freight availability at MFT to be confirmed, but initial estimate is approximately 10:00 tomorrow.
- Service **3BM6** normally arriving on Thursday will instead attach via train **5SM2** ex-Sydney and instead arrive at North Dynon Friday morning.

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