

Network Outages - Update

Hi all,

Please be advised of service disruption to the Coles Collect Rail Services resulting from scheduled network closure impacting rail services between 1st of August to the 5th of August 2023 (attached).

Coles Collect has been advised that this critical closure is to support network maintenance and repairs.

Please see below for Coles Collect Delivery schedule impacts & revised despatch dates required:

FROM BRISBANE	TO MELBOURNE	
Required Despatch Date	Freight Due Date	
Thursday, 3 rd August 2023	Monday, 7 th August 2023	Suppliers that deliver freight into VIC from QLD to ensure collection for orders due Tuesday 8 th August 2023 are raised and ready for collection on Thursday 3rd August 2023.
	Tuesday, 8 th August 2023	Suppliers that deliver freight into VIC from QLD to ensure collection for orders due Monday 7 th August 2023 are raised and ready for collection on Thursday 3rd August 2023.
FROM MELBOURNE	TO BRISBANE	
Required Despatch Date	Freight Due Date	
Monday, 31 st July 2023 & Tuesday, 1 st August 2023	Thursday, 3 rd August 2023	Reduced Capacity on Tuesday 1 st August 2023 (1 of 2 services cancelled).
FROM MELBOURNE	TO BRISBANE	
Thursday, 3 rd August 2023	Monday, 7 th August 2023	Suppliers that deliver freight into QLD from VIC to ensure collection for orders due Monday 7 th August 2023 are raised and ready for collection on Thursday 3rd August 2023.
	Tuesday, 8 th August 2023	Suppliers that deliver freight into QLD from VIC to ensure collection for orders due Tuesday 8 th August 2023 are raised and ready for collection on Thursday 3rd August 2023.
FROM BRISBANE	TO PERTH	
Required Despatch Date	Freight Due Date	
Wednesday, 2 nd August 2023	Tuesday, 8 th August 2023	
Wednesday, 2 nd August 2023	Wednesday, 9 th August 2023	
Wednesday, 2 nd August 2023	Thursday, 10 th August 2023	

If the above schedule is not adhered to Coles Collect will seek to convert your shipments in these affected lanes to road, capacity permitting.

Coles Collect needs to pass on the incremental cost of converting rail volumes to road (requested pickup dates in One Net on the days that rail services are not running) for continuity of service to fulfil orders and reduce DIFOT impacts.

Please be advised that during this period of rail closure, there will be an additional cost per pallet space for volume converted to road on the above-mentioned lanes that would normally travel on rail.

Please reach out if any questions.

Thank you,

Kind Regards,

Planning Team | Coles Collect

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