

**From:** Robert Anderson <[REDACTED]>  
**Sent:** Thursday, 16 November 2023 6:49 am  
**To:** Registrar  
**Subject:** PBT couriers and NZ Post

You don't often get email from [REDACTED]. [Learn why this is important](#)

To whomever looks after these things.  
Good morning.

We are an SME based in Tauranga and supply curtain cleaning services to a large part of the North Island and occasionally to the South Island.

A lot of that business comes by courier and is returned the same way.

PBT has been our preferred courier/transport company for about 8-9 years. Though they haven't always been the best player in the market they have been no worse than say NZ Post or Toll or Aramex.

In the last month prior to their announcement, PBT have finally updated the booking site to a site that is now working very well for their customers. ( from their staff.) We now have customer notification services we never had. We have ticket printing capability as well. We should no longer have lost parcels etc.

At least a few seem to have fallen off the truck going around Taupo never to be seen again as their systems were not that full proof.

Despite those frustrations they have provided a good coverage of the areas that our customers and ourselves send product to and from and generally a reliable service.

The big reason that we have stuck with PBT and why we use their services is the **size of the packages** and the ability to move **from courier to transport**.

Not every parcel fits a box and in particular when blinds are involved. Roman blinds for example can vary from just .500mm wide up to 3.5 meters wide. These are packed in tubes or long boxes.

PBT take on their courier vans lengths up to **2.2 meters**. NZ post only take **1.2 meters**, so a meter shorter in length.

For us and I suspect a lot of others that creates more problems.

With PBT once a parcel is longer than the 2.2 then that goes on a truck with a standard pick up charge of \$50.00.

That's not an issue as our customers know to expect that charge both ways.

The issue is what NZ Post is going to do to continue the longer parcel length service when their supposed justification is the capital, they have spent on parcel handling plant and the volumes which apparently restrict the shapes and sizes they can process.

Volumes by the way they couldn't handle up until recently. There are plenty of press stories from the last couple of years about that.

Will they go back to that situation when the volume increases again as it will.

We are asking that you to ask some hard questions on the issue of package sizes, especially the longer parcels, now and for the future. We should keep in mind the NZ post also purchased a trucking company (Flieways) not long back. It would not be surprising to us that they forced us to use them for anything longer than the 1.2 meters at some inflated cost. Thank you for considering our issues.

We would comment that the PBT courier staff locally know no more than we do. They have no idea what will happen to their contracts and their investment in vehicles so a close look at their plight I'm sure would be welcome.

These guys are there to make money and I predict in no time at all they will sell the trucking business, probably to Mainfreight ( which incidentally their staff also think) or some similar operator lessening again the competition in the freight market.

Happy to talk to anyone or answer any questions.

You can see our area coverage via our website. Coverage we want to expand.

[www.curtainclean.co.nz/directory/](http://www.curtainclean.co.nz/directory/)

Kind regards,

**Robert Anderson**

OWNER



**CURTAIN CLEAN BOP**

17 Alach Street, Greerton, Tauranga 3112

T: 0800 579 0501

E: [REDACTED]

[www.curtainclean.co.nz](http://www.curtainclean.co.nz)