Customer Advisory

Port of Auckland Terminal Operating System (N4) Upgrade – Temporary terminal closure

As previously signalled, Port of Auckland (POAL) is upgrading its Terminal Operating System (TOS) from N4 version 2.6 to N4 version 4.0. This upgrade delivers vital system enhancements, enabling increased operational resilience and efficiency while enabling POAL to implement future improvements to support seamless operations.

This upgrade requires a temporary closure of the port and terminal operations for a 48-hour period whilst we complete the transition, ensuring thorough testing and a controlled system start-up.

During the approx. 48-hour period, all containerised cargo operations at Fergusson terminal will be paused to facilitate the cutover and testing of the new system with a gradual return to full operations.

There may be some impact to container operations at Multi-Cargo, however this does not impact bulk, break/bulk, or car processing activity in the Multi-Cargo facilities.

The confirmed dates for this upgrade are as follows:

- **Terminal temporary closure:** Friday 11 April 2025
    - No new vessel operations from 0700 hours Friday 11 April
    - No Receival & Delivery (R&D) Operations from 1500 hours Friday 11 April
- **Terminal re-open:** Full operations will resume at 1500 hours Sunday 13 April 2025

We will provide detailed information on the phasing of both the temporary closure and re-opening w/c 3rd March 2025.

We appreciate your support and understanding as we implement this significant improvement to our terminal operating system. If you have any concerns or specific requirements during this time, please do not hesitate to contact our customer service team.

Thank you for your cooperation.

For more information please contact:

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