



# Vital information for customers

[About this file](#)

**Staff:** Please send comments via email to wconstable. This will be a resource to allow answers to questions commonly asked by customers. Please remember Windows Help files can do amazing things, and through this file we want to be able to serve our customers more effectively.

To get a list of prices at any time simply choose List Prices from the Prices menu.

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## Prices

The prices offered by Long Haul Rail are very competitive. All prices quoted in NZD.

Up to 1kg	\$4000 per Kg
Up to 10kg	\$2000 per Kg
Up to 360kg	\$1000 per Kg
Up to 1000kg	\$800 per Kg
Up to 2000kg	\$500 per Kg

For further pricing information or bulk haulage please contact our [sales offices](#).

## **Sales Offices**

Long Haul Rail has sales offices in major cities all over New Zealand.

### **Auckland**

Shop 4, Rail Plaza  
Phone: +64 9 587 3085

### **Wellington**

Rail Terminal,  
Center City  
Phone: +64 4 287 9668

### **Christchurch**

14 Main Street  
Phone: +64 3 871 8715

## **About this file**

This file is a completed version of the Help Writer's Assistant for Windows tutorial and is based around a fictitious Rail company called "Long Haul Rail". All characters, opinions and prices expressed in the completed file are fictitious. They want to deliver a high level of service to customers. However, sometimes customers get different answers from different staff members on commonly asked questions. Long Haul Rail are going to develop a list of commonly asked questions and other information and put it into a Windows Help file to make access for staff easy.

# Company Information

Company Background Company information - mainly relevant to potential clients

Company Direction The direction the company will be taking in next few years. Relevant to all clients.

## Company Background

Often potential clients ask about the company's background, philosophy and history. Although we could write a book on this here is a short piece which can be read to clients.

Long Haul Rail was founded in 1987 by William Constable and John Watts based on the premise that clients who wanted cheap and fast transport between the main cities were not getting the level of service that should also go with that.

Over the past years they have found the premise to be true. Long Haul Rail has grown by more than 100% every year since it's inception and will have a turnover this year of in excess of NZ\$12 million.

How has this been done? One keyword - **service**. Clients of Long Haul Rail receive fast, efficient

service with a smile 😊.

"I would never go anywhere else - I feel as though I am their most **important customer**"  
*Jared Graham, Supplies Director, Trust Cover Insurance Ltd.*

"I send hundreds of items a week to the capital for extended testing. Interestingly, I always ended up losing one sample in a hundred. I have been using Long Haul Rail for over 3 years now and have **never lost an item**." *Billy Ludeman, Head Doctor, Testing Services Corporation.*

Yet, this dedication to service has also brought to customers the cheapest prices in the market.

## **Company Direction**

Although Long Haul Rail has been around the industry for a while, there is still a lot of work to do to become an industry heavyweight.

### **Future plans include**

- Opening sales offices in Hamilton, Palmerston North and Dunedin.
- Purchase of larger, faster trains in 1995/96 to increase speed and lower overall costs.
- Becoming a public company - with floating planned for 1996/97 financial year.
- Continuing to concentrate on a low cost, high service arrangement while that is what clients demand.

# Freight

Long Haul Rail carries four types of freight:

Mail

Parcels

Fragile and Dangerous Goods

Containers

The explanations give a definition of what Long Haul rail considers to be a particular freight type - not necessarily a definition of the specific type.



## Mail

Long Haul Rail takes letters from the major cities, to other cities in the same Island in the same day. Letters are delivered by a company specialising in letter delivery.

### **What is a letter?**

- Maximum dimensions of 60cm\*60cm with a depth of 20cm.
- Maximum weight of 1/2 a kilogram.

### **Prices**

- Same prices per kg as normal parcels



## Parcels

Long Haul Rail takes parcels between most cities overnight. Parcels are delivered by a courier firm.

### What is a parcel?

- Maximum dimensions of a 3m cube.
- Maximum weight 50kg.

### Prices

- Same prices per kg as normal parcels



## **Fragile and Dangerous Goods**

Long Haul Rail specialises in freighting fragile and dangerous goods. Goods must have fragile stickers on them (available from Long Haul Rail sales offices). Long Haul rail picks up fragile and dangerous goods from rail yards at most cities.

### **What is a fragile good?**

- A good that would be inoperable or unacceptable for sale if dropped from any height greater than half a meter.

### **What is a Dangerous good**

- A good that could cause damage to the environment, or goods around it if spilt or let out of container or holder.

### **Prices**

Two times the normal Prices



## Containers

Long Haul Rail concentrates nearly 80% of business in freighting containers. Long Haul rail picks up containers from rail yards at most cities.

### What is a container?

Anything equal to or greater than a 20m cube.

### Prices

Half the normal Prices



