Customer Information.

08 November 2007

The Correct Use of Aircraft Equipment

There have been a number of shipments presented at Qantas Freight Terminals recently where the airline booking does not match the ULDs (Unit Load Devices) used, eg a shipment booked on Air New Zealand (NZ) being loaded on Qantas (QF) equipment or vice versa.

The use of another airline's equipment is unacceptable without the written approval of both carriers. Failure to observe this requirement may result in the shipment not travelling as booked.

Please ensure all future shipments presented to Qantas Freight Terminals are loaded on the correct equipment.

It is also timely to remind all users of aircraft ULDs that their prompt return ensures our terminals can make available the appropriate equipment for your export needs.

Please contact the sales office of the airline on which your shipment is booked or your local Qantas Freight Terminal Manager if you would like any further information or need assistance complying with this requirement.

Thank you.

Regards,

Robert Lugton
General Manager Freight Terminals