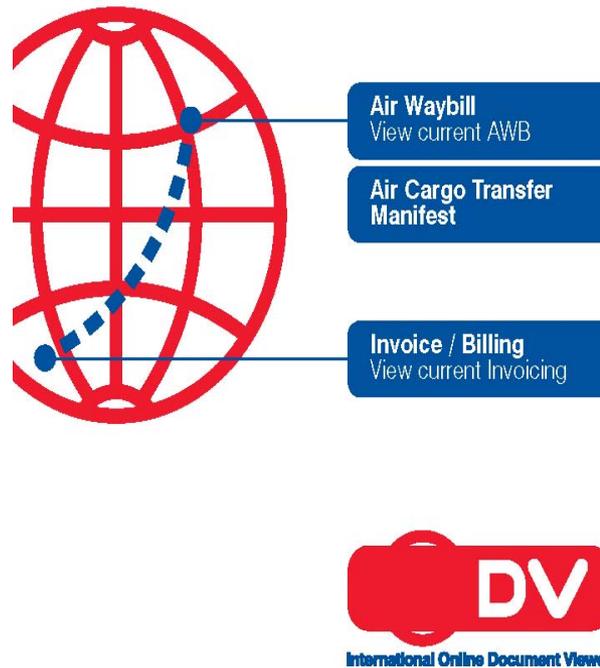


information



Quick and easy solutions to most billing queries have been made possible with on-line access to

- Air Cargo Transfer Manifests
- Agents Invoices and
- Air Waybills

Using AaE International's new International On-line Document Viewer (IODV) system.

What is IODV

IODV is an Internet-enabled database retrieval and inquiry system designed and developed by AaE International as a service to its customers.

This 'Image Warehouse' capability provides direct, round-the-clock, global access to the key documents that support the billing process for both airlines (Invoices, Air Waybills and Air Cargo Transfer Manifests) and for freight forwarders (Invoices and Air Waybills).

The fact that these documents are usually available on the database the day following completion of the transactions means that they will be available when you need to access them.

These documents can be accessed from the International Services page of AaE's web site at www.aae.com.au

Having accessed these documents, you can save, rotate, copy, fax or e-mail them as required. You can also move upstream or downstream in the billing process, going back from an Invoice to the relevant Air Waybill, or going forward from the originating Air Waybill to the relevant Invoice.

International On-line Document Viewer also lets you scan the database for Invoices, Air Waybills and Air Cargo Transfer Manifests whose reference numbers are not known. You can search for these documents over standard periods (the last 7 days, last 14 days) or within a date range that you nominate.

The benefits of IODV

On-line access to these documents has two great advantages over call centre access.

- it recognises the benefit of getting callers out of telephone queues when personal contact does not add value to the service
- telephone access disadvantages callers outside the time zone in which the call centre is located. That is of particular importance in the timely resolution of billing queries in a global industry such as International logistics.

Online access to Invoices, Air Waybills and Air Cargo Transfer Manifests also allows AaE's client airlines -located in London, Rome, Johannesburg or anywhere else in the world - to resolve billing issues without the need to resort to the cumbersome (and time wasting) 'rejections' process.

Being able to call up the relevant primary documents immediately a billing query arises gives carriers and freight forwarders a level of control over billing adjustments that they have not previously enjoyed.

This means that the people who operate the billing and payment process, wherever they are located around the globe, can work together quickly, simply and effectively to ensure agreed terms of trade are not compromised. This translates to an improved cash flow, greatly improved process efficiency, good supplier-client relationships and reduced costs.

How to use IODV

Login

Help Desk
IODV Help Desk
1800 650 814

To use the IODV you must register first. Click the New Registration link on the left to register. If you have already registered and and received a password from AaE, then login to the site.

Use the mouse or key tab to move between fields. Please make sure you have filled out all fields by scrolling down the page. After entering all required fields select Login in order to access IODV.

◀ Denotes a compulsory field

Login to International Document Viewer

Account Number *

User Name *

Password *

Power User Tick to enable "Power User" mode. This will remove explanatory information describing input forms.

Terms and Conditions

I Agree Please tick when you have read and agreed to the above agreement.

Login

To register as a New User:

Click on the International Document Viewer link and then the **New Registration** link button, and complete the data fields and follow the prompts. After registering as a new IODV user, you will be provided with a Password which you will use, along with your Account Number and User Name, to log on each time you wish to use the system.

Login

Existing User

If you are a registered User: click on the International Document Viewer link on the home page of AaE's web site; enter your Account Number, User Name and Password; then click on 'agree'

Retrieving a Document

Having logged in to IODV, the system will allow you to search for Invoices and Air Waybills

Just click on the appropriate button in the menu and then, when the 'Enter Invoice Details' or 'Enter Air Waybill Details' prompt appears, enter the required invoice number(s) or Air Waybill reference number(s), then click OK to search.

With IODV you will be able to locate 'associated items'.

For example, you can find:

- the Air Waybill(s) that generated an Invoice;
- locate the Invoice on which a particular Air Waybill is billed;
- call up an Air Cargo Transfer Manifest if you are an airline and you want to validate an interline transfer

The image shows a detailed Air Waybill (AWB) form. Key sections include:

- Shipper:** SHEVENS CORP, 10 WYNDHAM ST, CALIFORNIA 90004 USA.
- Consignee:** AERO STREETS, 100 FRANK FORD DR, SYDNEY AUSTRALIA.
- Flight Details:** SYDNEY, MELB, SYDNEY.
- Charges Table:**

Code	Description	Rate	Quantity	Amount
100	Basic Airfare	100.00	1.00	100.00
101	Fuel	10.00	1.00	10.00
102	Security	5.00	1.00	5.00
103	Insurance	2.00	1.00	2.00
104	Handling	1.00	1.00	1.00
105	Other	0.00	1.00	0.00
Total			1.00	118.00
- Remarks:** AAE INTL SYDNEY R2007/05JUL03 F1185


AERLINE AUSTRALIA
 AERLINE AUSTRALIA PTY LTD
 Building 102
 Clarendon and Service Road
 Melbourne Airport VIC 3045
 Australia
 Telephone: 1800 018 528
 Facsimile: 44 13421 4000
 Email: air@aae.com.au
 WEBSITE: www.aerline.com.au

INVOICE TAX INVOICE
 Date of Issue: 01/09/03
 Issue Location: SYD
 Invoice Number: 872102003
 Invoice Date: 01/09/03

Invoice Details
 Client: AIA
 Account: 0000000000
 Invoice: 872102003
 Date: 01/09/03

Invoice Address
 Asia Imports Pty Ltd
 100 Yarra Road
 Southbank 3005
 Sydney Australia

CHARGES ON AIRWAYBILL					
Description	Charge	EST	Total	Paid	Due
Export Goods Fee	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00
Export 15% Document Fee	\$30.00		\$30.00		\$30.00
Insurance					
Total Fees & Charges	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00

PAYMENT TERMS NET 7 DAYS FROM INVOICE Balance Due: \$50.00
 Payment Terms: Please refer to order confirmation page

Ref. / Description	Account Number	Invoice Number	Invoice Date	Amount Due
Ref. 1 - International Services	0000000000	872102003	01/09/03	\$50.00
Ref. 2 - Fuel Surcharge	0000000000	872102003	01/09/03	\$20.00
Ref. 3 - Insurance	0000000000	872102003	01/09/03	\$30.00
Total				\$50.00

Asia Imports Pty Ltd
 Reference: 872102003

*All amounts are in Australian Dollars. All amounts are in Australian Dollars. All amounts are in Australian Dollars. All amounts are in Australian Dollars.

ROYAL AIRWAYS LIMITED NO.0040004
 AIR CARGO TRANSFER MANIFEST

AIRPORT PERM DATE 02NOV03 TRANSFERRED TO 514/XM

AIRWAYBILL NUMBER	AWB NUMBER	ORIGIN	DESTINATION	PIECES	WEIGHT (SPECIFY LBS OR KG)	REMARKS
						R0001/01NOV03
524 1234 5675		SYD	TO SYDN	80	843.0KG	R0001/01NOV03
INBOUND FROM PER		TO SYDN		1	25.0KG	R0001/01NOV03
524 1234 5675		SYD	TO SYDN	5	45.0KG	R0001/01NOV03
INBOUND FROM PER		TO SYDN		2	55.0KG	R0001/01NOV03
524 1234 5675		SYD	TO SYDN	2	55.0KG	R0001/01NOV03
INBOUND FROM PER		TO SYDN				
		TOTALS		80	940.0KG	
		ULD TOTAL		80	1090.0KG	

TRANSFERRED BY ROYAL AIRWAYS
 ABOVE CONSIGNMENT(S) RECEIVE FULL AND SATISFACTORY GOOD ORDER CONDITION EXCEPT AS NOTED IN REMARKS COLUMN.

BY RECEIVED BY
 BY
 11:00 02NOV03 TIME DATE

ROYALAIR (FRIEGHT) PER
 R0001 02NOV

Help Desk

Telephone: 1800 153 000

E-mail: interline@aae.com.au