

05 September 2011

Customer Service Improvements: Australian Freight Terminals

On 14 September 2011, our Australian Freight terminals will begin using iCargo – the same operating system our Los Angeles terminal has been using since mid-August and our global reservations and sales teams have used successfully since mid-2010.

We do not anticipate any major disruption to our service but would like to draw your attention to some minor changes you may notice and should be aware of from 14 September.

- **Invoicing**
Customers of our Australian terminals will receive two invoices for the week ending 17 September 2011. These are not duplicates. For the period 11 to 13 September you will receive an invoice from our old system and for the period 14 to 17 September, an invoice from our new system. Both invoices are valid. Likewise any activity regarding transactions prior to the 14 September may result in a separate credit note or invoice as these transactions will continue to be stored in our old system. Please pay close attention to the period for which your invoices or credit notes apply over the coming weeks.
- **Customs reporting**
All import flights will, from 14 September be reported as a four digit flight number (add a '0' to the front of any three digit flight number). Freight Forwarders using electronic messaging should not experience any differences or issues with this approach. Freight Forwarders using ICS for manual reporting will be required to use a four digit flight number from 14 September 2011.
- **Messaging**
Electronic messaging (FFM, FWB, FHL and FSU) has been fully tested and we are not expecting any issues however if during the cutover period you have any concerns about messages being delivered please email freight@qantas.com.au

- Import pick-up
From 14 September, drivers will receive a 'delivery list' indicating the AWB and/or unit details of the shipments they are collecting. As a result they will no longer be asked to sign a stickered copy of the air waybill but instead will check off units and pieces received and sign the delivery list.

If you have any questions or concerns, please email freight@qantas.com.au, speak to your local sales representative or use the feedback form on qantasfreight.com

Yours sincerely,



Bob Lugton
Head of Operations