

23 September 2011

Australian Freight Terminal Service Issues

On 14 September, our Australian Terminals cutover to a new operating system replacing applications that were, in some cases, more than 20 years old.

A change of this size naturally requires some adjustment and while the technical cutover occurred without a hitch, bedding down new business processes has taken longer than expected.

I would like to acknowledge the frustration some of you are experiencing during this transition period and the difficulties this is causing with your customers. In particular I am conscious of the issues relating to shipment data availability and freight being offloaded or not making connecting flights as a result.

Let me assure you that we have a significant team working behind the scenes and in the front line to rectify the issues you are reporting. We are improving our understanding of the weak points in our processes with every shift and I am confident that the benefits of this change will soon become apparent.

To assist us provide you with the high standard of service you expect from our operations during this time it is imperative that minimum cut off times are strictly adhered to and where possible export shipments are delivered well prior to the minimum lodgement time.

I would also encourage you to keep reporting any issues with our service as it occurs so that we have an opportunity to better understand and address the cause.

Our customer service team is available between the hours of 8:00am and 6:00pm Monday – Friday and 8:00–4:00pm on Saturday – Sunday to assist you with queries relating to shipment and document availability. You may contact them on 1300 FREIGHT (1300 373 444) or by email to freight@qantas.com.au. Alternatively you can use the customer service tab on the home page of our website – qantasfreight.com

Thank you for your continued understanding and patience as we modernise our business.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Bob Lugton".

Bob Lugton
Head of Operations