

05 August 2011

Customer Service Improvements: Qantas Freight Terminals and Online

On 17 August, we will commence the final rollout of our Freight Futures business transformation program starting with our Los Angeles terminal.

At the heart of the rollout is the deployment of our new iCargo application – the same system that our reservations and sales teams have used successfully since mid-2010.

Once up and running across our network, iCargo will help us improve our service with greater transparency of your shipments and more efficient integration with your propriety data systems.

While the deployment means significant change to systems and processes behind the scenes, for the majority users, on day one, the most outwardly visible change will be a new qantasfreight.com.

Regular users of our web portal will recognise all the same applications and eBusiness tools they use today but with enhancements in functionality and usability. You will also find it much easier to find and access what you are looking for with a wider range of publically available information, a more user friendly interface and menu system.

At a terminal level there will be a slight change to the process for picking up freight. From 17 August in Los Angeles and 14 September in Australia, your drivers will receive a 'delivery list' indicating the AWB and unit details of the shipments they are picking up. 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.

While we are not expecting any major disruption as with the rollout of any major change, we expect that there will be a period of adjustment. To minimise any impact this may have on our service we will have additional staff on our telephones and in our terminals as well as support staff in place for as long as is necessary.

You will receive further communications from us about the transformation program including the support options we will have in place closer to your local cutover. In the meantime any questions or concerns should be directed to your local Qantas Freight sales office or terminal.

Yours sincerely,

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

Bob Lugton
Head of Operations