

08 September 2011

Customer Service Improvements: [qantasfreight.com](http://qantasfreight.com)

On 14 September 2011, we will release a number of enhancements to the tracking, air waybill capture and import tools on our new web portal [qantasfreight.com](http://qantasfreight.com).

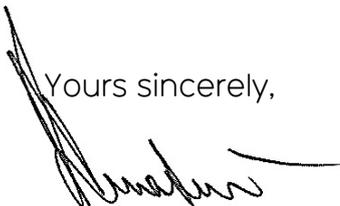
As a result users with existing follow-me and city-to-city tracking alerts for 14 September and beyond will need to re-submit their air waybills. There will also be a short outage to our website and booking system between the hours of 2200 (AEST) Sunday 11 September to 0130 Monday 12 September.

The release will introduce the following improvements for registered users:

- Online tracking – our standard tracking tool now offers logged in users even more information including a summary of AWB statuses and historical information in an easier to read, plain English display.
- QF Tracking – our new tracking module combines our follow-me and city-to-city tracking and allows users to easily set up email and SMS alerts for single or multiple air waybills.
- Air waybill tools – if you are using our system to electronically lodge MAWB or HAWB data, eligible customers will now be able to amend details right up until the point of acceptance and view submitted data online at any time.
- Imports – with our new import freight check tool, users can monitor when import shipments become ready for collection and check history of deliveries that have been collected. Collection agents and consignees can also check active import authorities using our import party search tool.

If you have any questions or would like to arrange a demonstration of the new tools please email [freight@qantas.com.au](mailto:freight@qantas.com.au), speak to your local sales representative or use the feedback form on [qantasfreight.com](http://qantasfreight.com)

Yours sincerely,

A handwritten signature in black ink, appearing to read "Victor Savateev".

Victor Savateev  
Manager Business Integration