



Freight

Customer Information

January 2008

Freight Collections and Payment Authority

Qantas Freight has been reviewing our terminal fee invoicing procedures to reduce complexity, improve accuracy and increase overall customer satisfaction.

The work has involved a pilot of some new forms and processes at the Sydney Freight Terminal throughout October. The results of this pilot were extremely positive and we are now rolling out the processes and forms across all ports and to all account customers.

New Procedure

The new procedure is supported by two new Freight Collection and Payment Authority forms - one for ongoing authorities and another for individual shipments.

As of 1 February the following procedures will apply:

1. The new Freight Collection and Payment Authority forms must be used for any new authorities lodged after 1 February 2008.
2. For all existing authorities the terminal fees are the responsibility of whomever the master air waybill has been released to (Part C of the Authority form).

If you need an exception from your ongoing authority you may use the ad hoc form. The forms can be downloaded from the Qantas Freight website (qantasfreight.com) under the 'newsroom' tab or are available through your local freight terminal.

All existing boxes and accounts with Qantas Freight remain unchanged.

If you have any questions not answered by this letter please contact the customer support team on 1300 FREIGHT (1300 373 444).

Yours sincerely,

Robert Lugton
General Manager Freight Terminals