

Domestic booking & template guide

Making domestic bookings online has never been easier thanks to our online functionality that puts you in control.



Creating a new booking

1. Log into your account on qantasfreight.com

The screenshot shows the login page with the following elements:

- Header: "Login"
- Form fields: "Username" (containing "johnsmith") and "Password" (containing "*****").
- Checkbox: "Remember me" (unchecked).
- Button: "LOGIN" (red).
- Links: "Forgot your password? →" and "Register now →".

2. Select Domestic Booking from the main account functions menu

The screenshot shows the account dashboard with the following elements:

- Header: "Welcome, Digital" and "Your profile →".
- Section: "Online tracking" with "Flight schedule" and "Get real-time visibility of where your shipment is 24 hours a day." Below it, an "Air waybill number" field (containing "eg. 081-12345678") and a "TRACK AIR WAYBILL" button.
- Section: "Your account functions" with a list of items: "Domestic Booking" (highlighted with a red box), "Domestic Manage bookings", "Lodgement lists", "Notification settings", "Domestic Booking Templates", and "Address book".
- Section: "Quick links" with "Online tracking", "Flight information", "Contact us", and "Barcode labels".
- Section: "Make a pre-paid booking" with "General cargo" and "Perishable goods".

3. Enter shipment origin and destination details

The screenshot shows the "Domestic Booking" page with the following elements:

- Header: "Domestic Booking"
- Text: "Your account number is 0000012" and a "USE BOOKING TEMPLATE" button.
- Section: "Where are you sending your freight?" with "From" and "To" dropdown menus (both containing "Type to search city") and a swap button.

Creating a new booking (continued)

4. Complete contact details for sender and receiver

Note: Sender details will be pre-populated based on your account details

Contact details

Sender

Name: John Smith

Phone number: +61 412 345 678

Email address: johnsmith@qantas.com.au

Receiver

Same as sender

Name:

Phone number:

Email address:

5. Select relevant Service, Commodity and appropriate description

Service and freight description

Service:

Commodity:

Contains dangerous goods

Contains dry ice

Freight description:

Your reference number (optional):

Service and freight description

Service:

- QGO ANIMALS
- QGO CLASSIC
- QGO CUSTOM
- QGO EXPRESS
- QGO FRESH
- QGO PETS

Your reference number (optional):

Note: Information provided in these fields is important for aircraft preparation and safe loading, so please ensure details are as accurate as possible. Updates can be made at any time prior to lodgement.

6. Provide shipment details

Shipment details

Shipment type:

Est. total pieces:

Est. total weight (inc. packaging and/or dry ice):

[+ Add dimensions \(optional\)](#)

Choose flights

Flight 1

From:

To:

Flight number:

[+ Add flight sector](#)

If booking an animal movement, please state animal type and number of animals, crate size and number of crates and total weight.

Animal crate size and details

Crate 1

Animal type:

Crate size:

No. of animals in crate:

Total weight (exc. crate):

Crates for this size & animal type:

[+ Add another animal crate](#)

Creating a new booking (continued)

7. Select a drop off/lodgement time

Sending your shipment
 Choose flight or drop off time
 Search flight
 Choose flights
 From: [Type to search city] To: [Type to search city]
 Date: Tue 19 Jan 2021 Time (HH:MM): 10:34
 SEARCH FLIGHTS

Selected Accredited Air Cargo Agents (AACAA), Regulated Air Cargo Agents (RACA) and Known Consignors (KC) may also have the option to nominate a flight

Sending your shipment
 Choose flight or drop off time
 Please select
 Search flight
 Nominat a flight
 Choose drop off time

All others must select a preferred lodgement time

Choose lodgement time
 Date: Wed 15 Sep 2021 Time (HH:MM): 15:58

8. Complete Dangerous Goods declaration

Dangerous goods statement
 I acknowledge that this consignment/package/parcel/envelope, does not contain any items that may be considered Dangerous Goods. These can be identified by the presence of any of the following labels.
 [Hazard labels: Corrosive, Flammable, Explosive, Radioactive, etc.]
 Some dangerous goods do not always display a hazard label e.g. petrol/fuel or residue in car parts, chainsaws, generators, engines, whipper snippers, etc.
 Failure to declare Dangerous Goods or to misrepresent the contents of any package, is a criminal offence under Australian Civil Aviation Act, Regulations and Orders and you may be subject to prosecution.
 Does this consignment contain dangerous goods?
 No Yes

9. Input CSD information as required.

Select 'no' if screening is required at the airport
 Select 'yes' if freight is pre-screened or exempt
 Exempt shipments can be found [here](#)

Consignment security declaration
 Are you submitting a consignment security declaration (CSD)?
 No Yes Submit later
 Screening may be required at the terminal when you lodge your freight. Please ensure your freight is compliant, for more information [click here](#)

Consignment security declaration
 Are you submitting a consignment security declaration (CSD)?
 No Yes Submit later
 Have you screened/cleared your shipment?
 Shipment has been screened/cleared Shipment is exempt
 Issuing authority regulated entity no. - e.g. AU/RA/00000-00
 AU/
 Screening method/s used:
 XRY EDS FRD MDE PHS PRT
 RES VCK VPT ADM
 Issued by: [] Issued date: Thu 06 May 2021 Issued time: []
 This has been accepted on behalf of Regulated Category Entity Category RA, KC or AO and Identifier.
 I declare that this cargo has been examined and received clearance in accordance with Regulation 4.41J of the Aviation Transport Security Regulations 2005.

Finalise booking

10. Accept terms and conditions and complete booking

Please read the following before booking

I agree to the terms and conditions for freight lodged for transportation as per [Qantas Freight's Condition of Carriage](#).

I agree to the terms and conditions of the [Qantas Privacy Collection Notice](#).

This consignment does not contain an unauthorized explosive or incendiary device and I understand may be subject to security screening by Explosive Trace Detection, X-Ray and/or physical search.

I accept that this consignment may be subject to mandatory screening at the terminal prior to uplift.

If this consignment is sensitive to/damaged by x-ray screening, I agree to advise staff at lodgement so that an alternative screening method can be arranged.

I understand that I am personally responsible for the above statements and that a false or misleading statement made knowingly or recklessly is a statutory offence punishable by imprisonment and/or a fine and may render me liable in damages for breach of contract.

I have read and agree to the above terms and conditions

BOOK

Select 'Book' to complete booking

11. Once booking is processed, booking information and AWB will be displayed on screen

Lodgement/drop off time will appear for all other bookings

Freight details

Air waybill 081-07082025	From SYD	Total estimated pieces 1
Service QGO PRIORITY	To MEL	Total estimated weight 10kgs

Dimension(s)
Dimension information was not entered in this booking.

Contact details

Sender John Smith +61 412 345 678 johnsmith@qantas.com.au	Receiver Jane Doe +61 422 333 444 janedoe@freightforwarder.com
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Drop off details

Description
test 2

You have nominated to drop off the freight at this time:
Mon 20 Sep 2021, 12:00

[Manage booking ->](#) [MAKE A NEW BOOKING](#) [DELETE BOOKING](#)

You can amend the booking by selecting 'Manage Booking', create a new booking or delete/cancel a booking from this page

ACCA, RACA and KC customers who have selected a flight will see flight details

Freight details

Air waybill 081-07081981	From SYD	Total estimated pieces 1
Service QGO PRIORITY	To MEL	Total estimated weight 10kgs

Dimension(s)
Dimension information was not entered in this booking.

Contact details

Sender John Smith +61 412 345 678 johnsmith@qantas.com.au	Receiver Jane Doe +61 422 333 444 janedoe@freightforwarder.com
--	---

Drop off details

Description
test 1

Flight details

QF0463 Passenger	Sydney to Melbourne		
16:00 Mon 20 Sep 2021	SCHEDULED	17:35 Mon 20 Sep 2021	SCHEDULED

Stops(s): 0

[Manage booking ->](#) [MAKE A NEW BOOKING](#) [DELETE BOOKING](#)

Booking templates

Set up and use booking templates to speed up regular and repeated bookings

1. Create booking template

Select 'Booking Templates' from your account functions, then select 'Create Template'

Your account functions

- Domestic Booking →
- Domestic Manage bookings →
- Lodgement lists →
- Notification settings →
- Booking templates →**

Booking templates

Search template name **SEARCH**

SHOW FILTERS ▾

Sort results by
Template name ▾

CREATE TEMPLATE

Create a template name and complete shipment details for your new template

Create template

Your account number is
0000009

Template name
Enter a template name

Where are you sending your freight?

From To

Type to search city ↻ Type to search city

Contact details

Sender

Name Phone number Email address

John Smith × +61 412 345 678 johnsmith@qantas.com.au

Receiver

Same as sender

Name Phone number Email address

Service and freight description

Service

Please select ▾

Commodity

Please select ▾

Contains dangerous goods

Contains dry ice

Freight description Your reference number (optional)

Tell us about the goods being sent.

Save your new template by selecting 'Save'

Shipment details

Shipment type

Loose Item(s) ▾

Est. total pieces Est. total weight (inc. packaging and/or dry ice)

1 kg

+ Add dimensions (optional)

Choose flights

Flight 1

From To

Type to search city Type to search city

Flight number

DF

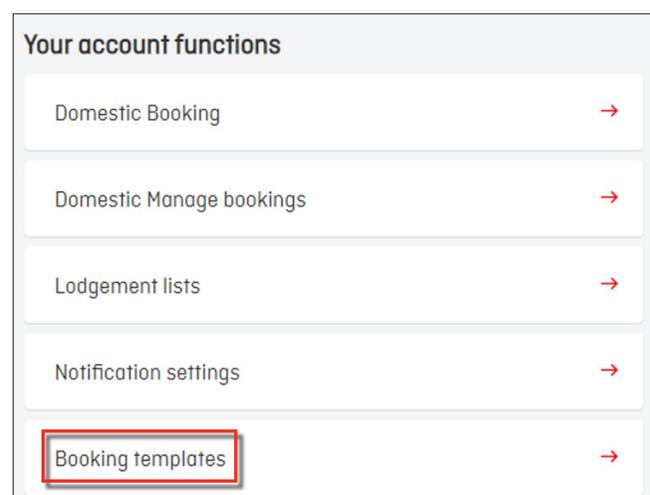
+ Add flight sector

CANCEL **SAVE**

Booking templates (continued)

2. Using booking template

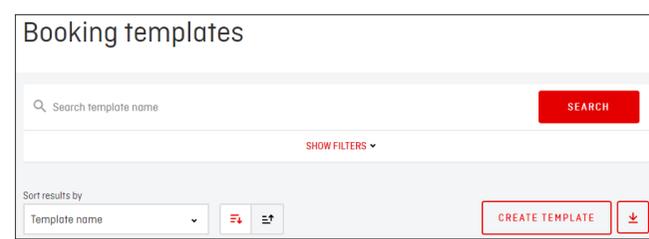
To access booking templates, select 'Booking Templates' from your account functions



Your account functions

- Domestic Booking →
- Domestic Manage bookings →
- Lodgement lists →
- Notification settings →
- Booking templates →**

Enter template name and select 'Search' or select from the template list



Booking templates

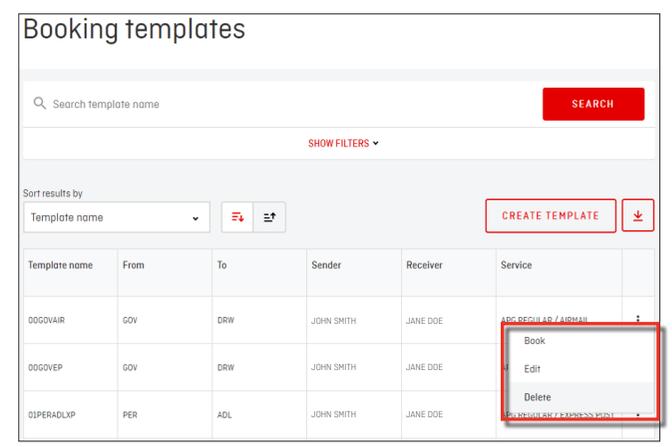
Search template name **SEARCH**

SHOW FILTERS ▾

Sort results by
Template name ▾

CREATE TEMPLATE

Click on the options and choose 'Book', 'Edit' or 'Delete'



Booking templates

Search template name **SEARCH**

SHOW FILTERS ▾

Sort results by
Template name ▾

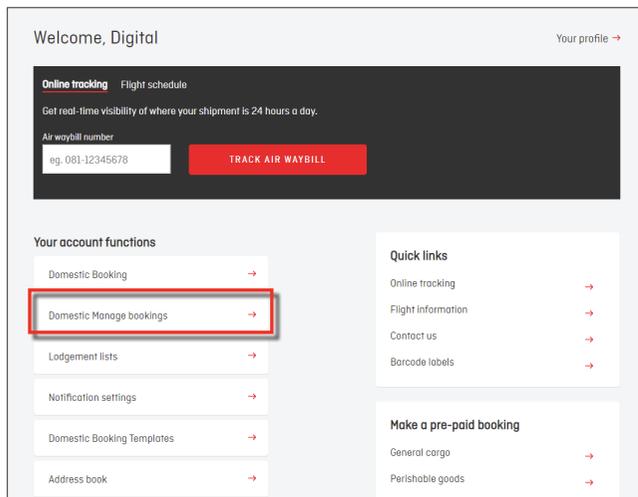
CREATE TEMPLATE

Template name	From	To	Sender	Receiver	Service	
00GVAIR	GOV	DRW	JOHN SMITH	JANE DOE	ABC REGULAR / AIRMAIL	⌵
00GVEP	GOV	DRW	JOHN SMITH	JANE DOE		
01PERADLXP	PER	ADL	JOHN SMITH	JANE DOE		

Dropdown menu options: Book, Edit, Delete

Managing an existing booking

1. Select 'Domestic Manage Bookings' from the main account functions menu

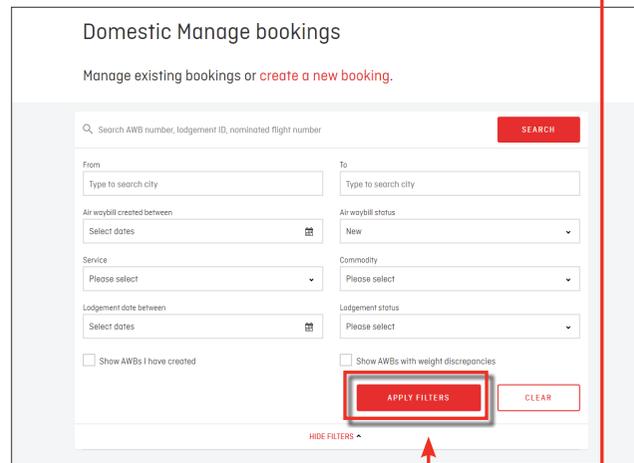


2. Search by entering AWB number or by one of the following:

- AWB creation date
- Lodgement date

Note: All other filters are optional

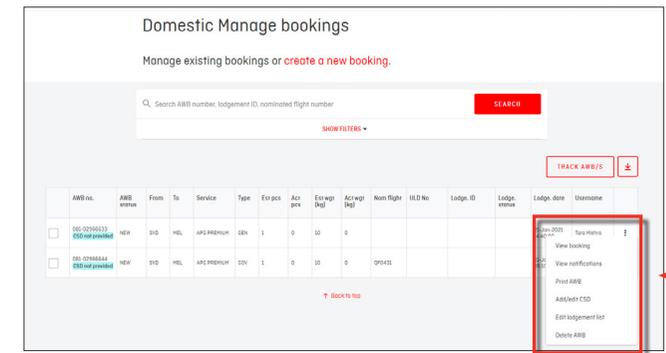
Once completed, select 'Apply Filters'



3. Edit booking

The following options are available once AWBs are displayed:

- View booking
- View notifications
- Print AWB
- Add/Edit eCSD
- Edit lodgement list
- Delete AWB

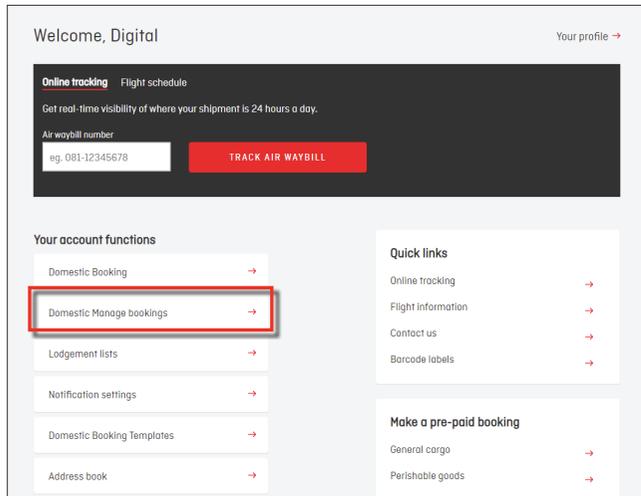


If making changes to your booking, ensure that you update:

- Weight
- Dimensions

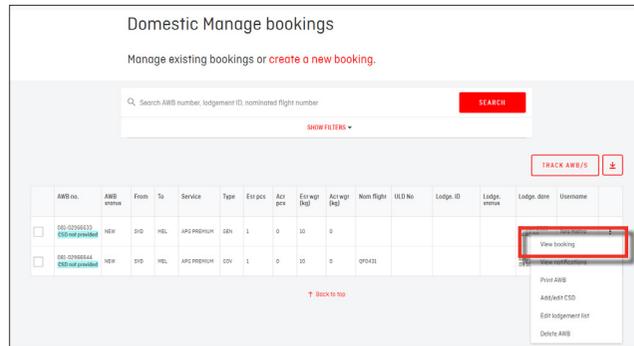
Cancelling a booking

1. Select 'Domestic Manage Bookings'

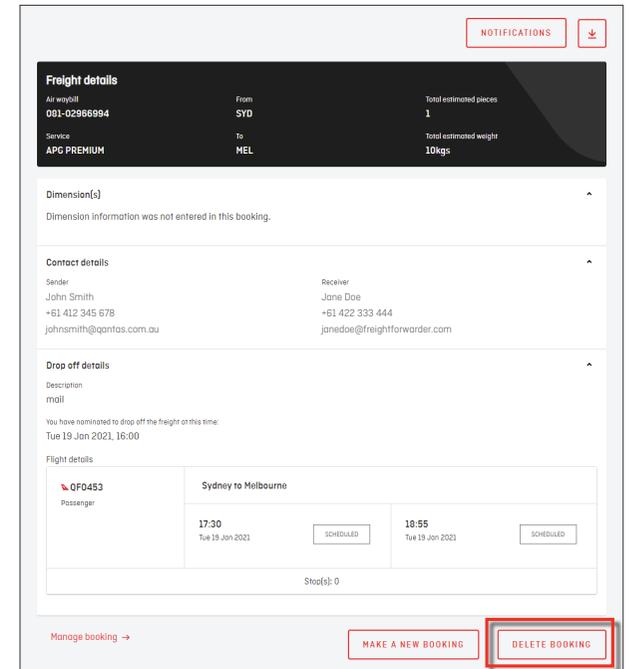


Note: Cancelling any bookings that are no longer required will improve your access to urgent or last minute freight capacity

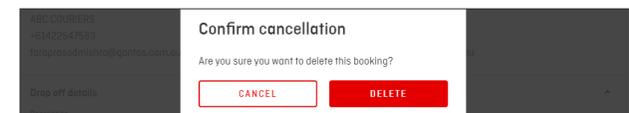
2. Select 'View Booking'



3. Select 'Delete Booking'



Confirm the cancellation in the pop-up by selecting 'Delete'



By clicking on 'Delete', your booking will be cancelled