

DOING BUSINESS WITH QANTAS FREIGHT ON OUR INTERNATIONAL NETWORK FROM AUSTRALIA

Effective from Monday 30 March 2020 for flights departing from Wednesday 1 April 2020 until further notice, the following process will apply for new bookings.

UPDATE 7 JULY 2020



CAPACITY

- Limited capacity - priority given to existing customers or critical shipments
- Freighters continue to operate - allotments will be honoured where practicable
- Additional allotment requests - send via email to your Account Manager
- Charter requests - send to qffreighter@qantas.com.au (cc your Account Manager)



RATES

- Rates are available for all non-freighter services via the online portal at qantasfreight.com
- Rates will be regularly reviewed and updates communicated as appropriate



REQUEST SPACE

- Space can be requested as soon as flight is available
- Priority will be given to requests made online via qantasfreight.com
- Other booking options - email: aufreightbookings@qantas.com.au or call 13 12 13
- Email will be sent to confirm your request
- Requests can be cancelled before space is confirmed without charge



CONFIRM SPACE

- Approximately two days prior to scheduled departure, customer service team will call to confirm or amend request
- Following call, email will be sent to confirm your booking
- Additional capacity requests will be wait-listed



LATE REQUESTS

- Capacity requests received within 48 hrs of scheduled departure are wait-listed
- If capacity is available, you will be notified as soon as possible
- Email will be sent when booking is confirmed
- As confirmation of booking is within 48 hours of scheduled departure, fees may apply if booking is cancelled prior to departure, or if no shipment is lodged



UPLIFT

- Where applicable, uplift priority will be given to existing customers or critical shipments
- Any offloads resulting from operational changes will be advised and reaccommodated where possible



BILLING

- The confirmed booked weight of the shipment may be charged in full if
 - The booking is cancelled within 48 hours of scheduled departure, or
 - No shipment is lodged
- Any additional volume or weight lodged will be charged accordingly
- Pre-CASS reporting is reinstated
- Invoices will continue to be distributed via CASS

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