

# 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.



## CAPACITY

- Limited capacity with priority given to existing customers or critical shipments
- Freighters continue to operate - honour allotments where practicable
- Additional allotment requests – send email to Account Manager
- Charter requests to [qffreighter@qantas.com.au](mailto:qffreighter@qantas.com.au) (cc your Account Manager)



## RATES

- New rates will apply\* to all freight whether allotments or freesale
- Rates will be available from your Account Manager
- Rates will be regularly reviewed and updates communicated as appropriate



## REQUEST SPACE

- Request for space open **seven days** prior to scheduled departure
- Priority given to online requests via [qantasfreight.com](http://qantasfreight.com)
- Other channels - email [aufreightbookings@qantas.com.au](mailto:aufreightbookings@qantas.com.au) or 13 12 13
- Email will then be sent to confirm your request



## 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 hours are immediately wait-listed
- If capacity is available, you will be notified as soon as possible



## 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 space will be billed in full
- Any additional volume or weight lodged will be billed accordingly
- Where applicable, pre-CASS will be suspended until further notice
- Invoices will continue to be distributed via CASS

[qantasfreight.com](http://qantasfreight.com) | 13 12 13

