

Tips for a smooth freight journey

For a seamless lodgement and collection process, follow our simple tips below so you can be on your way sooner.

LODGEMENT: GENERAL CARGO



AWB

Got your AWB? Don't forget to bring your printed AWB along, with all details completed.



LABELLING

Ensure all pieces of your shipment are correctly packed and labelled with shipper and receiver details.



CHECK IN

Personally hand your shipment to the agent and stay onsite until cargo is checked and cleared.

LODGEMENT: PETS AND ANIMALS



TRAVEL CRATE

Make sure your pet is in an IATA-approved travel crate fixed with a water bowl on the inside.



IDENTIFICATION

Check your pet's name and shipper and receiver details are clearly visible on the crate.



DROP OFF

Have your booking details, shipper statement and ID ready. Wait until your booking is verified.

COLLECTION



CONSIGNMENT DETAILS

Have your AWB number and ID ready for the agent to check consignment details.



PICKING UP

Collect your shipment promptly to avoid fees. View terminal hours at [qantasfreight.com](https://www.qantasfreight.com).



RECEIVING

Wait for the agent to identify your shipment and hand it over to you before leaving the terminal.

