

# Dock Direct

## booking guide for international shipments

Transforming the journey from booking to lodgement  
at our international terminals.



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## Important information regarding our fully-integrated, digital lodgement process for international shipments

Welcome to Dock Direct – a new, intuitive, fully digitised solution for lodging freight at our international terminals in Australia.

We're committed to making your experience with Qantas Freight as easy as possible. That's why we've designed technology solutions to put you in control at each stage of the air freight journey.

A key component of being able to benefit from Dock Direct's fast, smooth and paperless functionality is for Freight Forwarders to become e-AWB enabled. To become e-AWB enabled, follow these three simple steps.

All bookings will need to contain FWB details with e-CSD documentation included in the FWB.

Details of how to complete your booking to be eligible for Dock Direct are included in this User Guide and all bookings which are Dock Direct-enabled will be highlighted in the booking portal.

Visit our online Help Section for more User Guides including the International e-CSD guide.

For information on the associated driver lodgement app, please refer to Dock Direct – Driver App guide for international lodgements.

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## Steps covered in this guide

1. Log in
2. Select Manage International Shipments
3. Shipments tab
4. Lodgements tab
5. Select appropriate tab: Shipments or Lodgements
6. Create new lodgement
7. Confirm new lodgement
8. Assign driver to new lodgement
9. Confirm driver
10. Assign driver to existing lodgement
11. Select driver
12. Confirm driver
13. Driver notification via SMS
14. Option to resend notification
15. Changing an assigned driver
16. Adding a new driver and details required
17. Complete driver details
18. Driver notification
19. Amending existing lodgement
20. Cancelling lodgement
21. Lodgement in transit

## Log in

### 1. Log in to your account

QANTAS FREIGHT

New to freight Services Pets Terminals Planning Rewards

**IFAM flights to Hong Kong are changing**

From 4 Jan 2022, services to Hong Kong will route via Cairns. New flight numbers and timings apply.

[SEE MORE HERE](#)

Username

Password

☐ Remember me

**LOGIN**

[Forgot your password? →](#)

[Register now →](#)

Quote & book Manage booking Track flight Flight schedule

What are you shipping within Australia?

**CONTINUE**

Qantas Freight account customers and those shipping internationally. [LOGIN HERE →](#)

### 2. Select 'Manage International Shipments'

### Manage International Shipments

Want to manage an international shipment for the first time? Check out our [user guide](#) for all the information you need to get started.

**Shipments** **Lodgements** **CREATE LODGEMENT**

AWB, origin, destination FLIGHT DATES BOOKING TYPE BOOKING STATUS SHIPMENT STATUS

[Reset all](#)

Flight	AWB	Total weight / Pieces / ULD	Booking status	Shipment status	Lodgement ID
24 Jan					
SYD - SIN Direct	081-59659843	Booked: 400kg / 20 / AKE-2	CONFIRMED	AWB accepted	
SYD - SIN Direct	081-59233565	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201205YD00003 D2D
SYD - SIN Direct	081-59226462	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201205YD00001 D2D
SYD - SIN Direct	081-59225622	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201215YD000016 D2D
SYD - SIN Direct	081-59225515	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201205YD000013 D2D
SYD - MSY Split booking	001-53269731			Shipment info required	

### 3. Review list of shipments in Manage International Shipments

Manage International Shipments has two tabs: Shipments and Lodgements.

All shipments associated with the logged in user will appear in the Shipments tab.

For loose shipments Select "Qantas Freight Screening Required" if screening required at airport.

### Manage International Shipments

Want to manage an international shipment for the first time? Check out our [user guide](#) for all the information you need to get started.

**Shipments** **Lodgements** **CREATE LODGEMENT**

AWB, origin, destination FLIGHT DATES BOOKING TYPE BOOKING STATUS SHIPMENT STATUS

[Reset all](#)

Flight	AWB	Total weight / Pieces / ULD	Booking status	Shipment status	Lodgement ID
24 Jan					
SYD - SIN Direct	081-59659843	Booked: 400kg / 20 / AKE-2	CONFIRMED	AWB accepted	
<b>Booking details</b> <b>AWB Status Check</b> <b>CSD Details</b> <b>Shipment Characteristics</b>					
<b>SYD - SIN</b> <a href="#">Edit/cancel booking</a> Direct SYD-SIN QF9229 400 kg <b>CONFIRMED</b>					
SYD - SIN Direct	081-59233565	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201205YD00003 D2D
SYD - SIN Direct	081-59226462	Booked: 100kg / 1 / Loose Confirmed FWB: 100kg / 1 / Loose	CONFIRMED	Ready for lodgement	2201205YD00001 D2D

#### 4. Select 'Lodgements' tab to view existing lodgements

Lodgement ID	Total AWBs / Weight / Pieces / ULD	Driver	Expected arrival	Status
220112SYD00009	1 / 1000 kg / 1 pieces	John Bates	14 January 2022 12:00am	Allocated to driver D2D
220112SYD00010	1 / 800 kg / 1 pieces	John Bates	14 January 2022 12:00am	Allocated to driver D2D
220112SYD00011	1 / 1000 kg / 1 pieces	John Bates	14 January 2022 12:00am	Allocated to driver D2D

Details displayed:

- Lodgement ID (assigned when lodgement created)
- Total number of AWBs; weight; piece count
- Assigned driver
- Expected arrival time
- Lodgement status

Note: Lodgement IDs which are eligible for Dock Direct are highlighted by a D2D flag.

#### 5. Search existing lodgements

Search using AWB, origin, destination or booking status.

Total number of AWBs, pieces and weight will update as more AWBs are selected.

Select an arrival time for the lodgement. Note that the latest arrival time will appear as a guide. If a D2D eligible shipment is grouped in a lodgement with a non-D2D eligible shipment, the driver will need to go to the front counter.

Click 'next' when complete.

#### 6. Create a new lodgement list for existing bookings

Select 'Create lodgement'.

Select all AWBs to be included in new lodgement list

Create Lodgement List

Currently selected:

AWBs **1** PIECES **1** WEIGHT **1000** kg

Select AWBs for this lodgement

081-58363712 x

AWB	Weight / Pieces	Arrival Time	Status
<input checked="" type="checkbox"/> 081-58363712 SYD - SIN	1000 kg 1 pieces 0 CBM PMC-1	18 Jan 2022   05:00am	D2D
<input type="checkbox"/> 081-58363701 SYD - SIN	1000 kg 1 pieces 0 CBM PMC-1	18 Jan 2022   05:00am	D2D
<input type="checkbox"/> 081-58363690 SYD - SIN	1000 kg 1 pieces 0 CBM PMC-1	18 Jan 2022   05:00am	D2D
<input type="checkbox"/> 081-58363686 SYD - SIN	800 kg 1 pieces 0 CBM AKE-1	18 Jan 2022   05:00am	D2D

Latest lodgement based on AWBs selected: 18/01/2022 05:00am

Your expected arrival time:

Fri 14 Jan 2022 00:00

NEXT

## 7. Confirmation of new lodgement

A unique lodgement ID will be created for each new lodgement list. If a shipment includes shipper loaded ULDs, the ULD numbers will need to be validated when creating the Lodgement ID.

**Create Lodgement List**

⚠ Lodgement ID: 230207SYD00001 successfully created.  
 AWBs: 1 | Pieces: 2 | Weight: 4742 kg  
 Arrival time: 07 February 2023 12:00pm  
 Please validate ULD numbers below or you may lose D2D eligibility.

AWB	Weight / Pieces / ULD	ULD number	Weight	Pieces	PEP
081-73947716 SYD - SIN	4742 kg 2 pieces 0 CBM PMC-2	PMC13740QF	2371 kg	1	PEP
		PMC13570QF	2371 kg	1	PEP

**SAVE ULD INFO**

Then, select 'Done' to finish, 'Create another' or 'Assign now'.

**Create Lodgement List**

✅ Lodgement ID: 220124SYD00003 successfully created.  
 AWBs: 1 | Pieces: 1 | Weight: 1000 kg  
 Arrival time: 25 January 2022 12:00am  
 Driver: Assign now

**CREATE ANOTHER** **DONE**

Note: An arrival time guide will be shown based on the earliest departure time for the AWBs in the lodgement ID

## 8. Assign a driver

Once lodgement ID is created, you can assign a driver by selecting 'Assign now'.

**Create Lodgement List**

✅ Lodgement ID: 220124SYD00003 successfully created.  
 AWBs: 1 | Pieces: 1 | Weight: 1000 kg  
 Arrival time: 25 January 2022 12:00am  
 Driver: Assign now

**CREATE ANOTHER** **DONE**

**Create Lodgement List**

✅ Lodgement ID: 220124SYD00003 successfully created.  
 AWBs: 1 | Pieces: 1 | Weight: 1000 kg  
 Arrival time: 25 January 2022 12:00am  
 Driver: -

**Assign Truck Driver**

**Add new driver**

Select...

**INTERNAL DRIVERS**

- Michelle Ang
- Jamie Sole
- John Bates
- Karen Daly
- Timothy Kahn
- Sarah Black

If you need to add a new driver, please refer to page 8

Note: a third-party transport company can be assigned to a lodgement. "Export" will need to be ticked in the Digital Truck driver registration page to enable a third-party transport company to complete lodgements.

## 9. Driver assigned

Assigned driver will appear in Lodgement ID summary.

**Create Lodgement List**

✅ Lodgement ID: 220124SYD00003 successfully created.  
 AWBs: 1 | Pieces: 1 | Weight: 1000 kg  
 Arrival time: 25 January 2022 12:00am  
 Driver: John Bates

**CREATE ANOTHER** **DONE**

Select 'Done' to finish and return to lodgement tab or 'Create another' to create a new lodgement list

## 10. Assigning a driver to an existing lodgement ID

From Lodgements tab, select lodgement to assign to driver.

## 11. Select a driver

Select driver from dropdown menu, then select 'Save'.

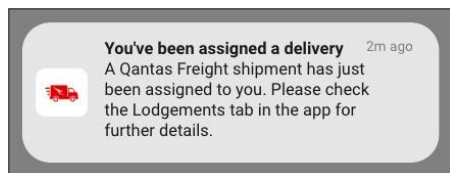
## 12. Existing lodgement ID now has assigned driver

Assigned driver will appear in Lodgement ID summary.

If lodgement is an EAP (eAWB with accompanying documents pouch) please ensure an AWB barcode label is affixed to the pouch. You can print a barcode label by selected "Print pouch label" within the lodgement.

### 13. Driver notification of assigned lodgement

Driver will receive notification via mobile app with details of assigned lodgement.



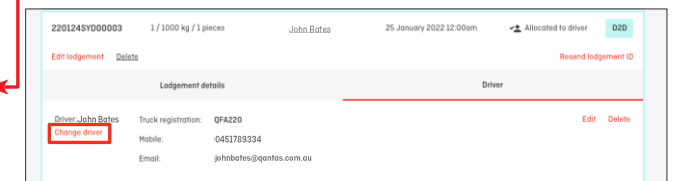
### 14. Resending a notification

From the lodgement tab in the Tracking Hub, select applicable Lodgement ID and click 'resend lodgement ID'.

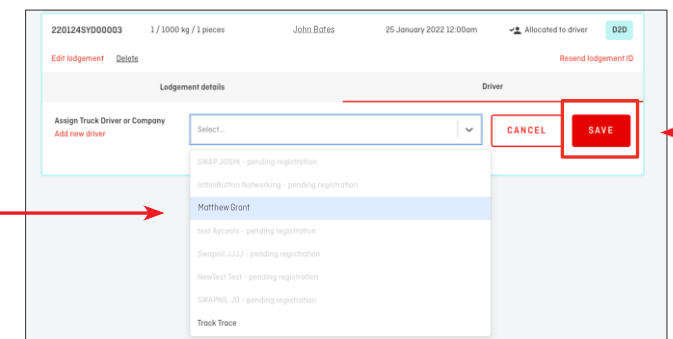


### 15. Changing an assigned driver

Select 'change driver' under current assigned driver details.



Select new driver from dropdown menu and select 'Save'.



New driver will be sent a notification via mobile app



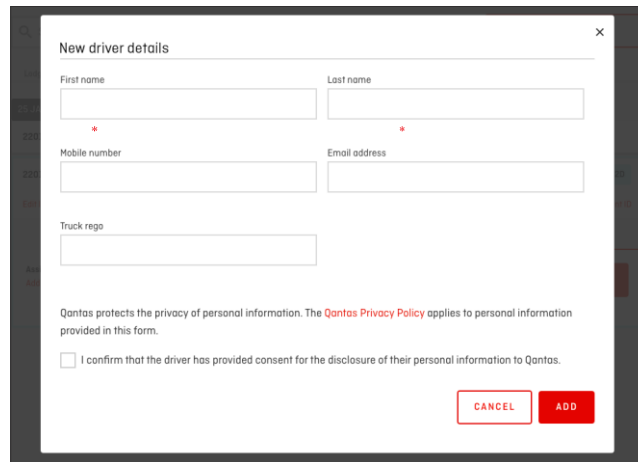
## 16. Adding a driver to the saved list of drivers in your Tracking Hub

For drivers not registered, click 'add new driver' under the Driver tab.



The screenshot shows a tracking hub interface with a table of items. The 'Driver' column has a dropdown menu open, showing the 'Add new driver' option highlighted with a red box. A red arrow points from the text above to this button. Other options in the dropdown include 'Assign existing driver or Company' and 'Select...'. There are also 'CANCEL' and 'SAVE' buttons at the bottom right of the dropdown.

## 17. Complete driver details, then select save.

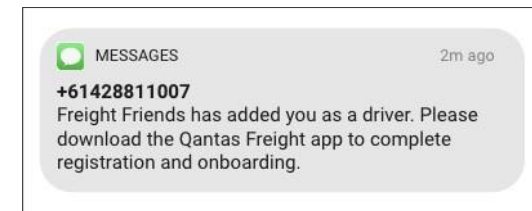


The screenshot shows a 'New driver details' form with the following fields: First name, Last name, Mobile number, Email address, and Truck rego. The 'Mobile number' and 'Email address' fields have red asterisks indicating they are mandatory. At the bottom, there is a checkbox for 'I confirm that the driver has provided consent for the disclosure of their personal information to Qantas.' and 'CANCEL' and 'ADD' buttons.

Note: 'Email' and 'Mobile' fields are mandatory.

## 18. Alert notification sent to new driver

The new driver will receive a notification to download the app.



The screenshot shows a message notification from 'Freight Friends' with the phone number '+61428811007'. The message text says: 'Freight Friends has added you as a driver. Please download the Qantas Freight app to complete registration and onboarding.' The notification is timestamped '2m ago'.

## 19. Amending an existing lodgement

AWBs can be added or removed from an existing lodgement ID until the lodgement journey has commenced, shown by an 'In Transit' status.

Select Lodgement Details tab and click 'Edit lodgement'.

14 JAN

220112SYD00009 1 / 1000 kg / 1 pieces Matthew Grant 14 January 2022 12:00am -1 Allocated to driver D2D

Edit lodgement Delete Resend lodgement ID

Edit the lodgement list by adding or removing AWBs and select 'Next'.

Create Lodgement List

Currently selected:

AWBs 1 PIECES 1 WEIGHT 1000 kg

Select AWBs for this lodgement

081-58363712

AWB	Weight	Origin	Destination	Time	Status
081-58363712	1000 kg 1 pieces	SYD - SIN	Q CBM PHC-1	18 Jan 2022   05:00am	D2D
081-58363701	1000 kg 1 pieces	SYD - SIN	Q CBM PHC-1	18 Jan 2022   05:00am	D2D
081-58363690	1000 kg 1 pieces	SYD - SIN	Q CBM PHC-1	18 Jan 2022   05:00am	D2D
081-58363686	800 kg 1 pieces	SYD - SIN	Q CBM AKE-1	18 Jan 2022   05:00am	D2D

Latest lodgement based on AWBs selected: 18/01/2022 05:00am

Your expected arrival time:

Fri 14 Jan 2022 00:00

NEXT

## 20. Cancelling a lodgement

Lodgements can be cancelled at any time up until the status is 'In Transit'. Select Lodgement Details tab and click 'Delete'.

14 JAN

220112SYD00009 1 / 1000 kg / 1 pieces John Bates 14 January 2022 12:00am -1 Allocated to driver D2D

Edit lodgement Delete Resend lodgement ID

Lodgement details

Driver

Driver: John Bates Truck registration: QFA220 Edit Delete

Change driver: Mobile: 0451789334

Email: johnbates@qantas.com.au

Are you sure?

Deleting this lodgement will cancel drop-off times and unassign the allocated driver.

CANCEL OK

## 21. Lodgement in transit

Editing of lodgement is not permitted once freight has been collected from freight forwarder.

Editing of lodgements is only permitted prior to collection.

OK