

Dock Direct booking guide for international shipments

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



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.

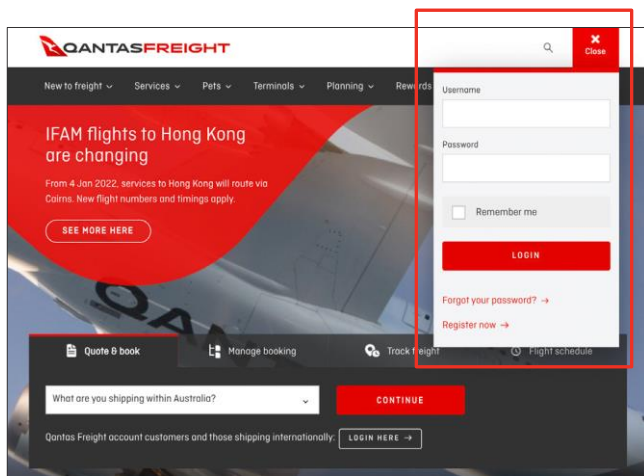
For information on the associated driver lodgement app, please refer to Dock Direct – Driver App guide for international lodgements.

Steps covered in this guide

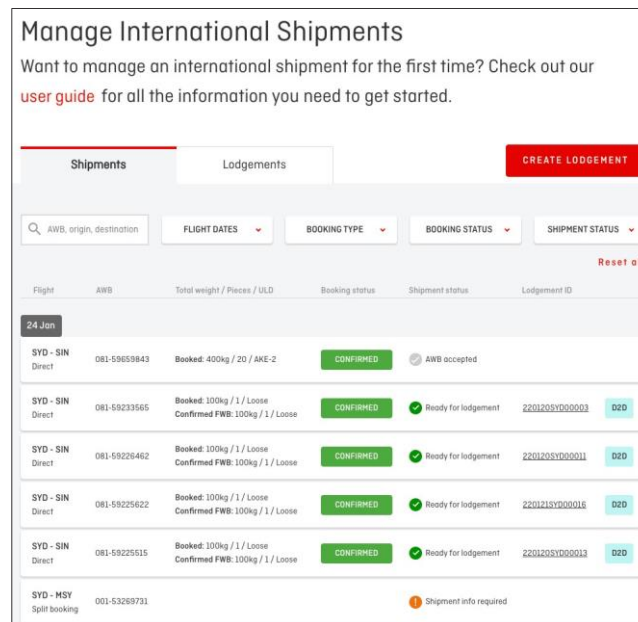
1. Log in
2. Select Manage International Shipments
3. Shipments tab
4. Lodgements tab
5. Select appropriate tab: Shipments or Lodgements
6. Create new lodgement
7. Confirm new lodgement
8. Assign driver to new lodgement
9. Confirm driver
10. Assign driver to existing lodgement
11. Select driver
12. Confirm 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



2. Select 'Manage International Shipments'

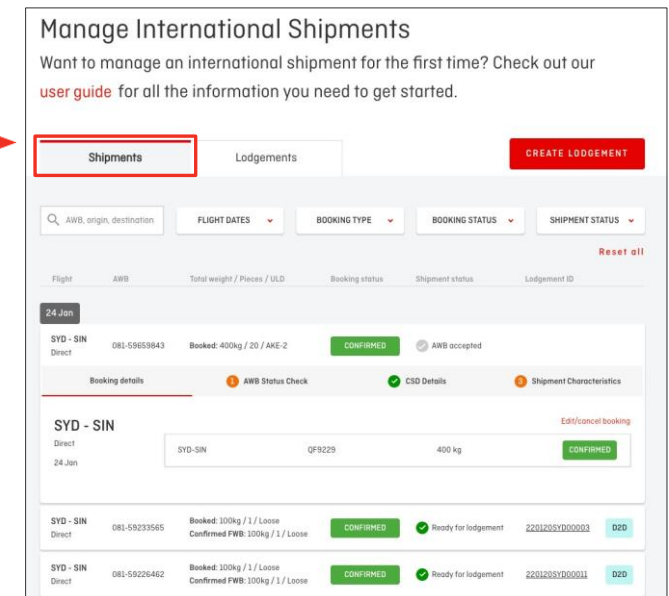


3. Review list of shipments in Manage International Shipments

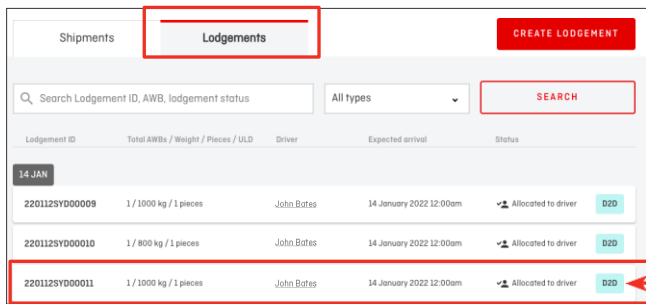
Manage International Shipments has two tabs: Shipments and Lodgements.

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.



4. Select 'Lodgements' tab to view existing lodgements



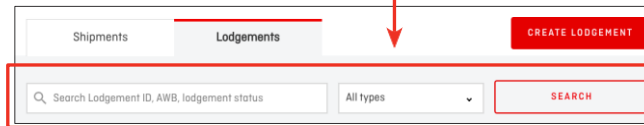
Details displayed:

- 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.



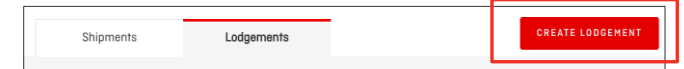
Total number of AWBs, pieces and weight will update as more AWBs are selected.

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.

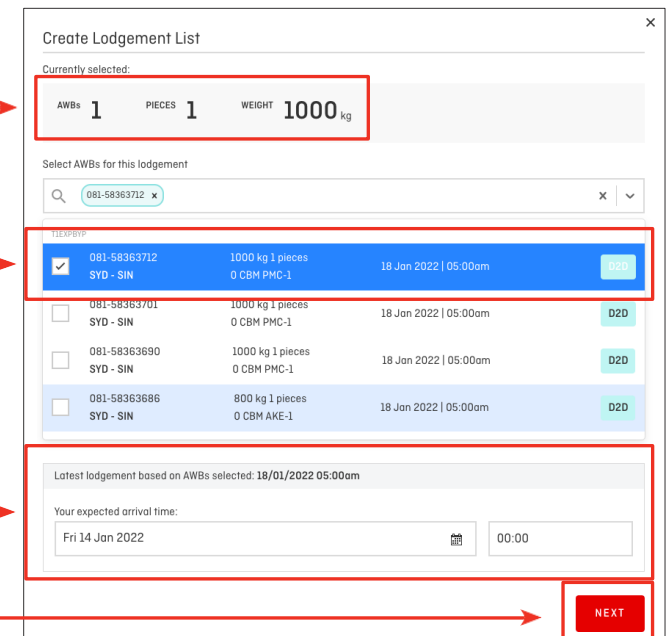
Click 'next' when complete.

6. Create a new lodgement list for existing bookings

Select 'Create lodgement'.



Select all AWBs to be included in new lodgement list



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**

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.

220112SYD00009 1 / 1000 kg / 1 pieces Alan Davis 14 January 2022 12:00am Allocated to driver D2D

Assign Truck Driver or Company
Add new driver Select... CANCEL SAVE

INTERNAL DRIVERS

- Michelle Ang - pending registration
- Jamie Sole - pending registration
- John Bates
- Karen Daly
- Timothy Kahn
- Sarah Black - pending registration
- Aman Nico

11. Select a driver

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

220112SYD00009 1 / 1000 kg / 1 pieces Alan Davis 14 January 2022 12:00am Allocated to driver D2D

Assign Truck Driver or Company
Add new driver Select... CANCEL SAVE

INTERNAL DRIVERS

- Michelle Ang - pending registration
- Jamie Sole - pending registration
- John Bates
- Karen Daly
- Timothy Kahn
- Sarah Black - pending registration
- Aman Nico

12. Existing lodgement ID now has assigned driver

Assigned driver will appear in Lodgement ID summary.

Shipments Lodgements CREATE LODGEMENT

Search Lodgement ID, AWB, lodgement status All types SEARCH

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

Driver: John Bates Truck registration: QFAZ20
Change driver Mobile: 0451789334
Email: johnbates@qantas.com.au

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.

Shipments Lodgements CREATE LODGEMENT

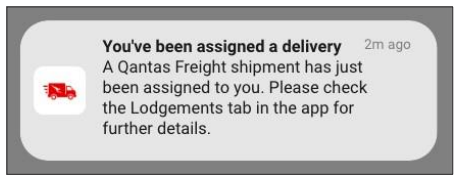
Search Lodgement ID, AWB, lodgement status All types SEARCH

Lodgement ID	Total AWBs / Weight / Pieces / ULD	Driver	Expected arrival	Status
230217SYD00001	1 / 3000 kg / 2 pieces	Assign driver	17 February 2023 11:00am	Ready to allocate

091-47976893 3000 kg / 2 pieces 1 - CBH PHC-2
SYD - SIN PHC436400F - 1500kg / 1 piece / PEP
PHC436400F - 1500kg / 1 piece / PEP Print pouch label

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'.

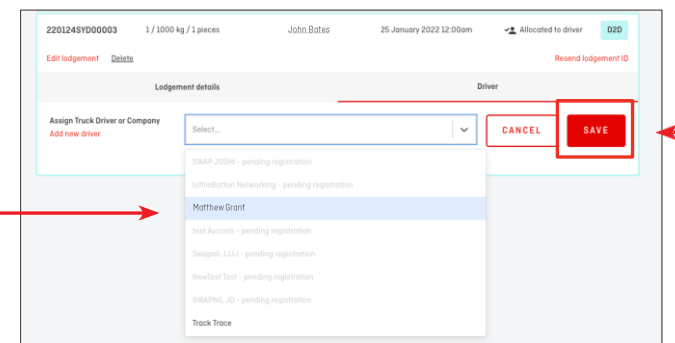


15. Changing an assigned driver

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.

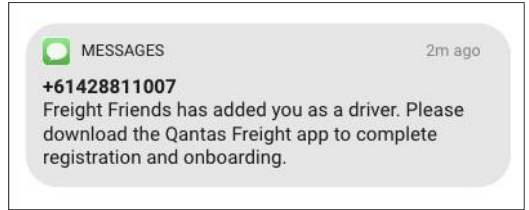


17. Complete driver details, then select save.

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.



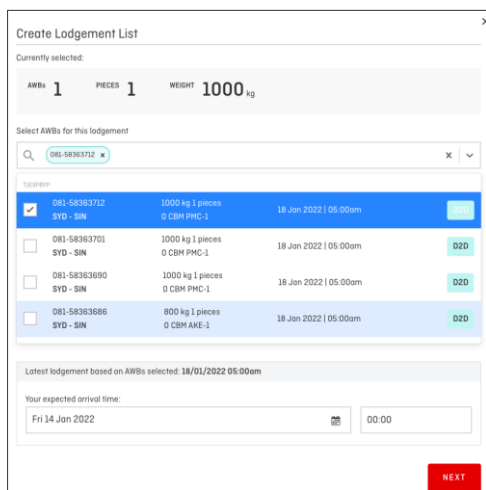
19. Amending an existing lodgement

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'.

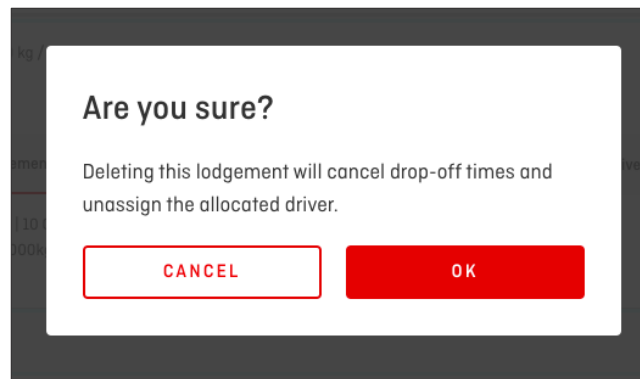


Edit the lodgement list by adding or removing AWBs and select 'Next'.



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'.



21. Lodgement in transit

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

