

International booking and template guide

Making international bookings online has never been easier thanks to our new online functionality that puts you in control.



International bookings

1. Log into your account on qantasfreight.com.

To make an international booking, you must have login privileges. Request access by contacting freight@qantas.com.au.

Businesses looking to set up an online account for international shipments must be an IATA approved agent.

2. In 'My Freight', select 'New booking'.

If you don't see this option, you have not been granted access. Please first contact the holder of the account within your business before contacting freight@qantas.com.au.

3. Create a new booking.

Enter a valid AWB number to be directed to the booking form.

The form is segmented into 5 sections:

- Service and freight description
- Shipment details
- Choose flights
- Contact details
- Notifications
- Dangerous goods declaration

Booking process

1. Service and freight description

Specific whether your freight contains dangerous goods or dry ice.

Service and freight description

Service
Please select

Commodity
Please select a Commodity

SPL
SPL2 (optional)
SPL3 (optional)

Contains dangerous goods
 CAO
 Contains dry ice

Description of goods
Tell us about the goods being sent.

Handling instructions
Please let us know your contact details and if your freight needs special handling (dangerous goods and/or dry ice information)

If dangerous goods is selected, then an option to select CAO [Cargo Aircraft Only] will become available.

2. Shipment details – Loose

Shipment details

Shipment type
Loose Item(s)

No. pieces	Length	Width	Height	Weight (per piece)	
1	70 cm	80 cm	80 cm	35 kg	<input checked="" type="checkbox"/> Tilttable

+ Add pieces with a different dimension

Est. total pieces Calculated volume Est. total weight (inc. packaging and/or dry ice)
1 piece/s 0.45 CBM 35 kg

- It is now mandatory for you to enter the dimensions of freight, per piece, regardless of whether the piece is over or under 32kg.
- Estimated total pieces, estimated total weight and volume is auto-calculated based on the inputs of the dimensions and weight per piece.
- If each piece of freight are the same dimensions, then information is only entered once against the total number of pieces.
- If there is a piece of freight that has different dimensions and/or weight, then "+ Add pieces with a different dimension" is to be selected. This will display another row where additional information can be entered.
- A "Tilttable" checkbox will be present against each row for the customer to select
- This information will be used for loadability checks and display a compatible aircraft type.

3. Shipment details – ULD

Shipment details

Shipment type
ULD(s)

ULD Type 1

No. of ULDs	Type	Est. total weight (excl. container)
1	DQ	kg
	DQF	
	DQL	

+ Add another ULD type

- List for Type of ULD has been extended to include other ULD types that were previously missing.
- Additionally, "Type" is now a type-ahead search, which means you can type in the unit type instead of manually searching the drop-down list.

Booking process

4. Flight selection – flight search

Select your flights with our upgraded, user-friendly functionality.

Search flights

Origin: Sydney, Australia [SYD]

Destination: Los Angeles, United States [LAX]

Date: Fri 25 Aug 2023

SEARCH FLIGHT

Choose flights

Sydney, Australia [SYD] to Los Angeles, United States [LAX] Sun 08 Mar 2020 [modify search](#)

Best matches

<p>QF0011 AIRBUS A330-800PAX Passenger</p>	<p>SYD 10:10 Sun 08 Mar 2020 Scheduled departure</p>	<p>LAX 06:00 Sun 08 Mar 2020 Scheduled arrival</p>	<p>SELECT FLIGHT</p>
<p>QF6734 QF0015</p>	<p>SYD 16:00 Sun 08 Mar 2020 Scheduled departure</p>	<p>LAX 06:10 Mon 09 Mar 2020 Scheduled arrival</p> <p>1 stop Show detail</p>	<p>SELECT FLIGHT</p>
<p>QF6834 QF0015</p>	<p>SYD 18:30 Sun 08 Mar 2020 Scheduled departure</p>	<p>LAX 06:10 Mon 09 Mar 2020 Scheduled arrival</p> <p>1 stop Show detail</p>	<p>SELECT FLIGHT</p>

5. Set notifications

Choose the notifications you would like to receive. You can toggle on/off and also nominate another person to receive these notifications.

Notifications

If you'd like to nominate another person to receive updates, please add their details

None Email SMS

Email address:

Choose which notifications to receive for this booking

Accepted Planned for flight Transferred to other carrier
 Departed Delivered
 Ready for collection Received from other carrier

Complete your booking by inputting contact details.

Contact details

Please update your contact details so we can contact you about your booking

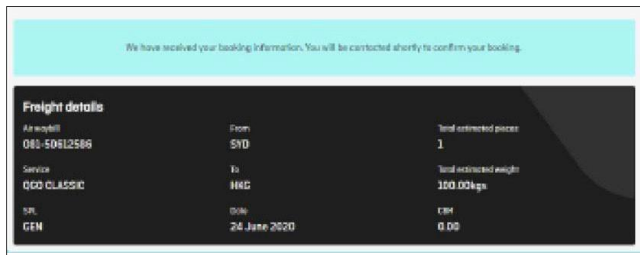
Name:

Phone number:

Email address:

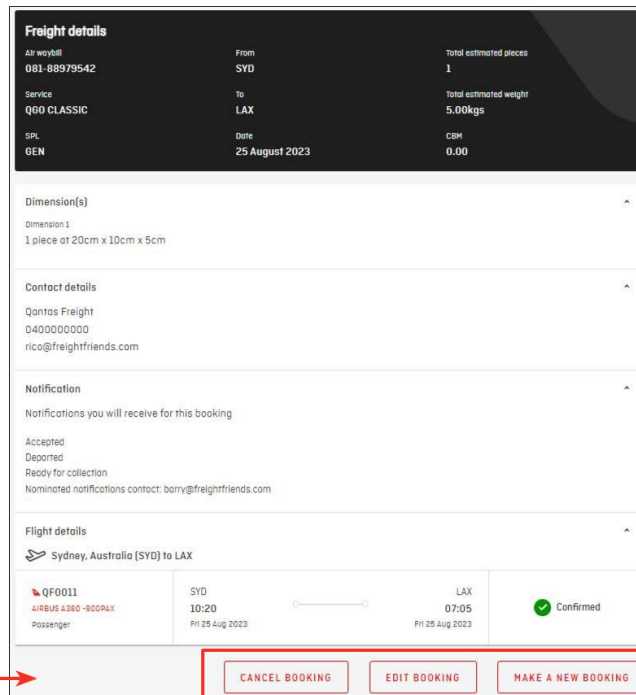
Booking process

Waitlist page



Confirmation page

Your booking is waitlisted until confirmed.



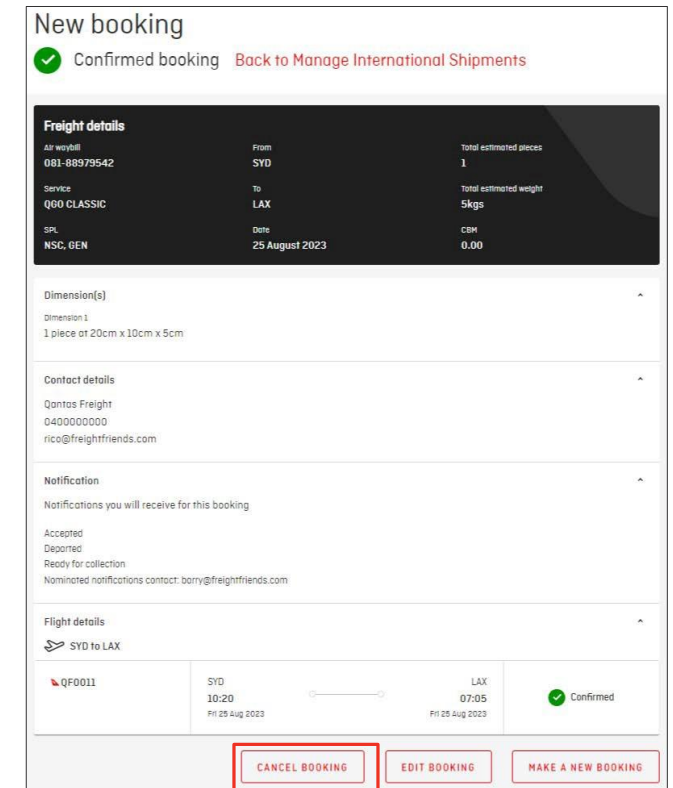
Cancel booking: a pop-up window will appear prompting you to confirm the cancellation. If cancelled, you'll be able to reuse the same AWB.

Edit booking: make changes to your booking.

Make a new booking: you'll be redirected to the screen where you can enter a new AWB for stock validation.

Cancellation

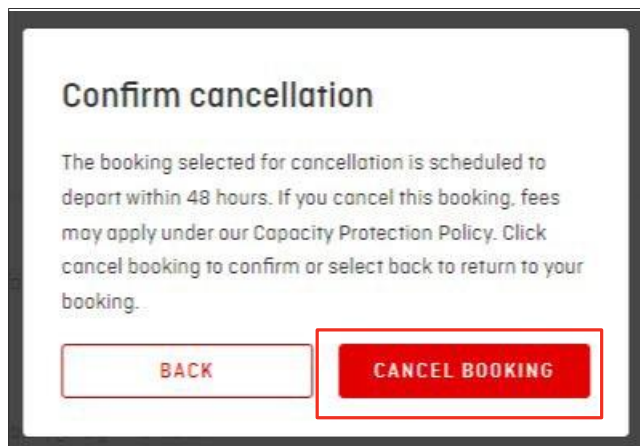
From 'Manage shipments', search for the AWB number of booking that is to be cancelled. Click 'Edit/cancel booking', then select 'Cancel booking'.



Booking process

Cancellation (continued)

Select 'Cancel booking' to confirm cancellation.
Selecting 'Back' will return you to the booking.



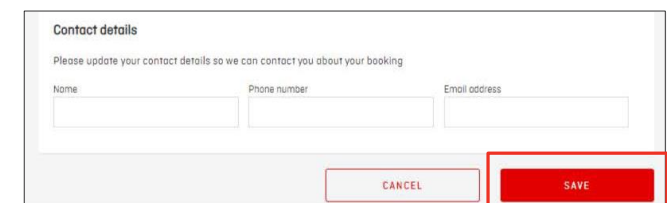
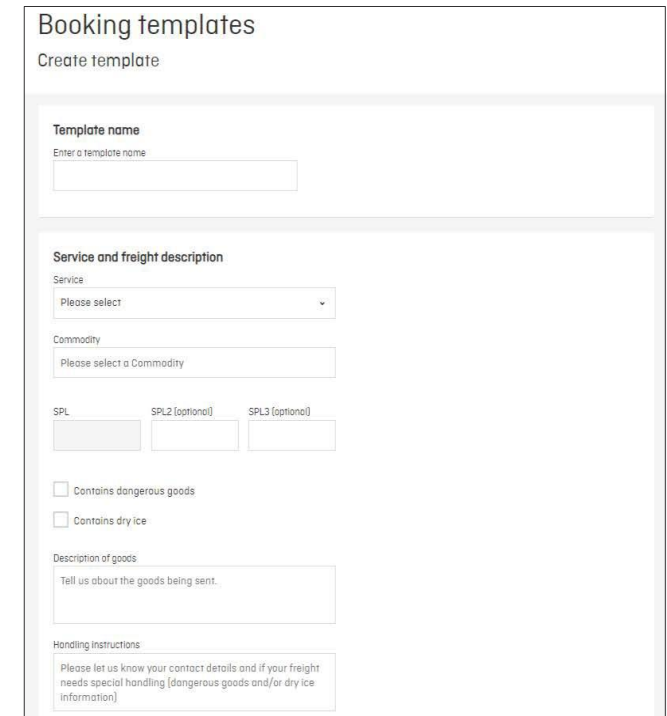
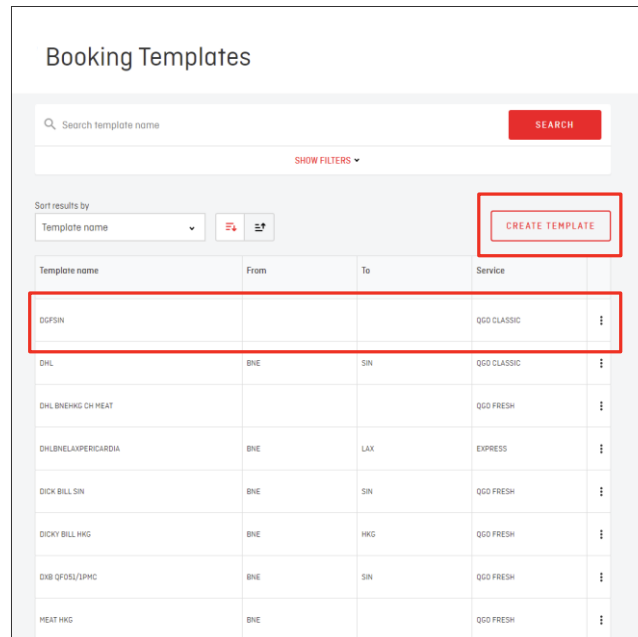
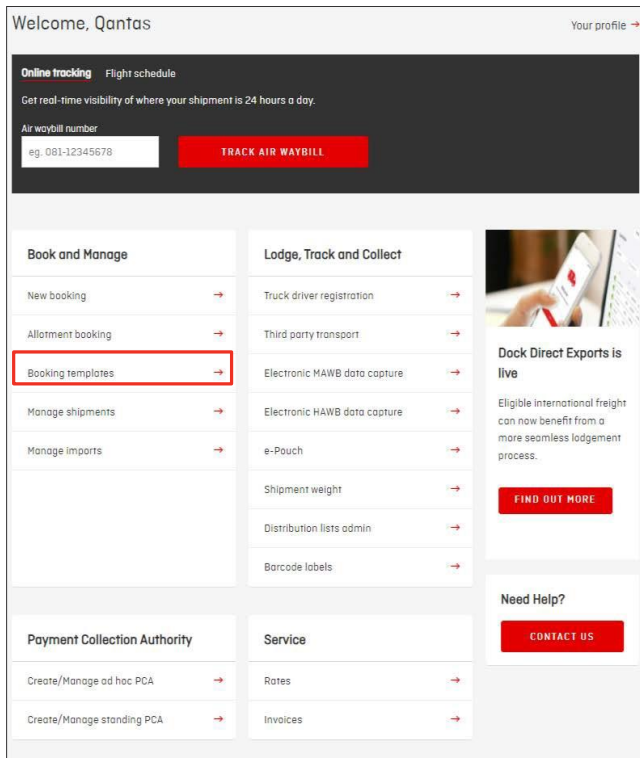
Your booking for AWB 081-xxxxxxx has been cancelled. You may use this AWB number for a new booking.

Booking template flow

1. From 'My Freight', select 'Booking Templates'.

2. Select 'Create template' to set up a new template or select an existing template.

3. If you select 'Create template', you'll be directed to the below screen. Enter details and click 'Save'.



Booking template flow

4. Templates can also be created from the booking flow. By selecting 'Save as template'.

New booking

Create booking or [use booking template](#)

Air waybill: 061-50869114

Service and freight description

Service
000 01 X0000

General
GENERAL

SP
ATN

Description of goods
Luxuries

Loading instructions
N/A

Shipment details

Shipment type
General Item(S)

Est. total pieces	Est. total weight (inc. packaging and/or divide)	Calculated volume
1	0.000	0.000 000M

Dimensions 1
1 piece/s on 20cm x 10cm x 5cm

Choose which notifications to receive for this booking

<input checked="" type="checkbox"/> Accepted	<input type="checkbox"/> Planned for flight	<input type="checkbox"/> Transferred to other carrier
<input checked="" type="checkbox"/> Departed	<input type="checkbox"/> Delivered	
<input checked="" type="checkbox"/> Ready for collection	<input type="checkbox"/> Received from other carrier	

Save booking as template