

14 March 2013

Some important information on the transition of AaE International to Qantas Freight...

We recently communicated that Qantas Freight and Australian air Express (AaE) are combining to create Australia's leading air freight services business. We are moving quickly to bring these benefits to our valued customers and aim to finalise the transition process by 30 June 2013.

To start the transition, **AaE International operations will be transferring to the Qantas Freight locations** in MEL and BNE during March and April.

There will be NO operational change to international operations in **CNS, OOL, CBR, HBA, ADL and DRW**. The remaining ports of PER and SYD, are under further review. As we relocate terminals, we will communicate with all our customers regarding the new location of your cargo handling services.

During the transition period we will be migrating to Qantas Freight financial systems and operational procedures, including iCargo. This process will be a port by port transition.

Many AaE customers are already familiar with Qantas Freight terms and conditions and as each port transitions the following changes will become effective:

- **Qantas Freight Terminal fees and Credit Terms will apply**
- **Invoices will be issued by Qantas Freight. *Customers are asked to separate invoice payments to AaE or Qantas Freight during this transition phase to ensure correct allocation of payments***
- **Payment options will change. *No credit card and direct debit options for account customers***
- **Functionality within Qantas Freight website and iPhone will equally apply to the existing AaE handled customer airlines when they transition, however email messaging for "documents available" and "cargo checked in" are not available in the Qantas iCargo system**
- **Payment of terminal fees through CASS will no longer be available**

We are pleased to advise that there will be NO surcharge for credit card payments at front counter and NO account service fees.

Melbourne Transition

Melbourne will be the first terminal to transfer from **WEDNESDAY 20 MARCH 2013. All existing Melbourne AaE International cargo handling services** will relocate from the current Apac Drive to:

Qantas Freight
Cnr Francis Briggs Rd and Service Rd
Melbourne Airport
(Less than 500m from current AaE location)



As such, all freight MUST be lodged at the Qantas Freight location from this date. Any import shipments prior to the 20 March must still be collected at the AaE Apac Drive facility.

Communications will be sent to all customers as we transfer to Qantas Freight locations over the months and we appreciate your patience as we integrate the two businesses during this exciting period of growth.

Yours faithfully

A handwritten signature in black ink, appearing to read "Rob Brown", with a long horizontal stroke extending from the end.

Rob Brown

Manager International Terminals