

10 September 2020

Dear Valued Customer,

Re: Cargo Management System Upgrade

dnata is committed to investing in technology that improves our service delivery to you and your customers. As part of that commitment, we are pleased to announce that we will be upgrading to the innovative and latest version of Hermes 5 (H5) Cloud Cargo Management System (CMS), which will deliver the following immediate benefits:

- ▼ Better management and visibility of interstate inbound and outbound trucks
- ▼ Improvement to manifest and manual NOTOC functionalities
- ▼ Ability to process IATA XML message
- ▼ Availability of new generation applications for your customers to improve truck queue and dwell times (Slot Booking and eCheckin)

As part of the upgrading process, we would like to advise you in advance of two necessary scheduled system outages:

▼ **Part ONE: Migration to AWS**
Scheduled from 15 September 2020 23:00 AEST to 16 September 2020 23:00 AEST

During this potential up to 24-hours¹ system outage, dnata's business continuity plan allows for increased manpower to support manual operations for the entire period. To further facilitate a smooth transition, we kindly seek your support to:

1. Lodge shipments for flights departing on 16 September as early as possible
2. Refrain from organizing any pre-lodgments for flights not departing on 16 September
3. Ensure to book a timeslot for any collections and deliveries on the day PRIOR to arriving onsite. dnata will not be accepting any collections and deliveries without a booked slot
4. Have printed AWBs (including e-AWB) for any export shipments. We will waive non-FWB fee during this period
5. Kindly arrange for collection of shipments from 15 September and earlier prior to outage
6. Please do not collect or deliver on the day of the outage if you are a cash customer

Below is our outage impact assessment:

¹ dnata anticipates the outage to be less if planned migration program meets all expected changes. The 24 hours account for our risk assessment of the backup migration plan.



- ▼ NO expected delays for departing flights
- ▼ The handling of special cargo such as pharmaceuticals, perishables, valuables, courier will be prioritized for delivery
- ▼ Delays are anticipated during the delivery of general inbound cargo and dnata will waive all storage fees on 17 September 2020

▼ **Part TWO: Upgrade to Hermes v5 (H5)**

Scheduled from 22 September 2020 23:00 AEST to 23 September 2020 04:00 AEST

- ▼ During the 5 hours outage, dnata will not be able to accept or deliver any shipments. No delays are expected for departing flights during this period as processing and reporting requirements would have been completed prior to the outage.

dnata apologizes for this necessary system outage, and we endeavor to recover deliveries as quickly as possible. Your local cargo manager will be able to assist should you require any further clarification.

Please do not hesitate to contact them directly:

Station	Local Manager	Contact Number
Adelaide	Adrian Ross	+618 8426 7910
Brisbane	Milo Hartley	+617 3635 4610
Melbourne	Matthew Loughnan	+613 9946 7601
Perth	Armen Hadzic	+618 9479 8102
Sydney	Keith Filander	+612 9036 8075

dnata appreciates your continued support and patience. We look forward to providing an improved service to all our customers via the enhanced cargo operating system.

Yours sincerely,

Brett Fuller
Managing Director