

7 April 2010

Transition to new Booking and Reservations System

From 15 April Qantas Freight will begin a phased transition to a new bookings and reservations system. During this period customers using the business' telephone services may experience longer than normal waiting times and users of qantasfreight.com will see a change to the online tools used to make eBookings and manage allotments.

The transition to the new booking and reservations system will take place from mid-April until early-May as follows:

- From 15 April - all May allotments will be booked and managed in the new system
- 01 May – all telephone and eBookings will cutover to the new system

On 15 April users of qantasfreight.com will immediately notice some improvements in functionality along with some slight changes in the overall look and feel of the interface. To assist allotment holders and eBooking customers make the most of the new functionality, two online demonstrations will be available and distributed directly to registered users shortly.

Most telephone customers are unlikely to notice any significant changes to the bookings process with all global sales, reservations and customer support staff having participated in comprehensive face-to-face training to ensure that they are competent in the new system prior to cutover. We do however ask for your patience during the first few weeks of the transition as the team adjusts.

The transition to the new bookings and reservations system is a vital component of Qantas Freight's Freight Futures business transformation program. Once fully cutover, the Freight Futures program will benefit customers with improved booking processes and more sophisticated business to business data and systems integration tools as well as access to functionality not currently available.

Should you have any questions about our Freight Futures Program or your allotment bookings please contact your local Qantas Freight sales representative.

Thank you for your understanding and ongoing support as we introduce this important business improvement tool.

Yours sincerely

A handwritten signature in black ink, appearing to read "Maryanne Galea".

Maryanne Galea
Manager Customer Service