



Freight

Customer Information

30 November 2004

Dear Customer

Re: Identification Requirements for the Collection of Freight

In the interest of providing a safe and secure service for all our customers, freight may only be collected by the person specified on the Air Waybill (the consignee). At the time of collection the consignee will be required to show photographic ID.

An agent authorised by the consignee may also take delivery of the freight; however, a letter of authorisation from the consignee must be provided. It should be noted that verbal instructions are not an acceptable form of authorisation.

An authorised agent's representative eg. staff member or driver must provide company photographic ID or a letter from the agent specifying the shipment by Air waybill and the name of the person intending to take delivery. This person will then be required to provide photographic ID. Qantas Freight will retain copies of the ID for audit purposes.

Adherence to these identification requirements will provide a better service for our customers. Your assistance in ensuring all relevant staff are fully briefed on this matter would be appreciated.

If you require further information on these procedures please contact the Freight Import Counter at your local Qantas Freight Terminal.

Yours faithfully

Robert Lugton
General Manager Freight Terminals