



Media Release

QANTAS FREIGHT UNVEILS Q-GO PRODUCT RANGE

SYDNEY, Tuesday 29 April 2014: Today Qantas Freight launches Q-GO, a revitalised suite of air freight products that customers can trust to move cargo across Australia and the globe.

“Q-GO is a simplified product range, bringing together our domestic and international product offering for the first time,” said Executive Manager Qantas Freight & Qantas Catering Group Alison Webster.

“Now whether a shipment is moving internationally, domestically or across both networks the Q-GO product range offers a seamless solution.

“Qantas Freight moves more than 4,000 shipments a day on the extensive network of the Qantas Group. By selecting the right Q-GO product our customers can be confident that their cargo will arrive at the right place, at the right time, with the right treatment every step of the way,” said Ms Webster.

Qantas Freight’s product range has been simplified to four core Q-GO products (Q-GO Priority, Q-GO Express, Q-GO Classic and Q-GO Mail) based on speed of service plus six specialty Q-GO lines that offer in-built special handling and service offer characteristics. These include specific offerings for fresh produce, pets, animals, pharmaceuticals, valuables, fragile and oversize items.

Drawing on the name of Qantas Freight’s existing QGO “Must Ride” international product, the new Q-GO themed product range has been extended to cover the entire suite of air freight products spanning Qantas Freight’s domestic and international networks.

In developing the new Q-GO products Qantas Freight has taken the opportunity to review and improve service levels and handling procedures.

“When it comes to air freight we know that speed and reliability are critical. Our Q-GO offering makes it easy for customers to select the speed and special handling they require, or simply rely on our Q-GO Classic product for reliable, economic air freight”, said Ms Webster.

Clearly defined service levels ensure each product provides a specific benefit. This includes a 100 per cent uplift or money back guarantee upon acceptance of premium Q-GO Priority cargo.

Improved handling procedures are also enabling Qantas Freight to shorten cut-off times for domestic Q-GO Priority drop-offs. Ideally suited for urgent deliveries, timeframes for acceptance completion have been reduced from 75 minutes to 45 minutes prior to scheduled flight departure for Q-GO Priority lodgement at major domestic terminals across Australia. Note 60 minute acceptance



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completion applies at Melbourne airport while extensive, long term airport construction work continues.

Q-GO is another way Qantas Freight is delivering on its commitment to provide a market leading customer offer.

Further information on the features and benefits of each Q-GO product is available online at www.qantasfreight.com.

Introducing the Q-GO Product Range

CORE PRODUCTS



Air is the fastest mode of transport and it doesn't get faster than securing your preferred flight with **Q-GO Priority**. Perfect when you need peace of mind for critical deadlines. Last on/first off handling for domestic Australian flights offers the fastest possible service. Once accepted rely on 100% guaranteed uplift or your shipment travels free.



Q-GO Express gives you an express pass to the front of the queue. Internationally we aim to get your shipment on the next flight. Domestic Q-GO Express shipments will be delivered the same day with guaranteed collection by 5pm if freight is lodged before 10am (applies to mainland domestic capital cities excluding lodgements from Perth and Darwin).



Q-GO Classic is your best choice for reliable and economic freight movement. On domestic shipments if you lodge today expect to collect tomorrow (during business hours Monday – Saturday).



Q-GO Mail offers fast and reliable mail delivery for postal organisations.



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SPECIALTY PRODUCTS



Q-GO Pets offers specialised attention and ground handling focused on helping pets travel as quickly and comfortably as possible. Pets are often in good company – Qantas Freight flies more than 40,000 pets a year. That's more than 100 every day.



Q-GO Animals offers special animal handling for zoo animals, breeding stock and race horses. Work with our team to set up a tailored transportation plan and ensure animals travel under the best possible conditions.



Q-GO Pharma sees pharmaceuticals items specially labelled to make sure they receive the highest level of ground handling to preserve product integrity. Live organs, blood and time critical medicines can all be carefully moved in the timeframe you require.



Q-GO Fresh is one of our fastest growing product lines. Send fresh meat, seafood, flowers or plants. Product will arrive with the quality and freshness you require, and can be stored in temperature controlled areas at most of our terminals.



Q-GO Secure provides a safe journey for valuable and fragile items including currency, art and precious metals. Highly monitored ground handling and secure storage areas in many of our terminals provide increased security.



Q-GO Custom offers special planning for unique items. A tailored plan is developed to craft the right solution for your needs. Our team like the challenge of unusual requests – everything from Formula 1 cars to band and stage equipment fly with us.

Issued by Qantas Corporate Communication (Q5693)

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