



# MANNIX

## FREIGHT SERVICES

MEMBER OF THE WORLD  
FREIGHT GROUP

Once we have given you the flight details and the ETA (estimated time of arrival) to the airport of your choosing. Please follow the instructions below in order to pick-up the goods.

The airline should contact the consignee (person or people who are to pick-up the goods) upon arrival at the destination airport. We do suggest that you contact the airline on the day of arrival of the goods if you have not heard from them. Contact information given by Mannix Freight Service agent.

-The person you select will go to the airport cargo side to collect the document pouch which contains the documents you have completed, the airwaybill and other forms we have completed.

The address should be e-mailed or by Mannix Freight Service agent.

- Once there, ask for instructions on where the cargo customs office is. Usually open Monday to Friday 9-4.

- They simply go to customs, ask to report the import of your personal effects. Customs may ask some simple questions but will give the airwaybill a stamp.

- You will need to go back with this stamp to the airline terminal, pay their terminal fee (as discussed with your Mannix Freight Service agent) and then you will be able to collect your personal effects.

- This is a basic procedure and different countries may have different rules and regulations.

- Our rates do not include unexpected costs at destination for customs quarantine or inspections or storage if not picked up within the allowed time. Note that customs clearance very rarely happens.

- These notes are our advise on how to clear customs. You can get a customs broker to clear at additional charges if you wish.

Thanks,

Mannix Freight Service

Tel: 604-275-8094

Fax: 604-275-8114

Toll Free: 1-800-398-8855



AIR NEW ZEALAND  
CARGO

**BRISBANE**

Dear

Thanks for choosing Air New Zealand to bring your cargo into Australia. Your shipment has been uplifted under Air Waybill 086-\_\_\_\_\_ & travelled on NZ \_\_\_\_ / \_\_\_\_\_.

Below is some important information you need to be aware of which should help make collecting your shipment easier on arrival into Brisbane.

**Where to collect your shipment?**

In Brisbane our Ground Handling Agent is Qantas Freight.

Qantas Freight  
23 Qantas Drive  
Brisbane Airport QLD 4007

Phone: 1300 368 747  
Fax: 1800 027 261  
Email: [brisbanefreight@qantas.com.au](mailto:brisbanefreight@qantas.com.au)

**Hours of Operation**

Qantas Freight are open as follows:

Monday – Friday	0700 – 1700
Weekends	0800 – 1600
Public Holidays	0800 – 1600

**Import Fees**

There are fees payable to Qantas to collect your shipment in Brisbane. For a schedule of Qantas' fees please go to [www.qantasfreight.com](http://www.qantasfreight.com) and check under Australian Terminal Services Fees.

**Customs Clearance**

You will be required to arrange customs clearance of your shipment.

Australian Customs duties and fees may be payable on your shipment. Please refer to their website, which is listed below, for details of applicable charges.

For unaccompanied personal effects you will need to complete a B534 form. A copy of the B534 form is attached for you to complete prior to collection of your goods. If you have any questions regarding customs clearance please contact Customs via their website [www.customs.gov.au](http://www.customs.gov.au) or on the phone number noted below.

You will be required to provide 100 points Evidence of Identity including at least one primary document. The primary documents are:

- o Full Birth Certificate
- o Australian Citizenship Certificate
- o Current Passport
- o Other documents of identity having the same characteristics as a passport.

You will also need to provide Customs with a detailed packing list outlining all the items contained in your shipment.

Finally you will be required to provide details of the Air Waybill relating to the goods. This may be a copy of the document or details supplied to you by your carrier / agent. Your air waybill number and flight details are noted at the top of this letter.

**Location for Customs:**

Address: 2<sup>nd</sup> Floor  
Terrica Place  
140 Creek Street  
Brisbane QLD

Phone: 1300 558 287

**Hours of Operation**

Customs are open as follows:

Monday – Friday	0830 – 1600
Weekends	Closed
Public Holidays	Closed

**Fees and Duties**

Some items may require tax and duty to be paid on arrival into Australia. Please check with Australian Customs on the number above for relevant charges.

I hope you find this information useful.

Yours sincerely,

Air New Zealand Cargo