MANNIX

FREIGHT SERVICES

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

MELBOURNE

Dear

Thanks for choosing Air New Zealand to uplift your cargo. Your shipment has been uplifted under Air Waybill 086-_ _ _ _ _ _ _ _ and 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 Melbourne.

Where to collect your shipment?
Our Ground Handling Agent in Melbourne is Qantas Freight.

Qantas Freight
Service Road
Melbourne Airport VIC 3043

Phone: 1300 368 747
Fax: 1800 027 261
Email: melbournefreight@qantas.com.au

Hours of Operation
Qantas Freight are open as follows.
Monday – Friday   0600 – 1630
Weekends   0600 – 1330
Public Holidays   0600 – 1330

Import Fees
There are fees payable to Qantas to collect your shipment in Melbourne. For a schedule of Qantas' fees please go to www.qantasfreight.com and check under Australian Terminal Services Fees.

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

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 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.

Location for Customs
Address: Customs House
            1010 Latrobe Street
            Melbourne Docklands

Phone: 1300 558 287

Hours of Operation
Customs are open as follows:

Monday – Friday   0830 – 1600
Weekends   Closed
Public Holidays   Closed

Fees and Duty
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