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GENERAL

What is Australian air Express doing?

AaE has established a wholly owned subsidiary called AaE Retail, which commenced trading on 1 June 2011. This is a structural change to the way we manage our retail and wholesale operations, recognising the different needs of each market. AaE Retail is responsible for our domestic door-to-door services, while AaE will continue focus on its core business of providing Australia's largest airport-to-airport air linehaul services and international handling.

Additionally, from 1 July 2011, we started to combine the Star Track Express and AaE Retail door-to-door businesses to create the largest domestic express service provider in Australia.

How will the changes benefit my business?

These exciting changes are about being able to offer you market-leading Road and Air solutions in an expanded nation-wide pickup and delivery network. With greater network coverage and the reliability you expect from AaE, we will help you manage your business and meet the expectations of your customers.

When will I see the benefits from these new arrangements?

Work is well underway to bring you an exciting range of expanded freight solutions. For example we have begun to integrate and co-locate our Air freight depots right across Australia. A basis for us to be able to offer you an expanded range of freight solutions to meet your evolving needs. Your account manager will keep you informed of the new opportunities that are created.

What is happening with the two brands?

There are no immediate plans to change either brand. However, we have commenced a review, which is looking at the strength and performance of both brands. Customer feedback sessions are part of this process, providing us with extremely valuable insights. Over the past decade, both brands have been recognisable for their market leading products and competitive edge. It is important that our brand reflects where we have come from and what we want to be known for. We are excited about our future.

What about my account manager, will that change?

Account management portfolios and territories have been reviewed to ensure the best support is provided to all customers. In the instance where it makes sense to make some modifications we will discuss these with you and ensure that any changes are seamless to you. Our focus is to ensure that your business receives the same high quality support that you receive today with the added benefits of an expanded road and air network.

I have more questions, who should I contact?

For more information, please contact your Account Manager or the AaE Contact Centre on 13 12 13.



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AaE RETAIL AND AaE

I am a Wholesale customer, what do these changes mean to me?

Recognising the different needs of each market, the Wholesale and International businesses of AaE will continue to offer and focus on delivering Australia's largest airport-to-airport air linehaul network as well as international handling services to its customers.

How does the establishment of AaE Retail relate to the changes announced in May?

The decision to combine the AaE Retail operations with Star Track Express air operations is consistent with our plans to further align our express freight retail offerings.

Why is this happening?

It provides a unique focus to our two distinct markets. It allows us to be able to better create products and services that are aligned to the different types of customers.

I use Wholesale and Retail products, what happens now?

Initially there will be no change to your service levels, account management or billing arrangements. We will update you should this change.

Will AaE have new bank account details and ABN?

AaE Retail customers

Small changes to the AaE invoice took effect on 1 June 2011.

This included a change of back account details to which you pay your AaE invoice to.

All EFT payments must now be directed to bank account number **063-000 12074191**.

Please also update your records with the new **ABN** for **AaE Retail Pty Ltd: 53 146 789 979**.

AaE Wholesale customers

As a result of the establishment of AaE Retail, some customers may receive two invoices (one from AaE and one from AaE Retail) depending upon the services you currently use.

You will notice different ABNs for AaE and AaE Retail. These are:

AaE ABN - 74 054 307 336

AaE Retail ABN - 53 146 789 979

All EFT payment account numbers remain unchanged.



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FREIGHT, PICKUP AND DELIVERIES

Will there be any changes to current delivery timetables?

There will be no changes to your current service delivery parameters; however we expect the new operating structure to offer exciting opportunities for our customers in the future.

What about my pickup driver; will that change?

Not today. However, as our company begins to realign our service centre locations, it is possible you could have a new pickup driver. In the instance where a change is made to your regular pickup driver, you will be notified in writing and contacted by your Account Manager.

What about my delivery driver; will that change?

From August we will begin to integrate and co-locate our Air freight depots right across Australia. This means there will be shared facilities where all Air freight handling activities will be performed, including delivery arrangements. From August 2011, air freight delivery runs in Brisbane and the Gold Coast will be integrated and either an AaE or Star Track Express driver will deliver your air freight. There are changes planned for other states in the coming months.

Will my rates change?

Your current rates will remain unchanged. They will continue to be reviewed as part of our normal scheduled review period that we have with you today.

Will my current satchels, consignment notes and other products remain?

All current products will remain. We will, however, update you with any new products that result from these new opportunities.

Can I be confident that my freight will be delivered on time and in good condition?

By creating an expansive air and linehaul network, we're optimising our fleet and resources to gain operational efficiencies and provide highly reliable services. We will continue to use the same operating technology that you enjoy today. We're also educating our drivers and dock workers on all new operating processes to help ensure your freight is delivered on time and intact.



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INVOICING AND ACCOUNTS

If you are working under a common management team, why do I need to have two accounts? Can I simplify to one?

We are two organisations with separate Australian Business Numbers (ABN). Your account(s) will remain separate for the time being.

Will my current satchels, consignment notes and other products remain?

All current products will remain. We will, however, update you with any new products that result from these new opportunities.

Are there any changes to the T&Cs in my current contract?

There will be no changes to terms and conditions. As we would today, we will notify you in writing should there be any changes to contract terms and conditions in the future.

Will my credit contact change?

We are making some changes to the way we organise our credit management function. This includes bringing together the Star Track Express and AaE credit management activities. In the instance that your credit contact changes, you will be notified in writing.

Will my account number change?

There will be no change to your account number.



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CALL CENTRE

Do I continue to use the same customer enquiry number call centre?

Yes, customers should continue to call 13 12 13

Where is the AaE call centre located?

Our Australian-based call centre is located in Tullamarine, Melbourne.



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ONLINE APPLICATIONS

What changes will I see on the AaE website?

There are no immediate plans to change the web-services on the AaE website.

Do I continue to use the AaE website for FreightMaster and Track and Trace?

You will continue to use the AaE website for FreightMaster Ultimate, Track and Trace and any other online requirement.

Do I continue to use the same IT Helpdesk?

Yes, customers should continue to call 1800 153 000