



## STAR TRACK MERGES WITH AaE

On 18th of May 2011 the merger of the retail division of Australian air Express (AaE) with Star Track Express was announced .

Australian air Express is the largest and most dominant Airfreight Terminal in Adelaide.

Star Track Express will be a solely retail-focused business and AaE will focus on domestic air linehaul and cargo terminal operations.

The changes follow a review of the businesses guided by AUX Investments, a company established in 2010 to guide the review and provide streamlined governance across the businesses.

This should not impact *Mainfreight* customers.

## IMPORT CONTAINER FREE TIME

As per the last newsletter, Container free time has decreased from 10 to 7 days. As suspected all shipping lines are following suit and container receipt, unpack and return of empty containers is more important than ever.

Container free time is calculated from the first day of availability at the wharf to when the empty container is returned to the empty park.

Most cartage carriers require three days notice to pick up empties, so this can leave little time for unpack.

*Mainfreight* require an email from all clients advising of the empty before we can go and collect.

## CARBON TAX

Some shipping lines have received advice of cost increases from many of their service providers as a results of the decision of the Australian Government to introduce a Carbon Price Scheme from July 1st, 2012.

As suspected, this will eventually be passed onto the forwarders and thus the end customer.

*Mainfreight* will continue to monitor this and keep you up to date.

## QUARANTINE INFO

Quarantine has a great search facility called ICON. It is the most simple and convenient way to access information about Australian import conditions for more than 20,000 plant, animal, microbial, mineral and human commodities. It contains information on inspections, permits or other quarantine requirements.

[http://www.aqis.gov.au/icon32/asp/ex\\_querycontent.asp](http://www.aqis.gov.au/icon32/asp/ex_querycontent.asp)



Australian Government  
Australian Quarantine and Inspection Service



Left to right: Ogi. V, Lee. P, Joe. C.

## MAINFREIGHT INTERNATIONAL COURSE

As you would be aware, *Mainfreight's* focus on developing our team members is a high priority. We are proud to have Joseph Covino and Lee Phillips from the Adelaide team be nominated to fly to Melbourne to attend this course.

The course is an overview of Freight Forwarding, aimed at furthering your knowledge and understanding of the MFI business. The course is conducted over four days; Tuesday 7<sup>th</sup> - Friday 10<sup>th</sup> August 2012.

The course will comprise of the following modules:

- Induction and Easy to Deal With
- Introduction to Freight Forwarding and Sales
- Customer Services
- Import/Export Air/Sea Operations
- Customs/ AQIS
- IT overview
- Cartage
- Site Visits

Go Lee and Joe, we know you will make Adelaide proud!

## CUSTOMER SERVICE

As part of our customer service we have a brilliant tracking system. We are able to track orders for our Import and Export customers before we even have a confirmed vessel/flight – for example: If you are waiting on ready dates from your status update on each order.

We have found this to be an extremely valuable tool, and would love to be able to assist all of our clients in this way.

All we need our customers to do is to send us the order when sending to your supplier, or if you are exporting, as soon as you receive the order from your buyer, and we will handle the rest!

You can also take control using our world class *Mainchain* system, pin-point freight, access your documents place orders and much more.

If you would like more information on this, please contact our Customer Service Representative, Jaimie Collyer: [jaimie.collyer@mainfreight.com.au](mailto:jaimie.collyer@mainfreight.com.au), or contact her directly on (08) 8300 5578.



## SALES

Paul Rees has recently handed over his hat as a Sales Cadet to step up, and hit the road!

Paul started with *Mainfreight* Adelaide as a graduate 3 years ago. He began in import sea freight and moved along into Exports. During this time he has demonstrated an inspiring work attitude, and is well known for his great customer service and friendly approach.

Go Paul, *Mainfreight* Adelaide is behind you.

As you may know, all *Mainfreight* trucks display a motivational saying. *Mainfreight* Adelaide's pick of the month is;

*"Feel the fear and do it anyway"*

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