



1st September 2026

Subject: Customer Advisory – Japan Airlines (JL) Ground Handling & Cargo Transition in Melbourne, Australia.

Dear Valued Customers and Industry Partners,

We would like to inform you of an upcoming change relating to the ground and cargo handling arrangements for Japan Airlines (JL) operations in Melbourne.

We are pleased to announce that, effective **1st September 2026**, dnata will assume responsibility for ground handling services for Japan Airlines in Melbourne, including cargo operations. Qantas' final day of operational responsibility for JL in Melbourne will be **31st August 2026**.

We are working closely with all relevant stakeholders to support a smooth and seamless transition. During this period, dnata remains fully committed to maintaining service continuity, operational integrity, and safety standards across all JL-related activities before and after the effective transition date.

For all JL shipments arriving or uplifted on or after **1st September 2026**, customers and partners are encouraged to coordinate directly with dnata Melbourne. This includes export acceptance, import processing, documentation, ULD handling, and operational enquiries.

Should you require any clarification in the interim, please contact the dnata Melbourne cargo team or our partners at Japan Airlines in Melbourne.

We look forward to our new partnership and future business opportunities.

Thank you for your continued support and partnership.

Yours sincerely,

Ronald Adrian
Client Relationship Manager
dnata Cargo Australia