



BHP Mitsubishi Alliance

BMA SERVICE CHARTER – Airline Information

Flight Booking Policy

For detailed information regarding flight requirements, entitlements and booking procedures, please refer to the [Flight Booking Policy](#).

Check-In Information

NJE – National Jet Express Online Check-In is now available via the app Cobham Aviation Online check in is open 12 hours prior to flight departure and closes 40min prior to scheduled time of departure.

Check-In counters at BNE airport are located adjacent to the Rex counters in the central part of the terminal (also the location used by Jetstar and Aerlink). Note, on the flight screens at Airports, the flight number will have a suffix D attached to the end (Eg: Flight NC344D). This D will not appear in the reservations systems or on boarding passes.

Note: NJE does NOT accept screenshots of boarding passes on your device; please have either a printed boarding pass or the original digital boarding pass.

Link: <https://webcheckin.nje.aero>

Qantas – Online check-in opens 12 hours prior to flight departure. You can also check-in at the airport at the Qantas self-check in kiosks. Please arrive 1hr prior to your flight departure to allow plenty of time for check-in.

Link: <https://www.qantas.com/au/en/travel-info/check-in.html>

Alliance – Online check-in opens 12 hours prior to departure and closes 90 minutes prior to departure. Check-in counters at BNE airport are located near the Virgin check-in hall. Please arrive 1hr prior to your flight departure to allow plenty of time

Link: <https://book.allianceairlines.com.au/B2C/en/WebCheckin#!>

Luggage / Extra Luggage Request

Additional checked baggage may be approved based on aircraft availability. Travellers should review the relevant airline's baggage policy for specific rules.

To request additional baggage allocation, please email FIFOMailbox@bhpbilliton.com at least **one (1) day prior to departure**.

Please include the following in the email:

- Booking reference

- Travel Date
- Flight Number
- Quantity of additional bags
- Dimensions of the luggage
- Weight

National Jet Express	7kg carry-on baggage + 10kg checked baggage
Qantas	7kg carry-on baggage + 20 kg checked baggage
Alliance Airways	7kg carry-on baggage + 20 kg checked baggage

Qantas Commercial Flight Request

When a charter flight does not meet operational requirements, Qantas commercial travel may be requested for the **Brisbane ↔ Moranbah** route only.

Key Requirements

- Requests require approval from a General Manager or Head of Department.
- If the requested commercial flight is within ±60 minutes of an available BMA charter flight, travellers will automatically be booked on the BMA charter via SAM.
- Travellers must complete the [Qantas Moranbah Commercial Flight Authority Form](#) which can be found in Workflow under Links. Completed form and approval submitted on Generic Request, not by sending an email.

Uplift

Uplift is used to book flights to Moranbah for travellers who are not eligible for BMA charter flights (e.g., certain contractors). This is being managed on a different website.

Travellers should confirm eligibility with their line leader or HR representative.

Link: [Uplift - Login](#) | You can create an account here subject to approval.

All inquiries will be handled by the Uplift team and their customer support representatives at: support@upliftlogistics.com.

Flight Delays and Cancellation

Communication Changes

- Airlines will communicate flight delays or cancellations directly at the airport.
- For delays exceeding 20 minutes, the People Logistics team will notify travellers via SMS.

Capacity Reductions & Cancellations

- Weather events or operational disruptions may reduce available seating. In such cases, airlines may cancel selected bookings. Passenger reallocation will be managed by the airline and/or People Logistics.

Traveler Support

- If departing Moranbah: People Logistics will arrange bussing or accommodation if required.
- If departing Brisbane, Cairns, or Townsville: Travellers must arrange their own accommodation and transport and ensure fatigue management controls are applied.
- Any resulting travel or accommodation expenses must be managed between the traveller and their line leader.

Connecting Flights

- Travellers are responsible for managing changes to connecting flights due to delays or cancellations.

Communication Protocol

- During widespread disruptions, high call volumes may delay response times. Travellers are encouraged to wait for SMS updates while the People Logistics Team works through the management of the disrupt. All updates and relevant information will be communicated via SMS.



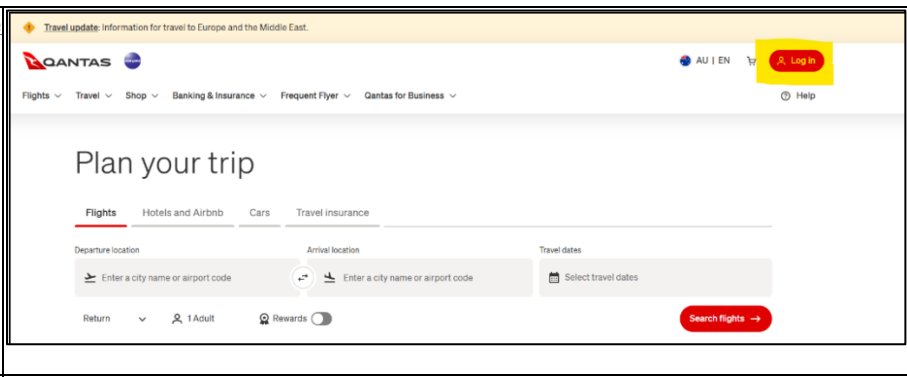
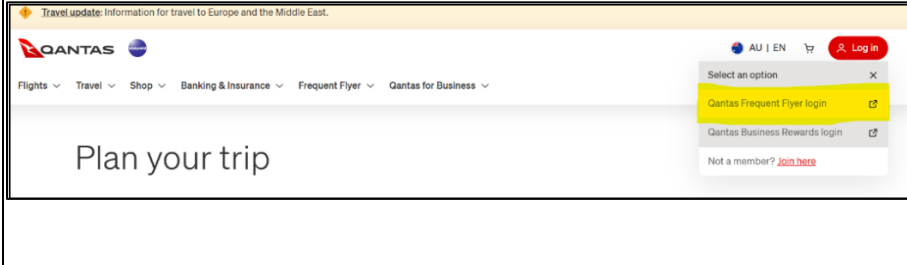
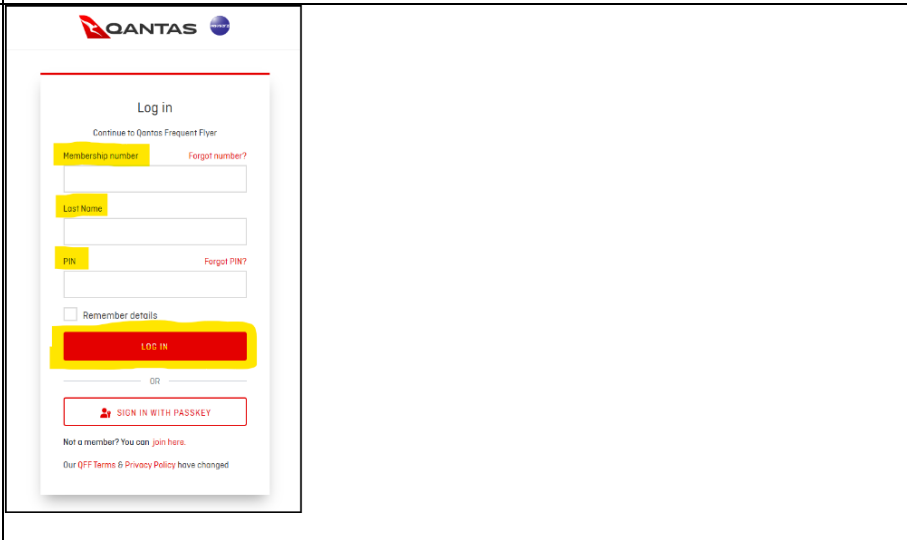
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Claim Missing Qantas Frequent Flyer Points

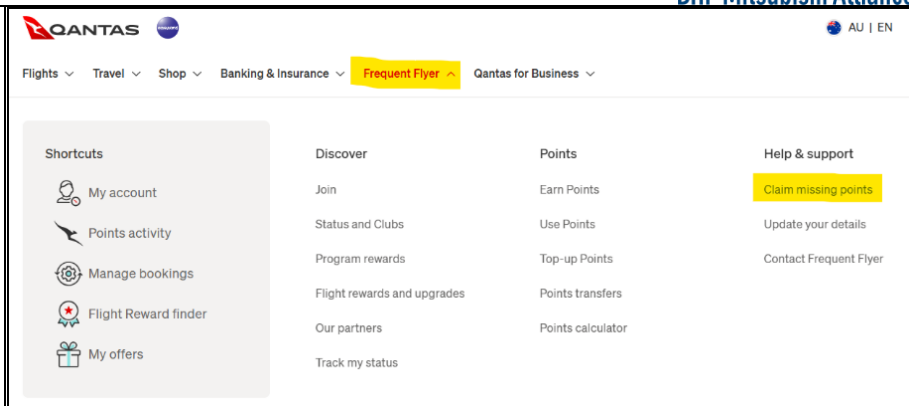
This Quick Reference Guide provides clear instructions and enables passengers to claim their missing Qantas Frequent Flyer Points via the Qantas website (Desktop) or the Qantas App (Mobile Phone).

Step by step instructions for both Desktop and Qantas App are below in two (2) parts as steps differ between platforms.

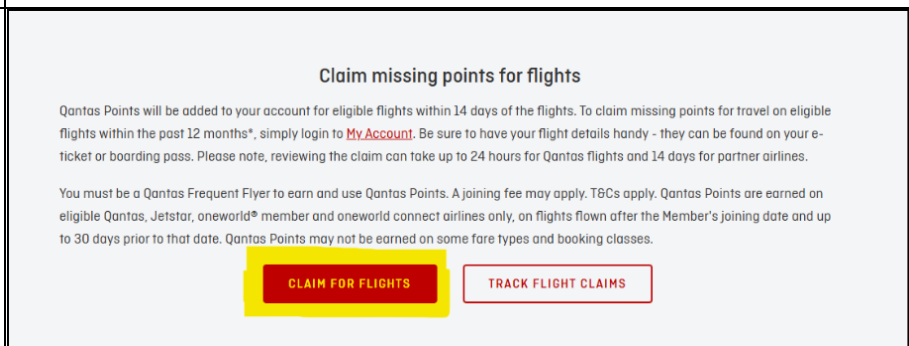
Desktop Version

<p>Log into Qantas: Fly with the Spirit of Australia Qantas AU</p> <p>Select “Log In”</p>	
<p>Select “Qantas Frequent Flyer Login”</p>	
<p>Fill in your details, then select “Log In”</p>	

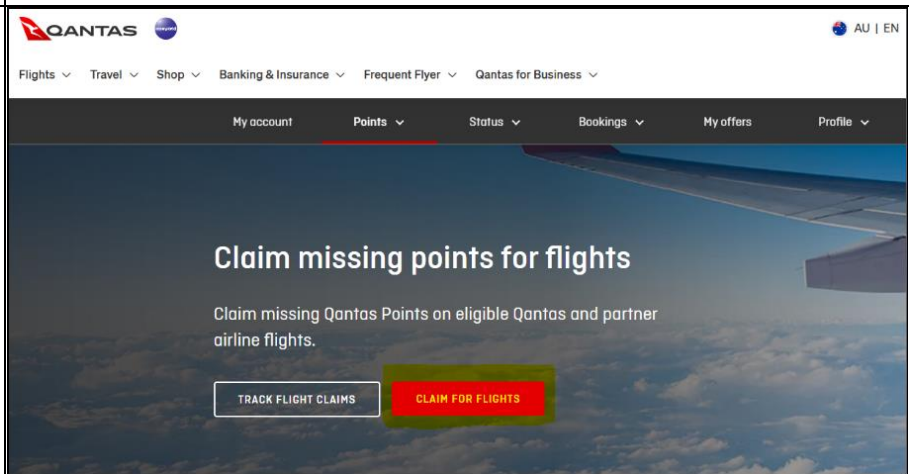
Select “**Frequent Flyer**” and then select “**Claim Missing Points**”



Scroll down until to see the below options, then select the “**Claim For Flights**”



Select “**Claim For Flights**” option or scroll down until you see the image in step 8:





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Complete all mandatory (*) fields and select “Submit”

Note:

Once submitted, Qantas will review your claim and either approve or decline your claim.

If the name on your flight does not match the name on your Qantas Frequent Flyer, you will need to contact Qantas directly on 13 13 13 or 13 11 31 and follow the Airline prompts to speak to a consultant.

To Track Claims: Scroll up and select “Track Flight Claims”

1 Submit claim for Qantas or partner airlines. 2 Review claim - this can take up to 24 hours for Qantas flights and 14 days for partner airlines. 3 Notified of outcome - you will receive an email with the outcome of your claim.

Claim for a flight

Miss [REDACTED]

If your last name and first name above do not match your travel documentation exactly, contact the [Frequent Flyer Service Centre](#) for your claim.

📅 Claims can be submitted for flights with a departure date up to 18 May 2026

All fields marked with an asterisk * are required.

Departure date *
Mon 18 May 2026

Airline code *
Please select

Flight number (numbers only) *
[REDACTED]

From *
Departure city

To *
Arrival city

SUBMIT

Claim missing points for flights

Qantas Points will be added to your account for eligible flights within 14 days of the flights. To claim missing points for travel on eligible flights within the past 12 months*, simply login to [My Account](#). Be sure to have your flight details handy - they can be found on your e-ticket or boarding pass. Please note, reviewing the claim can take up to 24 hours for Qantas flights and 14 days for partner airlines.

You must be a Qantas Frequent Flyer to earn and use Qantas Points. A joining fee may apply. T&Cs apply. Qantas Points are earned on eligible Qantas, Jetstar, oneworld® member and oneworld connect airlines only, on flights flown after the Member's joining date and up to 30 days prior to that date. Qantas Points may not be earned on some fare types and booking classes.

CLAIM FOR FLIGHTS **TRACK FLIGHT CLAIMS**

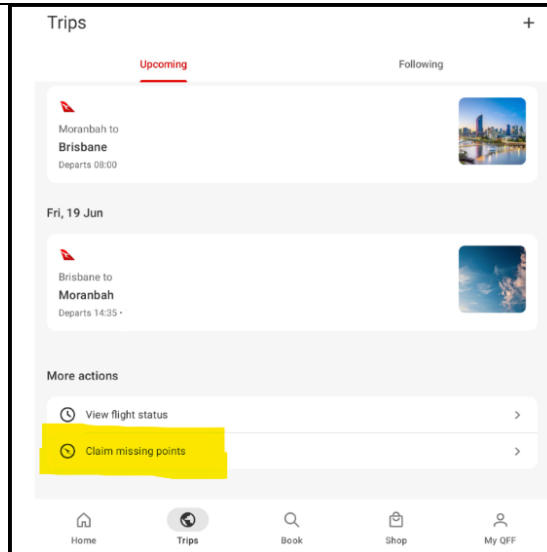
Select **“Active”** and this will display all active claims.
Once processed by the Airline the claims will fall under processed.

This is the complete process for the **Desktop Version**. Refer next page for **Mobile Version**

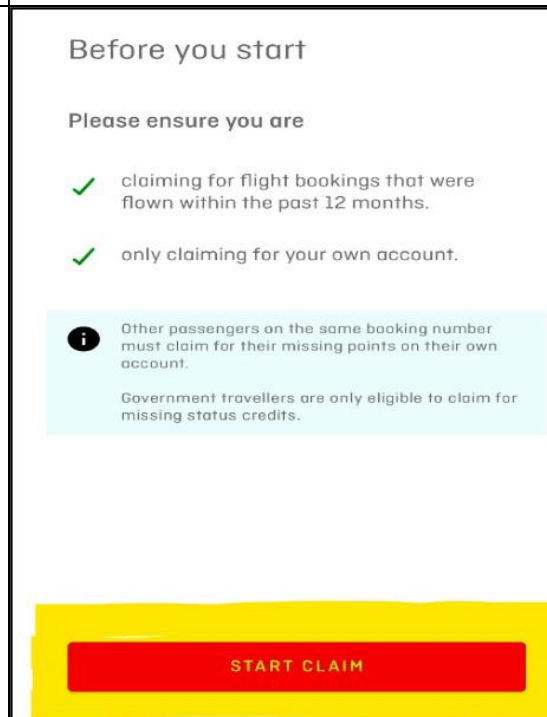
Mobile Qantas App Version

Open the **Qantas App** in your mobile phone then select **“Trips”**

Select “**Claim Missing Points**” under More actions field.



Select “**Start Claim**”



<p>Enter your “Booking Reference” number and then select “Claim Past Trip”</p> <p>Note:</p> <p><i>Once submitted, Qantas/Airline will review and either approve or decline your claim.</i></p> <p><i>If the name on your flight does not match the name on your Qantas Frequent Flyer membership, then you will need to contact Qantas directly on 13 13 13 or 13 11 31 and follow the Airline prompts to speak to a consultant.</i></p>	<p>Enter your trip details</p> <p>Booking reference</p> <p>6 characters e.g. ABC123</p> <p>CLAIM PAST TRIP</p>	
<p>To Track Claims: Scroll up and select “Track Flight Claims”</p>	<p>Claim missing points for flights</p> <p>Qantas Points will be added to your account for eligible flights within 14 days of the flights. To claim missing points for travel on eligible flights within the past 12 months*, simply login to My Account. Be sure to have your flight details handy - they can be found on your e-ticket or boarding pass. Please note, reviewing the claim can take up to 24 hours for Qantas flights and 14 days for partner airlines.</p> <p>You must be a Qantas Frequent Flyer to earn and use Qantas Points. A joining fee may apply. T&Cs apply. Qantas Points are earned on eligible Qantas, Jetstar, oneworld® member and oneworld connect airlines only, on flights flown after the Member’s joining date and up to 30 days prior to that date. Qantas Points may not be earned on some fare types and booking classes.</p> <p>CLAIM FOR FLIGHTS TRACK FLIGHT CLAIMS</p>	

Select **“Active”** and this will display all active claims. Once processed by the Airline the claims will fall under processed.

Track flight claims

View the status of your missing points claim

Only claims submitted in the last 60 days will be displayed here. Check your [points activity](#) for credited flights, or [claim another flight](#).

ACTIVE **PROCESSED**

All your claims have been processed.

What's next?

[Claim for another flight](#) → [Use your points](#) → [See points activity](#) →

This is the complete process for the Mobile App Version.