



# CHOOSING **TNT**

---

**Rely on us to deliver**



# RELY ON US TO DELIVER



**+56.000**

PEOPLE  
WORLDWIDE



**30.000**

VEHICLES  
OPERATE DAILY  
WORLDWIDE



GLOBAL DELIVERY  
NETWORK COVERING

**+200**

COUNTRIES



**BUSINESS  
BUSINESS**<sup>TO</sup>

EXPRESS DELIVERY  
SERVICES



UNRIVALLED EUROPEAN  
ROAD NETWORK COVERING

**44**

COUNTRIES

## TNT MAKES CONNECTIONS

**We are The People Network. We connect you to your colleagues, customers and partners, so your business can prosper.**

It may be trucks, vans and planes that keep our deliveries moving, but it's our people who deliver your customer promises.

Through our international team of experts, we connect businesses via Europe's fastest road network, and we are dedicated to you, whatever your company size. It's part of the spirit that has been driving us since 1946.

Our network includes specialists across every sector, so we always know the needs of your industry. Our 56,000 experts are trained to see solutions where others see only problems.

We provide choice, so you can always find the right service at the right cost. We give you control and peace of mind, with online tools that mean you can track every stage of every shipment.

We make shipping easier by offering one supplier for all your transport needs, to save you time and cost. That's one network, one point of contact and local expertise in more than 200 countries.

Perhaps most importantly, we are a partner to rely on. Our people deliver door-to-door a million times a day and we see every delivery as part of a long-term partnership.

Connecting you to your customers is what keeps us, The People Network, moving.

# CHOOSE YOUR SERVICE



## TNT DELIVERS CHOICE

This means you can always respond to demand and stay connected to your customers.

Control the speed and cost of your supply chain, whether you are sending documents, parcels or freight. Use the table below to select the service that works best for you.

<p><i>For your most urgent shipments</i></p>	<p><b>TIME CRITICAL SERVICES</b></p>	<p>TIME CRITICAL NATIONWIDE MISSION CRITICAL SERVICES TIME CRITICAL COURIER TIME CRITICAL TAXI TRUCKS DEDICATED FLEET TIME CRITICAL FAILSAFE</p>
<p><i>For your international shipments when speed and certainty are important</i></p>	<p><b>INTERNATIONAL SERVICES</b></p>	<p>9:00 EXPRESS 12:00 EXPRESS EXPRESS ECONOMY EXPRESS INTEGRATED DIRECT EXPRESS AIRFREIGHT</p>
<p><i>Whether it's around the corner or across the country, we can help</i></p>	<p><b>DOMESTIC SERVICES</b></p>	<p>9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS OVERNIGHT EXPRESS ROAD EXPRESS</p>
<p><i>For your more specific and challenging shipments</i></p>	<p><b>SPECIAL SERVICES</b></p>	<p>TECHNOLOGY EXPRESS FASHION EXPRESS SERVICE LOGISTICS AUTOMOTIVE &amp; INDUSTRIAL HEALTHCARE</p>



# TIME CRITICAL SERVICES

## FOR YOUR MOST URGENT SHIPMENTS



### TIME CRITICAL NATIONWIDE

For the most urgent shipments, TNT Time Critical Nationwide offers dedicated delivery in the fastest possible time to any location in Australia.

- Fastest possible delivery for urgent consignments, state and nationwide
- Customised delivery options including direct drive and air linehaul
- Delivery solutions include road, air and wide body aircraft options for oversized freight
- Secure vehicles, security checked drivers, security controlled facilities and depots
- Highly experienced customer service team available 24/7
- Delivery of dangerous goods available (restrictions may apply)



### MISSION CRITICAL SERVICES

A controlled, monitored and secure method of transport specialising in complex movements and awkward freight.

- Dedicated 24 hour national coordination centre
- Dedicated operational representative as your contact point throughout the life of the movement
- Specialising in complex movements and awkward freight
- Highly experienced operational and support staff
- Each consignment monitored to ensure all predetermined milestones are met
- Customer is proactively notified of the progress of each consignment
- Air charter specialists
- Available 365 days per year



### TIME CRITICAL COURIER

TNT's Time Critical Courier service provides a range of courier options for deliveries around the corner or across town.

- Fastest courier service times in the market
- Industry experts in medical, mining, print and time critical markets
- Cost efficiency gained through extended booking cut off times
- Secure vehicles and security checked drivers provide peace of mind
- Transparency of costs and productivity through reporting
- Technology systems to support dispatch and management environments
- Specialising in 24 hour operations



### TIME CRITICAL TAXI TRUCKS

TNT's Time Critical Taxi Truck service provides vehicles for bulk deliveries in the metropolitan area.

- Flexibility through our range of vehicles, from two tonne to semi-trailers
- All vehicles are technology equipped including item scanning and GPS
- Efficiency achieved through transparency of processes
- Well presented drivers and vehicles
- Excellent availability of vehicles



### DEDICATED FLEET

TNT provides fleets of vehicles to customers on a dedicated basis.

- A cost-effective and professional model to outsource a fleet
- Best in class technology including uncomplicated technology integration
- Full range of vehicles from one tonne to semi-trailers
- All vehicles are tracked by GPS
- Efficiency achieved through transparency of key processes
- Freight scanning events and digital signature capture available in real time
- Comprehensive reporting available
- Trained drivers giving a professional image to your delivery service



### TIME CRITICAL FAILSAFE

Failsafe provides commercial, military and government transport solutions ensuring the most critical items are delivered securely.

- Best in Class service recognition
- Tamper evident packaging
- Independently audited and secure service, vehicles and facilities
- All staff security cleared
- Dedicated 24 hour national coordination centre
- Highly experienced operational and support staff
- Each consignment proactively monitored ensuring each predetermined milestone is met





# INTERNATIONAL SERVICES

## GIVING YOU MORE CHOICE WORLDWIDE

When you're sending shipments overseas - or indeed arranging to import goods into Australia - you need clear choices that allow you to match your budget and deadline.



### 9:00 EXPRESS

Our 9:00 Express service makes sure your parcel is delivered before 9am on the next possible business day\*.

- For shipments that do not require formal customs clearance
- Pick-up today before end of business, for delivery by 9:00am the next possible business day\*
- Delivery to selected major cities
- Extended warranty available



### 12:00 EXPRESS

When your shipment needs to be there by noon, 12:00 Express is your best choice.

- Pick-up today before end of business, for delivery by noon the next possible business day\*
- Delivery to selected major cities
- Consignment weight allowances vary depending on destination
- Extended warranty available



### EXPRESS

Delivery before close of business on the next possible business day\*.

- Pick-up today before end of business
- Delivery to most countries worldwide
- Consignments can weigh up to 500kg
- Extended warranty, prioritised handling and confirmation of delivery are available on request



### ECONOMY EXPRESS

Economical, day-definite delivery for less urgent parcels and freight.

- Pick-up today before end of business
- Delivery to most countries worldwide
- Consignments can weigh up to 7,000kg for New Zealand, USA and European shipments, and up to 500kg to any other global destination
- Extended warranty, prioritised handling and confirmation of delivery are available on request



### INTEGRATED DIRECT EXPRESS

Integrated Direct Express (IDE) is ideal for shipments destined for multiple delivery addresses in another country.

- IDE consolidates these consignments into one individual shipment
- Upon arrival these shipments are broken down for individual delivery
- An integrated transportation solution reduces the time that inventory is caught in the pipeline and significantly decreases your inventory carrying costs

*Trust us  
to take  
care*



# FREIGHT SERVICES

Reach  
across  
borders

## WITH TNT, LARGE OR BULKY ITEMS ARE NOT A PROBLEM

Our range of transportation methods mean that we can always deliver whatever you need to send, no matter the size, weight or shape and your business never needs to be limited\*. TNT's International Services Centre (ISC) provides you with a team of Air and Sea Freight experts, dedicated to finding a way to ensure that all your freight can be moved.



### AIR FREIGHT

Utilising commercial aircraft is a cost-effective solution for non-urgent, heavier shipments globally. We go door-to-door or door-to-airport. Whatever service level is required, the standards remain the same. There is always an option, whatever you need to send.



### SEA FREIGHT

Economical sea transport. We handle all import and export clearance with a choice of door-to-door, door-to-port or port-to-port. This is a cost-effective way to send intercontinental shipments.



### SPECIAL EXPRESS

To ensure you can always respond to customer demand, this tailor-made solution delivers to your needs by interlinking with our international network and dedicated solutions. We proactively monitor your shipment, keeping you informed at every stage.



# DOMESTIC SERVICES

## DELIVERING NATIONWIDE

There are no obstacles that can't be overcome by our must-get-through approach.



### 9:00 EXPRESS

At the start of business, our 9:00 Express service makes sure your parcel is there. TNT's fastest door-to-door overnight service with a delivery time of 9:00am to and from nominated postcodes Australia-wide.

- Pick-up today before end of business for delivery by 9:00am the following business day\*
- 3kg prepaid and consignment notes are available for this service
- Daily pick-up service available



### 10:00 EXPRESS

When your goods need to be delivered by 10:00am on the next business day, we recommend 10:00 Express.

- Pick-up before the close of business, for delivery by 10:00am on the following business day\*, to and from nominated postcodes Australia-wide
- Daily pick-up service available



### 12:00 EXPRESS

When your goods need to be delivered by 12:00 noon on the next business day, we recommend 12:00 Express.

- Pick-up before close of business, for delivery by 12:00 noon on the following business day\*, to and from nominated postcodes Australia-wide
- Daily pick-up service available



### OVERNIGHT EXPRESS

Our overnight door-to-door delivery service ensures your shipment arrives by 5pm on the next business day\*.

- Pick-up today for delivery by 5pm on the next business day\* to metropolitan, regional and remote locations Australia-wide
- Conditions apply for remote regional locations. Please call 13 11 50 or visit [www.tnt.com.au](http://www.tnt.com.au) for further information
- For non-standard deliveries, such as weekend or after hours, Overnight Express can be upgraded to our Time Critical services
- 3kg and 5kg prepaid and consignment notes are available for this service



### ROAD EXPRESS

For cost-effective delivery door-to-door on a specified day, choose Road Express.

- Australia-wide, day-definite delivery using specified transit schedules via road transport
- Pick-up today for delivery on a defined day
- Weekend options are available as an upgrade to TNT's Time Critical service
- Dangerous Goods can be carried in accordance with the Australian Dangerous Goods Code. Dangerous Goods delivery may not conform to the standard transit times

Delivering  
across the  
country





# SPECIAL SERVICES

## DELIVERING SPECIAL SOLUTIONS

This is where our can-do spirit really comes into its own. It could be ultra-urgent, high-value, heavy, awkward, precious, sensitive or out-of-the-ordinary in some other way. Challenging requests are our specialty.

### AUTOMOTIVE & INDUSTRIAL

We provide express solutions to automotive manufacturers and their key suppliers as well as world leaders in engineering and industrial machinery. With a unique network of Automotive Control Centres across Europe, North America and Africa, we offer local expertise and support to meet the extensive demands of our customers.

### HEALTHCARE

Our world-leading specialist courier solution is dedicated to the clinical research market and the pharmaceutical industry. Our Clinical Express service meets all of your time-dependent needs from protocol design to study completion through innovation and cost-effective solutions. TNT provides the dedication and expertise necessary for a successful clinical trial.

### TECHNOLOGY EXPRESS

Our Technology Express service provides tailor-made secure distribution solutions for companies within the technology sector. Our range of vehicles, professionally trained drivers and integrated security management systems, meet the demanding business requirements of the technology industry. Technology Express provides two services: Sensitive Express and Premium Express.

#### Sensitive Express

Sensitive Express provides a secure value-added service for high value or sensitive products requiring special service. This service is suited to the following segments in the technology market: consumer electronics, computing and telecommunications, medical equipment and industrial and consumer whitegoods.

#### Premium Express

Premium Express provides specialised "End to End" Services and Project Management for various industries. These include:

- Installation and relocation of technology equipment
- Project management of specific consignments and large complex events
- Rubbish removal
- Dedicated tail-lift vehicles and multi-man deliveries
- Road shows, exhibitions and rollouts

### SERVICE LOGISTICS

TNT's Service Logistics help enable rapid fulfilment and delivery of critical products via the provision of strategic stocking locations around the country and around the globe. TNT's 'best of breed' warehouse management systems provide comprehensive inventory management capabilities that ensure full visibility of all your asset movements globally. TNT provides tailored solutions to meet your needs, including integrated distribution and asset recovery task options for optimal flexibility.



We  
love a  
challenge



## USA

- We offer an air connection between the USA and Europe five times a week
- Complete nationwide coverage for Express and Economy Express services
- Complete access to the world's largest economy

## SOUTH AMERICA

- Direct air connections to all major South American cities from Europe, North America and Asia
- Market leading presence in Brazil, Chile and Argentina that offers all TNT services
- Providing reliable Express and Economy Express services throughout South America via our global delivery network

## MIDDLE EAST

- We offer an air connection between Europe and Dubai six times a week
- Offering connections between major business centres across the Middle East, including an extensive road network spanning seven countries for packages and freight
- Providing Time and Day Definite services with full track and trace visibility for greater control and security

## CHINA

- We offer an air connection between Europe and China five times a week
- Regular flights to/from Europe to major commercial and manufacturing centres covering Beijing, Chongqing, Guangzhou, Hong Kong and Shanghai

## ASIA PACIFIC

- Connecting Europe to all key Asia Pacific commercial centres including Tokyo, Bangkok, Kuala Lumpur, Singapore, Sydney and Melbourne
- Providing more certainty with reliable transit times within East Asia, between Europe and East Asia and China
- A pan-Asian, day-definite road network with door-to-door import and export road freight services providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and connecting into China via Hong Kong

## YOUR GLOBAL REACH

### USING TNT MEANS HAVING ONE SUPPLIER CONNECTING YOU TO THE WHOLE WORLD

We offer one global delivery network, so your business can be more agile and cost efficient.

From collection through to customs clearance and confirmation of delivery, we handle every step.

Our international capability helps to seamlessly connect you to your customers wherever they might be.

Local expertise within our integrated door-to-door network spanning 200 countries and our Authorised Economic Operator status helps smooth the complexities of different global customs regulations, speeding up the delivery of your package.

# EXPAND YOUR EUROPEAN REACH

## RELIABILITY. ANY TIME, ANYWHERE

TNT's fast, extensive road network across Europe provides a wide range of delivery services so you can meet your customer commitments and expand your business reach. We connect you to your customers with 55,000 trips by road and more than 700 air connections each week.

It might be a simple hop to a nearby city, or an express delivery from France to deepest Poland; we will handle everything, from door-to-door. We drive hundreds of thousands of kilometres between our 72 European road hubs every day and serve 72 airports in 48 countries across the continent.

**OVER  
700**  
AIR CONNECTIONS  
BETWEEN 72  
AIRPORTS EACH WEEK

**48**  
COUNTRIES  
ACROSS EUROPE

**55.000**  
TRIPS WITHIN THE EUROPEAN  
ROAD NETWORK  
EVERY WEEK

**WIDE**  
RANGE OF  
DELIVERY SERVICES



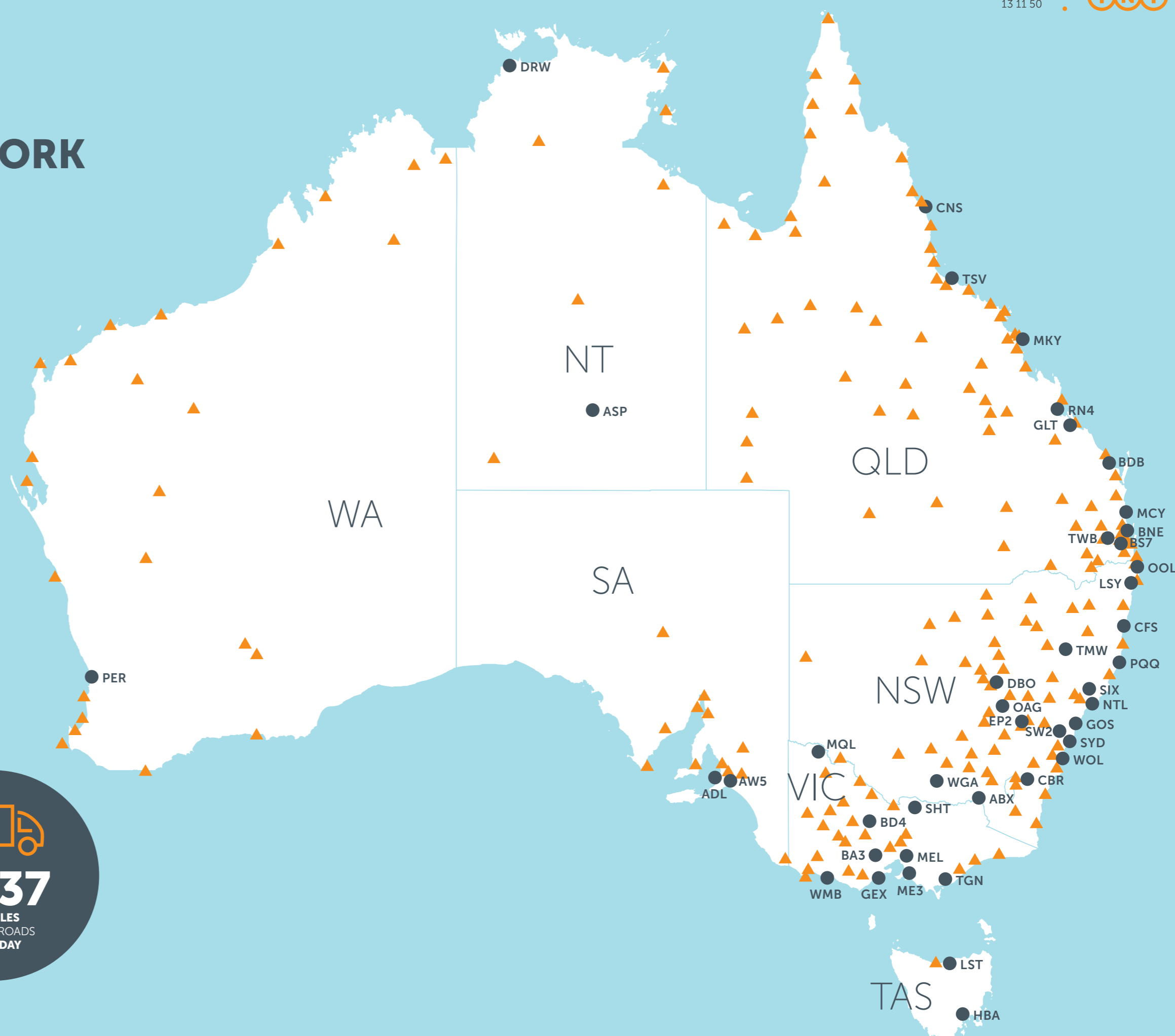
# OUR UNRIVALLED DOMESTIC NETWORK

## CHOICE, CONTROL & CONVENIENCE

TNT customers have access to the most comprehensive suite of International, Time Critical and Domestic services of any transport provider in Australia. This allows for seamless end to end solutions – from OEMs (Original Equipment Manufacturers) located overseas to remote sites in the outreaches of Australia.

We offer regional stretch within our vast country which means secure and seamless shipping to / from locations both in and outside of metro areas. Using our straight forward, easy to use Customer Interface Technology solutions, TNT customers are able to monitor the exact location of their shipments at each step of its journey.

At TNT, we provide our customers with the convenience of one contact for all their transport requirements and queries – whether they be Domestic, International or Time Critical.



**43 & 186**  
DEPOTS AGENTS  
ACROSS AUSTRALIA

**4,200**  
EMPLOYEES  
AUSTRALIA-WIDE

**1,737**  
VEHICLES  
ON OUR ROADS  
EVERYDAY

# TOOLS FOR EASY SHIPPING

## WE WANT TO MAKE SHIPPING EASIER FOR YOU

**By working with TNT, you choose one supplier that can cover the whole planet.**

When you work with us, we give you one point of contact so it's easy to stay up-to-date and in control. That means one invoicing system, one pick-up and a choice of easy-to-use tools for booking and sending your shipment.

That way, you can arrange everything with one quick call or a few clicks of a mouse.

### BOOKING SHIPMENTS

Our systems are designed around you. Making a booking with TNT takes a matter of seconds.

Just complete one of our simple shipping tool templates and press 'send,' our e-booking system will do the rest.

### SHIPPING TOOLS

Customer convenience is embedded in everything we do.

Our tools streamline your processes, saving you time on paperwork and eliminating manual errors. They put information at your fingertips and give you the confidence to make customer promises. Sending and tracking shipments can be done with a few clicks, along with digital invoicing and all other paperwork.

All our tools are intuitive and user-friendly, so they can be easily used without any training; every step of the process is designed to save you time and costs and keep you connected to your customers.

### Tnt.com

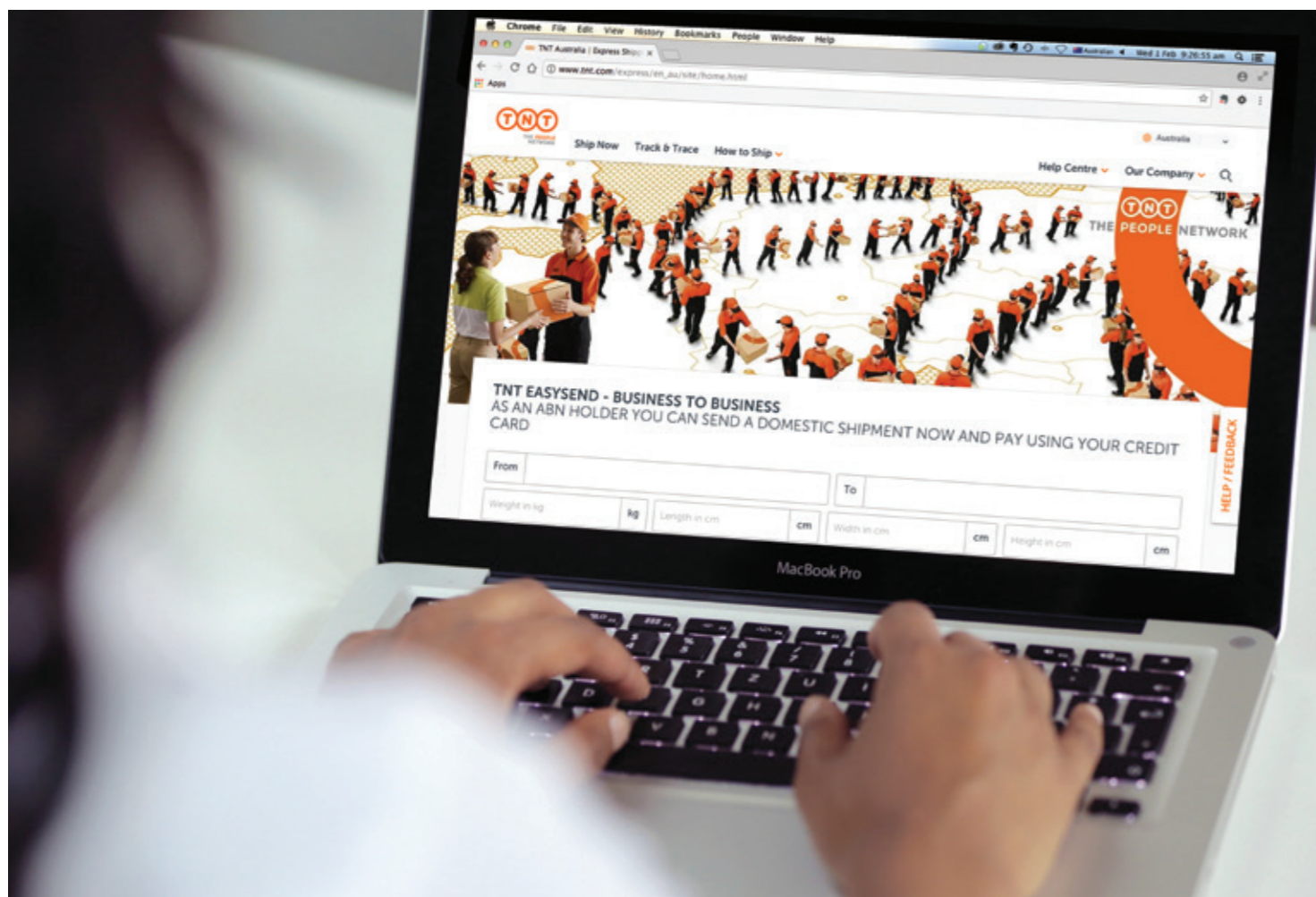
Control every stage of your shipment with a few simple clicks and no need to log in. Get an immediate quote, make a booking and then track your delivery. Save time and hassle with this digital one-stop shop.

- Immediate quote for export and domestic shipments
- Immediate booking and preparation of documents
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport
- Get your invoice online or pay online in some areas

### myTNT

If you need to send shipments regularly, this is the quickest, easiest option. Access your own secure area of our website so you can safely store addresses, make bookings and handle paperwork in one place, without having to refer to external systems.

- Immediate personalised quote for any shipments
- Multi-user access and detailed reports
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport including POD image
- Get your invoice online or pay online in some areas



Choose  
the tool  
for you

### EASYSSEND

TNT EasySend allows infrequent express shippers and non-TNT-account holders to make domestic bookings through a simple and easy-to-use customer-centric portal. Customers with an ABN (Australian Business Number) are now able to conveniently ship online without an account or having to log in. Simply send a domestic express shipment in four easy steps:

- 1 Get a quote
- 2 Select a service
- 3 Select a date and place
- 4 Pay direct

### E-INVOICING

Checking, recording and filing invoices is a time-consuming process that's always open to human error.

To help save you time and make your accounting more efficient we've introduced an electronic invoicing system. It provides you with the option to view and download your invoices directly from our secure site.

- Fast, secure access to billing information
- Saves time by removing the need to manually record, check and archive invoices
- Eliminates error-prone manual data entry, improving efficiency
- Cuts paperwork enabling you to analyse, report and file electronically
- Reduces office paper wastage and impact on the environment

### TRANSACTION

This is TNT's comprehensive, easy-to-use electronic despatch system for domestic high-volume users. TransAction allows you to improve your despatch processes, reporting capabilities and warehouse efficiencies for domestic consignments.

- Fully scalable for single departments or multiple sites
- Live pricing to ensure your quotes are always accurate
- Automatically create and print barcoded labels
- Full and partial shipping data import functions
- Group Printing offers single shipping entry for identical shipments going to multiple destinations
- Automatic consolidation of shipments going to the same destination to reduce costs

### EXPRESS MANAGER

Express Manager is designed for users that send a high volume of international consignments. Express Manager integrates with your own system to help you streamline your processes.

The interface is user-friendly and can be easily shared with your colleagues.

- Fully scalable for single departments or multiple sites
- Automatically create and print all the necessary documentation for your international shipments
- Create and store despatch templates for regular consignments
- Generate batches of labels for identical shipments going to multiple destinations
- Consolidate similar shipments to reduce costs

### EXPRESS IMPORT

Arrange hassle-free imports with this online system and save hours of customs enquiries.

- Control the order and booking of your imports
- Get quotes and billing in your own currency and language
- Organise repeat or regular collections quickly and easily
- No need for a separate TNT account number
- Allow customers to work in their own language



# STAY IN CONTROL

## WE MAKE MONITORING YOUR SHIPMENT EASY

From real-time updates on your goods to receiving proof of delivery updates and images straight to your inbox, you can be confident that your parcel, and your peace of mind, are intact.

Our proof of delivery is available in real-time, via all our tracking systems.



### ONLINE

Visit **tnt.com.au** with your consignment note number or reference details and receive an up-to-the-minute update.



### SMS TEXT

Send your consignment number or customer reference to **0408 620 309** to receive real-time updates on your consignment's status, direct to your mobile phone.



### EMAIL

Tracking and proof of delivery can be sent directly to your inbox – just email the consignment note number to **track@tnt.com** for a timely and efficient response.



### CUSTOMER CARE

If you need to know where your shipment is and don't have access to the online tools, please just call Customer Service on **13 11 50**.



### SMARTPHONE

You can track your shipments via our dedicated Smartphone App, available for iPhone, Android, Blackberry and Windows Mobile. Simply download the TNT App to track your shipment on the move.

*Control  
at every  
step*



# DRIVING LG ONWARDS

## BRINGING THE BIG BRANDS TO YOU

As one of the most recognisable brands of electrical products in the country, LG Electronics Australia depends on a reliable national distribution network to ensure its products and parts reach its customers as efficiently and quickly as possible.

LG is one of the country's best known brands of domestic and commercial electrical appliances and whitegoods. Its products range from televisions, DVD players and other home entertainment equipment to computer products, mobile phones and accessories, air conditioning units, and kitchen and laundry appliances. For the last 10 years it has relied on TNT's nationwide distribution network to deliver its products to retail outlets in both metropolitan and regional areas, as well as distribute parts and collect returned items. It has distribution centres in Sydney, Melbourne, Brisbane and Perth.

### THE CHALLENGE

Due to the sheer volume of goods that LG moves on a daily basis, they needed a freight provider with a large integrated network that could also be flexible when required.

### THE SOLUTION

An example of this flexibility came when LG had an urgent delivery of 18 televisions needed for the G20 summit in Cairns. The request came through at midday and TNT were able to transport them from Sydney to Cairns that evening and have them on-site by the following morning.

*"We also like the fact that TNT invests in a very well presented and well maintained fleet. This is easy to overlook but it is important as TNT is often the 'face' of our business to our customers, so we appreciate the investment in a modern and professional fleet. TNT's investment in hybrid technology and the resulting cut in emissions and fuel used is another positive from our point of view."*



*"Delivery-on-time performance and order-to-delivery times have improved by creating a more streamlined transport network between suppliers, distributors and customers."*

# RESPONSIBLE SHIPPING



## OUR COMMITMENT

**By choosing TNT, you choose an organisation that is fully committed to its Corporate Responsibility.**

We have a constant focus on improving our performance in Health & Safety and Environment.

Our goal is to help you reach your business objectives in a sustainable and responsible way.

### HEALTH & SAFETY

Our team and all our partners are core to our success, so we invest in healthy and safe working conditions for all of them. Our business practices and training aim to exceed our health and safety obligations at all times and on every delivery. TNT especially pursues continuous improvement in road safety with a focus on vehicle, driver and journey, in addition to subcontractor management.

### ENVIRONMENT

As a transport company, we cannot ignore our impact on the environment. We are constantly working to reduce our consumption of energy and natural resources and decrease our emissions. Our aim is to improve our carbon efficiency by using the latest fuel efficient technology, leveraging our driver's safe and ecological driving skills and continuously optimising our routes and networks.





## **TNT** **conditions of carriage**

All goods are carried subject to the TNT Terms and Conditions of Carriage and Other Services.

A copy is available from your nearest TNT office or on [tnt.com.au](http://tnt.com.au)

**Phone 13 11 50**

**[www.tnt.com.au](http://www.tnt.com.au)**