



# OUR DELIVERY SERVICES

TNT – keeping the wheels of business moving

  
THE PEOPLE NETWORK



# WELCOME TO THE PEOPLE NETWORK

TNT is a people business.

Our aim is to deliver for you in every sense of the word. At TNT our mission is to keep the wheels of business moving.

We will ensure that we keep the promises you make to your customers today and everyday.

Our people take the time to really get to know your business and have the backing of one of the most extensive transport networks in the UK & Europe.

As a result we're able to provide the best possible solutions to meet all of your needs.

It's this combination – our people and our network – that delivers the quality, reliability and service that you and your customers can depend upon.



For more information about our services  
visit [www.tnt.co.uk](http://www.tnt.co.uk) or call **0800 100 600**



# CHOOSE YOUR SERVICE

Our range of fast, reliable and flexible UK delivery services provide choices which enable you to keep your promises to customers.

So whenever you need to get it there, select the service which best suits your needs.

## WHEN DO YOU NEED YOUR DELIVERY TO GET THERE?

**TODAY**  
08451 247 365

**TOMORROW**  
0800 100 600

**Same Day**  
Collection and delivery today

**Same Day Plus**  
A dedicated vehicle just for you, offering collection and delivery today

**9:00 Express**  
Delivery before 9am on the next working day

**10:00 Express**  
Delivery before 10am on the next working day

**12:00 Express**  
Delivery before 12 noon on the next working day

**Express**  
Delivery on the next working day (non time-specific)

*"This is a partnership in every sense of the word, demonstrating what can be achieved when two like-minded enterprises come together with a joint focus on delivering excellence."*

**RICHARD RUSSELL**  
GROUP DISTRIBUTION AND LOGISTICS MANAGER,  
BRISTAN GROUP.

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# SOLVING YOUR CHALLENGES

Your reputation is at stake every time you move business-critical or non-standard items between locations.

To keep your customers happy and protect your reputation, we offer a range of tailored solutions that you can rely on to deliver against your individual challenges every time.

## Tailored solutions

When it comes to offering bespoke solutions for your logistical and multi-site channels, we make your business our business.

*"TNT has shown world class credentials in delivering an excellent operation, underpinned by robust change management, a continuous improvement culture and a desire to drive cost-efficiencies"*

**RICHARD FORD**  
HEAD OF GROUP LOGISTICS AT RBS

## Special Handling

Specialist transport solutions for delicate, sensitive and temperature-controlled shipments

## Fulfilment Services

Stock management, pick, pack, consolidation and distribution

## Service Logistics

Inventory control solutions including storage, delivery and returns 24/7/365

## Managing your records

At TNT we make it our business to save your business money by streamlining your document management processes.

Using customised solutions we can integrate our services into your processes leaving you more time to focus on your core business.

## Records management

Paper storage solutions that save you money  
Box and file off-site storage  
Digital off-site storage  
Scan on demand

## Scanning & print

Data capture helping you streamline your processes and digitise your records.

Scanning and data capture  
Scan on demand  
MailOut – hybrid mail services

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# OFFERING OUTSTANDING NATIONWIDE COVERAGE



Extensive nationwide network of  
**local depots & hubs**



Over  
**150 million**  
items delivered in the UK every year



Up to  
**400,000**  
items sorted every night



**6,400**  
vehicles responding to your collection requests






**8,000+**  
people across the UK and Ireland

If you put all the parcels we move every year end-to-end it would stretch around the UK coastline  
**3.4 times\***

\* Based on annual UK volumes of 150 million packages at an average 0.4m length

## SERVICES AVAILABLE

-  Express Services  
Sameday Services  
9:00, 10:00 & 12:00 Express
-  Express Services  
Sameday Services  
12:00 Express
-  Express Services  
Sameday Services



Delivered by people local to you



A full suite of international delivery services is also available

[Click here for more information](#)

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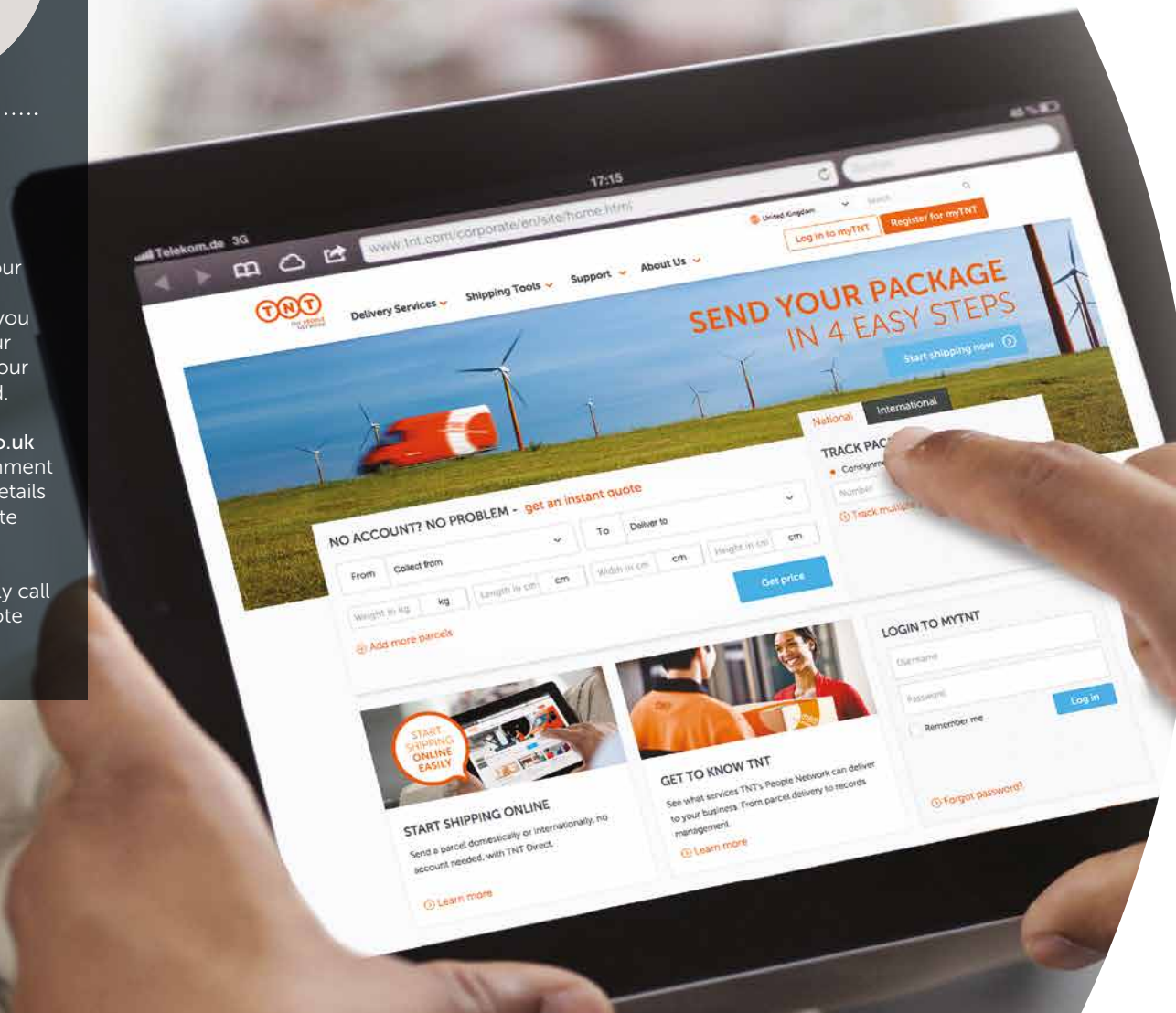


## Helping you keep track

Our online tools allow you to keep track of your shipments in real time, 24 hours a day, giving you peace of mind that your shipments will get to your customers as promised.

Simply visit [www.tnt.co.uk](http://www.tnt.co.uk) and enter your consignment number of reference details for an up-to-the-minute update.

Can't get online? Simply call 0800 100 600 and quote your details.



# EASY BOOKING OPTIONS

Take your pick from our 4 easy-to-use online booking tools to suit your shipping needs.

Arrange your collection in minutes – keep track of its progress online.

### 1 Online booking without an account

For ad-hoc delivery needs simply go to [www.tnt.co.uk](http://www.tnt.co.uk). Book in minutes thanks to our simple four-step process and pay online by credit/debit card.

### 2 Online booking with an account

Enjoy the benefits that come with being an account holder, including pay by invoice by signing up to for a MyTNT account at [www.tnt.co.uk](http://www.tnt.co.uk)

### 3 ExpressShipper

Offering a fuller range of account management tools for more regular shippers, including real-time overviews of your shipments and pay by invoice. Go to [www.tnt.co.uk](http://www.tnt.co.uk) to sign up

### 4 ExpressManager

For high frequency shippers, a range of electronic tools at your fingertips in one user-friendly interface, accessible to multiple users across multiple sites. Go to [www.tnt.co.uk](http://www.tnt.co.uk) to find out more.

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# SUPPORTING YOUR NEEDS

When you choose TNT to support your business, our people are there at every step to help and support you.

Not only are our people always on hand to offer you one-to-one advice, but we also have a wide range of support and advice materials available online.



## Size & weight restrictions

Details on maximum sizes and weights permissible through TNT's various Express and timed Express services

[Click here for more information](#)



## Volumetric weight

Large, lightweight packages are charged at their volumetric weight – that means for the space they occupy rather than their weight

[Click here for more information](#)



## Supplementary charges

Details of additional charges which may apply for non-standard consignments or service requirements

[Click here for more information](#)



## Packaging advice

Advice and useful tips on how to pack and label parcels, pallets and documents to help us ensure we can deliver them safely and securely

[Click here for more information](#)



## Dangerous goods

A guide to UK legislation on transporting dangerous goods and what type of goods we are able to carry

[Click here for more information](#)



## Making a claim

An easy-to-follow guide on what to do and how we will support you if you believe a package has been lost or damaged

[Click here for more information](#)



## Understanding invoices

A simple guide on how to understand our easy-to-read invoices

[Click here for more information](#)



## Our promises

Ten promises we make to you and your customers every time we work with you

[Click here for more information](#)

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At TNT we're passionate about what we do, and how our people can support you in growing and delivering your business every single day. That's why our network of people are always on hand to offer timely expert advice and support when you need it.

So if you want to find out more about our services, or need business critical solutions in a hurry, our account managers and customer services representatives have the skills, experience and knowledge of your market to help.

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