

Our Customer Promise



Actions speak louder than words. But when we say 'sure we can', we mean it.

Those three words reflect the positive, purposeful way we go about our business on your behalf.

That's what sets us apart. It also underpins our promises to you.



WE PROMISE A FRIENDLY VOICE AT THE END OF THE PHONE

The friendly voice of a real person who knows what he or she is talking about – and who first and foremost listens to you. That's what we promise whenever you call our UK-based customer service centres.

What to expect

- Your calls will be answered professionally and promptly, with our aim to answer at least 85% of calls within 10 seconds
- You will have direct access to the person you require without calls being screened
- Any consignment tracking enquiries not answered immediately will be passed to our specialist support team. Our aim is to respond to your enquiry within one hour of your initial call
- Wherever possible, a single support team representative will take ownership of your enquiry until resolution
- If that person is not available, ownership of your call will be taken by a representative who can assist you
- If further action is required, time frames for our response will be clearly communicated by our representative



WE PROMISE NOT TO OVER-PROMISE

We can move shipments of all shapes and sizes, nationwide and worldwide, against the most challenging deadlines. It's rare that we can't meet your request – but we'll never say we can do something, when we know we can't.

What to expect

- We will provide you with TNT guides that will detail our service capability so you are aware of our full service offering
- Our Sales and Customer Service Representatives will always be happy to help you find the right solution to your transport requirements
- If we cannot meet your requirement with our standard services, we will offer a bespoke solution
- We'll provide you with a simple transparent pricing structure so you understand in full our service charges
- Any changes to your negotiated rates will be notified in writing at least four weeks prior to taking effect



WE PROMISE TO KEEP IT SIMPLE

We work on a simple theory. The easier we make it to use us, the more you'll want to. That's why we provide you with labour-saving software solutions, plus online services that are straightforward to access and use.

What to expect

- Whatever your account size we can provide you with time-saving despatch software to manage your despatch needs
- We will provide technical service support 24/7 for all our software solutions. If you require support you can contact us on **01827 711 611** or visit **www.tnt.co.uk/contactus**
- We will provide you with a simple environment to complete your shipping requirements through our website at **www.tnt.co.uk/mytnt**



WE PROMISE YOU FLEXIBILITY

We have systems and processes. But we also have flexible and experienced people with a willing attitude and a must-get-through approach, who deliver the solution you need.

What to expect

- We will advise you if we are unable to meet the agreed collection time
- If we fail to collect or deliver your consignment on time we will rectify our mistake by the most appropriate means at no additional cost to you
- We will always investigate and advise you if we are able to accommodate a request to change the service or delivery address of a shipment
- We will give you the ability to proactively track all your shipments via real time status updates either through our despatch software, website track and trace facility or by telephoning our customer service centre
- We will ensure we can meet your request to transport your goods 24/7/365



WE PROMISE OUR DRIVERS WILL DO YOU PROUD

Professional and presentable, courteous and careful. That's the impression our drivers will leave you with. Just as important – if not more so – it's exactly the same when they deliver on your behalf to your customers.

What to expect

- Our drivers will handle your goods safely and with care
- Our drivers will be recognisable and presentable in our company uniform and with appropriate identification
- Where possible our drivers will help you to ensure the safety and security of your consignment by advising when items are unsuitably packed
- Our drivers will be courteous and flexible when making your collection and delivery
- Our drivers will be contactable by us, so we are able to communicate effectively with you



WE PROMISE TO LOOK AFTER YOU

Whether you send lots or just a little with us, you have a named account manager to look after you. They will get to know you, your business and what you expect from us. They will also talk straight, sort things out and look after your interests with the right solutions at the best value.

What to expect

- Your account representative will proactively contact you at an agreed frequency to ensure our effective management of your account
- If you wish to see a representative of TNT we will arrange an appointment at an agreed time and date
- Our representatives will be able to offer a solution for all of your distribution requirements
- We will provide you with all relevant contact details to ensure that you are able to get the right assistance when using our services
- We will ensure your requests for our stationery are fulfilled within three working days
- We will keep you informed of our ongoing improvement activities resulting from continuous customer research, via our regular customer communications and our website www.tnt.co.uk



WE PROMISE TO RESOLVE PROBLEMS PROMPTLY

Sometimes, we make mistakes. Other times, for whatever reason, things go wrong. As soon as we know there's a problem, we act. We explain exactly what steps we'll take to rectify the situation, and we give you regular progress reports as we go through those steps. More often than not, there's a happy ending. That's because we go to great lengths and do our very, very best to resolve the situation to your satisfaction.

What to expect

- In the unfortunate circumstance that you have to claim for loss or damage to your shipment, our claims team will assist to resolve your claim quickly – our aim is to resolve your claim within three weeks of receiving your completed claim form
- Should you have a query on any of our invoices, our invoice query team will assist you. Where we cannot resolve your issue immediately, our aim is resolution within 10 working days of your contact
- We hope it doesn't happen but if you need to make a complaint we want to hear from you
- We will acknowledge all complaints within 24 hours of receipt
- A solution will be offered in writing within five working days of your initial contact
- If for any reason we need to extend this period we will confirm in writing the reasons for the extension and timescales in which a resolution will be offered

You can register your complaint by:

Freefone 0800 76 76 76

Fax 0845 6000 439

Writing to Customer Experience Team

TNT UK Ltd, 4th Floor, The Axis Building, Kingsway

North, Team Valley, Gateshead, NE11 0NQ

e-mail customerexperienceteamuk@tnt.co.uk

or contact us at www.tnt.co.uk/contactus



WE PROMISE TO LISTEN AND LEARN

We're good but we can always be better. We want to hear your opinions and views about us and how we perform. We listen to what you say, and use it to improve what we do. It's continuous improvement through customer involvement. So don't hold back – feed back.

What to expect

- We will provide you with the opportunity to feed back your complaints, compliments and comments. You can do this by:

Freefone 0800 76 76 76

Fax 0845 6000 439

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North, Team Valley, Gateshead, NE11 0NQ

e-mail customerexperienceteamuk@tnt.co.uk

or contact us at www.tnt.co.uk/contactus

- We will regularly survey a cross-section of customers so we can gauge satisfaction with our services
- We will keep you informed of our ongoing improvement activities resulting from continuous customer research, via our regular customer communications and our website www.tnt.co.uk



WE PROMISE WE KNOW WHAT PLANET WE'RE ON

We're a transport company. We recognise that we are part of the problem of carbon emissions and climate change, so we must be part of the solution. Our target is to become the world's first carbon neutral transport company, and that's why we invest so much time, money and effort in alternative fuels, electric vehicles, green offices and depots, and generally working cleaner.

What to expect

- We will continue to reduce our carbon footprint through a programme of new vehicle technology, fuel efficiency, energy reduction, employee environmental training, waste reduction, recycling and pollution control
- We will manage and improve our environmental performance through the internationally recognised management framework ISO 14001
- We will continue to benchmark our performance through the Dow Jones Sustainability Index

WE PROMISE TO KEEP OUR PROMISES



To arrange a collection and for all other enquiries please visit www.tnt.co.uk or freefone **0800 100 600**



sure we can