



Customer Web Portal

User guide



eInvoicing

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eInvoicing

1.0 Summary Overview

Welcome to TNT International's eInvoicing system

This document provides guidelines for you as a TNT customer to use our eInvoicing system. It is an overview of how you can access and use the system

The benefits to you of this system include:

- The receipt of invoicing and credit note information more promptly and efficiently.
- The ability to view a copy invoice as a PDF and to download the invoicing data.
- More secure method of receiving data.
- Access to your last 26 weeks invoices / credits.

Access to the eInvoicing information is via the TNT Website '<https://express.tnt.com/einvoicing>'. Additionally, a link will be provided to you on all e-mail notifications sent to your nominated e-mail address(es). Alternately, you may wish to add this web site as a Favourite.

A user ID and password will be created for you to allow access to this Web site and it will be forwarded to you before going 'Live'.

If you have chosen to receive original, digitally signed electronic invoices you will receive those on the email address you have specified as the original invoice delivery address. We would like to suggest that you create a generic email address which more people within your company can access. The email notification may still be sent to more than one address informing you that the eInvoicing information is also available on the TNT web site. As the supporting invoicing data files are available for 26 weeks on the web site, we would therefore encourage you to download this information for your records as soon as possible.

If you have chosen to only use the web site to view, download and print (copy) invoices you will receive an email notification once the eInvoicing information is available on the web site. As the supporting invoicing data files are available for 26 weeks on the web site, we would therefore encourage you to download this information for your records as soon as possible.

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2.0 E-Mail Notification

- When an invoice or credit note is produced you may receive an e-mail notification from the TNT eInvoicing system to your nominated e-mail address. (example below).

This is notification that a new copy invoice/credit note from TNT is now available for you to download via the attached web-link.

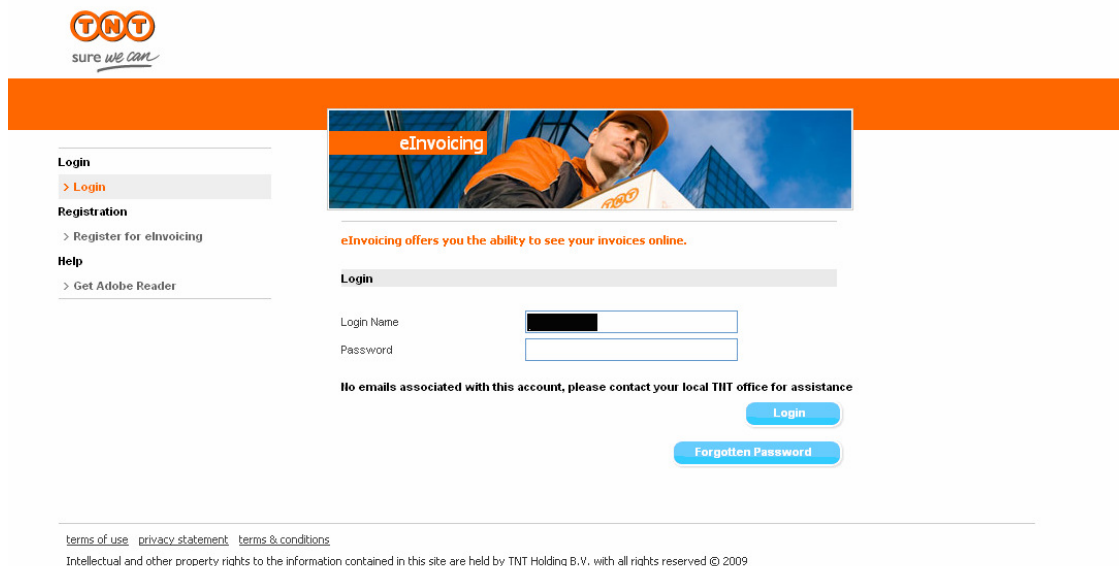
<https://express.tnt.com/einvoicing>

- To access the eInvoicing web-site click on the web-link that will be enclosed within the e-mail, this will automatically take you to the Login and Password screen.

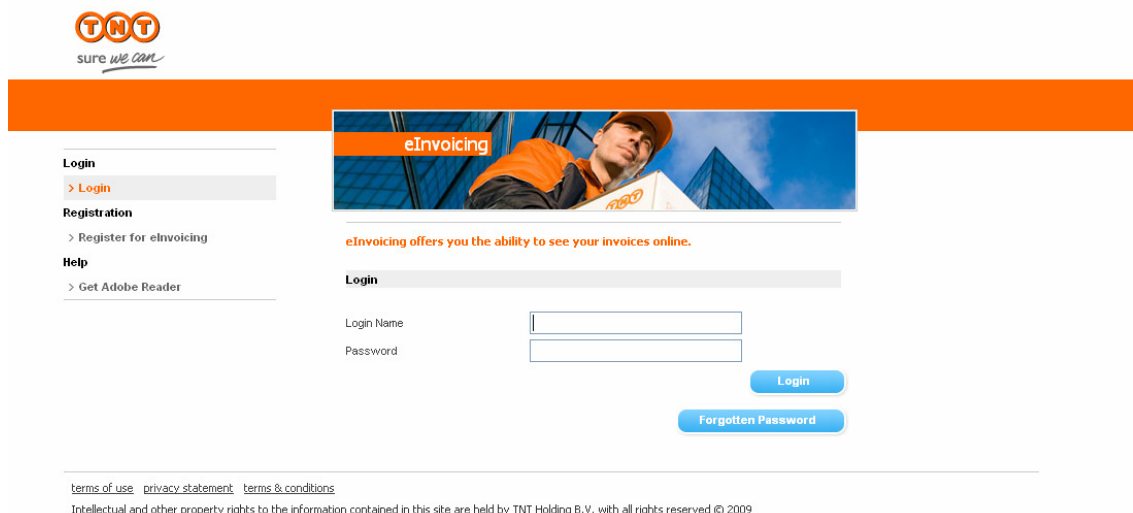
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3.0 Login Screen

- The Login Name and Password will be provided by TNT prior to you using the eInvoicing system. If you forget your login you need to contact your local TNT representative. If you have forgotten your password you will be able to retrieve this by selecting the Forgotten Password button on the login screen: an e-mail will be sent containing the password to your Login name if an email is used and notification email addresses. If an email is not used it will be sent to just the notification email addresses. If no notification email address is available the following screen will appear stating that there are "no emails associated with this account, please contact your local TNT office for assistance".



- To access the eInvoicing system type the Login Name and Password and click on the Login button.

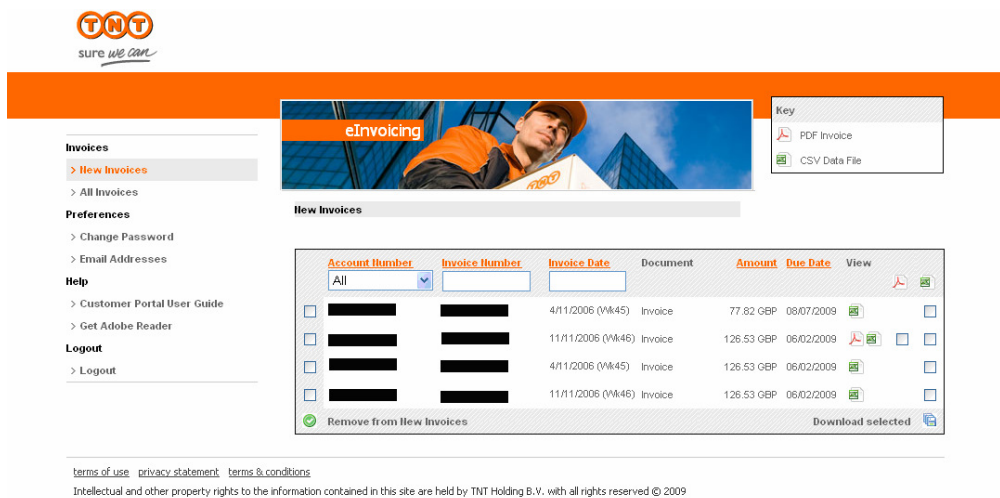


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4.0 Invoices Screen

The TNT eInvoicing system enables access to the invoices and credit notes and the ability to view the copy PDF images or download the data files.

When entering the system after login the “New” invoices are displayed



Key




- PDF Invoice
- CSV Data File

Account Number	Invoice Number	Invoice Date	Document	Amount	Due Date	View
[Redacted]	[Redacted]	4/11/2006 (VW45)	Invoice	77.82 GBP	08/07/2009	[PDF Icon] [CSV Icon]
[Redacted]	[Redacted]	11/11/2006 (VW46)	Invoice	126.53 GBP	06/02/2009	[PDF Icon] [CSV Icon]
[Redacted]	[Redacted]	4/11/2006 (VW45)	Invoice	126.53 GBP	06/02/2009	[PDF Icon] [CSV Icon]
[Redacted]	[Redacted]	11/11/2006 (VW46)	Invoice	126.53 GBP	06/02/2009	[PDF Icon] [CSV Icon]

Remove from New Invoices Download selected

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This screen lists any invoices that have not been downloaded previously. You can view or download a single PDF or data file or make multiple selections to download a zip file containing multiple files. To view a PDF, click on the  button. To view a data file, click on the  button. You can remove invoices from new invoices by clicking  button next to remove from new invoices. This will mark the invoice as read and move it to the all view.

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DIT FACTUURBEDRAG WORDT AUTOMATISCH VAN UW REKENING
AFGESCHREVEN.



CREDITFACTUUR

Klachten naar aanleiding van deze factuur dienen binnen 14 dagen na dagtekening van deze
factuur schriftelijk aan ons te worden gericht. Uw klachtloze upper maaltijdpost sturen.

TNT Express Nederland BV
Financiële Administratie
Postbus 99456
6920 ND Duiven

Tel. 026.319.1465
Fax 030.2466300
E-mail: creditcontrol@tntexpress.nl

TNT Klantnummer: [redacted] Factuurnummer: [redacted] Factuurdatum: 13/02/08 Vervaldatum: 14/03/08 Uw BTW codenummer: [redacted]

*S = Afrekenen betaald; R = Overvragen betaald

Item	* Pick up datum Contractnummer	Service Digitaal adres / Alleen adres	Gerechte de	Bedrag	BTW %
	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
				SUBTOTAAL EUR	-43,27
				TOTAAL NET BELASTBAAR BTW EUR	0,00
				TOTAAL BELASTBAAR BTW EUR	-43,27
				BTW 1 9,00% EUR	-8,22
				TOTAAL BEDRAG EUR	-51,49

BTW nr. NL 8065 89656801
KvK 33298857

ABN-Amro Arnhem
Rek.nr. 53.44.21.458
BIC: ABNANL2A
IBAN: NL55ABNA0534421458

Postbank
Rek.nr. 851907
BIC: PSTBNL21
IBAN: NL31PSTB0000851907

Op alle handelingen en services zijn onze Algemene Voorwaarden van toepassing. Bij niet tijdige betaling van onze facturen, of een deel daarvan, zullen wij u per maand 1% rente over het factuurbedrag in rekening brengen. Indien het incasso moet worden overgegaan, wordt het bedrag van de voordering verhoogd met 15% administratiekosten en komen alle gerechtelijke en buitengerechtelijke kosten voor uw rekening.

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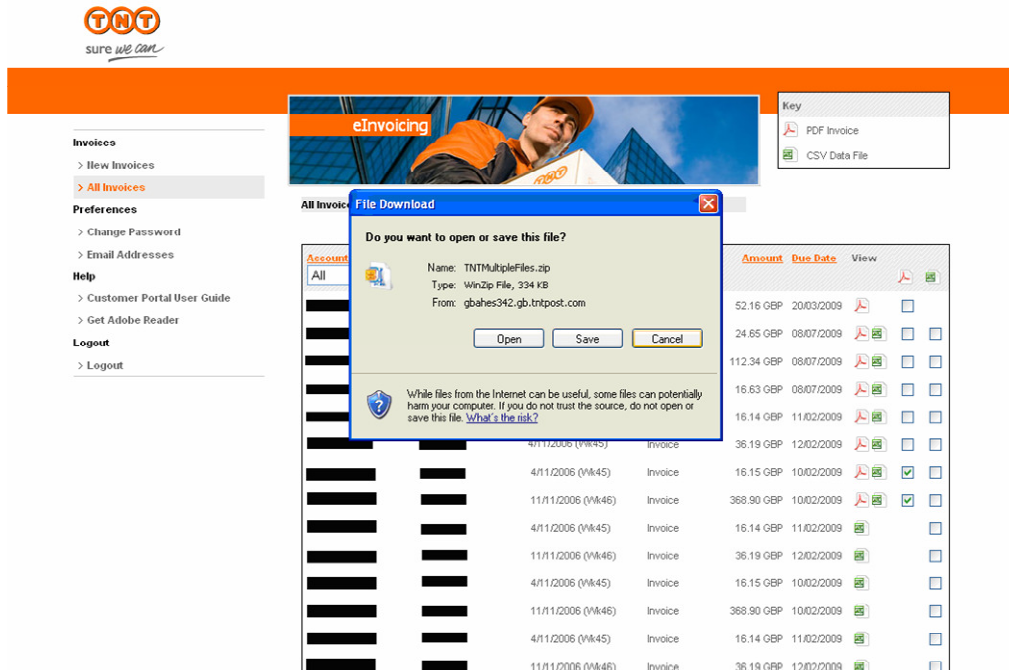
To download, select the files you wish to download and click the  button next to download selected.

Once an invoice has been downloaded or viewed the system will change the status on the invoice to viewed or downloaded and the invoice will be moved from the "New" to "All" category when the screen is refreshed.

To change the view from "New" to "All" select "All Invoices" from the left navigation.

You can select a select number of PDFs / CSV files for display. The maximum is set to ten by the system. After selection, the data will be displayed on the screen for you to save or open.

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5.0 Invoice Searching and sorting

You may need to Search for an Invoice and you can search on the following criteria:

- Account Number
- Invoice Number
- Invoice Date

In addition to the above search facilities you can sort invoices by column by pressing the column headers:

- Account Number
- Invoice Number
- Invoice Date
- Amount
- Payment Due

Click once for ascending order and for descending order click the header again.

Please note that invoices are only retained for a period of 26 weeks within this screen. We would therefore encourage you to download this information for your records as soon as possible.

When there are more invoices than can be displayed on one screen a scroll bar allows access the additional invoices.

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The screenshot shows the TNT eInvoicing interface. On the left is a navigation menu with sections: Invoices (New Invoices, All Invoices), Preferences (Change Password, Email Addresses), Help (Customer Portal User Guide, Get Adobe Reader), and Logout. The main content area features a banner for 'eInvoicing' and a table titled 'All Invoices'. A 'Key' legend indicates that a PDF icon represents a 'PDF Invoice' and a CSV icon represents a 'CSV Data File'. The table has columns for Account Number, Invoice Number, Invoice Date, Document, Amount, Due Date, and View. A search box is located above the table, and a 'Sort' button is positioned below the 'Amount' and 'Due Date' columns. Red arrows point from the labels 'Search' and 'Sort' to their respective elements in the interface.

Account Number	Invoice Number	Invoice Date	Document	Amount	Due Date	View
All						
[Redacted]	[Redacted]	01.07/2009 (Wk:27)	Invoice	24.65 GBP	08/07/2009	[Icons]
[Redacted]	[Redacted]	01.07/2009 (Wk:27)	Invoice	112.34 GBP	08/07/2009	[Icons]
[Redacted]	[Redacted]	01.07/2009 (Wk:27)	Invoice	16.63 GBP	08/07/2009	[Icons]
[Redacted]	[Redacted]	04.02/2009 (Wk:6)	Invoice	16.14 GBP	11/02/2009	[Icons]
[Redacted]	[Redacted]	05.02/2009 (Wk:6)	Invoice	36.19 GBP	2/02/2009	[Icons]
[Redacted]	[Redacted]	03.02/2009 (Wk:6)	Invoice	16.15 GBP	0/02/2009	[Icons]
[Redacted]	[Redacted]	03.02/2009 (Wk:6)	Invoice	368.90 GBP	0/02/2009	[Icons]
[Redacted]	[Redacted]	04.02/2009 (Wk:6)	Invoice	16.14 GBP	11/02/2009	[Icons]
[Redacted]	[Redacted]	05.02/2009 (Wk:6)	Invoice	36.19 GBP	2/02/2009	[Icons]
[Redacted]	[Redacted]	03.02/2009 (Wk:6)	Invoice	16.15 GBP	0/02/2009	[Icons]
[Redacted]	[Redacted]	03.02/2009 (Wk:6)	Invoice	368.90 GBP	0/02/2009	[Icons]

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6.0 Preferences

6.1 Modify password

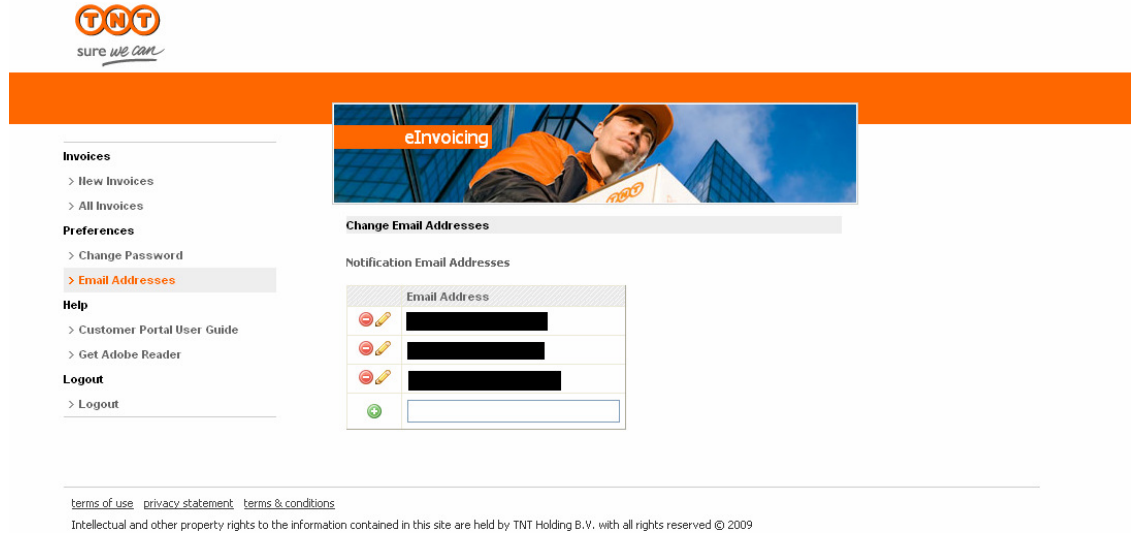
This screen enables you to modify your password linked to your account, which is used to login. Enter your new password and confirm your password then press the save button.

The screenshot shows the 'Change Password' form in the TNT eInvoicing portal. The navigation menu on the left highlights 'Change Password' under the 'Preferences' section. The main content area contains two input fields: 'New Password' and 'Confirm Password', followed by a 'Save' button. At the bottom of the page, there are links for 'terms of use', 'privacy statement', and 'terms & conditions', along with a copyright notice: 'Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V., with all rights reserved © 2009'.

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6.2 Modify email address




This screen enables you to add/modify/delete your notification email address linked to your account, which is used for the notification emails when invoice and data files are ready for viewing and/or downloading you can add a maximum of 20 notification addresses.



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To add an email address enter the email in the email address box and select  .

To delete an email address, select the  button next to the email address.

To edit an email address select the  button next to the email address you wish to edit. To save the modifications select the  button. To cancel the modifications made to the email address select the  button.

For security reasons to change your invoice delivery email address you should contact your local TNT representative.

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7.0 PC Specifications

The following are the minimum requirements for this system

Must Have	Web Browser: – Microsoft Internet Explorer 5.5 SP2 (service pack 2) or later
	Adobe Acrobat v9.0 and Adobe Reader v8.0 – to view invoices in PDF format
Minimum System requirements	Windows 95, NT4, 98, Me, 2000 or XP Professional
	Processor – 500 MHz
	RAM – 64 Mbytes
Minimum Software requirements	Display 800x600 screen resolution and 16-bit colour
	Microsoft Excel 97 – to enable the download of the invoice data to the customer system

If you have any problems/queries you should contact your local TNT representative.