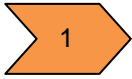
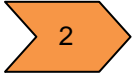


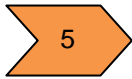
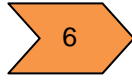



ExpressShipper – Quick Reference Card

<p>Book a shipment</p> 	<ul style="list-style-type: none"> - Start ExpressShipper; - After start-up of ExpressShipper, the shipping manager will appear; - Click 'add consignment'; - Complete the shipment details; - Click 'save' to store the data or 'print' to print the required documentation. 												
<p>Shipping manager</p> 	<p>With the shipping manager you can generate your consignment notes, but also manage these functionalities:</p> <ul style="list-style-type: none"> - Sort shipments (e.g. by reference, destination country, service...); - Filter shipments by status (e.g. 'labelled', 'shipped'); - (Re)-print consignment notes and/or address labels; - Print the manifest (which will change the status in 'shipped'); - Request a pick-up – Please note: in case you have a regular pick-up or have arranged a pick-up by phone, you do not need to use this option*); - Request your personal tariff*; - Link your shipments' status to your shipment details*. <p style="text-align: right;">*: Internet connection required</p>												
<p>Print labels/documents</p> 	<ul style="list-style-type: none"> - Print the address labels and relevant documents. This can be done right after booking or from the shipping manager; - Attach the address label to the shipment. 												
<p>Print manifest</p> 	<ul style="list-style-type: none"> - Click 'manifest' at the left hand side of your screen; - Click 'print' to print the detail manifest and the summary manifest. The shipment's status will change from 'labelled' to 'shipped'; - Hand the detail manifest, together with the other documents, over to the driver. 												
<p>ExpressShipper output</p> 	<p>ExpressShipper per default does not print consignment notes for shipments within the EU, only an address label.</p> <ul style="list-style-type: none"> - For shipments outside the EU (apart from the address label); 2 consignment notes will be printed ('Customs copy' and 'Receivers copy'); - ExpressShipper also offers you the option to generate a 'commercial invoice'. <p>The table below shows you which information is needed for which kind of shipment:</p> <table border="1" data-bbox="440 1178 1474 1367"> <tr> <td rowspan="2">EU destination</td> <td>Documents</td> <td>Address label on shipment</td> </tr> <tr> <td>Goods</td> <td>Address label on shipment</td> </tr> <tr> <td rowspan="2">Destination outside EU</td> <td>Documents</td> <td>Address label on shipment</td> </tr> <tr> <td>Goods</td> <td>Address label on shipment Customs copy + 5 invoices for driver ; Receivers copy + 1 invoice to be attached to the shipment.</td> </tr> </table>	EU destination	Documents	Address label on shipment	Goods	Address label on shipment	Destination outside EU	Documents	Address label on shipment	Goods	Address label on shipment Customs copy + 5 invoices for driver ; Receivers copy + 1 invoice to be attached to the shipment.		
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<p>Program updates</p> 	<ul style="list-style-type: none"> - Automatic checks will search for program updates. - You can also check manually via the 'ExpressShipper Update' option in the start menu. The system will connect to the internet and check for available updates. - When installing on a network, all work stations will need to be updated. 												
<p>Support</p> 	<p>Information page For Frequently Asked Questions, a demo and other information about ExpressShipper, please visit the information page via www.tntexpress.nl, www.tnt.com/be or www.tnt.lu under Shipping Tools.</p> <p>Support</p> <table border="1" data-bbox="440 1703 1474 1843"> <tr> <td rowspan="2">Functional and technical issues (ICS Service Desk)</td> <td>The Netherlands</td> <td>T: + 31 (0) 30 – 639 83 33</td> </tr> <tr> <td>Belgium / Luxemburg</td> <td>T: + 32 (0) 2 – 754 47 73</td> </tr> <tr> <td rowspan="3">Commercial issues (Customer Service)</td> <td>The Netherlands</td> <td>T: + 31 (0) 800 – 1234</td> </tr> <tr> <td>Belgium</td> <td>T: + 32 (0) 70 – 233 633</td> </tr> <tr> <td>Luxemburg</td> <td>T: + 352 357 – 395 220</td> </tr> </table>	Functional and technical issues (ICS Service Desk)	The Netherlands	T: + 31 (0) 30 – 639 83 33	Belgium / Luxemburg	T: + 32 (0) 2 – 754 47 73	Commercial issues (Customer Service)	The Netherlands	T: + 31 (0) 800 – 1234	Belgium	T: + 32 (0) 70 – 233 633	Luxemburg	T: + 352 357 – 395 220
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