

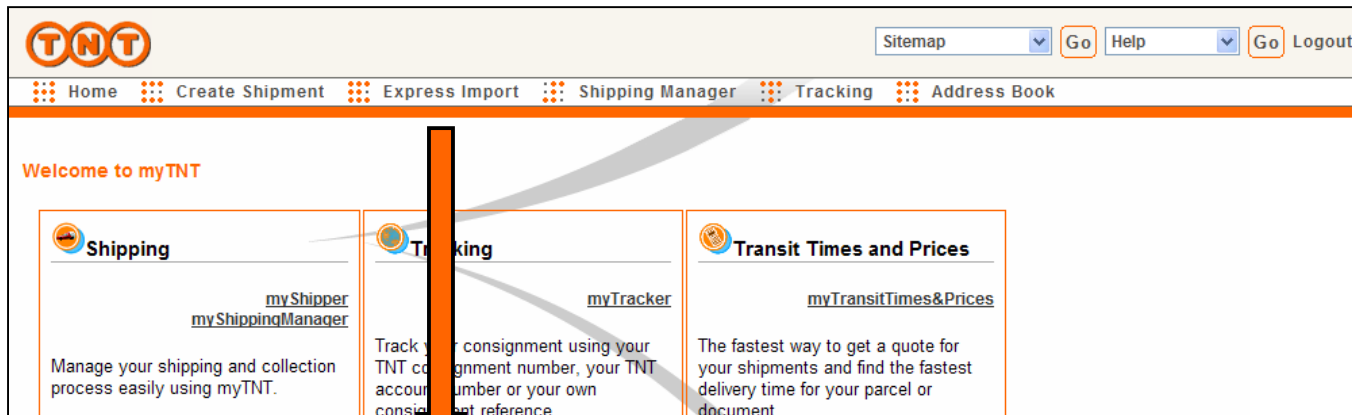
Express Import System Quick Reference for Receiver

This quick reference will show you the key steps in creating an import shipment by using Express Import System.

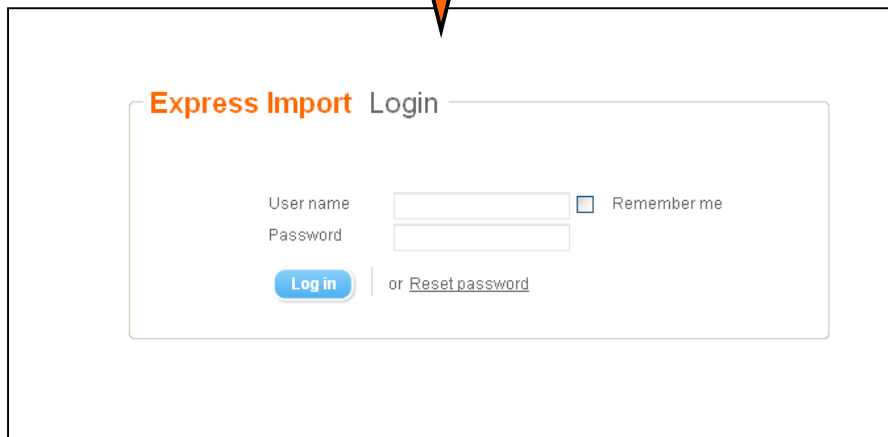
Login

Step 1: Login to myTNT and click “Express Import” button at the top menu.

Step 2: Enter your User ID and Password and press “Login in” button.



The screenshot shows the myTNT homepage. At the top left is the TNT logo. To the right are links for Sitemap, Help, and Logout. Below the logo is a navigation menu with links for Home, Create Shipment, Express Import, Shipping Manager, Tracking, and Address Book. The main content area is titled "Welcome to myTNT" and features three service tiles: "Shipping" (with links to myShipper and myShippingManager), "Tracking" (with link to myTracker), and "Transit Times and Prices" (with link to myTransitTimes&Prices). A large orange arrow points from the "Express Import" link in the top menu down to the login form in the next image.



The screenshot shows the "Express Import Login" form. It has a title "Express Import Login" and a "Remember me" checkbox. Below the title are two input fields: "User name" and "Password". A "Log in" button is located below the "User name" field. To the right of the "Log in" button is a link for "Reset password".

Enter your myTNT username and password to login to Express Import System.

You may click “Remember me” checkbox to remember your login details so that you don’t need to provide login details next time.

Terms & Conditions

To start using Express Import System, you have to accept the terms & conditions.

TNT [Contact customer service](#) [Help](#) [Logout](#)

[CREATE ORDER](#) [MONITOR ORDERS](#) [TRACK & TRACE](#) [ADDRESS BOOK](#) [SETTINGS](#)

Express Import Terms & Conditions

[Terms & Conditions](#) [Receiver details](#) [Sender details](#) [Shipment details](#) [Service selection](#) [Overview](#)

Terms & Conditions

By clicking this button, receiver agrees that the carriage of shipments by and its relationship with TNT shall be subject to the TNT Express Terms and Conditions of Carriage and to indemnify TNT and hold TNT harmless from any liabilities (including any costs, damages or expenses; TNT may suffer arising out of receiver or sender providing incorrect or incomplete information to TNT or not complying with instructions of TNT in connection with the shipment, including but not limited to the content, address details, packaging requirements and dangerous goods.

I have read the above terms & conditions and agree

[Next](#)

[Disclaimer](#) [Privacy statement](#) [Terms and conditions of carriage](#)

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Click the checkbox and press "Next" to proceed.

Receiver Details

Express Import Receiver details

Terms & Conditions Receiver details Sender details Shipment details Service selection Overview

Your details

1 Language selection English

Receiver contact details
Fields marked * are mandatory

3 Contact name * Ms Karen Lau
Contact telephone no. * 852 23312663
Email address * karen.lau@tnt.com
Alternative email address

Company details
Fields marked * are mandatory

2 Account number * [dropdown]
Company name * TNT Express Worldwide (HK) Ltd

Receiver address
Fields marked * are mandatory

4 House number Flat number
Address line 1 * 25/F, SCB Tower
Address line 2 Millennium City I
Address line 3 388 Kwun Tong Raod
Town / City * Kwun Tong
State / Province
Location * HONG KONG
Postcode
 Specify an alternative delivery address

Skip wizard Save order as draft Cancel Next

1 You can select the language for the Express Import System interface.

2 If you have more than one TNT account number, you can select the account number for this inbound order.

3 Enter your contact details. The email address entered will be used to receive all the messages regarding this import order. Please make sure the information of email address is correct.

4 Receiver address is locked and not able to be altered. However, you can specify a delivery address if required.

Sender Details

Express Import Sender details

[Terms & Conditions](#) ✓ [Receiver details](#) ✓ **Sender details** [Shipment details](#) [Service selection](#) [Overview](#)

Sender's contact details

Fields marked * are mandatory

1

Company name * ABC Ltd (Singapore)

Sender contact name * Mr Gordon Ling

Sender telephone no. * 65 11111111

Email address * gordon.ling@tnt.com

Alternative email address

Sender's language English

Sender address

Fields marked * are mandatory

2 [Select from address book](#)

Short reference ABC-SG

House number Flat number

Address line 1 * 123 Happy Road

Address line 2

Address line 3

Town / City * Singapore

State / Province

Location * SINGAPORE

Postcode 018985

3 [Save to address book](#)

Specify an alternative collection address

[Back](#) [Skip wizard](#) [Save order as draft](#) [Cancel](#) [Next](#)

1

Enter sender's contact details. The email address entered will be used to receive all the messages regarding this import order. Please make sure the information of email address is correct.

2

Enter sender address. If you have saved the address before, click "Select from address book" to recall it.

3

After entering a new sender address, remember to click "Save to address book". So that you can recall it next time.

Shipment Details

Express Import Shipment details

Terms & Conditions ✓ Receiver details ✓ Sender details ✓ **Shipment details** Service selection Overview

Shipment details
Fields marked * are mandatory

1 Document(s) Goods

2 Shipment reference:
Currency: EUR (EURO)
Shipment contains * dangerous goods?: No

3 **Message to sender ***
Please click here to enter a text that describes the item that you want the sender to ship to you. Be as exact as you can. Use model numbers or reference numbers as applicable. You can also suggest a collection date. This message will not be translated into the sender's language.

4 Delivery instructions

5 Shipment details

Back Skip wizard Save order as draft Cancel Next

1

Select Document(s) or Goods.

2

You can enter a shipment reference and select the currency for the import shipment.

3

Enter a text that describes the item that you want the sender to ship to you. Be as exact as you can. Use model numbers or reference numbers as applicable. You can also suggest a collection date.

4

Click the checkbox and enter delivery instructions if required.

5

Click the checkbox and enter shipment details if you know the information. You can leave it for sender to enter.

Service Selection

Express Import Service selection

Terms & Conditions ✓ Receiver details ✓ Sender details ✓ Shipment details ✓ **Service selection** Overview

1 Quote approval

Would you like to approve a quote after the sender has completed entering the details of the shipment? The quote will show the available services and the charges applicable for you to select.

Yes No, proceed without cost approval

Back Skip wizard Save order as draft Cancel Next

Express Import Service selection

Terms & Conditions ✓ Receiver details ✓ Sender details ✓ Shipment details ✓ **Service selection** Overview

Service selection

2 1. Select service

Service
<input type="radio"/> Express
<input type="radio"/> Economy Express

2. Select options

<input type="checkbox"/> Priority
<input type="checkbox"/> Insurance / Enhanced liability

Back Skip wizard Save order as draft Cancel Next

1

If you would like to approve a quote after sender has completed the shipment details, click “Yes”. You have to login to the system again to approve the quote and select service after sender has completed the shipment details.

Otherwise, click “No” and “Next” to select service and option. The import order will process automatically after the sender has completed the shipment details.

2

Select service and option.

Order Overview

Express Import Order overview

Terms & Conditions ✓ Receiver details ✓ Sender details ✓ Shipment details ✓ Service selection ✓ Overview

Your details

Language selection: English

Receiver contact details
Fields marked * are mandatory

Contact name: Ms KAREY MAK
Contact telephone no.: 23314725
Email address: gordon.ling@tnt.com
Alternative email address:

Company details
Fields marked * are mandatory

Account number: [dropdown]
Company name: [dropdown]

Receiver address
Fields marked * are mandatory

House number: [input] Flat number: [input]
Address line 1: [input]
Address line 2: FIRST COMMERCIAL BLDG
Address line 3: 33-35 LEIGHTON RD.
Town / City: CAUSEWAY BAY
State / Province: HONG KONG
Location: HONG KONG
Postcode: [input]

Specify an alternative delivery address

Sender's contact details
Fields marked * are mandatory

Company name: ABC Ltd (Singapore)
Sender contact name: Mr Gordon Ling
Sender telephone no.: 65 11111111
Email address: gordon.ling@tnt.com
Alternative email address: gordonlinghk@yahoo.com.hk
Sender's language: English

Sender address
Fields marked * are mandatory

Select from address book

Short reference: ABC-SG
House number: [input] Flat number: [input]
Address line 1: 123 Happy Road
Address line 2: [input]
Address line 3: [input]
Town / City: Singapore
State / Province: [input]
Location: SINGAPORE
Postcode: 018985

Save to address book

Specify an alternative collection address

Shipment details
Fields marked * are mandatory

Document(s) Goods

Shipment reference: [input]
Currency: EUR (EURO)
Shipment contains dangerous goods?: No

Message to sender
8 GB USB x 2 Carton

Delivery instructions

Shipment details

Quotation approval

Quotation approval required? Yes No

Return to wizard | or Cancel

Save order as draft Submit Select service

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The import order is about to finish. Check the information once again and press "Submit" to confirm this import order.

Monitor Order

Express Import

Your order was successfully received by the Electronic Imports System. An invitation will be emailed to the sender. The Express Import number is 3794. Click [Monitor order] for an overview of all orders.

1

2

Monitor order Create new order

Express Import Monitor your import orders

Monitor orders
Select an order from the list below or use the search box to find an order

Search

Express import number Search order -- Select order status -- -- Select sender location --

[Advanced search](#)

List of orders Show max. 5 orders **3** Page 1 of 5

Express import number	Reference number	Creation date	Company name	Sender name	Location	Your time	Sender time	Status	Consignment number	Booking reference number
<input checked="" type="radio"/> 3794		12-Apr-2010	ABC Ltd (Singapore)	Gordon Ling	SINGAPORE	12-Apr-10 22:25	12-Apr-10 22:25	INVITATION SENT		
<input type="radio"/> 3777		12-Apr-2010	ABC Ltd (Singapore)	Gordon Ling	SINGAPORE	12-Apr-10 20:29	12-Apr-10 20:29	INVITATION SENT		
<input type="radio"/> 3700		12-Apr-2010	ABC Ltd (Singapore)	Gordon Ling	SINGAPORE	12-Apr-10 15:20	12-Apr-10 15:20	INVITATION SENT		
<input type="radio"/> 3255		07-Apr-2010	ABC Ltd (Singapore)	Gordon Ling	SINGAPORE	12-Apr-10 08:00	12-Apr-10 08:00	EXPIRED		
<input type="radio"/> 3215	1234567890	07-Apr-2010	ABC Ltd (Singapore)	Gordon Ling	SINGAPORE	07-Apr-10 13:04	07-Apr-10 13:04	BOOKING CONFIRMED	997632753	HKG849499

4

[View order](#) [Edit order](#) [Repeat order](#) [Approve quotation](#) [Cancel order](#) [Delete order](#) [Print order](#)

[First](#) [Previous](#) [Next](#) [Last](#)

1

An Express Import Number is generated. You can quote this number to our customer service representative for any enquiries regarding this import order.

2

Click “Monitor order” to go to monitor order page for checking your import order status.

3

The status showed for a just created order is “INVITATION SENT”. If sender has completed the shipment details and quote approval is not required, the consignment number and booking reference number will be generated for the sender. The status change to “BOOKING CONFIRMED”.

4

You can also view order, repeat order, approve quotation or cancel order in monitor order page.

IMPORTANT: You will be notified by email for each status change until the order is “BOOKING CONFIRMED”.

A reminder email will be sent to the sender every 8 hours until he or she completes the shipment details. The order will become “EXPIRED” if the sender does not complete the order within 4 days.

Email Samples

Invitation for order 3777 was sent to ABC Ltd (Singapore) 2010年4月12日 星期一 下午7:29
寄件人: "TNT Express Import Service" <noreply-tntexpressimportservice@tnt.com>
收件人: Your email address

Dear Ms KAREY MAK,

This email confirms that the invitation for TNT Express Import Service order 3777 was sent to:

Gordon Ling,
gordon.ling@tnt.com,
at ABC Ltd (Singapore),
on 12-Apr-2010.

Kind Regards,
TNT Express Customer Service
www.tnt.com
sure we can

This e-mail was automatically generated. Please do not reply to this e-mail. If you have questions please contact TNT Express Customer Service.

You will receive a notification email once you submitted the import order via Express Import System.

Email Samples (continued)

Order Request from **Your Company Name – Express Import Number** 2010年4月12日 星期一 下午7:29
寄件人: "TNT Express Import Service" <noreply-tntexpressimportservice@tnt.com>
收件人: **Sender email address**

Dear Mr Gordon Ling,

This is an invitation for you to complete a shipment through the TNT Express Import Service. This request was sent by:

Your Company Name
HONG KONG

Requesting you to ship the following item:

Message from requesting customer:
8 GB USB x 2 Carton

Shipment Details:
Goods

Please click on the following link to go to the TNT Express Import Service to complete the details of this shipment.

TNT Express Import Service <http://www.TNT.com/expressimport/senderView.htm?id=3777&ts=1271071784218&siq=jNuLryjhjnVCxswJZQTFABC2BwABC2B8kfwABC3D>

If the link is not clickable, please copy and paste the URL above into the address field of your internet browser.

Kind Regards,
TNT Express Customer Service
www.tnt.com
sure we can

Once you submitted the import order via Express Import System, an order request email will be sent to the sender's mailbox.

Sender is required to click the link in the email content for accessing Express Import System to complete the shipment details for this import order.