

Operational change for express services offered by TNT
[FedEx to handle everything from export customs clearance to delivery]

Dear Valued Customer,

Thank you for choosing our services for your international transportation needs. Based on current passenger flight operations under the COVID-19 pandemic and the progress of integration with FedEx, we have decided to change operations for express services* offered by TNT.

For express export shipments* handled by TNT, FedEx will perform customs clearance, transportation and delivery. As a result of these changes to TNT export shipments will experience some operational changes. Please find the details below.

Moving forward, we kindly request you consider shipping using a FedEx account to avoid delays and the inconveniences set forth in the below changes section.

*Special Services are excluded from this change.

[The effective dates and changes]

1. Effective dates and applicable destinations

- As of January 18, 2021 pickup: Shipments from Eastern Japan* to the Philippines and South Korea
- Starting February 8, 2021 pickup: Shipments from Japan to all destinations

[Changes]

- FedEx will handle everything from export customs clearance to delivery of express services for TNT. (Including 9:00, 10:00 and 12:00 express)
A FedEx air waybill number will be issued for each shipment, and this number will be used for export clearance and all other processes.
- In addition to TNT procedures, FedEx export shipment acceptance standards will apply. Example: Shipments to Myanmar are not accepted. The maximum weight for a package is 68kg.

- Please contact FedEx Customs Clearance Operations for your export declaration notice (ED).

ED will be no longer available through jSolutions.

- The transit time will be extended at least one day.**
- Delivered Duty Paid (DDP) will no longer be available.

[For enquiries]

- Customer service (Same number for FedEx and TNT)

Phone: 0120-003200 or 043-298-1919

*Please push “9” after selecting the language.

- Federal Express Japan G.K. Customs Clearance Operations ED return request:

Shipments originating out of NRT: e-mail: NRTGTS2@fedex.com

Shipments originating out of KIX: e-mail: KIXED@fedex.com

*Hokkaido, Tohoku, Kanto-Koshinetsu, Hokuriku and Tokai area

**May vary by destination

Please contact our customer service team with any enquiries.

Information about FedEx services can be found on fedex.com.

- FedEx website: <https://www.fedex.com/en-jp/home.html>
- FedEx Japan Service guide:
<https://www.fedex.com/content/dam/fedex/apac-asia-pacific/downloads/fedex-apac-service-guide-en-jp.pdf>

Sincerely,

FedEx Express