



CHOOSING **TNT**

Rely on us to deliver



SHIPPING GUIDE

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RELY ON US TO DELIVER	CHOOSE YOUR SERVICE	EXPAND YOUR EUROPEAN REACH	YOUR GLOBAL REACH	SENDING YOUR SHIPMENT	ADDITIONAL SERVICES	RESPONSIBLE SHIPPING	CO ₂ SERVICES	CONTACT US
INTRODUCTION	TIME CRITICAL TIME & DAY DEFINITE FREIGHT UK DOMESTIC SERVICES			TOOLS FOR EASY SHIPPING TRACKING YOUR GOODS				

RELY ON US TO DELIVER



+54,000
PEOPLE
WORLDWIDE



30,000
VEHICLES
OPERATE DAILY
WORLDWIDE



GLOBAL DELIVERY
NETWORK COVERING
+200
COUNTRIES



**BUSINESS
BUSINESS**^{TO}
EXPRESS DELIVERY
SERVICES



UNRIVALED EUROPEAN
ROAD NETWORK COVERING
40+
COUNTRIES

CONNECT TO MORE OPPORTUNITIES

We connect you to your colleagues, customers and partners, so your business can prosper.

It may be trucks, vans and planes that keep our deliveries moving, but it's our people who deliver your customer promises. Our network includes specialists across every sector, so we always know the needs of your industry. We are trained to see solutions where others see only problems.

Now, as we integrate FedEx Express and TNT into one global logistics company, you will also have access to a full portfolio of FedEx Express services and solutions. You'll benefit from improved international and domestic coverage for parcels and freight. Our combined team connects businesses via Europe's fastest road network and an unmatched global air express network giving your business even more power.

We provide choice, so you can always find the right service at the right cost.

We give you control and peace of mind, with online tools that mean you can track every stage of every shipment.

We make shipping easier by offering one supplier for your transport needs, to save you time and cost. That's one network with local expertise across the U.S. & Canada, and to more than 220 countries and territories.

Perhaps most importantly, we are a partner to rely on. Our people deliver door-to-door more than 12 million times a day. And we see every single one of these deliveries as part of a long-term partnership. Connecting you to your customers — no matter the size of your company — is what keeps us moving.



CHOOSE YOUR SERVICE



TNT DELIVERS CHOICE

This means you can always respond to demand and stay connected to your customers.
Control the speed and cost of your supply chain, whether you are sending documents, parcels or freight within the UK or Internationally. Use the table below to select the service that works best for you.

<i>For your most urgent shipments</i>	TIME CRITICAL SERVICES	DEDICATED VEHICLE AIR CHARTER ONBOARD COURIER NEXT FLIGHT OUT
<i>For your international shipments when speed and certainty are important</i>	TIME & DAY DEFINITE SERVICES	EXPRESS SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS
		ECONOMY 12:00 ECONOMY EXPRESS ECONOMY EXPRESS
<i>For your heavier freight shipments</i>	FREIGHT SERVICES	AIR FREIGHT ROAD FREIGHT SEA FREIGHT

TIME CRITICAL SERVICES

FOR YOUR MOST URGENT SHIPMENTS

*Choose the
speed you need*



DEDICATED VEHICLE

Have complete control of road deliveries in Europe with your own dedicated vehicle. Choose a van, truck, plain liveried, temperature-controlled, air-ride suspension, high security or whatever you need, so you can always adapt to business demands.

- Tailor-made solutions, specifically for you
- Optimised routes for timely delivery and controlled costs
- Secure, convenient door-to-door service, all day, every day



AIR CHARTER

Get your own dedicated aircraft, for large urgent shipments and enjoy the peace of mind that comes from knowing you are in complete control.

- Suited to unusually heavy, bulky or perishable goods
- Door-to-door or door-to-airport process, from collection through customs to delivery
- Complete visibility, anywhere in the world



ONBOARD COURIER

Send documents and parcels in the hands of a dedicated courier on a commercial flight. Peace of mind all day, every day.

- Personal delivery to a named recipient
- Secure, convenient door-to-door service
- Next available flight out



NEXT FLIGHT OUT

Get a combination of the best available commercial flight and collection and delivery services. Our service includes a dedicated pick up and delivery with a choice of vehicles combined with a guaranteed commercial flight to suit specific requirements.

- Tailor-made air transport solution specifically for you
- Fully controlled transportation of shipments
- Secure and convenient door-to-door service, 24 hours a day, 365 days a year



TIME & DAY DEFINITE SERVICES

GET CERTAINTY OVER DELIVERY AND CONTROL OVER YOUR BUDGET

Whether your priority is speed, convenience or guaranteed delivery, TNT has the right service for you.

EXPRESS SERVICES



SPECIAL EXPRESS

To ensure you can always respond to customer demand, this tailor-made solution delivers to your needs by interlinking with our international network and dedicated solutions. We proactively monitor your shipment, keeping you informed at every stage.

- Dedicated collection and/or delivery worldwide
- Specialist staff manage your shipment from start to finish
- Optional enhanced liability for all types of shipment



9:00 EXPRESS

Guaranteed delivery by the start of the working day in major cities across the world, so you don't lose a minute of productivity. With a pick-up before end of business, get documents and parcels delivered by 9am the next possible working day.

- Delivery to major cities and business areas in more than 40 countries
- Consignments up to 210kg
- Optional enhanced liability for all types of shipment



10:00 EXPRESS

Relax in the knowledge that we can keep your business moving, with guaranteed delivery of documents and parcels to major cities worldwide by 10am on the next possible working day.

- Delivery to major cities and business areas in more than 45 countries
- Consignments up to 210kg
- Optional enhanced liability for all types of shipments



12:00 EXPRESS

When your shipment needs to be there by noon, this is the best choice for documents, parcels and freight. Delivery is guaranteed for the next possible business day to more major cities, allowing you to reach further with the same peace of mind.

- Delivery to major cities and business areas in more than 65 countries
- Consignments up to 500kg
- Optional enhanced liability for all types of shipments



EXPRESS

Get a shipment delivered to any country in the world the next possible working day. Just book a collection before the close of business and let us take care of the rest, so you can always respond to customer needs.

- Delivery worldwide
- Consignments up to 500kg
- Optional enhanced liability and optional priority service for all shipments

Trust us to meet your deadline





7 CHOOSE YOUR SERVICE
TIME & DAY DEFINITE

www.tnt.com
0800 100 600

TIME & DAY DEFINITE SERVICES

ECONOMY SERVICES

Control your costs on less urgent shipments,
but maintain the peace of mind of a guaranteed delivery.



12:00 ECONOMY EXPRESS

For the most economical guaranteed delivery of parcels and freight by noon on a specified day, choose this service to utilize the fastest road network in Europe, giving you certainty and price control.

- Delivery to major cities and business areas in more than 25 European countries
- Consignments up to 500kg
- Optional enhanced liability for all types of shipment



ECONOMY EXPRESS

Organise economical, day-specific delivery for less-urgent parcels and freight. Get your larger shipments where they need to be without any worries.

- Delivery worldwide
- Consignments up to 7,000kg in Europe and 500kg worldwide
- Optional enhanced liability for all types of shipment

*Control
your costs*

FREIGHT SERVICES

Reach
across
borders

WITH TNT, LARGE OR BULKY ITEMS ARE NOT A PROBLEM

Our range of transportation methods mean that we can always deliver whatever you need to send, no matter the size, weight or shape and your business never needs to be limited.



AIR FREIGHT

Utilising commercial aircraft is a cost-effective solution for non-urgent, heavier shipments globally. We go door-to-door, door-to-airport or airport-to-door. Whatever service level is required, the standards remain the same. There is always an option, whatever you need to send.



ROAD FREIGHT

For cost-effective transportation of large shipments by road. Whether you choose a dedicated vehicle for point-to-point transport, or pay only for the volume you occupy in the vehicle, you can be sure that all your shipments are moved safely and securely.



SEA FREIGHT

Economical deep-sea transport. We handle all import and export clearance with a choice of door-to-door, door-to-port or port-to-port. This is a cost-effective way to send intercontinental shipments.

UK DOMESTIC SERVICES

TIME & DAY DEFINITE SERVICES

GET CERTAINTY OVER DELIVERY AND CONTROL OVER YOUR BUDGET

Whether your priority is speed, convenience or guaranteed delivery, TNT has the right service for your domestic shipments.

EXPRESS SERVICES



9.00 EXPRESS

Delivery before **9am** on the next working day



10.00 EXPRESS

Delivery before **10am** on the next working day



12.00 EXPRESS

Delivery before **12 noon** on the next working day



EXPRESS

Delivery on the next working day (**non time-specific**)

SAME DAY SERVICES



SAME DAY

Collection and delivery today from as little as 80 pence per mile.

Monday–Friday 8am–5pm



SAME DAY+

Bespoke Same Day service including a dedicated vehicle just for you, offering collection and delivery today.

24/7/365



SAME DAY Collection within 60 minutes

Collection within 60 minutes, delivered the Same Day.

SOLVING YOUR CHALLENGES

LOGISTICS SOLUTIONS



- Do you move **time sensitive and critical items within your network** which require a secure chain of custody and certainty of delivery?
- Do you need a **bespoke pick-up and delivery solution** from challenging locations or at challenging times – e.g. out-of-hours?
- Are you looking for a value- add beyond delivery that can materially **improve your business processes** – e.g. sort and collation?



Out of hours
services



Lower distribution
costs



Fully managed
dedicated or shared
solutions



Sort, collate and
distribute items
between locations



Speed and
security



Up to 50%
potential cost
savings

CALL 0800 801 605

FASHION



- You need your garments to be handled with care, **arriving in pristine condition ready to be taken to the shop floor.**
- We will ensure you have the time to focus on selling with **retail ready deliveries across the UK.**
- Whether its hanging garment delivery, a carton delivery, or both; **TNT can deliver to you the next day.**
- As a trusted partner to the UK high street, **TNT Fashion is fast, reliable and easy to use.**



Inter-Store
transfers



Industry expertise
including season changes,
sales and store opening



Storage facilities
with pick and pack
solutions



Dedicated fashion
specific customer
services



Extensive network
coverage across
the UK



Time sensitive delivery
options

CALL 08457 222 666

OFFERING OUTSTANDING NATIONWIDE COVERAGE



TNT'S FAST EXTENSIVE
ROAD NETWORK OF
LOCAL DEPOTS
& HUBS



UP TO
400,000
ITEMS SORTED
EVERY NIGHT



8,000+
PEOPLE ACROSS THE
UK AND IRELAND



87 MILLION+
ITEMS DELIVERED
IN THE UK
EVERY YEAR



OVER
6,000
VEHICLES RESPONDING
TO YOUR COLLECTION
REQUESTS



SERVICES AVAILABLE



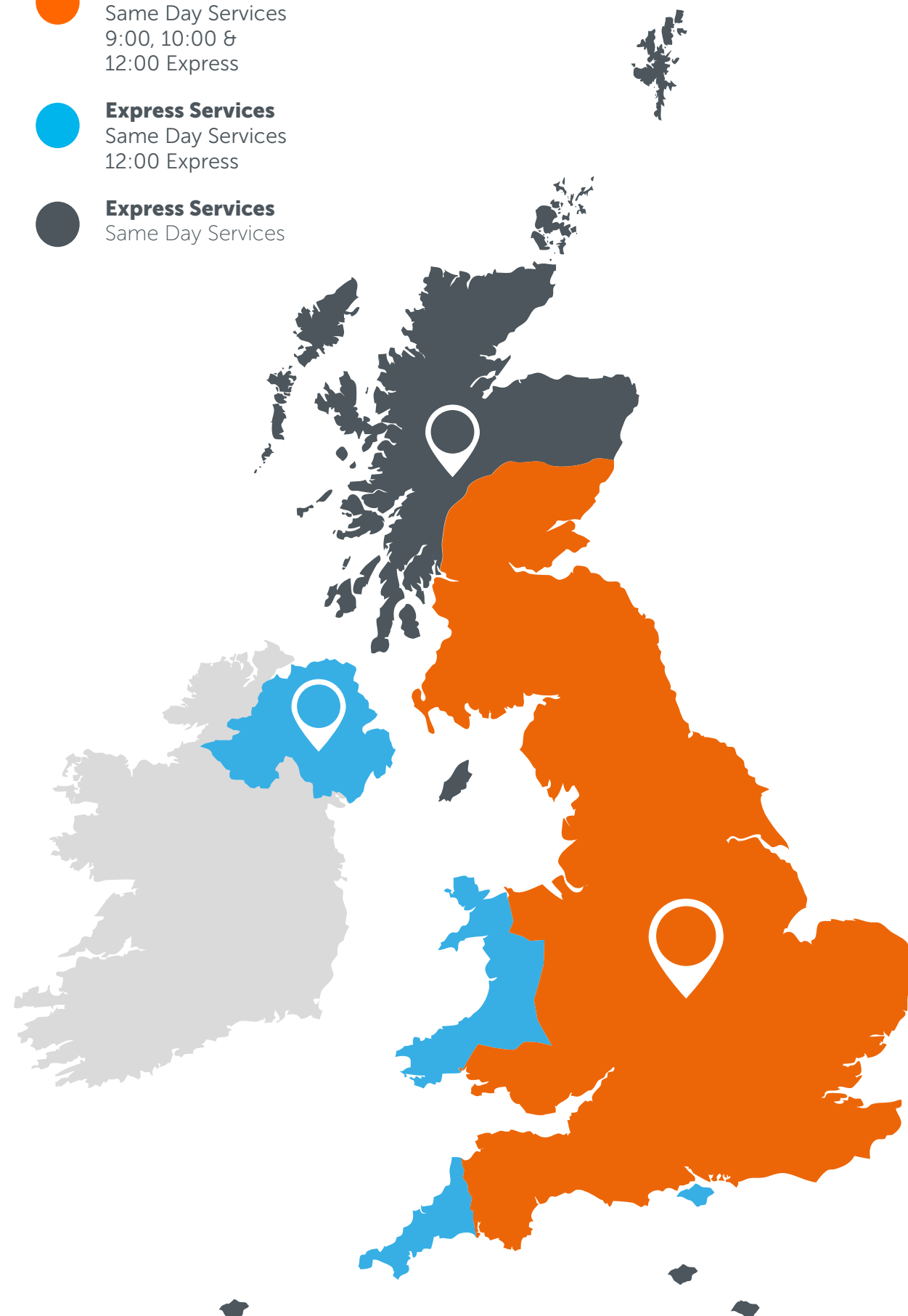
Express Services
Same Day Services
9:00, 10:00 &
12:00 Express



Express Services
Same Day Services
12:00 Express



Express Services
Same Day Services



**RELIABILITY.
ANY TIME, ANYWHERE**

It might be a simple hop to a nearby city, or an express delivery from France to deepest Poland; we will handle everything, from door-to-door. We drive hundreds of thousands of kilometers between our 72 European road hubs every day and serve 72 airports in more than 40 countries across the continent.



NORTH
AMERICA

- We offer an air connection between the USA and Europe five times a week
- Complete nationwide coverage for Express and Economy Express services
- Complete access to the world's largest economy

SOUTH
AMERICA

- Direct air connections to all major South American cities from Europe, North America and Asia
- Market leading presence in Brazil, Chile and Argentina that offers all TNT services
- Providing reliable Express and Economy Express services throughout South America via our global delivery network

MIDDLE EAST

- We offer scheduled air connectivity between Europe and Dubai throughout the week
- Offering connections between major business centres across the Middle East, including an extensive road network spanning seven countries for packages and freight
- Providing Time & Day Definite services with full track and trace visibility for greater control and security

CHINA

- We offer scheduled air connectivity between Europe and China throughout the week
- Regular flights to/from Europe to major commercial and manufacturing centres covering Beijing, Chongqing, and Guangzhou

ASIA PACIFIC

- Connecting Europe to all key Asia Pacific commercial centres including Tokyo, Bangkok, Kuala Lumpur, Singapore, Sydney and Melbourne
- Providing more certainty with reliable transit times within East Asia, between Europe and East Asia and China
- A pan-Asian, day-definite road network with a best in class security solution that delivers the fastest door-to-door road express providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and connecting into China via Hong Kong

YOUR
GLOBAL REACHUSING TNT MEANS HAVING
ONE SUPPLIER CONNECTING
YOU TO THE WHOLE WORLD

We offer one global delivery network, so your business can be more agile and cost efficient.

From collection through to customs clearance and confirmation of delivery, we handle every step.

Our international capability helps to seamlessly connect you to your customers wherever they might be.

Local expertise within our integrated door-to-door network spanning 200 countries and our Authorized Economic Operator status helps smooth the complexities of different global customs regulations, speeding up the delivery of your package.

TOOLS FOR *easy* SHIPPING

WE WANT TO MAKE SHIPPING EASIER FOR YOU

By working with TNT, you choose one supplier that can cover the whole planet.

When you work with us, we give you one point of contact so it's easy to stay up-to-date and in control. That means one invoicing system, one pick-up and a choice of easy-to-use tools for booking and sending your shipment.

That way, you can arrange everything with one quick call or a few clicks of a mouse.

BOOKING SHIPMENTS

Our systems are designed around you. Making a booking with TNT takes a matter of seconds.

Just complete one of our simple shipping tool templates and press 'send,' our e-booking system will do the rest.

SHIPPING TOOLS

Customer convenience is embedded in everything we do.

Our tools streamline your processes, saving you time on paperwork and eliminating manual errors. They put information at your fingertips and give you the confidence to make customer promises. Sending and tracking shipments can be done with a few clicks, along with digital invoicing and all other paperwork.

All our tools are intuitive and user-friendly, so they can be easily used without any training; every step of the process is designed to save you time and costs and keep you connected to your customers.

Tnt.com

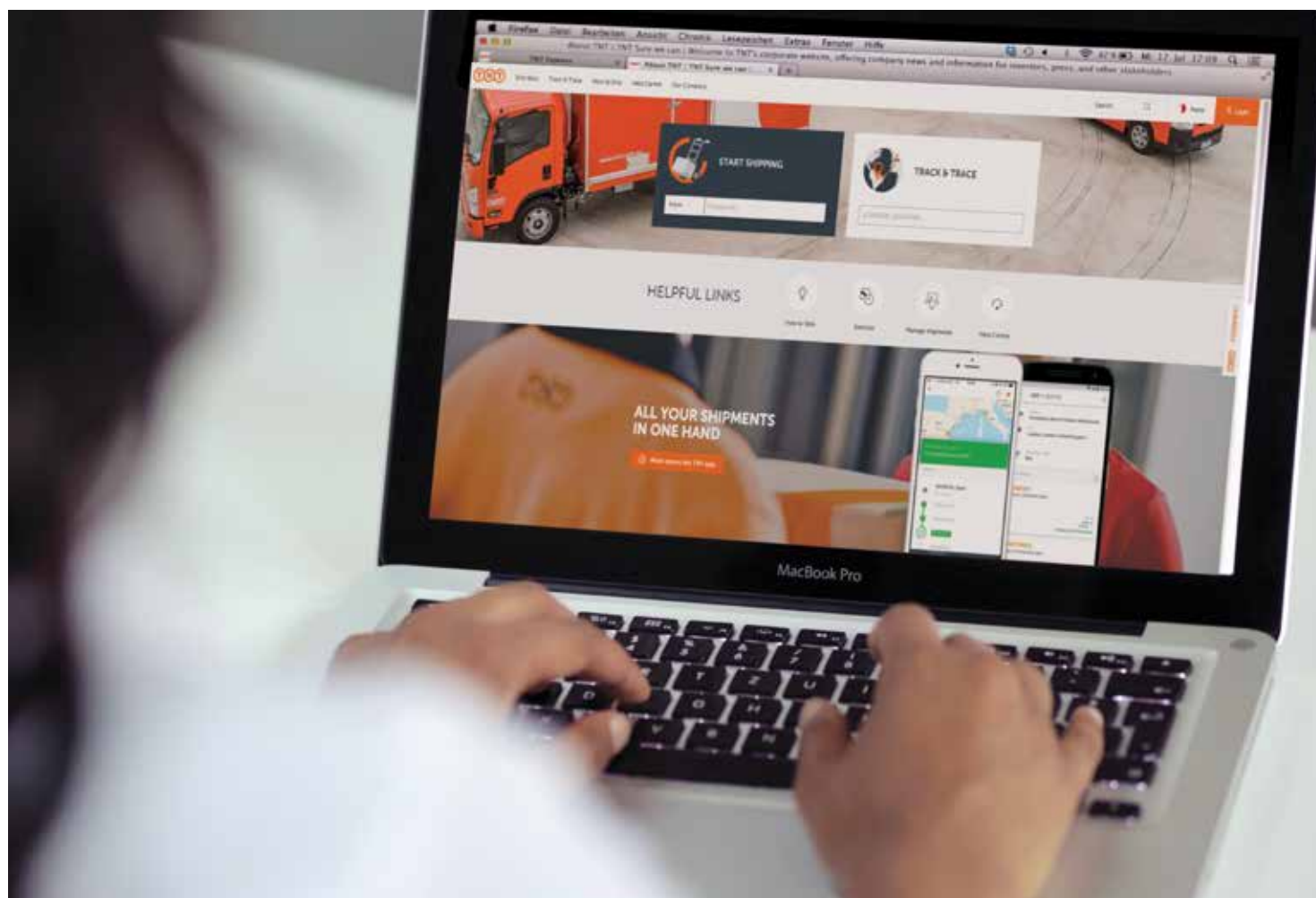
Control every stage of your shipment with a few simple clicks and no need to log in. Get an immediate quote, make a booking and then track your delivery. Save time and hassle with this digital one-stop shop.

- Immediate quote for export and domestic shipments
- Immediate booking and preparation of documents
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport
- Get your invoice online or pay online in some areas

myTNT

If you need to send shipments regularly, this is the quickest, easiest option. Access your own secure area of our website so you can safely store addresses, make bookings and handle paperwork in one place, without having to refer to external systems.

- Immediate personalised quote for any shipments
- Multi-user access and detailed reports
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport including POD image
- Get your invoice online or pay online in some areas



*Choose the
tool for you*

EXPRESS MANAGER

Express Manager integrates with your own system to help you streamline your processes.

The interface is user-friendly and can be easily used by colleagues.

- Fully scalable for single departments or multiple sites
- Automatically create and print barcoded labels
- Create and store despatch templates for regular consignments
- Generate batches of labels for identical shipments going to multiple destinations
- Consolidate similar shipments to reduce costs

EXPRESS CONNECT

Our portfolio of web integration solutions lets you integrate TNT's shipping services into your website and internal business applications.

- Real-time status information for you and your clients
- Real-time online quotes for you and your customers
- Generate invoices and manifests
- Quickly generate barcoded labels
- Integrate with your own branding

EXPRESS IMPORT

Arrange hassle-free imports with this online system and save hours of customs enquiries.

- Control the order and booking of your imports
- Get quotes and billing in your own currency and language
- Organise repeat or regular collections quickly and easily
- No need for a separate TNT account number
- Allow customers to work in their own language



*Online,
on time,
every time*

STAY IN CONTROL

WE MAKE MONITORING YOUR SHIPMENT EASY

From real-time updates on your goods to receiving proof of delivery updates and images straight to your inbox, you can be confident that your parcel, and your peace of mind, are intact.

Our proof of delivery is available in real-time, via all our tracking systems.



ONLINE

Find one or multiple shipments in seconds with our easy to use Track & Trace feature. Simply go to tnt.com and enter your shipment number or customer reference in order to see the progress of your shipment and when we expect it to be delivered. Track & Trace also lets you save and share shipment information with customers or colleagues via a sharable link or by email.



CUSTOMER CARE

If you need to know where your shipment is and don't have access to the tools above, please just call Customer Care on 0800 100 600.



APP

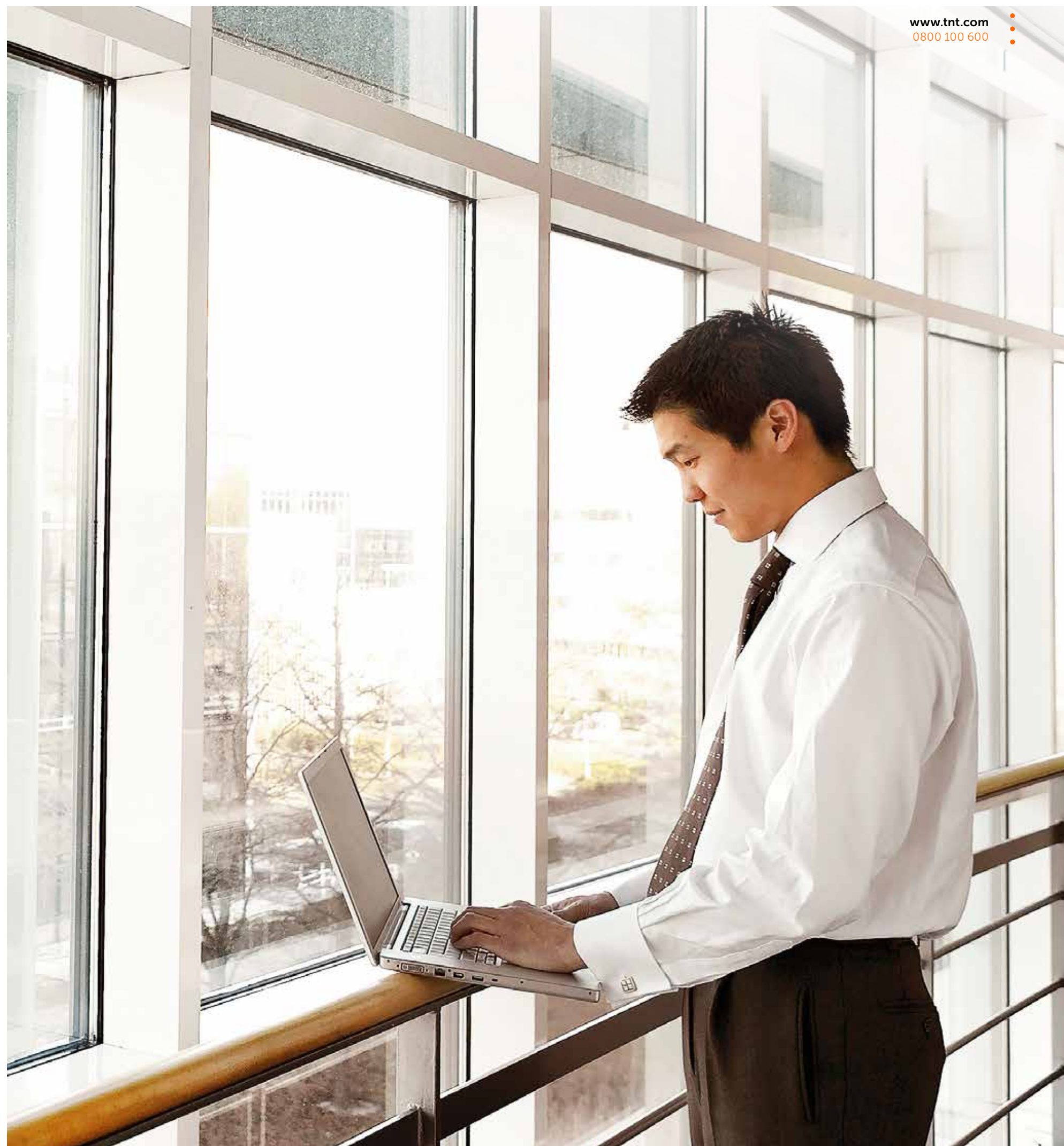
The TNT app is the best way to track shipments on the move. Its integrated Track & Trace feature means that you can quickly locate your shipment and find out when we expect it to be delivered. Its clear and simple layout means that you can know everything you need to know about the status of your shipment at a glance.

Available to download for free for Android and iOS

www.tnt.com/app.



*Control
at every
step*



ADDITIONAL SERVICES

SERVICES FOR YOUR SPECIFIC NEEDS

At TNT, we go to great lengths to meet your business needs. That's why we offer a wide range of expertise and additional services to customize your shipments. Tell us your need and we will help you tailor-make a service to meet your needs.

ENHANCED LIABILITY

For added peace of mind for those valuable documents, parcels and freight, we offer comprehensive coverage against physical damage or loss.

COLLECTION AND DELIVERY

TNT also works outside normal business hours, ensuring 24/7 convenience for your business. We can collect and deliver after the end of the working day and if needed, deliver on weekends.

PRIORITY HANDLING

If you require prioritised handling or your shipment requires handling of a non-standard nature, we can meet your needs. The priority service label gives you and your customer that extra confidence that your shipment will receive priority attention throughout the delivery network.

SPECIAL GOODS TRANSPORT

In accordance with international transportation regulations (IATA, ADR, etc.) we can manage special transport and handling services for the classified and designated substances and commodities.

We can also meet your special handling requirements that can be provided for dangerous goods and dry ice packed goods.

CUSTOMS SERVICES

TNT's customs teams provide you with expert services to ensure your shipments follow a seamless process when it comes to customs clearance activities. Upon receiver's request, we can perform additional clearance services.

SPECIAL HANDLING SERVICES

If your shipments require special handling and resources because they cannot be stacked, we can manage this. Our highly experienced operators are trained to deal with any item requiring special handling and our vehicles and facilities are equipped to meet all relevant safety criteria.



RESPONSIBLE SHIPPING

OUR COMMITMENT

By choosing TNT, you choose an organisation that is fully committed to its Corporate Responsibility.

We have a constant focus on improving our performance in Health & Safety and Environment.

Our goal is to help you reach your business objectives in a sustainable and responsible way.

HEALTH & SAFETY

Our team and all our partners are core to our success, so we invest in healthy and safe working conditions for all of them. Our business practices and training aim to exceed our health and safety obligations at all times and on every delivery. TNT especially pursues continuous improvement in road safety with a focus on vehicle, driver and journey, in addition to subcontractor management.

ENVIRONMENT

As a transport company, we cannot ignore our impact on the environment. We are constantly working to reduce our consumption of energy and natural resources and decrease our emissions. Our aim is to improve our carbon efficiency by using the latest fuel efficient technology, leveraging our driver's safe and ecological driving skills and continuously optimising our routes and networks.



CO₂ SERVICES

FROM ENVIRONMENTAL CONCERNS TO TANGIBLE ACTION

Our CO₂ services help you to proactively address the environmental impact your business makes.

These services equip you with knowledge and allow you to take action.

CO₂ REPORT

Track and analyse your CO₂ footprint.

Choose the detail and frequency of reports, from a single page summary to a detailed data extract. The TNT CO₂ Report helps you identify ways to reduce CO₂ and meet the compliance needs of your business. The reporting methodology is fully compliant with the leading European standard (EN16258).

CO₂ NEUTRAL SHIPPING

Mitigate the CO₂ impact of your shipments.

Ship your goods in a way that fully offsets any CO₂ emissions. We calculate the emissions produced by your shipments and compensate with CO₂ credits. TNT exclusively uses the highest quality 'gold standards' credits. You receive a yearly certificate specifying the amount of CO₂ that we neutralised on your behalf and you can use the TNT CO₂ Neutral logo to show your commitment.

CO₂ AND GLOBAL SUPPLY CHAINS

Predict and model your CO₂ impact.

The CO₂ Quote predicts the emissions of your future business and can be used for tenders or quote requests. With CO₂ Scenario we can model and optimise emissions in your transport supply chain to lower your overall CO₂ footprint.

Please visit tnt.com for more details.



WE ARE READY TO HELP YOU

When you work with TNT, you can expect outstanding service, knowledgeable staff and a commitment to delivering your customer promises.

We are dedicated to customer service and ready to help you.

Get in touch today to experience our service.

Call 0800 100 600 or email customer.services@tnt.co.uk

[Visit tnt.com](https://www.tnt.com)

TNT **conditions of carriage**

All goods are carried subject to the TNT Terms and Conditions of Carriage and Other Services. A copy is available from your nearest TNT office or on tnt.c

Contact details

0800 100 600

www.tnt.com