



CHOOSING **TNT**

Rely on us to deliver



PAGE 03 ...	PAGE 04 ...	PAGE 09 ...	PAGE 10 ...	PAGE 11 ...	PAGE 14 ...	PAGE 15 ...	PAGE 16 ...	PAGE 17 ...
RELY ON US TO DELIVER	CHOOSE YOUR SERVICE	EXPAND YOUR EUROPEAN REACH	YOUR GLOBAL REACH	SENDING YOUR SHIPMENT	ADDITIONAL SERVICES	RESPONSIBLE SHIPPING	CO₂ SERVICES	CONTACT US
INTRODUCTION	TIME CRITICAL TIME & DAY DEFINITE FREIGHT			TOOLS FOR EASY SHIPPING TRACKING YOUR GOODS				



TNT
THE PEOPLE NETWORK



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

TNT MAKES CONNECTIONS

We are The People Network. 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.

Through our international team of experts, we connect businesses via Europe's fastest road network, and we are dedicated to you, whatever your company size. It's part of the spirit that has been driving us since 1946.

Our network includes specialists across every sector, so we always know the needs of your industry. Our more than 54,000 experts are trained to see solutions where others see only problems.

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 all your transport needs, to save you time and cost. That's one network, one point of contact and local expertise in more than 200 countries.

Perhaps most importantly, we are a partner to rely on. Our people deliver door-to-door a million times a day and we see every delivery as part of a long-term partnership.

Connecting you to your customers is what keeps us, The People Network, 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. 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	<table border="1"> <tbody> <tr> <td data-bbox="2240 1197 2389 1228">EXPRESS</td> <td data-bbox="2478 1102 2849 1323">SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS</td> </tr> <tr> <td data-bbox="2240 1407 2404 1438">ECONOMY</td> <td data-bbox="2478 1396 2849 1480">12:00 ECONOMY EXPRESS ECONOMY EXPRESS</td> </tr> </tbody> </table>	EXPRESS	SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS	ECONOMY	12:00 ECONOMY EXPRESS ECONOMY EXPRESS
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



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

Choose
the speed
you need





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





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

Organize 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.

EXPAND YOUR EUROPEAN REACH

RELIABILITY. ANY TIME, ANYWHERE

TNT's fast, extensive road network across Europe provides a wide range of delivery services so you can meet your customer commitments and expand your business reach. We connect you to your customers with 55,000 trips by road and more than 700 air connections each week.

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 kilometres between our 72 European road hubs every day and serve 72 airports in more than 40 countries across the continent.



OVER
700
AIR CONNECTIONS
BETWEEN 72
AIRPORTS EACH WEEK

40+
COUNTRIES
ACROSS EUROPE

55,000
TRIPS WITHIN THE EUROPEAN
ROAD NETWORK
EVERY WEEK

WIDE
RANGE OF
DELIVERY SERVICES

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 centers across the Middle East, including an extensive road network spanning seven countries for packages and freight
- Providing Time and 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 air connections to/from Europe to major commercial and manufacturing centers covering Beijing, Chongqing, Guangzhou, Hong Kong and Shanghai

ASIA PACIFIC

- Connecting Europe to all key Asia Pacific commercial centers 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 door-to-door import and export road freight services providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and connecting into China via Hong Kong

YOUR GLOBAL REACH

USING 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

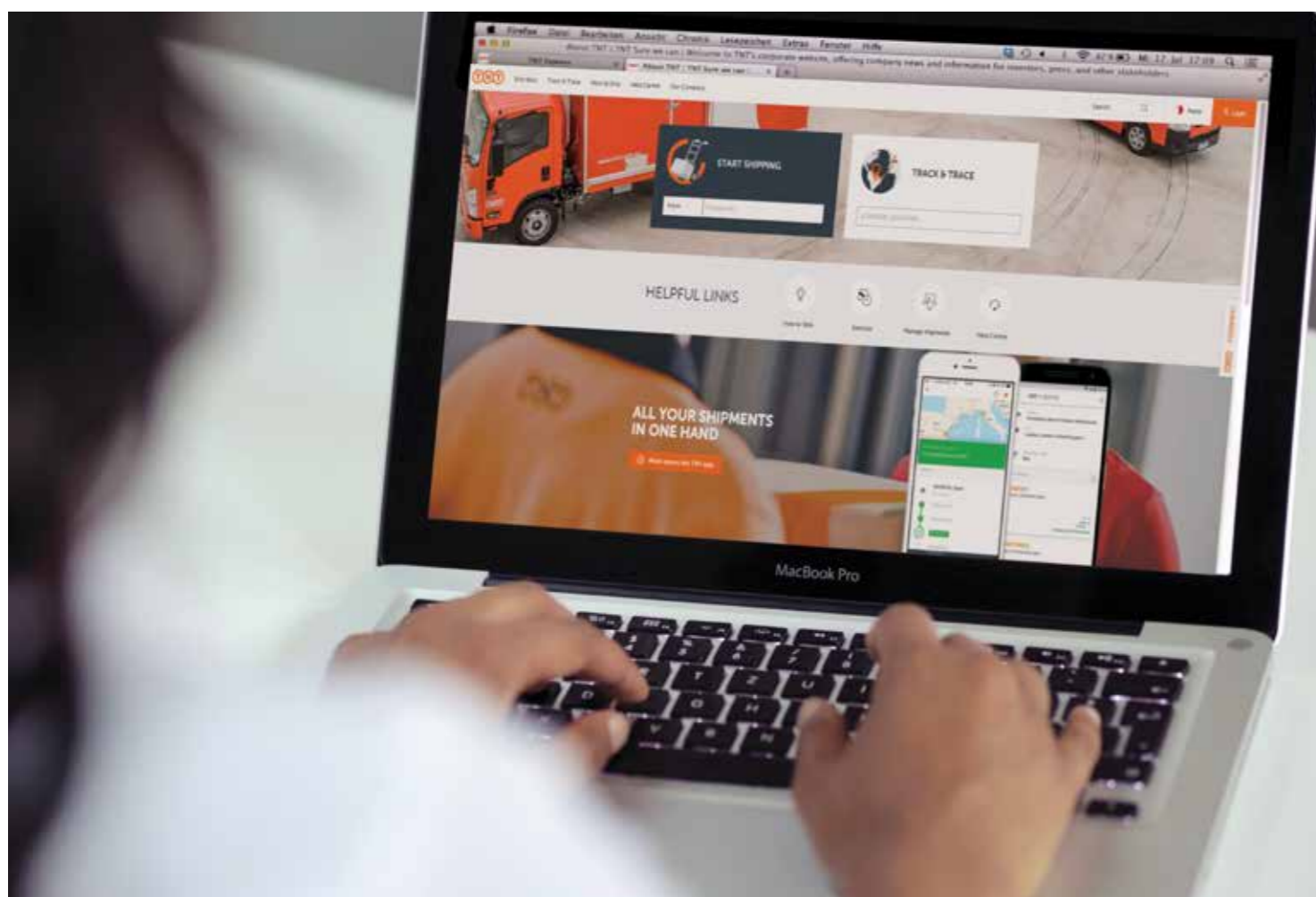
Control every stage of your shipment with a few simple clicks and no need to log in. Get an immediate quote, make a booking and then track your delivery. Save time and hassle with this digital one-stop shop.

- 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
- Organize 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.



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.



CUSTOMER CARE

If you need to know where your shipment is and don't have access to the online tools, please just call Customer Care on 0818 400 600.



*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 optimizing 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 0818 400 600.

[Visit tnt.com](http://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.com

Contact details

0818 400 600.

www.tnt.com