



# INTRODUCING **TNT**

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**A global team of experts,  
ready to deliver**

# WELCOME

## HELLO.

### WE ARE TNT. THE PEOPLE NETWORK

We are a global team of experts, ready to deliver your customer promises.

Whatever you need to send and whenever it needs to go, we are ready to help.

We deliver door-to-door a million times a day to keep businesses moving. No shipment is too big, too small or too urgent.

Around the world and around the clock, we are ready to deliver.



**+54,000**

PEOPLE  
WORLDWIDE



UNRIVALED EUROPEAN  
ROAD NETWORK COVERING

**40+**

COUNTRIES



GLOBAL DELIVERY  
NETWORK COVERING

**+200**

COUNTRIES



**30,000**

VEHICLES  
OPERATE DAILY  
WORLDWIDE



**BUSINESS** TO  
**BUSINESS**

EXPRESS DELIVERY  
SERVICES

# HOW WE CAN HELP



## OUR SPIRIT HAS BEEN THE SAME SINCE 1946: WHEN YOU MAKE A CUSTOMER PROMISE, WE MAKE IT HAPPEN.

**We'll get the vital parts to the factory, the contract to the meeting, or the stock to the warehouse, so you can get on with doing business.**

With our team of more than 54,000 on your side, you can enter new markets with confidence. Trust us to deliver door-to-door in more than 200 countries, so your business can go wherever the best opportunities lie.

When you work with us, you work with a partner that understands your needs and has industry-specific solutions. Whatever the size of your company and whatever you need to send, our customer focus puts your needs at the core of everything we do.

We handle every step of the process, so you can get on with doing what you do best. Whether it's a delivery to the hour or to the day, you can rely on us. Our fastest and broadest European road network integrated with our global delivery network guarantees you peace of mind and quality of service.

Delivering your customer promises is what keeps us moving.

To see us in action, choose one of the services on the following pages.



# ADDICTED TO 'ON TIME'

## CHOOSE THE SPEED OF YOUR SUPPLY CHAIN

TNT delivers choice, so your business can always respond to your customer demand. Whether you need to send documents, parcels or freight, our extensive range of services means you can always control the speed and costs of your supply chain.

<i>For your most urgent shipments</i>	<b>TIME CRITICAL SERVICES</b>	DEDICATED VEHICLE AIR CHARTER ONBOARD COURIER NEXT FLIGHT OUT				
<i>For your international shipments when speed and certainty are important</i>	<b>TIME &amp; DAY DEFINITE SERVICES</b>	<table border="1"> <tbody> <tr> <td data-bbox="2214 1089 2472 1356"><b>EXPRESS</b></td> <td data-bbox="2478 1089 2855 1356">SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS</td> </tr> <tr> <td data-bbox="2214 1367 2472 1493"><b>ECONOMY</b></td> <td data-bbox="2478 1367 2855 1493">12:00 ECONOMY EXPRESS ECONOMY EXPRESS</td> </tr> </tbody> </table>	<b>EXPRESS</b>	SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS	<b>ECONOMY</b>	12:00 ECONOMY EXPRESS ECONOMY EXPRESS
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<i>For your heavier freight shipments</i>	<b>FREIGHT SERVICES</b>	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. This door-to-door, 24/7 solution provides whatever vehicle best suits you, so you can always adapt to business demands.



### AIR CHARTER

With your own dedicated aircraft, you can send unusually heavy, bulky or perishable goods door-to-door quickly. Everything is handled for you, from collection through to customs and delivery.



### ONBOARD COURIER

Send documents and parcels in the hands of a dedicated courier on a commercial flight. Get personal delivery to a named recipient and a secure, door-to-door service that promises peace of mind.



### NEXT FLIGHT OUT

Get a combination of the best available commercial flight and collection and delivery services. Our service includes a dedicated vehicle that drives directly from collection point to the departure airport and connects with the selected flight for a fast delivery to the selected destination.

*When you're against the clock*



# 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

This tailor-made solution delivers on demand to help you respond to customer requirements. Interlinking with our international network and dedicated solutions, we keep you informed at every stage.



#### 9:00 EXPRESS

Guaranteed delivery at the start of the working day in major cities across the world, so you don't lose a minute of productivity.



#### 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.



#### 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.



#### EXPRESS

Get a shipment delivered to any country in the world by 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.

*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, this service uses the fastest road network in Europe, giving you additional certainty and price control.



### ECONOMY EXPRESS

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

*Control your costs*

# FREIGHT SERVICES

## WITH TNT, LARGE OR BULKY ITEMS ARE NOT A PROBLEM

Our range of transportation methods means that we can always deliver whatever you need to send, no matter the size, weight or shape, 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 with no size or weight limitations, so you know 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 for containerized shipments. 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.



*Ideal for heavier/bulk shipments*

# TOOLS FOR EASY SHIPPING

## YOUR CONVENIENCE IS AT THE CORE OF EVERYTHING WE DO

When you work with TNT, we give you one point of contact and simple-to-use digital tools, so it's easy for you to always remain in control.

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. All our tools are intuitive and user-friendly, so they can be easily used without any training.

### Tnt.com

Control every stage of shipping 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.

### myTNT

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

### EXPRESS CONNECT

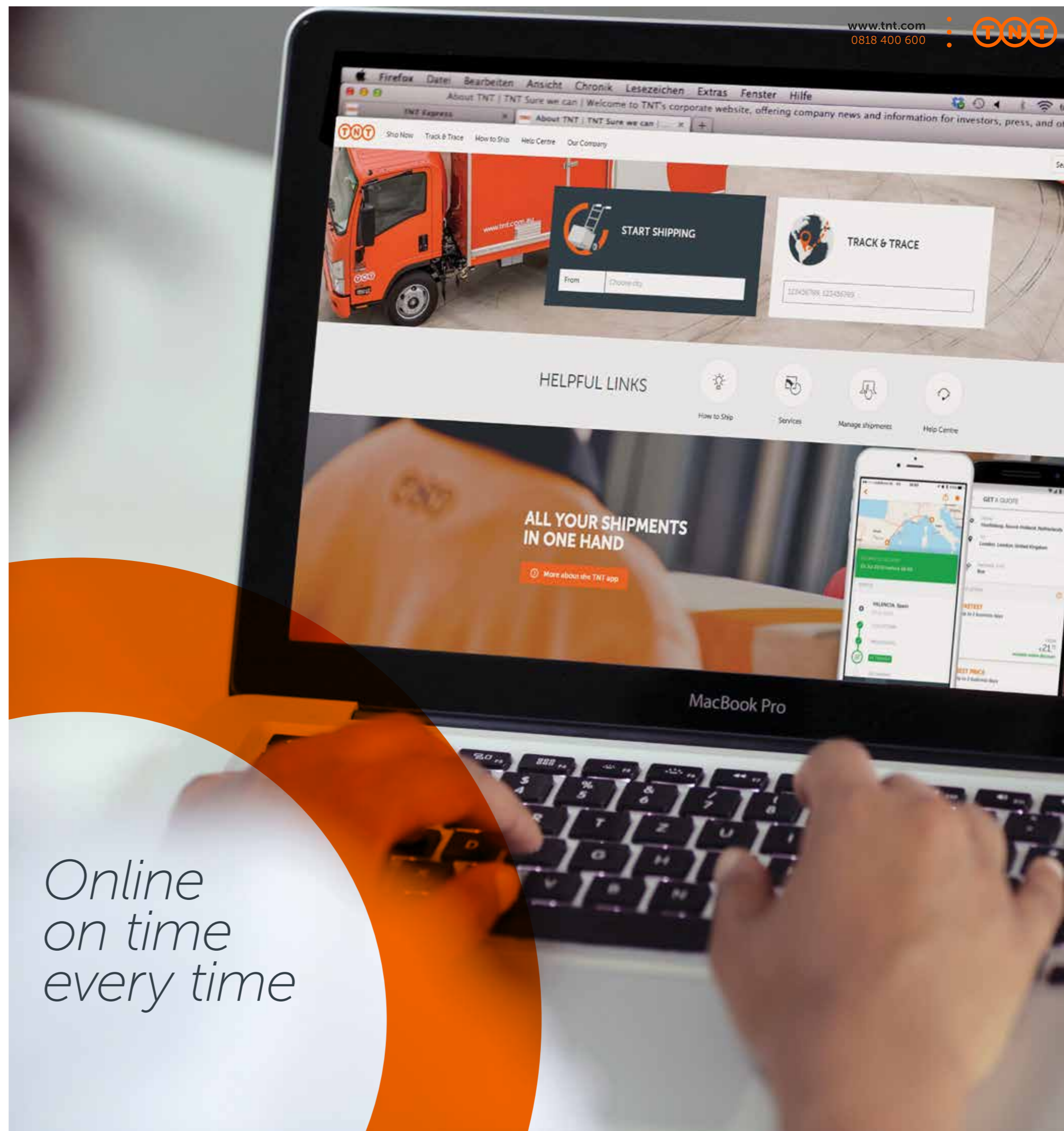
If you manage your business online, our portfolio of web integration solutions lets you integrate TNT's shipping services into your website and internal business applications.

### EXPRESS IMPORT

Arrange hassle-free imports with this online system and save hours on customs enquiries. Get billing in your own currency and language for simple comparisons and know that you have complete control of your shipping costs.

### EXPRESS MANAGER

For high-volume shippers, Express Manager integrates with your own system so you can streamline your processes. The interface is simple to use, making it easy to consolidate shipments and save you time.



Online  
on time  
every time





# STAY IN CONTROL

## MONITORING YOUR SHIPMENT'S PROGRESS IS SIMPLE

From the moment your shipment is collected to the instant it is delivered, you can track its progress in real-time with TNT. For control and complete visibility, choose from our range of desktop and remote electronic tracking options. 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](http://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. It's 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](http://www.tnt.com/app)



### 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 0818 400 600.



*Get  
updates  
when you  
need them*

*"This is a partnership in every sense of the word, demonstrating what can be achieved when two like-minded enterprises come together with a joint focus on delivering excellence."*

**RICHARD RUSSELL,**  
Group Distribution and Logistics  
Manager, Bristan Group.

## 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](http://tnt.com)

## **Contact details**

0818 400 600.

**[www.tnt.com](http://www.tnt.com)**