



CHOOSING **TNT**

Rely on us to deliver

TNT
will become **FedEx**
Express

| | | | | | | | | | |
|-------------------|-----------------------------|-----------------------------------|--------------------------|--------------------------------|----------------------------|-----------------------------|--------------------------------|---------------------|-------------------|
| 03 | 04 | 09 | 10 | 11 | 14 | 15 | 16 | 17 | 18 |
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| RELY ON US | CHOOSE YOUR SERVICE | EXPAND YOUR EUROPEAN REACH | YOUR GLOBAL REACH | SENDING YOUR SHIPMENT | ADDITIONAL SERVICES | RESPONSIBLE SHIPPING | CO₂ SERVICES | SPEED-POINTS | CONTACT US |
| INTRODUCTION | TIME CRITICAL SERVICE | | | ONLINE TOOLS FOR EASY SHIPPING | | | | | |
| | TIME & DAY DEFINITE SERVICE | | | TRACKING YOUR GOODS | | | | | |
| | FREIGHT | | | | | | | | |

RELY ON US TO DELIVER



+54.000
EMPLOYEES
WORLDWIDE



30.000 VEHICLES
OPERATE DAILY
WORLDWIDE



GLOBAL DELIVERY
NETWORK COVERING
+200
COUNTRIES



BUSINESS
BUSINESS^{TO}
EXPRESS DELIVERY
SERVICES



UNRIVALLED 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

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 | SAMEDAY DEDICATED VEHICLE AIR CHARTER ON BOARD COURIER NEXT FLIGHT OUT | | | | |
| <i>For your international shipments when speed and certainty are important</i> | TIME & DAY DEFINITE SERVICES | <table border="1"> <tr> <td data-bbox="2240 1144 2478 1312">EXPRESS</td> <td data-bbox="2507 1060 2864 1312">SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS</td> </tr> <tr> <td data-bbox="2240 1354 2478 1438">ECONOMY</td> <td data-bbox="2507 1354 2864 1438">12:00 ECONOMY EXPRESS ECONOMY EXPRESS</td> </tr> </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 | | | | |

TIME CRITICAL SERVICES

FOR YOUR MOST URGENT SHIPMENTS



SAMEDAY

Your national shipments are delivered on the same day of collections at the time of your choice.

- Extremely fast collection and delivery by road.
- After collection, direct delivery to the indicated recipient.
- Accurate and extremely flexible service.



DEDICATED VEHICLE

Have complete control of road deliveries in Europe with the Dedicated Vehicle service. This door-to-door solution provides whatever vehicle best suits you, 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.



ON BOARD 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 commercial flight out.



NEXT FLIGHT OUT

For urgent air transportation of documents and parcels, we offer a door-to-door courier service combined with the next available commercial flight.

- Secure door-to-door or door-to-airport courier service.
- Same-day or next day delivery to most world destinations.
- Tailored solution for each individual delivery.

*Choose
the speed
you need*



TIME & DAY DEFINITE SERVICES

WE DELIVER YOUR SHIPMENT ON TIME, YOU KEEP CONTROL OVER THE EXPENSES

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

EXPRESS SERVICES



SPECIAL EXPRESS

With this solution you meet any demand of your customer. We combine our standard international Express and Economy Express services with specific solutions. In addition, we follow-up your shipment so you know where it is at any time during the process.

- Dedicated collection and/or delivery of your shipment, worldwide.
- Our specialist staff manage the transport process, from collection to delivery.
- Optional insurance.



9:00 EXPRESS

Guaranteed delivery for 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 insurance.



10:00 EXPRESS

Guaranteed delivery of your documents by 10am on the next possible working day. With punctual deliveries we ensure that your business runs properly.

- Delivery to major cities and business areas in more than 45 countries.
- Consignments up to 210kg.
- Optional insurance.



12:00 EXPRESS

If your shipment needs to be there before noon, this is the best choice for documents, parcels and freight. Delivery is guaranteed for the next possible business day. In an even larger number of cities, with the same peace of mind.

- Delivery to major cities and business areas in more than 65 countries.
- Consignments up to 500kg.
- Optional insurance.



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 concentrate on service for your customers.

- Delivery worldwide.
- Consignments up to 500 kg, national consignments up to 7,000 kg.
- Optional insurance and Priority service.

*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 guaranteed delivery of parcels and freight before noon on a specified day, choose the 12:00 Economy Express service via the fastest European road network. Not necessarily the quickest solution, but the most cost-efficient one.

- Delivery to major cities and business areas in more than 25 European countries.
- Consignments up to 500kg.
- Optional insurance.



ECONOMY EXPRESS

Organise economical, day-specific delivery for less-urgent parcels and freight. Via the Economy Express service your larger shipments also go where they need to be on time so you don't have to worry.

- Delivery worldwide.
- Consignments up to 7,000kg in Europe and 500kg worldwide.
- Optional insurance and Priority service.

*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. Via TNT's reliable air network Economy Air Freight offers you the unique option of sending shipments from 100 kg by a slightly longer delivery date but at sharp airfreight rates. Whatever the nature of your airfreight shipments, we always find a solution for all your wishes.



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 large shipments are moved safely and securely. Inside Europe, the TNT Groupage network offers a solution. Your freight is combined with other shipments. All with the ease and reliability of TNT.

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 to deepest Poland; we will handle everything, from door to door, regardless of the destination. Our trucks drive hundreds of thousands of kilometres between our 72 European road hubs and our planes serve 72 airports in more than 40 countries across the continent.



OVER
700
AIR CONNECTIONS
BETWEEN 72 AIRPORTS
EACH WEEK

SERVING
72 IN **40+**
AIRPORTS COUNTRIES
ACROSS EUROPE

55.000
TRIPS WITHIN THE
EUROPEAN ROAD NETWORK
EVERY WEEK

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 a Boeing 777 connection between Europe and Middle East via Dubai six times a 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 and Day Definite services with full track and trace visibility for greater control and security

CHINA

- We offer an air connection between Europe and China five times a week.
- Regular flights to/from Europe to major commercial and manufacturing centres covering Beijing, Chongqing, Guangzhou, Hong Kong and Shanghai.

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 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 REACHCHOOSING TNT IS
CHOOSING A PARTNER
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, TNT handles every step. Our international capability helps to seamlessly connect you to your customers wherever they might be.

Within our integrated network spanning 200 countries we guarantee a punctual and fast delivery of your shipment. Our local experts know exactly which customs formalities are required and our Authorised Economic Operator status gets your shipments past customs more smoothly.

TOOLS FOR EASY ONLINE SHIPPING

WE WANT TO MAKE SHIPPING EASIER FOR YOU

By working with TNT, you choose one transport partner 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 following-up 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 of a mouse, along with transport documents, digital invoicing and all other paperwork.

All our shipment applications 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.

BOOK YOUR SHIPMENT

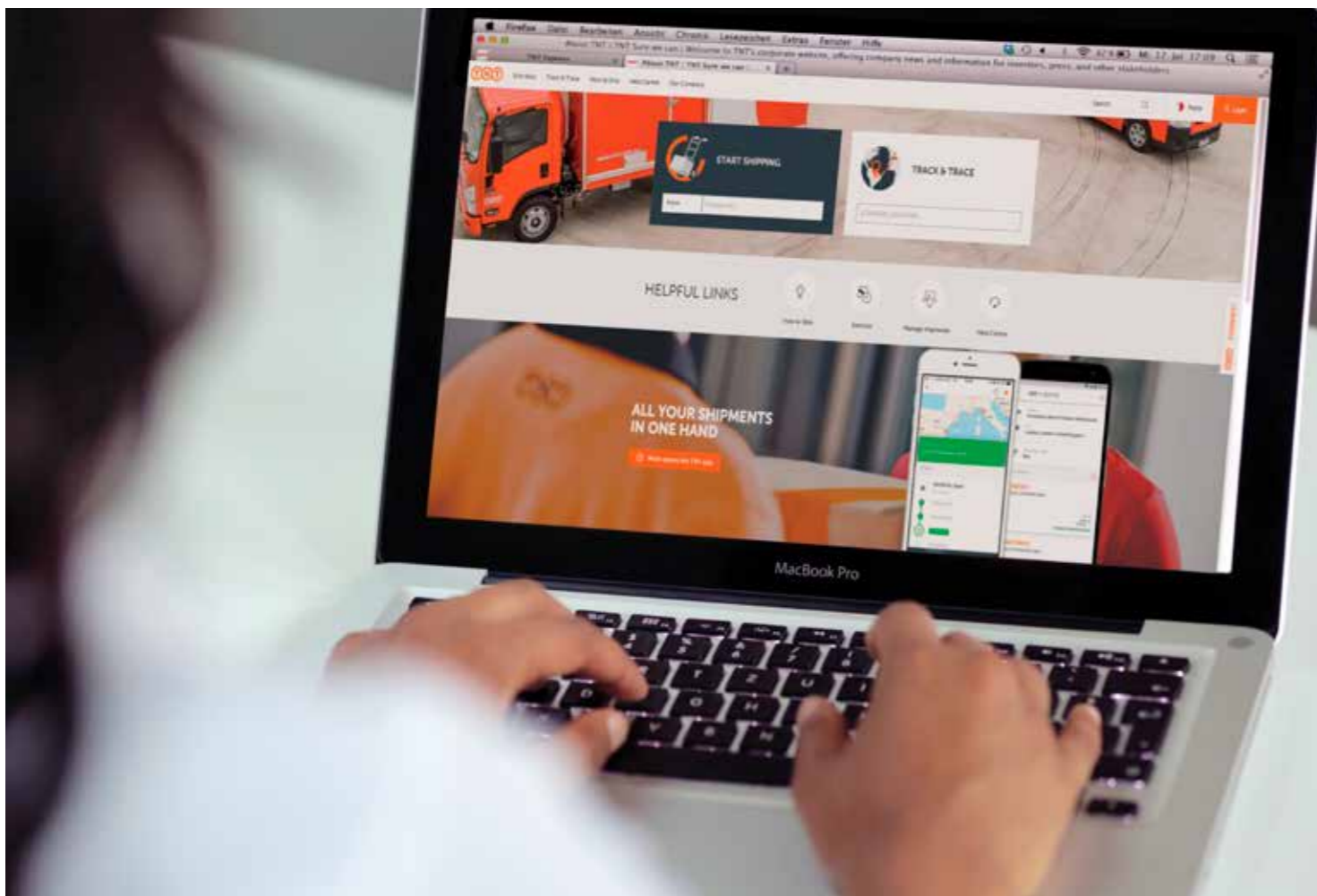
Book your Shipment is an easy way of booking your shipment online. This is an ideal solution especially if you occasionally send consignments via TNT. On www.tnt.lu you can calculate rates, book online and follow-up the status. The clear and simple booking process makes it all easy for you.

- Registration isn't necessary, you can book your shipments at once.
- Sharp online rates.
- You get a clear overview of all available services with rate and delivery time.
- Real-time tracking during transport.
- Receive and pay your invoice online.

myTNT

If you need to send shipments regularly, myTNT 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.
- Paperwork direct to customers by email.
- Real-time tracking during transport including POD image.
- Receive and pay your invoice online.



*Choose a
customised
shipping
solution*

EXPRESSMANAGER

ExpressManager integrates with your own system to help you streamline your processes. The interface is user-friendly and can be easily used by colleagues, from individual departments to use at multiple sites.

- Reports, standard or customised.
- Automatically create and print barcoded labels.
- Create and file templates for regular consignments.
- Generate batches of labels for identical shipments going to multiple destinations.
- Consolidate similar shipments to reduce costs.

EXPRESSCONNECT

Our ExpressConnect shipment solution is integrated into your website or internal applications.

- Real-time status information for you and your clients.
- Online rate calculations for you and your customers.
- Generate invoices and manifests.
- Quickly generate barcoded labels.
- Integrate with your own branding.

EXPRESSSHIPPER


This easy-to-use application gives a real-time overview of the status of your shipments. Keep track of your admin in one place and feel confident that you are always in control.

- Check prices and book collections easily.
- Manage and store shipping addresses and print shipping labels.
- Export sending data for your own reports.
- Track your shipments in real time.
- Email advance shipping notification to customers.

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 for import shipments.
- Allow customers to work in their own language.



*Online,
always and
everywhere*

STAY IN CONTROL

TNT MAKES MONITORING YOUR SHIPMENT EASY

From real-time updates on your goods to receiving proof of delivery straight to your inbox, you won't lose track of your shipment at all. You can be confident that your parcel, and your peace of mind, are intact.

The status of your shipment is available in real-time, via all our tracking systems.



ONLINE

Visit www.tnt.lu with your consignment note number or reference details and receive an up-to-the-minute update.



SMS TEXT

Text your consignment note number or customer reference to **+44 7740 767 767** (local rate) to receive updates on your consignment's status direct to your mobile phone.



APP

Simply download the TNT app to see your shipment on the move. It's compatible with iPhone, Android, Blackberry and Windows Mobile and can be found at expressmobile.tnt.com.



CUSTOMER CARE

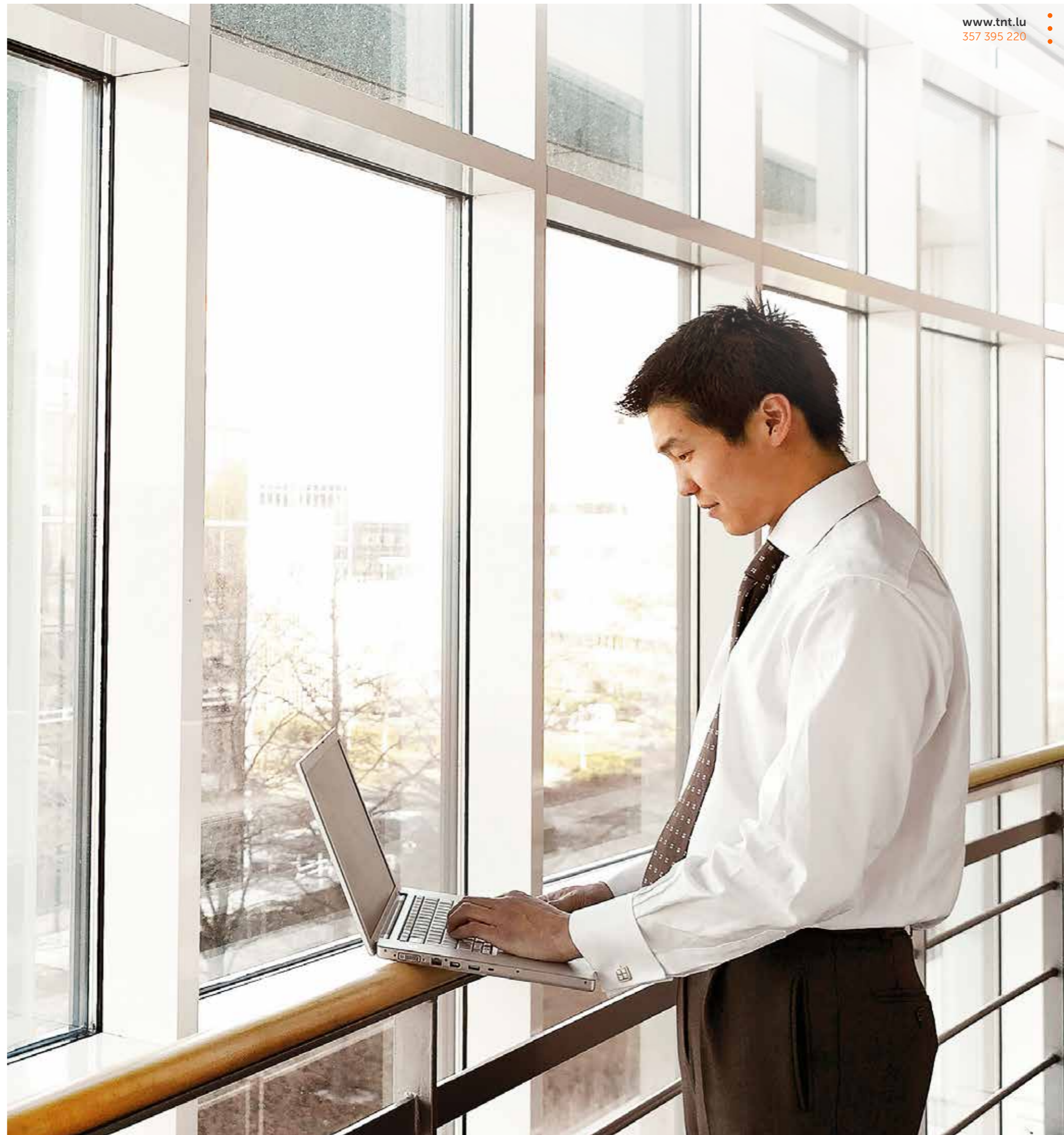
If you need to know where a shipment is but don't have access to the tools above, please simply call Customer Care on **357 395 220**.



EMAIL

Email the consignment note number to track@tnt.com and receive the status or proof of delivery directly in your mailbox.

*Control
at every
step*



ADDITIONAL SERVICES

SERVICES FOR YOUR SPECIFIC NEEDS

At TNT, we go to great lengths to meet your business needs. We rely on our many years of expertise and offer a series of extra services that lead to a customised solution that fully meets your needs.

EXPRESS IMPORT

With TNT, you can benefit from our convenient Express Import service for all documents, parcels and freight. We can collect a shipment in more than 175 countries on your behalf and deliver it to your door when you need it. We handle all necessary customs clearance, provide full tracking visibility and bill you in your local currency.

INSURANCE

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. You can also have TNT collect or deliver your shipments in hard to reach areas.

RECEIVER PAYS

It's possible that your customer takes on the expenses of the shipment (receiver pays). You can indicate this on the consignment note mentioning his TNT customer number. The invoice then goes to the receiver of the shipment in the local currency.

PRIORITY HANDLING

If you require prioritised handling or your shipment requires handling of a non-standard nature, we can meet your needs. Your Express and Economy Express shipments with priority service label will receive preferential treatment. This extra attention gives peace of mind to you and your customers.

SPECIAL GOODS TRANSPORT

In accordance with international transportation regulations (IATA, ADR, etc.) TNT can manage special transport and handling services for dangerous substances. This includes dry ice packed goods.

PROOF OF DELIVERY

You can always check whether a shipment has been delivered. But if you want extra certainty, you can request a Proof of Delivery. This states all receiver data, including the signature of the person who received the shipment.

SPECIAL HANDLING SERVICES

If your shipments require special handling and resources for, for instance, health or safety risks, because they cannot be stacked, cannot go via the automatic conveyor belt or has abnormal dimensions, 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.

CUSTOMS SERVICES

TNT's customs experts and our various customs teams ensure that your import and export shipments follow a seamless process when it comes to customs clearance activities. Upon receiver's request, we can perform additional clearance services.



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. 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 strict 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 the emissions of our fleet. Specifically, we reduce our ecological footprint by investing in clean technology, teaching our drivers to drive safely and energy efficiently and continuously improving our routes and networks.

CO₂ SERVICES

FROM ENVIRONMENTAL CONCERNS TO TANGIBLE ACTION

Our CO₂ services help you to proactively address the environmental impact of your business. These services equip you with knowledge and allow you to take the right actions.

CO₂ REPORT

Track and analyse your CO₂ footprint.

Choose the detail and frequency of CO₂ 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.

For more information, contact our Customer Service on 357 395 220.



SPEEDPOINTS

SPEED POINTS: SAVE FOR GREAT GIFTS

TNT has a unique savings programme for loyal customers. Save quickly and easily for beautiful gifts for your office or home. The number of speed points saved determines which gift you can choose.

IT'S THIS SIMPLE:

Send and save at the same time

You get speed points for every shipment you book online via myTNT, Book Your Shipment, Express Shipper, Express Import or Sameday. You get one speed point for every euro you spend on sending a shipment. Register with your customer number on www.speedpoints.lu. The more shipments you send, the more personal advantage you enjoy!

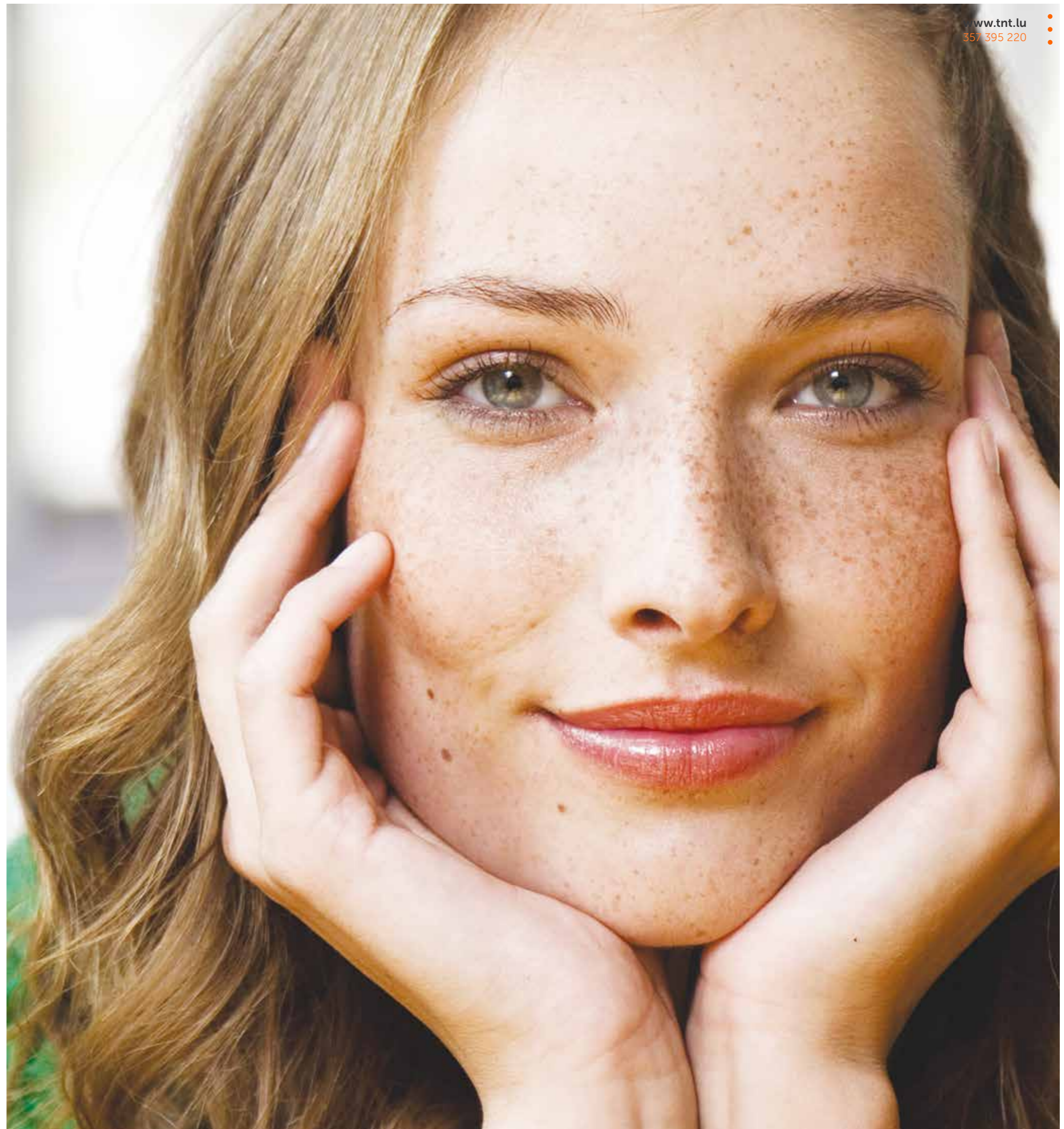
SOMETHING FOR EVERYONE!

An exclusive gift assortment

Limitless choice to everyone's liking. From wellness products to the latest multimedia devices, useful kitchen appliances or children's toys. You are bound to find something to your liking in our speed points gift shop. More than 200 attractive gifts

The more you send, the more advantages

Whether you regularly or occasionally send a consignment with TNT, valuable speed points will be added to your personal account for almost any shipment.



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.

Get in touch today to experience our service. Call [357 395 220](tel:357395220).

Visit www.tnt.lu

TNT **conditions of carriage**

All goods are carried subject to the
TNT Terms and Conditions.
You can download these terms and
conditions on www.tnt.lu

Contact

357 395 220

www.tnt.lu