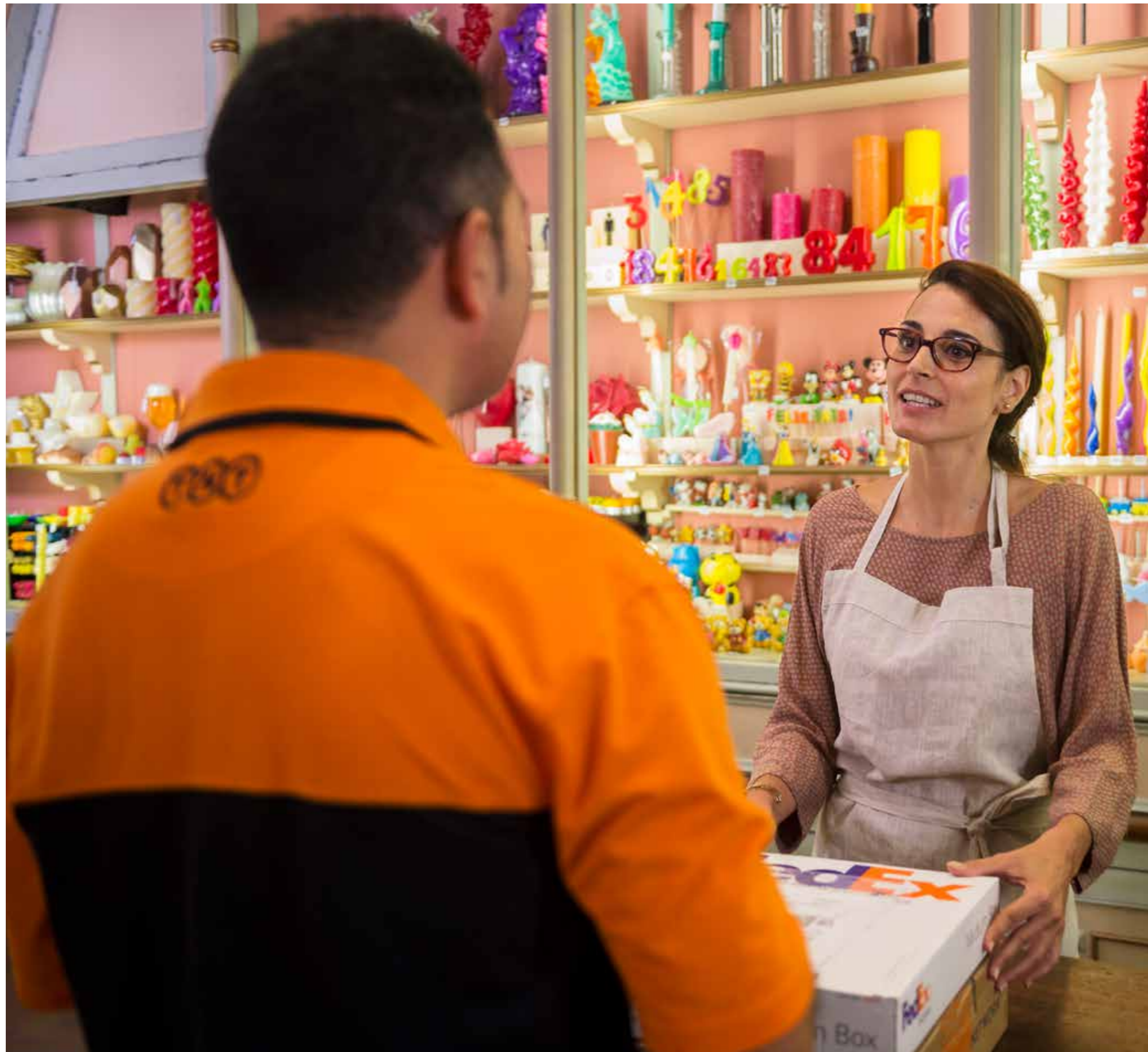


Collaborating with **TNT**

A helpful guide to make
shipping even easier



03	07	13	18	22	24	26	33	34	35
...
WELCOME TO TNT	CHOOSE YOUR SERVICE	BOOKING YOUR SHIPMENT	PACKING YOUR SHIPMENT	TRACKING YOUR SHIPMENT	ONLINE BILLING	ADDITIONAL SERVICES	VALUE ADDED SERVICES	SPEED-POINTS	CONTACT US
INTRODUCTION GETTING STARTED	TIME CRITICAL SERVICES	ONLINE SHIPPING	PACKAGING WEB SHOP			SPECIAL HANDLING			
COVERAGE IN EUROPE	EXPRESS SERVICES	CUSTOMER SERVICE	PACKING ADVICE			INSURANCE			
YOUR GLOBAL REACH	FREIGHT	SHIPPING DOCUMENTS	CALCULATING VOLUMETRIC WEIGHT			IMPORT SERVICES			
			SIZE AND WEIGHT RESTRICTIONS			DANGEROUS GOODS			
						CUSTOMS EXPERTISE			
						CO ₂ SERVICES			



WELCOME

THANK YOU FOR CHOOSING TNT

This guide will help you choose the best way to connect to your customers through our network. It lists all of our standard services, so you can immediately start saving time and costs, allowing you to focus on your core business.

Whatever you need to send and wherever it needs to go, our highly trained Customer Care team can help you choose the best solution for your business. To speak to one of us directly, just call [357 395 220](tel:357395220).

With FedEx Express and TNT coming together, we'll be able to connect you to more opportunities and expand your reach across the U.S. & Canada, and to more than 220 countries and territories. You'll have access to a full portfolio of services and solutions — with improved international and domestic coverage for parcels and freight.

As always, when you work with TNT you get a partner, not a supplier. You have a network of experts on your side, ready to handle any challenge and dedicated to helping your business run smoothly.

We are here to connect you to your customers, wherever they might be. Around the world and around the clock, delivering your customer promises is what keeps us moving.

GETTING STARTED

WE HELP YOU DELIVER YOUR PROMISES

Just follow the steps below to send your shipment.

STEP

01

...



CHOOSE YOUR SERVICE

Whatever you need to send and wherever it needs to go, we give you complete control over the speed of the delivery.

See page 7.

STEP

02

...



BOOK YOUR SHIPMENT

Our sending tools make booking and managing shipments easy. You can also use these tools to prepare your shipping documentation.

See page 12.

STEP

03

...



PACK YOUR SHIPMENT

Large or small, heavy or light, you can rely on TNT. We deliver your shipment in perfect condition. To make your shipment travel proof, we are happy to provide you with several practical packaging guidelines.

See page 17.

STEP

04

...



TRACK YOUR SHIPMENT

Have complete control and peace of mind as you track your shipment over its entire journey.

See page 21.

STEP

05

...



ONLINE BILLING

Our payment tools are designed to save you time and money, so you can focus on doing business.

See page 23.

STEP

06

...



ADDITIONAL SERVICES

From dangerous goods to special handling of your consignment, when you need something special, we can help.

See page 25.

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 REACH

CHOOSING 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.

STEP

01

CHOOSE YOUR SERVICE

Whatever you need to send and wherever it needs to go, you determine the speed.



CHOOSE YOUR SERVICE

CHOOSE THE SPEED OF YOUR SUPPLY CHAIN

Get door-to-door delivery at the time and cost that best suits your business.

Around the world and around the clock, our Global Delivery network always delivers. Whether you need a delivery down the road or across the globe, there will always be an option for your business.

See the table on this page for a summary of the choices available. Choose a service based on your needs and budget and we will handle the rest.

<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 1375 2478 1522">EXPRESS</td> <td data-bbox="2493 1291 2849 1522">SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS</td> </tr> <tr> <td data-bbox="2240 1585 2478 1648">ECONOMY</td> <td data-bbox="2493 1585 2849 1648">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

OUR TIME-SPECIFIC, SORT-TERM GUARANTEED DELIVERIES GIVE YOU PEACE OF MIND FOR YOUR MOST URGENT SHIPMENTS.

so you have the confidence to promise a delivery time to your customers. We ensure that we live up to this.



SAMEDAY

Your national shipment is delivered on the same day of collection, at the time of your choice.

- Extremely fast collection by road.
- After collection, direct delivery to the indicated receiver.
- Accurate and extremely flexible service.
- Full customs clearance and delivery confirmation.
- Insurance optional.



DEDICATED VEHICLE

Have complete control of deliveries with the Dedicated Vehicle service. Perfect control of Europe.

- Choose your shipment's vehicle yourself: van, truck, temperature-controlled, high security or whatever you need
- Tailor-made solutions and optimised routes.
- Secure, convenient door-to-door service, all day, every day.
- Full customs clearance, plus delivery confirmation.
- Optional insurance.



AIR CHARTER

Get your own dedicated aircraft for large urgent shipments.

- Suited to unusually heavy or bulky goods.
- Door-to-door or door-to-airport process, from collection through customs to delivery.
- Follow-up the entire process, anywhere in the world.
- Optional insurance.
- Same day service can be provided in Europe.



ON BOARD COURIER

Send documents and parcels in the hands of a dedicated courier on a commercial flight.

- Personal delivery to a named recipient.
- Secure, convenient door-to-door service all day, every day.
- For documents and parcels.
- Get next available flight out.
- Optional insurance.



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.
- Documentation and rapid customs clearance included.
- Faster transit times in our network.



Choose
the speed
you need

TIME & DAY DEFINITE SERVICES

WE OFFER THE WIDEST RANGE OF TIME AND DAY DEFINITE SERVICES ON THE MARKET.

All our Express and Economy services provide door-to-door delivery, customs clearance and online tracking. Just choose the solution that works best for you.

EXPRESS SERVICES

When you need a guaranteed delivery by a fixed time, choose our Express services.



SPECIAL EXPRESS

Get a solution tailor-made to your requirements.

- Combination of our standard international Express and Economy Express services with specific solutions for collection and/or delivery of your shipment, worldwide.
- Shipment sent by fastest possible route.
- Specialist staff manage your shipment from collection to delivery.
- For documents, parcels and freight.
- Optional insurance.



9:00 EXPRESS

Your shipment delivered at the start of your customer's working day.

- Guaranteed delivery by 9:00am the next possible working day.
- For documents and parcels.
- Delivery to major cities and business areas in more than 40 countries.
- Consignments up to 210kg.
- Optional insurance.



10:00 EXPRESS

Get an early morning delivery so your customer can work on it before noon.

- Guaranteed delivery by 10:00am the next possible working day.
- For documents and parcels.
- Delivery to major cities and business areas in more than 45 countries.
- Consignments up to 210kg.
- Optional insurance.



12:00 EXPRESS

Delivery by noon for the perfect balance between urgency and budget.

- Guaranteed delivery by noon the next possible working day.
- For documents, parcels and freight.
- Delivery to major cities and business areas in more than 65 countries.
- Consignments up to 500kg.
- Optional insurance.



EXPRESS

Delivery before close of business, so you can always respond to your customer's needs.

- Delivery the next possible working day.
- For documents, parcels and freight.
- Delivery worldwide.
- International consignments up to 500kg, national consignments up to 7,000kg.
- Optional insurance Priority service.

Trust us to meet your deadline



TIME & DAY DEFINITE SERVICES

ECONOMY SERVICES

Control your costs on less urgent shipments.



12:00 ECONOMY EXPRESS

For the most economical guaranteed delivery by noon, via the fastest road network in Europe.

- Guaranteed delivery by noon on a specified business day.
- For parcels and freight.
- Delivery to major cities and business areas in more than 25 European countries.
- Consignments up to 500kg.
- Optional insurance.



ECONOMY EXPRESS

For your less-urgent parcels and freight, choose this economical, day-definite delivery service.

- Delivery on a specified business day.
- For parcels and freight.
- Delivery worldwide.
- Consignments up to 7,000kg in Europe and 500kg worldwide.
- Optional insurance and Priority service.

EXPRESS IMPORT

Express Import lets you collect shipments from more than 175 countries using Express and Economy services. We handle all the necessary customs clearance, provide a real-time overview, full tracking and bill you in your local currency. Arrange a shipment through Customer Care or online using our Express Import tool (see page 29).

*Control
your costs*



FREIGHT SERVICES

Reach
across
borders

SEND SHIPMENTS WORLDWIDE WITHOUT WEIGHT OR SIZE RESTRICTIONS

As a trusted agent with AEO (Authorised Economic Operator) status TNT provides expert handling, customs clearance and advice with paperwork. Our freight options are cost-effective and are ideal for non-urgent, heavier shipments. We work with high quality partners in more than 200 countries to ensure that whatever the size, weight or shape of your shipment, we can deliver.



AIR FREIGHT

For larger and speedy shipments where the urgency does not justify the cost of a chartered aircraft, use Express or Economy services.

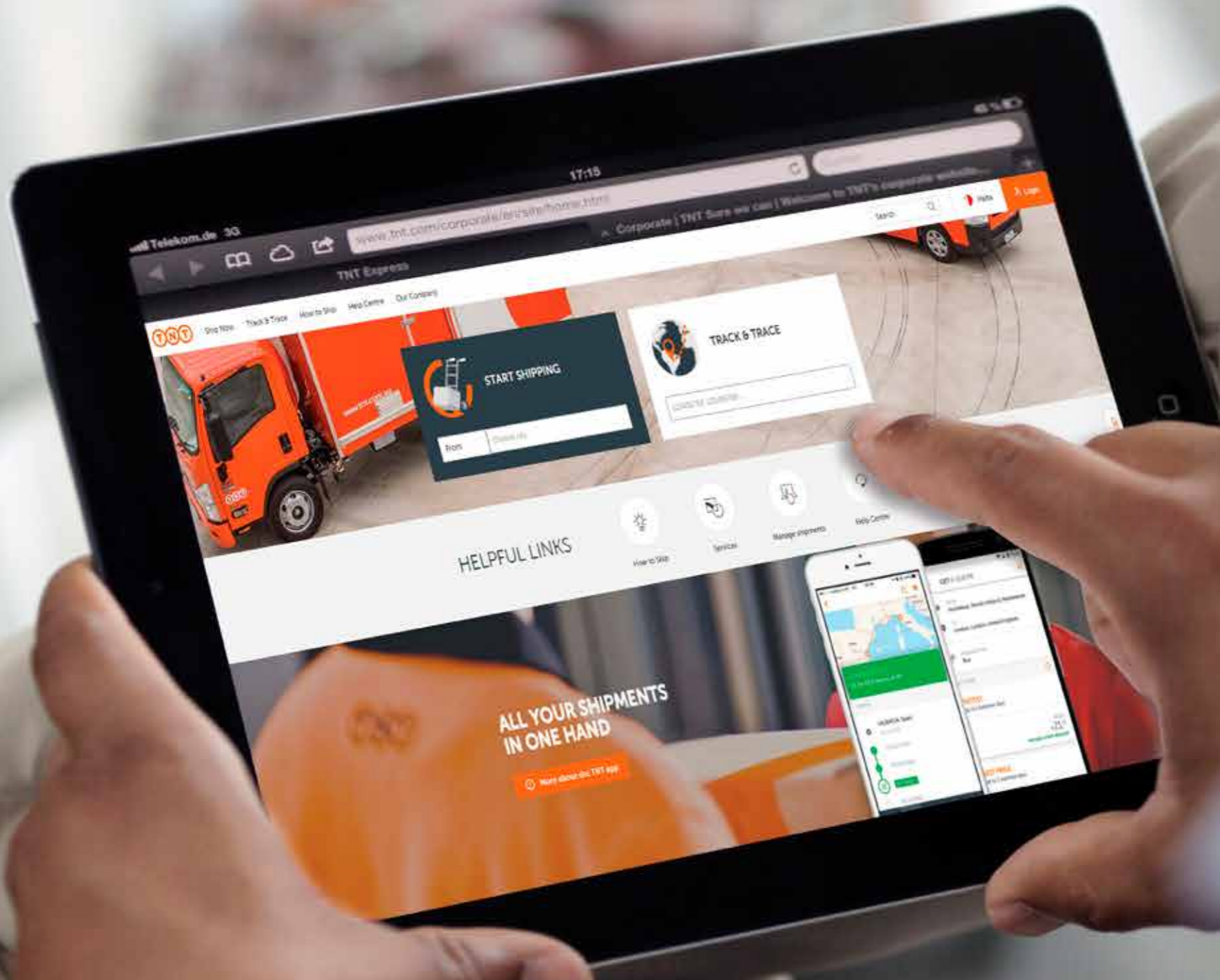
- Complete door-to-door transport process arranged by TNT.
- Door-to-airport/airport-to-door option also available.
- Ideal for shipments over 100kg or of irregular shape.



ROAD FREIGHT

For cost-effective road transport of larger shipments.

- Option of dedicated vehicle solely for your shipment.
- Available in the Middle East and Asia. The TNT groupage network also offers solutions inside Europe.
- Direct, safe and secure.



STEP

02

BOOKING YOUR SHIPMENT

Our booking tools make sending and managing shipments easy. You can also use these tools to prepare all required shipping documentation.

BOOKING YOUR SHIPMENT

WE WANT TO MAKE SHIPPING EASIER FOR YOU

You can book, manage and track deliveries by online or by phone. TNT offers various options. You choose what you find most convenient. This can be supplemented by support of our Customer Care.

There is always a driver in your local area, so we are always ready to collect your consignment. All it takes is one quick call or a few simple clicks.

*Simple
fast
ordering*

BOOK YOUR SHIPMENT

'Book your Shipment' is a simple way of booking your shipments online. Especially if you only send consignments via TNT occasionally, this is the perfect solution. On www.tnt.lu you can calculate rates, book online and follow the status of your consignment. The clear navigation and easy booking process makes it very easy.

- Registration unnecessary, you can book your shipment immediately.
- Sharp online rates.
- You get a clear overview of all available services with rate and delivery time.
- Real-time tracking during the Transport process.

myTNT

If you need to send shipments regularly, myTNT is the quickest, easiest option. Get your own secure area on our website so you can do everything in one place. Ideal for low-volume shippers.

- Personalised quotes on any shipments.
- Online address book for regular addresses.
- Email paperwork direct to customers.
- Real-time tracking during transport including POD.
- Immediately book and prepare all transport documents.
- Multi-user access and detailed reports.

EXPRESSMANAGER

ExpressManager integrates with your own system so you can streamline your processes through a simple, user-friendly interface. Ideal for high-volume shippers.

- 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.
- Reports, standard or customised.



EXPRESSCONNECT

ExpressConnect integrates TNT's shipping services into your website or internal business applications. Ideal for those who manage their business online.

- Real-time status information for you and your customers.
- Online quotes 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 you a complete real-time overview of your shipments, so you are always up to date. Ideal for regular senders who need several users to access shipping information.

- Check prices and book collections easily.
- Manage and store shipping data for your own reports.
- Print shipping labels.
- Track your shipments in real-time.
- Email advanced shipping notification to customers.

EXPRESS IMPORT

Arrange hassle-free imports with this online system and take control of your Import collections abroad. Available through myTNT and supported in over 30 languages.

- Control shipping costs by getting a quote beforehand.
- Get quotes and billing in your own currency and language.
- Organise repeat or regular collections quickly and easily.
- Customs clearance support is included.
- Visit www.tnt.lu to see the demo.



CUSTOMER CARE

We are here to help.

Our ambition? Keeping your business running smoothly and to helping you keep your customer promises. Our highly trained, solutions-focused Customer Care representatives are available to make sure that your customers are always satisfied.

If you have any questions, or need any help with a shipment, just contact us on 357 395 220.

PREPARING YOUR SHIPPING DOCUMENTS

CONSIGNMENT NOTES

Consignment notes help to ensure your shipment is delivered at the right place as quickly as possible.

When you're sending a shipment, you'll need to create a consignment note. It contains all the details about your

shipment and accompanies the shipment throughout its journey. The easiest way to prepare your consignment note is to use one of our online shipping tools. When you have entered all details, the online tool will generate a consignment note which you can then print. If you would prefer not to use our online tools, you can manually complete a consignment note for your shipment. The example consignment note below shows you the details you will need to complete.

CONSIGNMENT NUMBER

Every TNT shipment is assigned a unique consignment number. It appears underneath the barcode of the consignment note. You can use these letters and numbers to track the status of your shipment through one of our tracking tools.

The form is titled 'WRITE SECTIONS ARE MANDATORY PLEASE COMPLETE IN CAPITALS AND PRINT NAME'. It includes sections for: 1. Sender's Account Number, 2. Invoice to Receiver, 3. Customer Reference, 4. From (Collection Address), 5. To (Receiver), 6. Delivery Address of addressee, 7. Dangerous Goods, 8. Services, 9. Special Delivery Instructions, 10. Goods Description, and 11. Dutiable Shipment Details. It also features a 'SENDER'S COPY' stamp at the bottom right.

The filled-out form shows: Con No. 453357553, Piece 1 of 1, Weight 20.00kg, Service Economy Express, Origin MAD, Pickup Date 17 Jul 2014, From TNT EXPRESS, To: MARCEL, Postcode / Cluster Code 10506, and Dest/Deport NE8-23. It also includes a barcode and the number 1100453357553011875433010506.

INFORMATION TO BE INCLUDED ON A CONSIGNMENT NOTE

1. SENDER'S ACCOUNT NUMBER

Please fill in your TNT account number. This is the account number that will be issued the consignment charges, unless the 'Invoice to Receiver' payment option is selected.

2. INVOICE TO RECEIVER

If the Receiver is paying for the consignment charges, please tick this box and provide the Receiver's TNT account number. If this account number is not known, please contact Customer Care.

Note: The sender is liable for all unpaid charges.

3. CUSTOMER REFERENCE

You can enter any internal reference code that you would like to be printed on the invoice, with a maximum of 24 characters. This reference can also be used to track your consignment on tnt.lu.

4. COLLECTION ADDRESS

Please complete with company name, collection address, contact person and telephone number where TNT can collect the consignment.

5. RECEIVER

Please complete Receiver's company name, address, contact person and telephone number.

Note: We cannot deliver to P.O. Box numbers.

If you have selected Invoice to Receiver payment option, only a permanent office address is accepted.

6. DELIVERY ADDRESS

Please complete Receiver's company name, address, contact person and telephone number if it differs from the delivery address.

Note: We cannot deliver to P.O. Box numbers.

7. DANGEROUS GOODS

Indicate whether or not the consignment is of hazardous nature. If you are intending to send dangerous goods, please call Customer Care first for advice.

8a. SERVICES

Select the service that you require. If no service is selected, our Express service will be provided. Please call Customer Care if you require our Special Express service. If you are not sure whether to select documents or non-documents, please contact Customer Care who can also advise you on any paperwork requirements.

8b. OPTIONS

Please select the option(s) you require.

Priority – Priority handling from pick-up to delivery which is available for Express and Economy Express.

Insurance – Cover the full value of shipment.

Please provide the insured value and currency if the insurance is for non-documents.

9. SPECIAL DELIVERY INSTRUCTIONS

Please indicate any special delivery instructions that you may require.

10. GOODS DESCRIPTION

Please provide full description of goods, number of packages, gross weight and consignment dimensions.

11. CUSTOMS INFORMATION

For dutiable shipments, please state the VAT number of the Receiver and provide the value of the shipment (as shown on commercial invoice).

It is important to:

- Write in CAPITAL LETTERS.
- Press hard when writing manual consignment notes so that the information transfers onto all copies.
- Indicate the date and place and sign at the bottom of the consignment.

COMMERCIAL INVOICES

Customs authorities require an invoice for all international shipments.

A commercial invoice is used when goods are part of a commercial transaction or intended for sale.

A pro-forma invoice is for goods with no commercial value. We advise customers to use their own invoices; the example below shows the information that should be included. To make things even easier, you can use our online tools, visit www.tnt.lu or see page 14 for more information.

1 INVOICE

<p>From _____</p> <p>2 _____</p> <p>4 Date of Invoice: _____</p> <p>Sender VAT No: _____</p> <p>5 Invoice No: _____</p>	<p>To _____</p> <p>3 _____</p> <p>Reference No: _____</p>																																																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Item No.</th> <th style="width: 25%;">Product Description</th> <th style="width: 15%;">Product Code or Serial No.</th> <th style="width: 5%;">Origin</th> <th style="width: 5%;">Tariff No.</th> <th style="width: 10%;">Number of Items</th> <th style="width: 5%;">Currency</th> <th style="width: 5%;">Unit Price</th> <th style="width: 10%;">Total Item Value</th> </tr> </thead> <tbody> <tr> <td></td> <td>6</td> <td></td> <td>7</td> <td></td> <td>9</td> <td>10</td> <td></td> <td>11</td> </tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Item No.	Product Description	Product Code or Serial No.	Origin	Tariff No.	Number of Items	Currency	Unit Price	Total Item Value		6		7		9	10		11																																																															
Item No.	Product Description	Product Code or Serial No.	Origin	Tariff No.	Number of Items	Currency	Unit Price	Total Item Value																																																																										
	6		7		9	10		11																																																																										
<p>12 INCO Terms _____</p> <p>Shipping mark or nos: _____</p> <p>Number and type of packages: _____</p> <p>Package dimensions: _____</p> <p>14 I declare all of the information to be true to the best of my knowledge.</p>	<p>Gross weight: 13 _____ (kg)</p> <p>Net weight of goods: _____ (kg)</p> <p>Signature 15 _____</p> <p>Date _____</p>																																																																																	

INFORMATION TO BE INCLUDED ON A COMMERCIAL INVOICE

- 1.** The word "invoice" ("pro-forma" invoices are only acceptable in certain circumstances).
- 2.** Sender company name and address.
- 3.** Receiver company name and address.
- 4.** Date of invoice.
- 5.** Invoice number.
- 6.** Full description of each item of goods supplied (catalogue and serial numbers are not sufficient) to enable correct Customs Tariff Classification.
- 7.** Country of origin (i.e. where manufactured) of each of the goods being sent.
- 8.** Complete if known (also called 'commodity code' or 'customs commodity code'). If this field is left empty, a complete and correct description of the goods is compulsory.
- 9.** Quantity of each item of goods sent.
- 10.** Currency in which the value of goods is expressed.
- 11.** Total value of all goods covered by the invoice.
- 12.** incoterms or terms of delivery indicate the arrangements between seller and buyer, with regard to payment and official transfer of responsibility.
- 13.** Gross weight (including packaging), net weight (excluding packaging) and number of items.
- 14.** The following statement must appear "I declare all of the information to be true to the best of my knowledge".
- 15.** The invoice must be signed and dated.

A signed commercial invoice is essential for customs clearance. Customs requirements may vary from country to country and change without notice. If in doubt, please contact our Customer Care.

For more information on our customs support, see page 31.

STEP

03

PACKING YOUR SHIPMENT

Follow our packing advice to ensure your shipments arrive in perfect condition.



PACKING YOUR GOODS SAFELY

PACKING YOUR SHIPMENT SAFELY HELPS IT GET TO ITS DESTINATION IN PERFECT CONDITION

The TNT 'Fit to Travel' programme aims to prevent damage to goods during their journey.

These pages include some simple tips to help protect your shipment. Follow them to ensure that your shipment is one of the one million that arrives on time and in perfect condition every day.

We also offer a range of high quality, TNT branded packaging materials. If you would like to order some, simply visit tnt.com or call Customer Service.



TNT PACKAGING CATALOGUE

We can provide you with self-sealing plastic satchels, carton envelopes and carton boxes on request. Using the correct packaging will ensure your contents are well protected. Please choose the best solution from the options below and contact Customer Service to order packaging supplies.

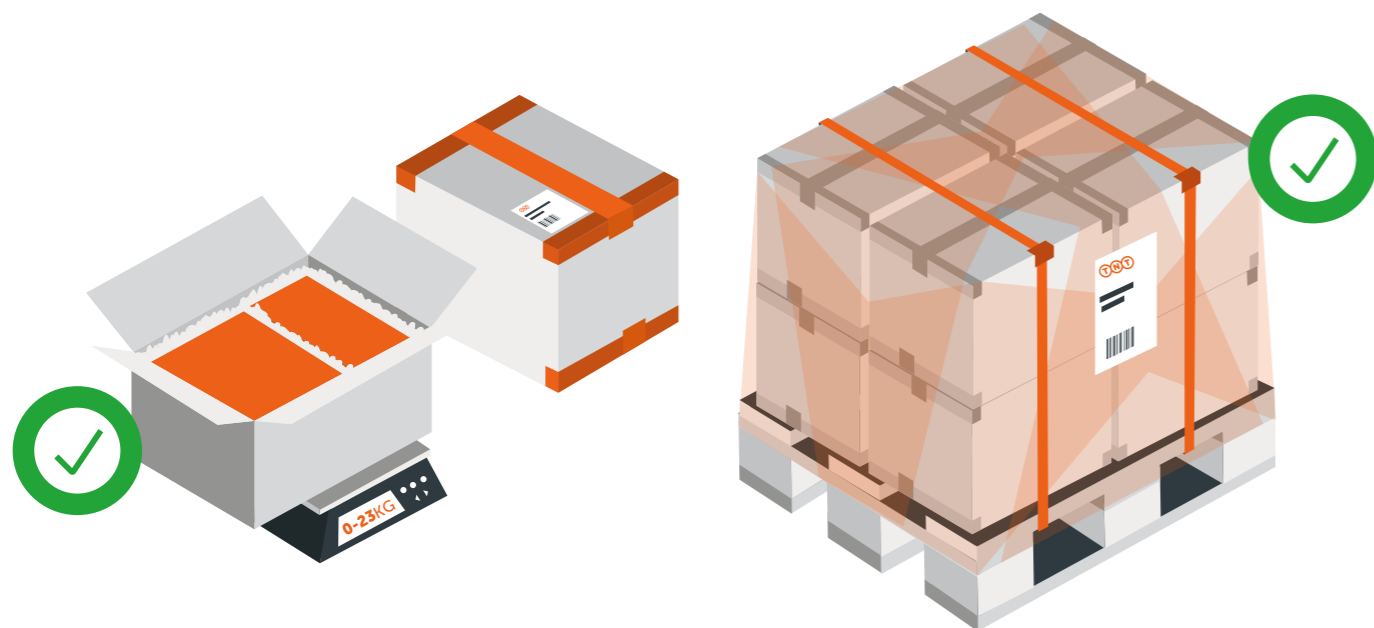
CATEGORY	PACK	DESCRIPTION	DIMENSIONS (mm)
CARTON ENVELOPE	doc 1	For letter size documents Coated to protect the content from moisture	313 x 243
	doc 2	For A4 documents Coated to protect the content from moisture	339 x 302
CARTON BOX	doc 3	For heavy documents	317 x 260 x 37
PLASTIC SATCHEL	bag 1	For A4 documents and small flat items, not to exceed 50mm in thickness and up to 2kg in weight	External: 400 x 300 Internal: 395 x 290
	bag 2	For A3 documents and small flat items, not to exceed 50mm in thickness and up to 4kgs in weight	External: 475 x 380 Internal: 470 x 370
CARTON BOX	box 1	For documents or contents up to a weight limit of 2kg	360 x 300 x 90
	box 2	For documents or contents up to a weight limit of 5kg	330 x 290 x 120
	box 3	For documents or contents up to a weight limit of 8kg	360 x 330 x 220
	box 4	For documents or contents up to a weight limit of 12kg	420 x 255 x 340
BOTTLE PACKAGING	bottle 1	Ideal for one bottle Inner pack included with the carton box	328 x 102 x 102
	bottle 2	Ideal for two bottles Inner pack included with the carton box	328 x 204 x 102
	bottle 3	Ideal for three bottles Inner pack included with the carton box	345 x 306 x 102

We can also provide special packaging for your medical packaging needs such as dry ice, temperature controlled or ambient packaging.

MAKE SURE YOUR SHIPMENT IS FIT TO TRAVEL

We rely on customers to pack their shipments well, so we can deliver them in perfect condition.

Follow these simple tips to ensure your shipment will be delivered to your customer just as you want it to.



PREPARE YOUR SHIPMENT IN 5 EASY STEPS

BOXES

- 1 **CHOOSE QUALITY**
Used boxes lose strength. Ensure your box is rigid and in good condition.
- 2 **AVOID EMPTY SPACE**
Too much padding reduces stacking strength. Avoid boxes that are too big for your contents and require excessive padding. They risk getting crushed.
- 3 **HEAVY BOXES**
We can accept boxes up to 70kg without a pallet, but please put a "HEAVY" label on boxes over 23kg.
- 4 **SEAL WITH AN H**
Use proper sealing tape in an H pattern on top and bottom, and consider strapping heavier boxes.
- 5 **LABEL CLEARLY**
Remove old labels. Affix new labels on top, so the barcode is flat (not folded over the edge).

PALLETS

- 1 **STACK IN COLUMNS**
Columns ensure maximum stacking strength. If the contents are rigid, you can use 'bricklayer style' for increased stability.
- 2 **DO NOT OVERHANG**
Items should fit squarely on the pallet, without hanging over the edge. We can't accept overhanging pallets.
- 3 **KEEP IT FLAT**
A level top surface makes it strong, compact and stackable. Non-stackable pallets will incur a surcharge.
- 4 **STRAP IT OR WRAP IT**
Use strapping and/or stretch wrapping to hold items in place on the pallet. Wrapping should include the pallet itself.
- 5 **LABEL CLEARLY**
Pallets are stacked for transport, so labels need to be affixed to the side, not the top.

For packaging tips and advice: tnt.com/fit-to-travel

AVOID THESE PACKAGING PITFALLS

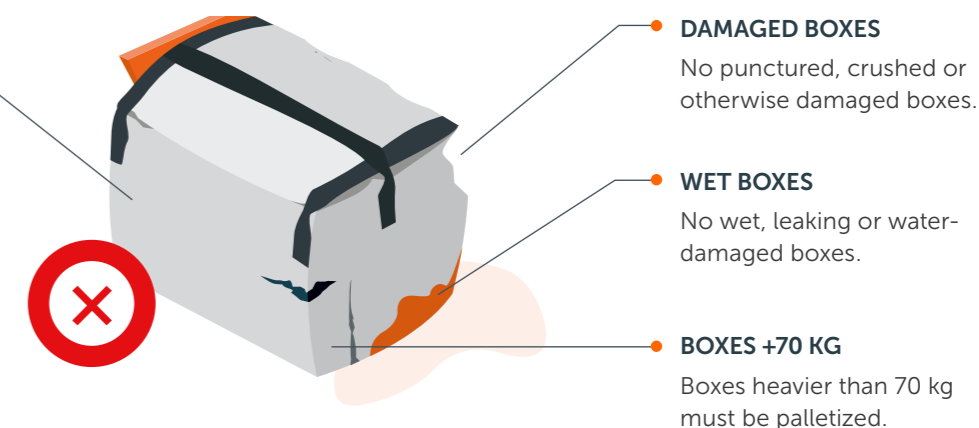
Imperfect packaging can put your goods, other shipments, and our TNT team members at risk.

Before accepting any shipment, our driver will verify that it is "fit for travel."

BOXES

UNSUITABLE PACKAGING

No heavy items in weak boxes. Boxes must be of sufficient strength, quality and size. If necessary, use additional strapping to strengthen your box.



- **DAMAGED BOXES**
No punctured, crushed or otherwise damaged boxes.
- **WET BOXES**
No wet, leaking or water-damaged boxes.
- **BOXES +70 KG**
Boxes heavier than 70 kg must be palletized.

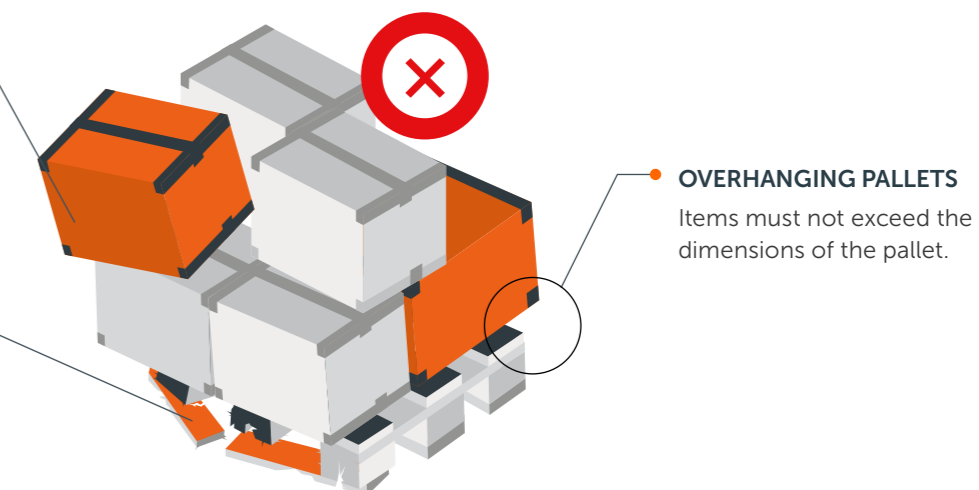
PALLETS

UNATTACHED ITEMS

Everything must be attached to the pallet with strapping and/or wrapping to form a single, inseparable unit.

LOW-QUALITY PALLETS

No poor-quality or damaged pallets.



- **OVERHANGING PALLETS**
Items must not exceed the dimensions of the pallet.

UNBOXED ITEMS

SHARP EDGES

No exposed sharp items. Ample padding is required to prevent injury.



- **PROTRUDING PARTS**
Items that overhang or stick out could cause injury or damage other shipments.

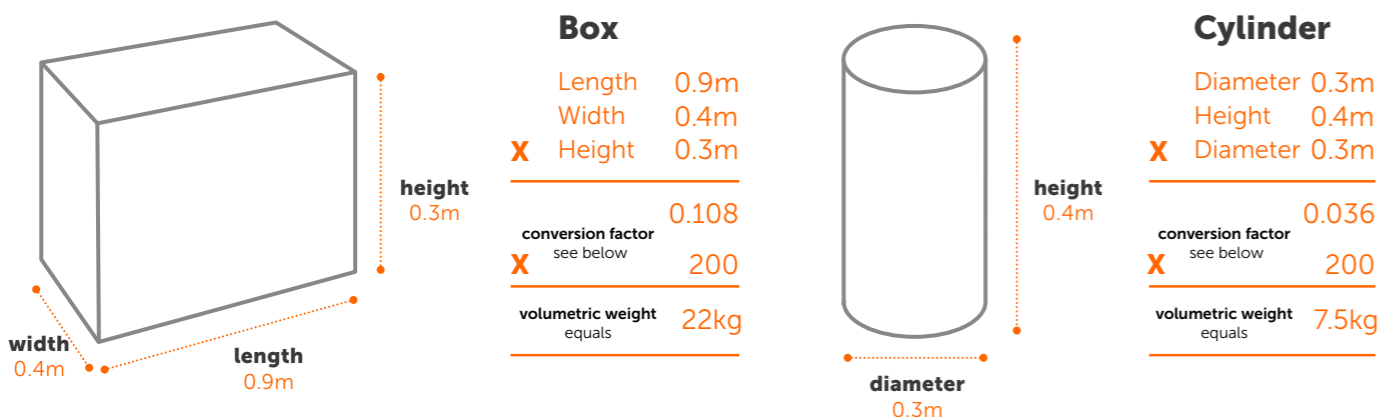
① Shipments containing dangerous goods must be fully compliant with IATA and ADR regulations.

HOW TO CALCULATE WEIGHT BY VOLUME?

The tariff for large but light consignments is calculated on the basis of weight by volume, i.e. according to the space the consignment takes up, instead of the actual weight. This is a standard IATA calculation method.

To calculate the weight by volume of your consignment, multiply the length with the width and the height of your consignment and multiply this result with the corresponding conversion factor of the table below. By way of example, the weight by volume of a box and of a cylinder are calculated below.

EXAMPLE FOR EXPRESS SERVICE



SERVICE	CONVERSION FACTOR
EXPRESS SERVICES 9:00 Express 10:00 Express 12:00 Express Express Economy Express to non-European destinations	Multiply by 200 Length (m) x Width (m) x Height (m) x 200
ECONOMY SERVICES (INTRA-EUROPE) Economy services (Intra-Europe) Economy Express Domestic shipments	Multiply by 250 Length (m) x Width (m) x Height (m) x 250
ECONOMY SERVICES (REST OF WORLD) Economy services (Rest of World) 12:00 Economy Express Economy Express	Multiply by 200 Length (m) x Width (m) x Height (m) x 200

SIZE AND WEIGHT RESTRICTIONS

The maximum weight and dimensions may vary depending on the country of collection and the destination. The table below indicates our standard dimensions, weight and volumes.

For shipments from Europe to 145 destinations, the weight is limited to 30 kg per parcel and 500 kg per shipment, and its dimensions should not exceed 1,0 x 0,6 x 0,7 m.

Contact Customer Care to know the correct limits for your destinations.

DOMESTIC	9:00 EXPRESS	10:00 EXPRESS	12:00 EXPRESS	EXPRESS	12:00 ECONOMY EXPRESS	ECONOMY EXPRESS
MAXIMUM DIMENSIONS Lx Wx H (metres)	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.8	-	-
MAXIMUM WEIGHT	PIECE WEIGHT (not palletised)	30kg	30kg	70kg	70kg	-
	PIECE WEIGHT (palletised)	-	-	500kg	1000kg	-
	CONSIGNMENT WEIGHT	210kg	210kg	500kg	7000kg	-
VOLUME (m³)	3	3	3	30	-	-

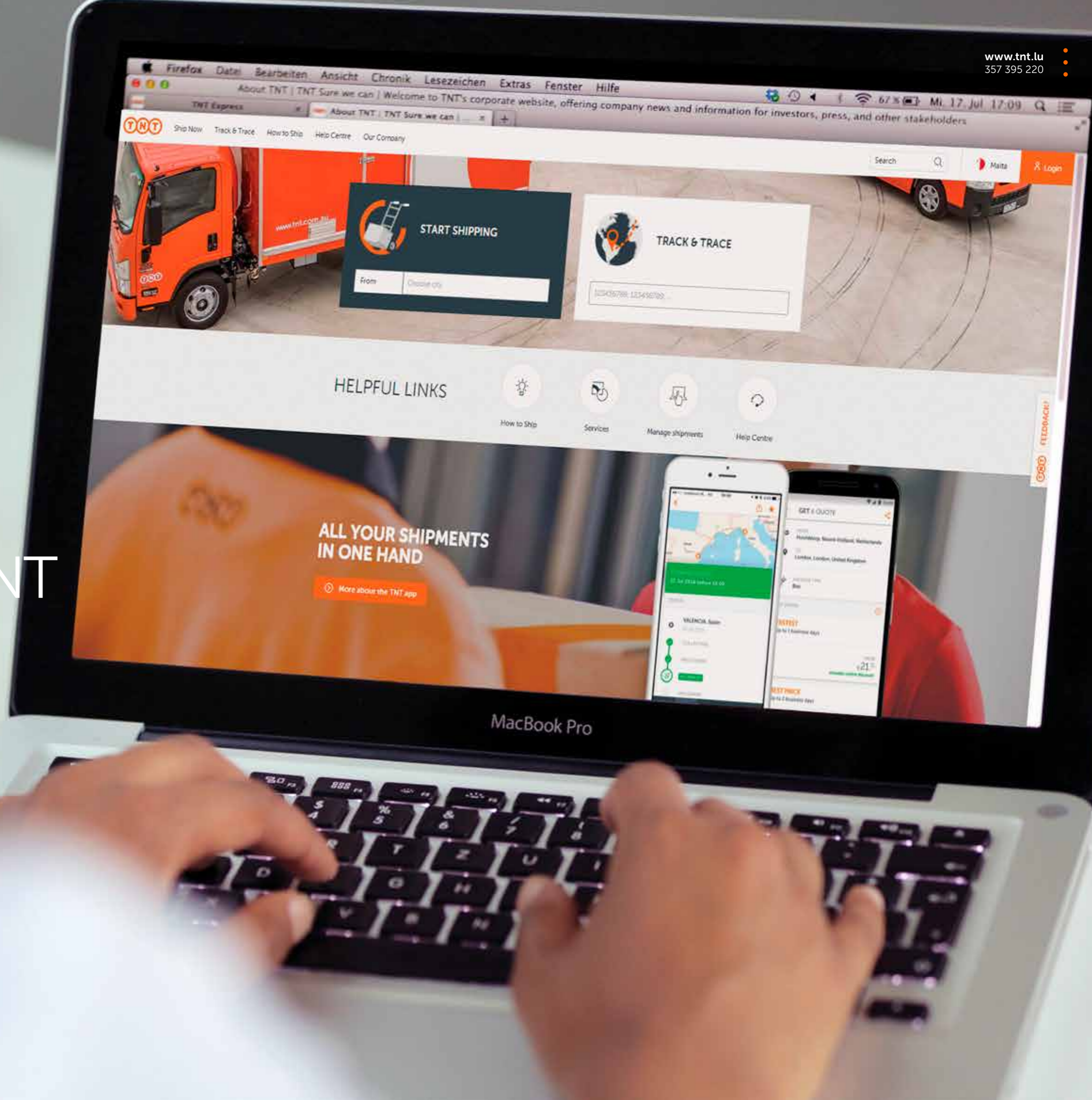
WITHIN EUROPE	9:00 EXPRESS	10:00 EXPRESS	12:00 EXPRESS	EXPRESS	12:00 ECONOMY EXPRESS	ECONOMY EXPRESS
MAXIMUM DIMENSIONS Lx Wx H (metres)	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.8
MAXIMUM WEIGHT	PIECE WEIGHT (not palletised)	30kg	30kg	70kg	70kg	70kg
	PIECE WEIGHT (palletised)	N/A	N/A	500kg	500kg	500kg
	CONSIGNMENT WEIGHT	210kg	210kg	500kg	500kg	500kg
VOLUME (m³)	3	3	3	30	-	-

INTERCONTINENTAL	9:00 EXPRESS	10:00 EXPRESS	12:00 EXPRESS	EXPRESS	12:00 ECONOMY EXPRESS	ECONOMY EXPRESS
MAXIMUM DIMENSIONS Lx Wx H (metres)	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	2.4x 1.2x 1.5	N/A	2.4x 1.2x 1.5
MAXIMUM WEIGHT	PIECE WEIGHT (not palletised)	30kg	30kg	70kg	70kg	N/A
	PIECE WEIGHT (palletised)	N/A	N/A	500kg	500kg	N/A
	CONSIGNMENT WEIGHT	210kg	210kg	500kg	500kg	N/A
VOLUME (m³)	3	3	3	3	-	10

STEP
04

TRACKING YOUR SHIPMENT

Have complete control and peace of mind as you track your shipment over its entire journey.



TRACKING YOUR SHIPMENT

TRACKING YOUR SHIPMENT IS SIMPLE, MAKING SURE YOU ARE ALWAYS IN CONTROL

From real-time updates on your goods to proof of delivery images by email, TNT gives you full visibility.

From the moment your shipment is collected you can track its progress in real-time. Just choose from our range of tracking options:



ONLINE

Visit www.tnt.lu with your consignment note number or reference details for a to-the-minute update.



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 tnt.com/app.



EMAIL

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



TEXT MESSAGE

Text your consignment number or customer reference to **+44 7740 767 767** (local rate) to receive status updates

directly to your mobile phone by text message.



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**.

Control at every step



STEP

05

ONLINE BILLING

Our payment tools are designed to save you time and money so you can focus on your own activities.



ONLINE BILLING

DOING BUSINESS IS EASY WITH OUR SMOOTH INVOICE PROCESSING

Our billing system is streamlined to make business simpler.

With our online systems there's no paperwork, no missing payments and less chance of human error. Make the most of your time with these systems:

Online billing

The most efficient way to view outstanding invoices, credits and an overview of your payments or to make payments.

- Manage all TNT invoices in a secured environment.
- Download your invoice in one of several formats (pdf, xls, csv, xml, etc.).
- Less paperwork, more ec-friendly.

e-Payment

A free service that allows you to pay your TNT invoices online quickly, efficiently and securely. This functionality makes managing your accounts simpler than ever.

- Pay invoices.
- View account statements.
- Create and follow-up disputes.



*Your invoices
processed in
no time*

STEP

06

ADDITIONAL SERVICES

We offer you a wide range of experience and additional services to customise your shipments.



ADDITIONAL SERVICES

CUSTOMISED SERVICES

Our special collection and delivery services are built around the needs of your business.

Business is sometimes unpredictable. For these occasions, we offer solutions that work around your special situation, for an additional fee.

LATE COLLECTION

TNT can collect or deliver your consignment outside normal office hours, whenever you want.

SATURDAY COLLECTION/DELIVERY

Do your activities not stop during the weekend? We can collect on Friday for delivery on Saturday or collect on Saturday for delivery on Monday.

RECEIVER PAYS

It's possible for your customer to take on the expenses of the shipment. You can state this on the consignment note mentioning his/her TNT customer number. The invoice then goes to the shipment's receiver in his/her local currency.

PROOF OF DELIVERY

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

COLLECTION/DELIVERY IN A REMOTE AREA

There is nowhere too far and nothing too difficult. TNT can deliver or collect in hard-to-reach or remote locations. Visit www.tnt.lu to see whether your postcode is in a remote area.

RESIDENTIAL DELIVERY SERVICE

You don't need to limit your deliveries to business addresses. To help meet your customer's needs, we can deliver your goods to residential addresses too.

HANDLING

TNT also finds a solution for your most unusual consignments.

Over the last 65 years, we've handled a vast number of diverse deliveries. Our global team of experts are on hand to help with all your shipping requirements, from the routine to customised options for special consignments.

PRIORITY HANDLING

Opt for prioritised handling from collection to delivery with our Priority sticker on your Express or Economy Express shipment.

ADDITIONAL HANDLING

If you have a shipment that can't be handled on automated conveyor machinery or if they exceed our standard operational dimensions, we will manage with additional handling at a surcharge.

SPECIAL HANDLING

Sometimes cargo is of an unusual nature, so we have special resources to ensure it's delivered as efficiently and as safely as standard cargo.

We can handle:

- Non stackable (shipments containing one or more non-stackable items)
- Shipments that contain one or more items that could cause injury

In accordance with international transportation regulations (IATA, ADR, etc.) we can manage transport and handling for dangerous classified goods.

MULTI-PIECE HANDLING

If your shipment contains more than one item or parts, we can handle it.

Tip: number the packages (1/3, 2/3, 3/3) and write down the consignment note number and contact details of sender and receiver on each package.

If you think your shipment might need special handling please contact Customer Care for more information.



INSURANCE

BY CHOOSING TNT, YOU GET ONE SHIPPING PARTNER FOR THE WHOLE GLOBE

That means one company to handle every aspect of your shipping needs, including insurance.

That means one company to handle every aspect of your shipping needs, including insurance.

Even though we always take the utmost care with your shipments, circumstances beyond our control can occasionally affect the deliveries. That's why TNT insurance covers the full value of your shipment against all risks.⁽¹⁾ There is no need to use a separate supplier for this cover, simply indicate this when you book. You can then be certain that the entire transport process is arranged flawlessly by a single partner.

Without this insurance, your consignments will be governed by the global conventions as put forward in our Terms & Conditions, offering a limited liability based on the weight of your goods and not the actual value.

Benefit from:

- Extra peace of mind: your delivery is insured against all risks, with compensation up to the full value of your shipment.
- Low rates: an additional charge of just 1% of the value of goods ⁽²⁾ (and €5 for shipments with a value of up to €1,000).
- Easy management: just choose the insurance option when you book, whether online or over the phone.
- Worldwide coverage: for almost all types of goods across more than 200 countries.

Specific information can be found on www.tnt.lu.

⁽¹⁾ Damage due to inadequate packaging will not be compensated. See Terms and Conditions for more information.

⁽²⁾ If the value of your goods is over €25,000, please contact Customer Care.



IMPORT SERVICES

EXPRESS IMPORT

Managing imports via TNT is as easy as exports, thanks to our global reach.

Our Express Import service lets you control the whole shipping process as a receiver. It is just as easy to choose the speed and delivery time when receiving a shipment as you would if you were

sending one. You'll even get shipping costs invoiced in your own currency. Express Import enables you to collect and send shipments in more than 175 countries using the following services:

- 9:00 Express
- 10:00 Express
- 12:00 Express
- Express
- 12:00 Economy Express
- Economy Express

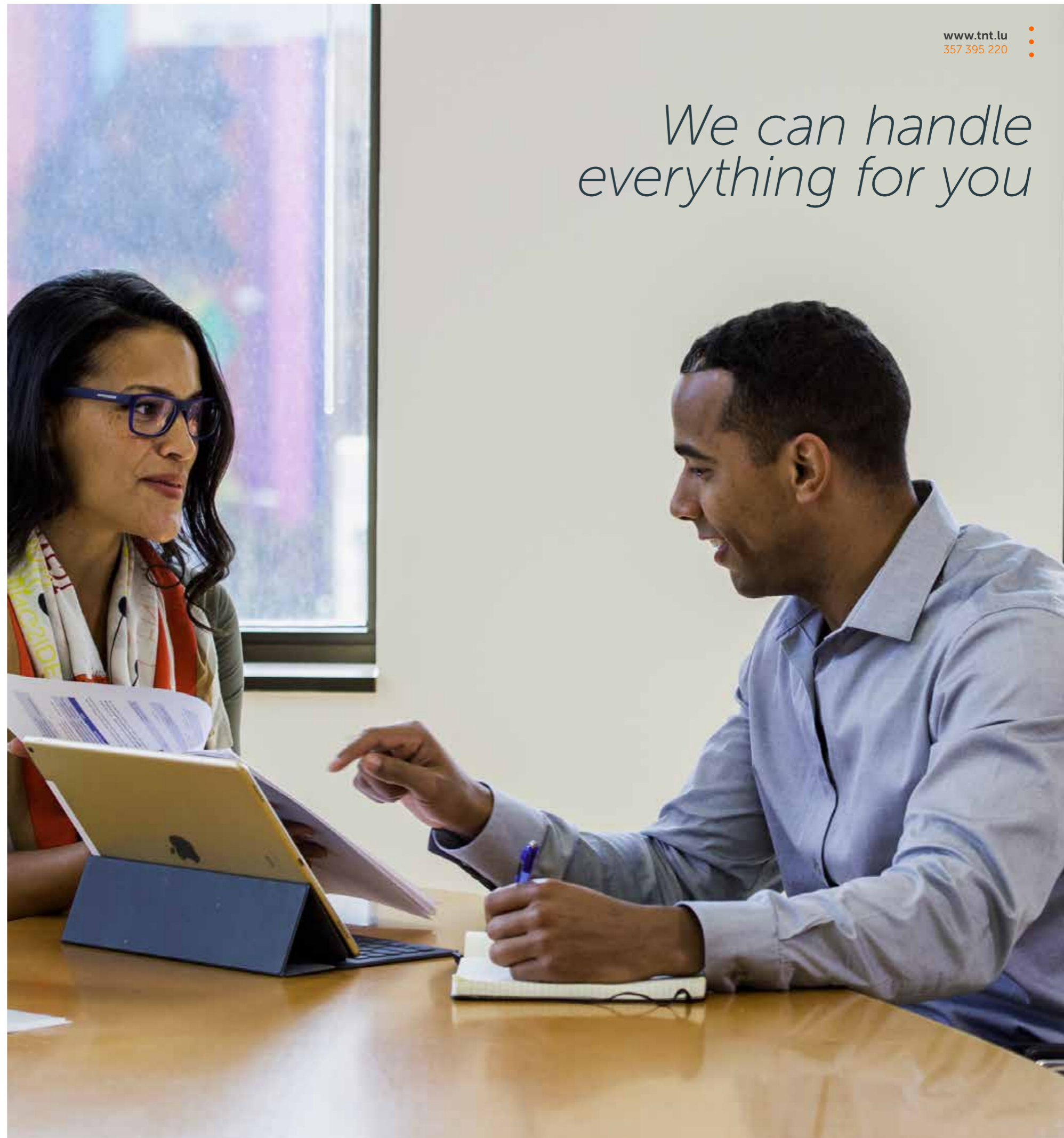
As a global partner, we can handle the complete import process for you. There's no need to contact an extra supplier in the country of origin, you only need to contact TNT arranges collection, transport and customs clearance on your behalf.

With our online Express Import tool, you can take control of your collections from abroad.

Uniquely, this system has the ability to request an exact quote before the booking of your import shipment is completed, giving you complete control and letting you choose the service that best meets your budget and desired delivery time.

The Express Import tool is available through myTNT in more than 30 languages such as English, Spanish, German, French, Italian and simplified Chinese.

We can handle everything for you



DANGEROUS GOODS

YOUR EXPERIENCED PARTNER FOR THE TRANSPORT OF DANGEROUS GOODS

TNT has the equipment and expertise to move dangerous goods safely and securely.

While you can focus on your activities, we move dangerous goods around the world and can support your business by providing the most suitable means of transportation to ensure safety and regulatory compliance.

Enjoy the reassurance that you are using a licensed partner with the highest level of expertise and the strictest processes to ensure safety and compliance at all times, whether you need to ship by road or air.

We can provide services for:

- Fully regulated dangerous goods.
- Dangerous goods in limited quantities.
- Dangerous goods in excepted quantities.
- Radioactive material in excepted package.
- Lithium batteries.
- Dry ice.
- Biological substances category B.
- Genetically modified (micro) organisms.

For more information on our dangerous Goods capabilities, please contact Customer Care.

Acceptability and limitations

We can transport dangerous goods when they are prepared in line with regulatory requirements, but restrictions apply in some countries. Certain types of shipments can only be

accepted from dangerous goods approved customers, this is to ensure that all dangerous goods shipments are transported in full compliance with required laws and regulations.

For any advice on these shipments, please contact Customer Care. Our Dangerous Goods experts will be glad to help.



CUSTOMS-EXPERTISE

SMOOTH INTERNATIONAL SHIPPING, WITH THE HELP OF EXPERTS

If you send and receive international shipments, then you want to rely on a transportation partner who knows the regulations of the countries of origin and destination in all its details.

During the past 65 years we have developed major expertise in the field of export controls, customs clearance and are familiar with all import and export regulations.

TNT meets the applicable customs regulations, keeping up-to-speed on new regulations and understanding fully what's required by customs during the transit of your shipment.

LEVERAGE OUR KNOWLEDGE AND EXPERTISE

We provide expertise and support for customs clearance and import and export regulations. Our customs services offer the following advantages:

- A fully managed customs clearance service.
- Experts with specialist local customs knowledge.
- Clear and relevant customs information.
- Accurate completion of forms on your behalf.
- Efficient, timely customs handling.
- Authorized Economic Operator, plus additional supply chain accreditations.

HELPING YOU GET IT RIGHT – FROM START TO FINISH

There are a few simple tips that can help you ensure a smooth transition through customs for your goods.

- Include a commercial invoice with the shipment and make sure the details on your invoice are accurate.
- Provide all the required supporting documents such as Certificate of Origin, export license, ATR and EUR.
- Check to ensure you are not shipping restricted or forbidden goods.

ADDITIONAL CUSTOMS SERVICES FOR YOUR CONVENIENCE

To make international trade even easier for you, we can also offer additional customs clearance services. Do you require transit documents, return for repair of faulty goods or does your shipment come under temporary import/export? Just ask if you need non-standard customs declarations, we'll help you to make it as simple as possible.

EXPORT CUSTOMS SERVICES

DUTIES AND TAX ADVANCEMENT

When you receive goods and don't have any arrangement to pay duties and local taxes, we can help you with the arrangements with advanced payment of funds so that you can get your goods delivered.

DRAWING UP ATR DOCUMENTS FOR SHIPMENTS TO TURKEY.

The ATR document gives a right to a reduction/exemption for paying import duties for shipments to Turkey. TNT draws up the ATR document for you and sees to further settlement with the local customs.

REPLACING T DOCUMENTS

The TI document is compulsory for goods that are produced outside the EU, but are within the EU and have not yet been cleared or have been re-exported. If you choose to draw up this type of document with a national customs office as the office of destination, TNT will replace this document.

ARRANGING TEMPORARY EXPORT

If you need to temporarily export goods, TNT will see to drawing up the right customs documents.

IMPORT CUSTOMS SERVICES

TEMPORARY (RE-)IMPORT

TNT imports these consignments according to special customs-technical regulations

CARRYING OUT CUSTOMER INSTRUCTION

Here you can order TNT to organise a specific customs instruction at the receiver for each import (consignment).

DELIVERY WITH TI DOCUMENT

You keep control of the customs clearance process as you carry out the customs declaration and only outsource the specific drawing up of documentation to TNT.

CUSTOMS PROFESSIONAL EXPENSES

TNT can lodge an appeal against customs if you don't agree with a payment.

For more information on our customs services, please contact Customer Care.



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.



OUR VALUE ADDED SERVICES

We can take care of the transport of your consignment from A to B with smart logistics actions at the beginning or end of your supply chain. By linking various services we can make surprising combinations of transport and logistics, adapted to your needs.

SPECIAL HANDLING SERVICES

Logistics actions such as assembling, wrapping and labelling can take place in our Value Added Service centres. There are also facilities for temperature-controlled transport (dry ice), dangerous goods and customs clearance. This ensures that you cut short the time-to-market and thanks to multi-user use, you reduce your storage costs. In combination with transport this results in an efficient supply chain.

SERVICE LOGISTICS

Worldwide, TNT has more than 1,000 warehouses for storage of your critical supply. This way, spare parts are always near your customers and you can immediately respond to signals of the market. In addition, the development of your stock can be followed online. Under the name Returns Express we arrange the collection of faulty goods from your customers, service engineers or suppliers from our Forward Stock Locations. We then send them consolidated to the factory or repair centre, collect them, restock them or deliver where and when you wish. These FSLs are accessible round the clock, are ISO and TAPA certified and can anticipate your individual wishes.

DELIVERY PLUS

We can deliver your consignments in the Benelux including several technical actions, such as unpacking, installing and making a machine ready for operation. We can also disassemble and remove faulty parts and install new ones.

CLINICAL SOLUTIONS

We have several solutions for clinical trials and other pharmaceutical means, such as packaging with dry ice. Naturally, this also includes expert advice.

PROJECT SHIPMENTS

If you want to send many shipments at the same time, for instance for a promotion or New Year's gifts, TNT can save you time, work and expenses.



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!

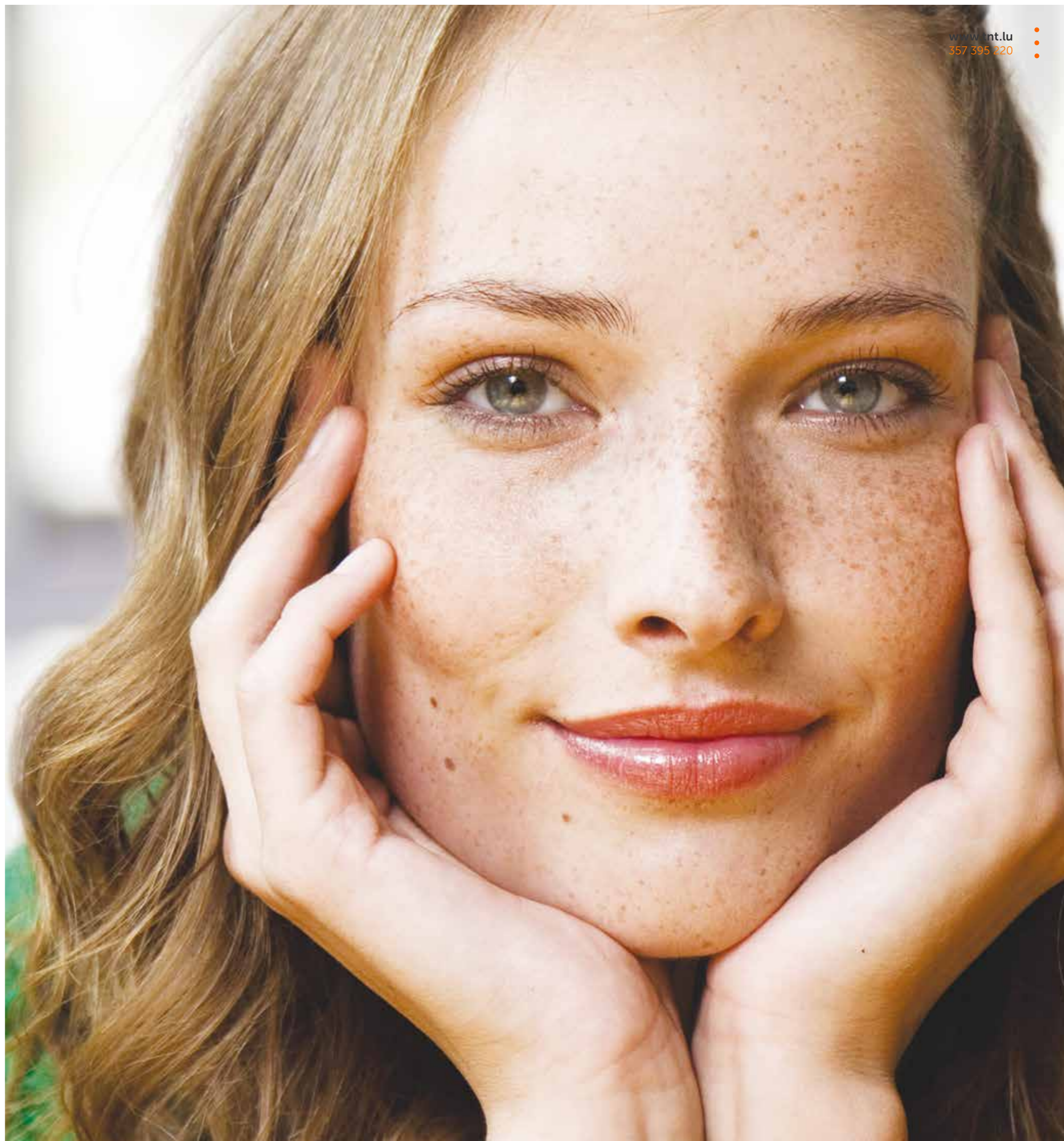
SOMETHING FOR EVERYONE!

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 HAPPY TO HELP YOU

We reward you for choosing TNT with excellent service, competent staff and our commitment to help you meet the demands of your customers.

Contact us today to experience the quality of our service.

Go to 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 tnt.lu

Contact

357 395 220

www.tnt.lu