A SIMPLER WAY TO SHIP

Instant Quotes Anytime, Anywhere

myTNT 2 Online Shipping User Guide

02 Welcome to myTNT 2 Online Shipping Tool!

Easy

- ✓ Get started with just an email address & password
- ✓ Fewer steps and more intuitive
- ✓ Ship from any mobile device

Fuss-Free

- ✓ Instant* quotes anytime, anywhere
- ✓ Track all shipments in one place

Personalised

- ✓ Repeat shipments with smart tools
- ✓ Receive personalised rates** with approved company profile

For easier access to our shipping solution, bookmark **mytnt.tnt.com**

*Subject to local Internet connectivity speed.

**Add your company profile or existing TNT account number to request for personalised shipping rates. TNT approval is required to activate personalised shipping rates on myTNT 2. Standard online shipping rates apply to all shipments created without an approved company profile.

03 Contents

Get Started

Log In / Sign up 04
Dashboard 12

Create Profile

Add Profile 13
Email Confirmation 16

Ship Now

Outbound Shipment

Create Shipment 17
Add Shipment Details 22
Choose Service 28
Review 30

Inbound Shipment

Create Shipment 31
Add Shipment Details 35
Choose Service 41
Review 43

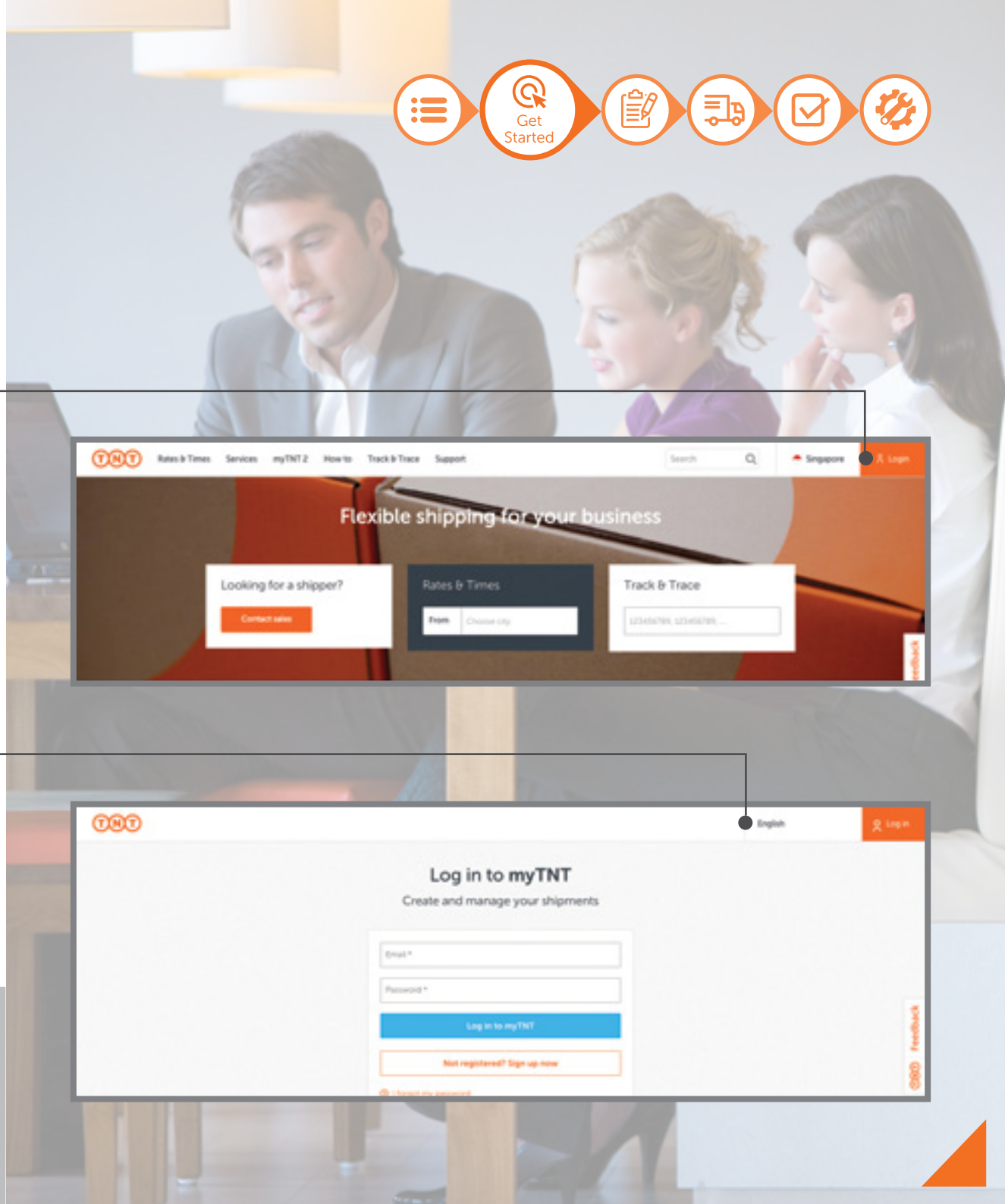
Pick Up

Print Documents 44
Check Inbox 48

More Tools

Shipments Tracking 50
Instant Quote 54
Address Book 57
Smart Template 62
Reset Password 65
Invite a Person 69

04 Log In / Sign Up



1 of 12

Go to the TNT.com homepage, then select the login button to proceed to myTNT login screen.

2 of 12

Pick a preferred language from the drop-down menu to continue.

Better Rates, Convenient Shipping

By setting up an online account with myTNT 2, you get to enjoy lower shipping rates* and ship faster too!

*For accounts with approved company profiles only

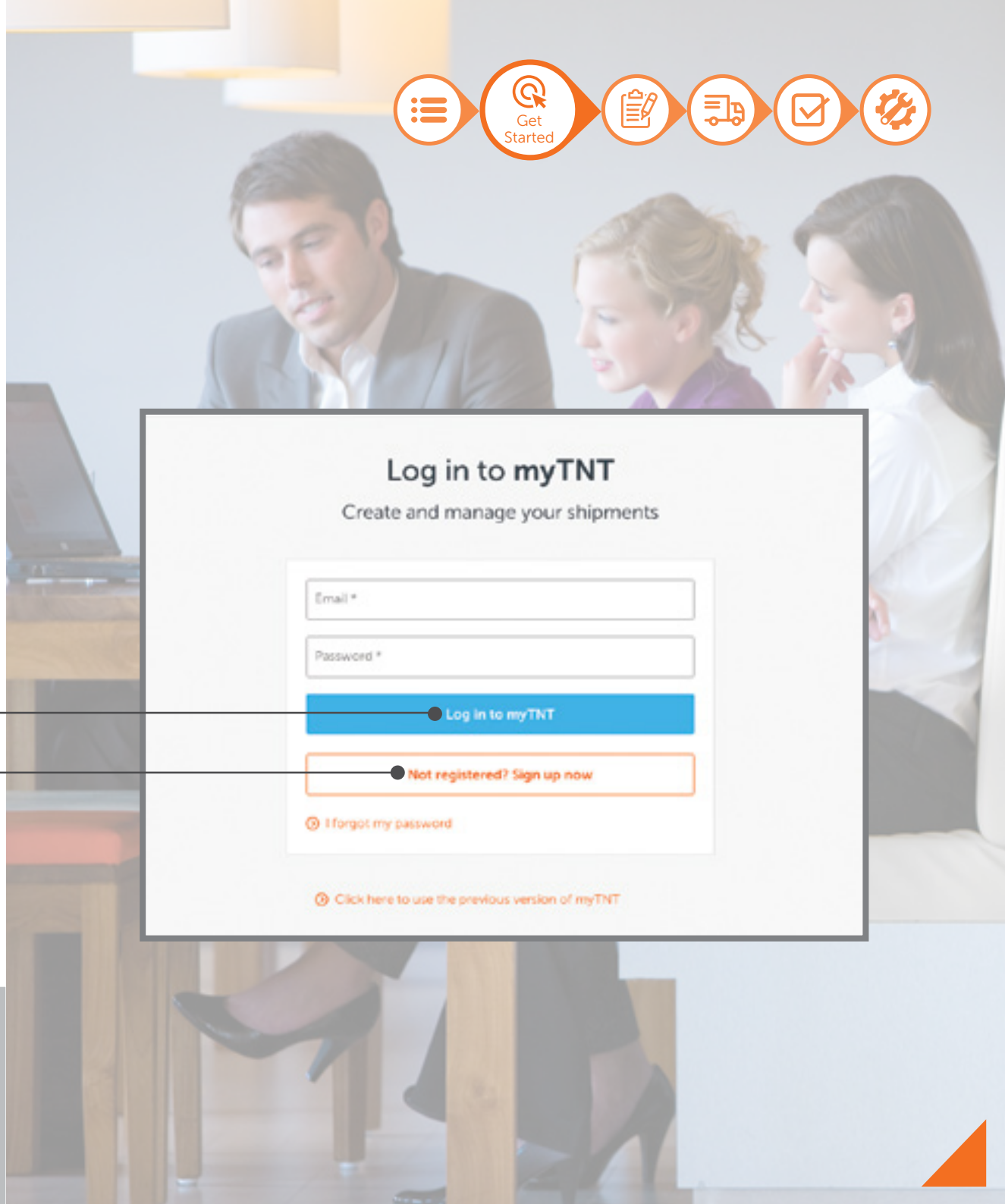
05 Log In / Sign Up

3 of 12

Registered users may log in with an email address and password. Skip to page 11 if you already have myTNT login access.

4 of 12

If you do not have access to myTNT, select 'Not registered? Sign up now' to continue.



Better Rates, Convenient Shipping

By setting up an online account with myTNT 2, you get to enjoy lower shipping rates* and ship faster too!

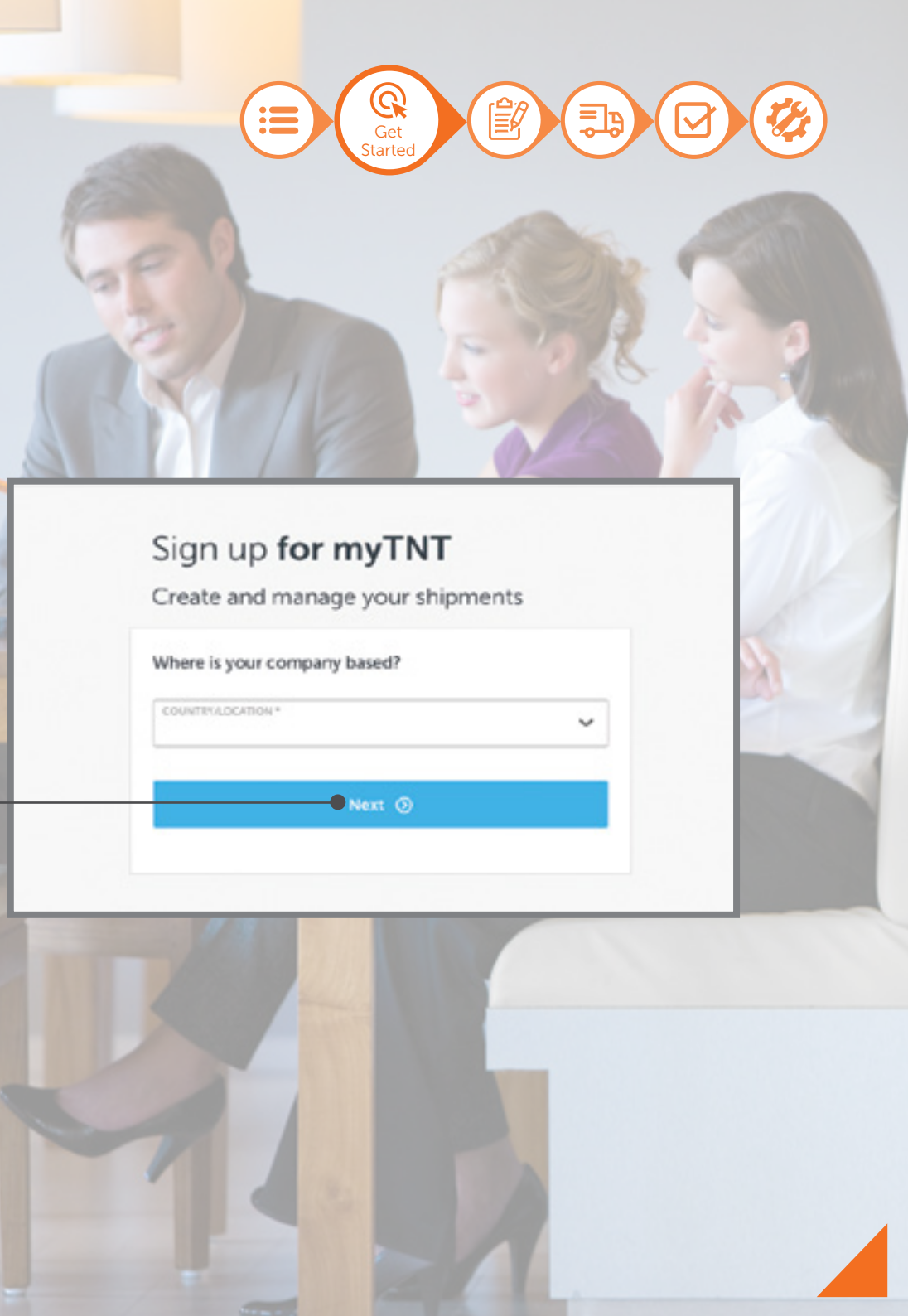
*For accounts with approved company profiles only

06 Log In / Sign Up

5 of 12

Pick a country where your company is based and select ‘Next’ to continue.

Tip: You can add more company profiles to your myTNT account later on and create different shipments under each profile.



What makes myTNT better?

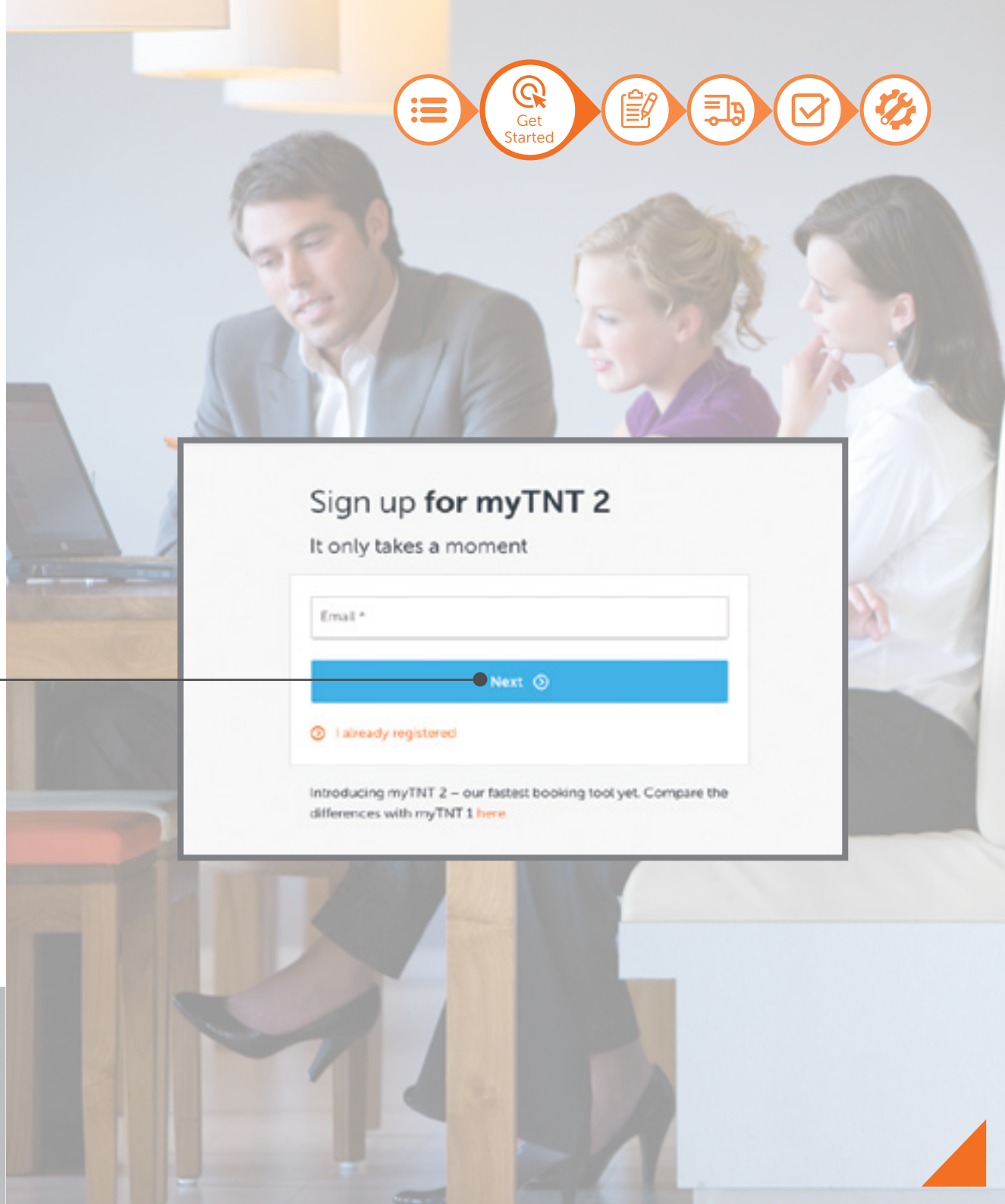
Tailored for business shipping, you can now create incoming and outgoing shipments in one place for a more complete shipping experience.

07 Log In / Sign Up

6 of 12

Provide your email address and select ‘Next’ to continue.

Tip: If you already have myTNT login access, select ‘I already registered’ to skip this step.



Upgrading from myTNT 1?

When you upgrade to myTNT 2 from myTNT 1, your company profile, address book and personalised rates will all be transferred.

08 Log In / Sign Up

7 of 12

Provide a new password to access the new myTNT.

Tip: Your password should contain a minimum of eight characters, including a mix of lower and uppercase letters and at least one number or symbol.

Ship 24/7, Wherever You Are

Need to ship while on the move? myTNT 2 is available on both mobile and tablet, and allows shipments to be booked in a few easy steps.

09 Log In / Sign Up

8 of 12

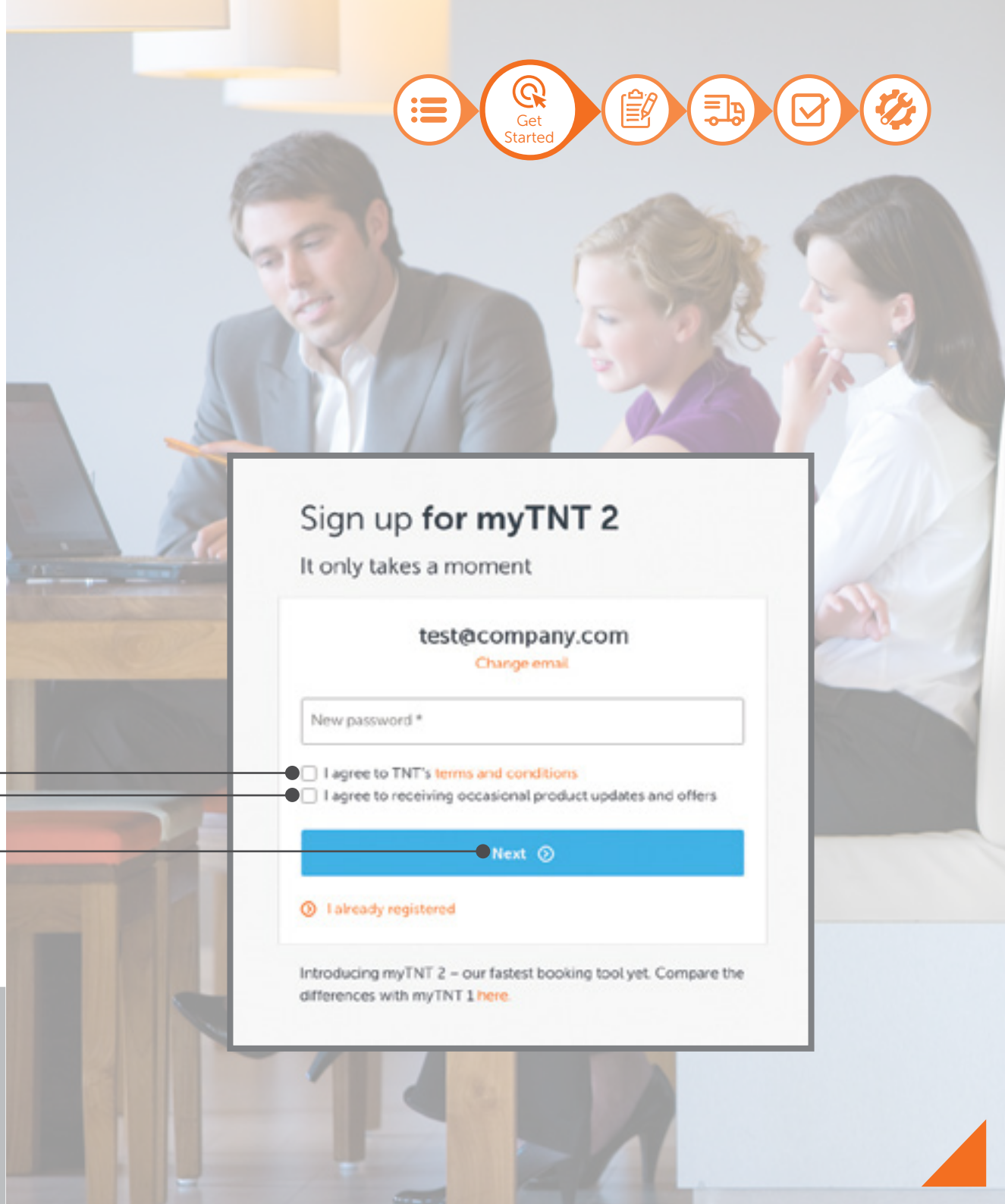
Select the mandatory checkbox to indicate agreement to TNT's terms and conditions.

9 of 12

Tick this checkbox if you wish to be updated on TNT's latest promotions.

10 of 12

Select 'Next' to continue.



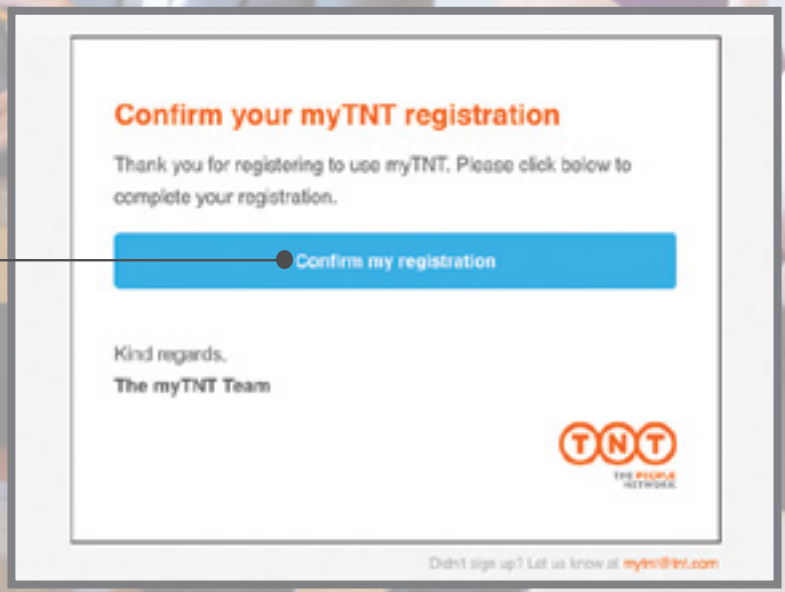
Ship 24/7, Wherever You Are

Need to ship while on the move? myTNT 2 is available on both mobile and tablet, and allows shipments to be booked in a few easy steps.

10 Log In / Sign Up

Look out for a confirmation email and select 'Confirm my registration' to activate your account.

Tip: Check your spam or junk folders if a confirmation email does not appear in your inbox.



Better Rates, Convenient Shipping

By setting up an online account with myTNT 2, you get to enjoy lower shipping rates* and ship faster too!

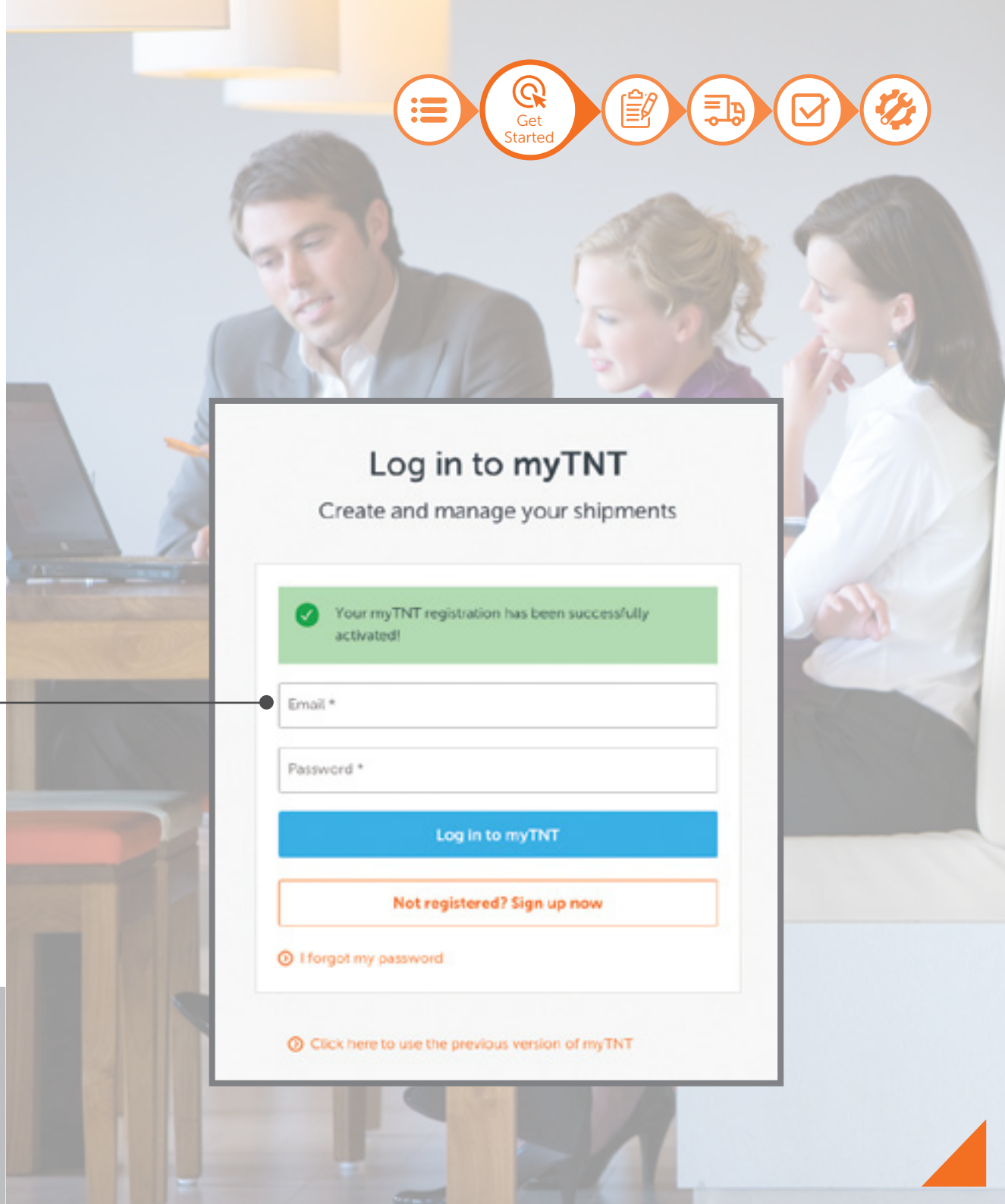
*For accounts with approved company profiles only

11 Log In / Sign Up

12 of 12

Provide your registered email address and password to log in.

Tip: Refer to "Reset Password" section (page 65) if you wish to change your password.

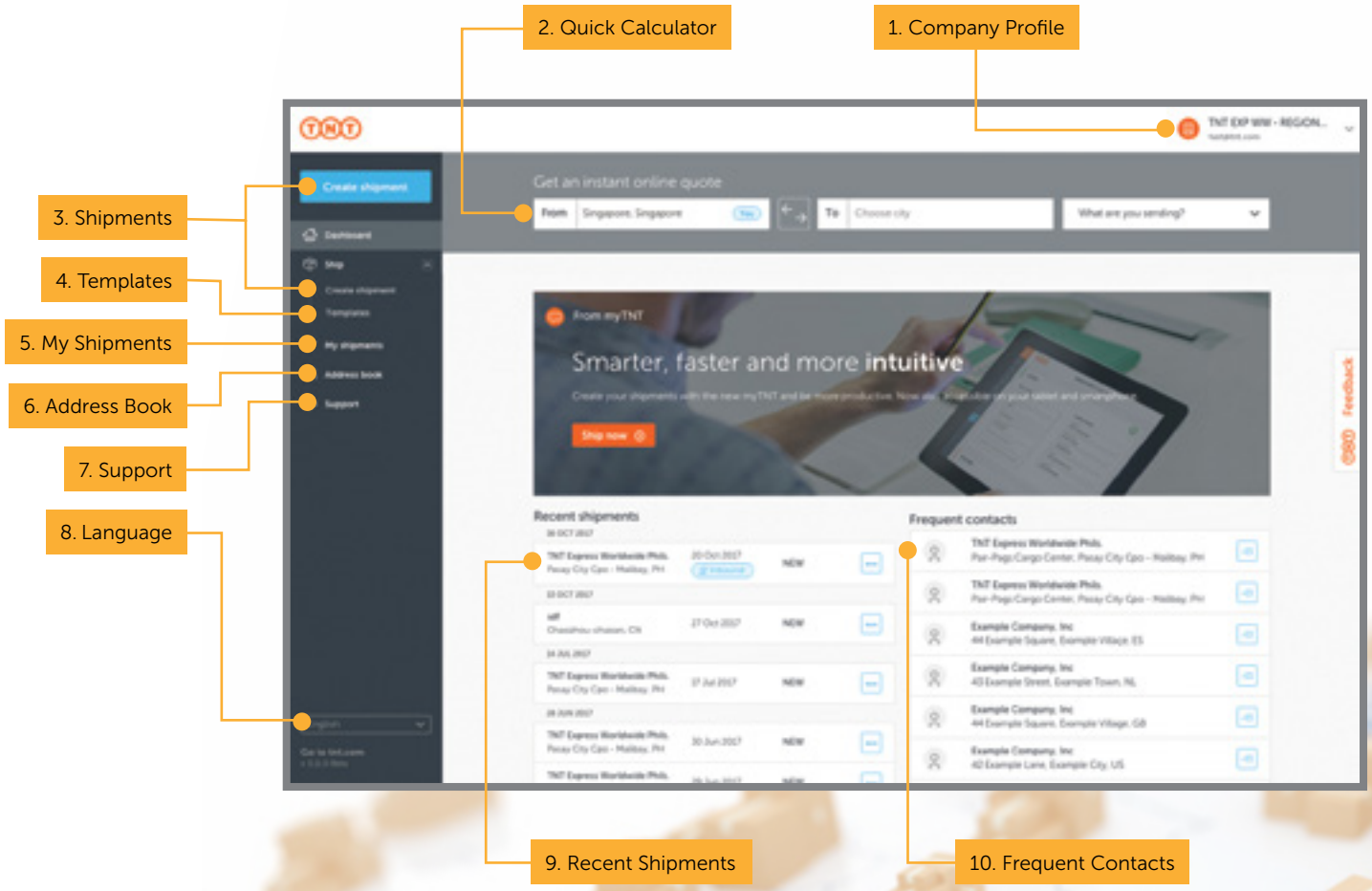


Ship Anytime, Anywhere

Now you can easily access myTNT from any computer or mobile device with an internet connection.

12 Dashboard

1. **Company Profile**
   Complete your company profile for personalised shipping rates
2. **Quick Calculator**
   Get instant quotes based on your personal shipping rates
3. **Create Shipments**
   Create a quick shipment
4. **Templates**
   Locate a saved template
5. **My Shipments**
   Access latest information about your shipments here
6. **Address Book**
   Remember your frequently used addresses
7. **Support**
   Get help while shipping online
8. **Language**
   Choose your preferred language
9. **Recent Shipments**
   View status of all your recent shipments
10. **Frequent Contacts**
    Frequently used contacts from address book



Better Rates, Convenient Shipping

By setting up an online account with myTNT 2, you get to enjoy a premium over standard shipping rates*!

*Only applicable to accounts with approved company profile on the new myTNT.

13 Add Profile

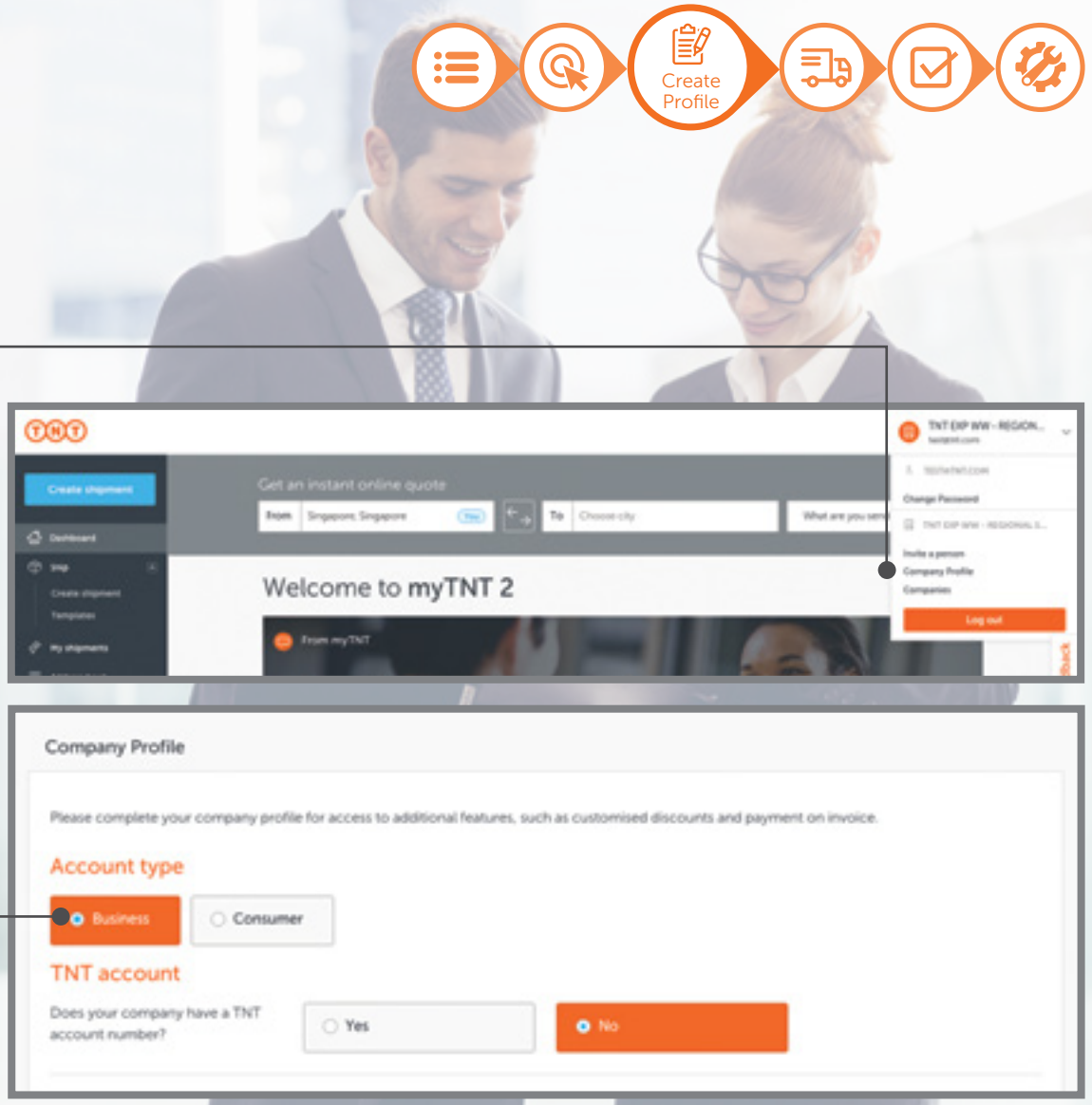
1 of 8

For new account users, you will be prompted to fill in your company details under ‘Company Profile’.

2 of 8

Pick your account type by selecting the relevant box.

Tip: myTNT is a platform specialising in business shipping. Please contact customer service if you need to send a personal shipment.



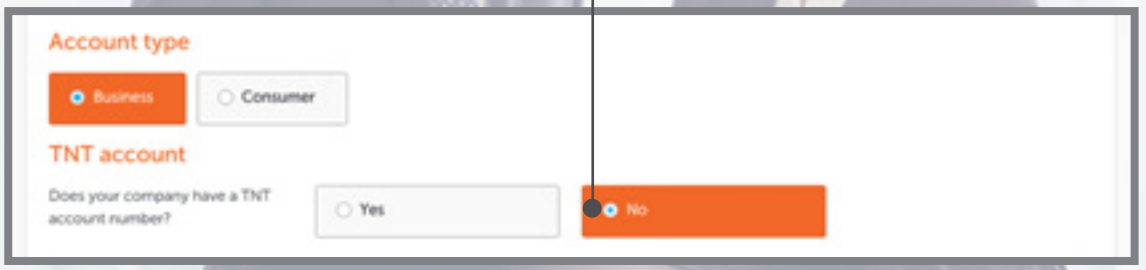
Manage your business shipments with myTNT

Setting up a company profile is free!
Ship often with myTNT to enjoy personalised rates.

14 Add Profile

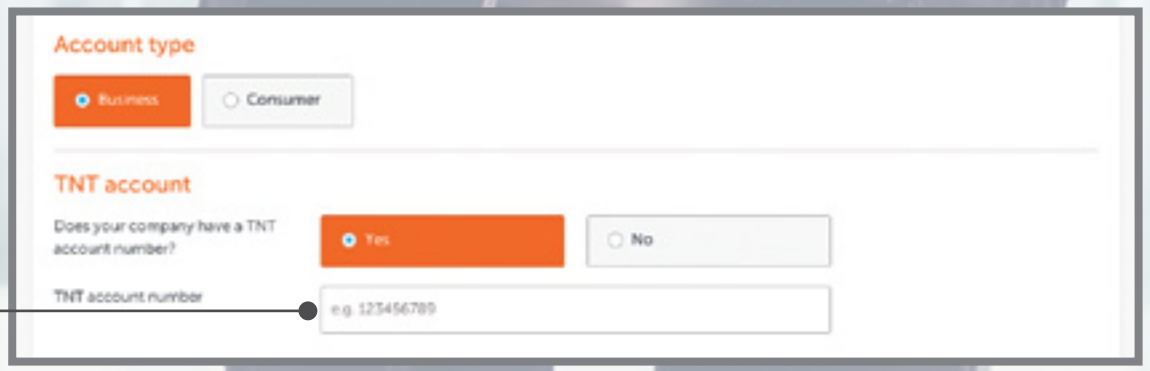
3 of 8

Select ‘No’ if you do not have a TNT account. After your company profile has been verified, you will receive your TNT account number in the confirmation email.



4 of 8

Select ‘Yes’ if you have an existing account with TNT and fill in your account number.



Manage your business shipments with myTNT

Setting up a company profile is free!
Ship often with myTNT to enjoy personalised rates.

15 Add Profile

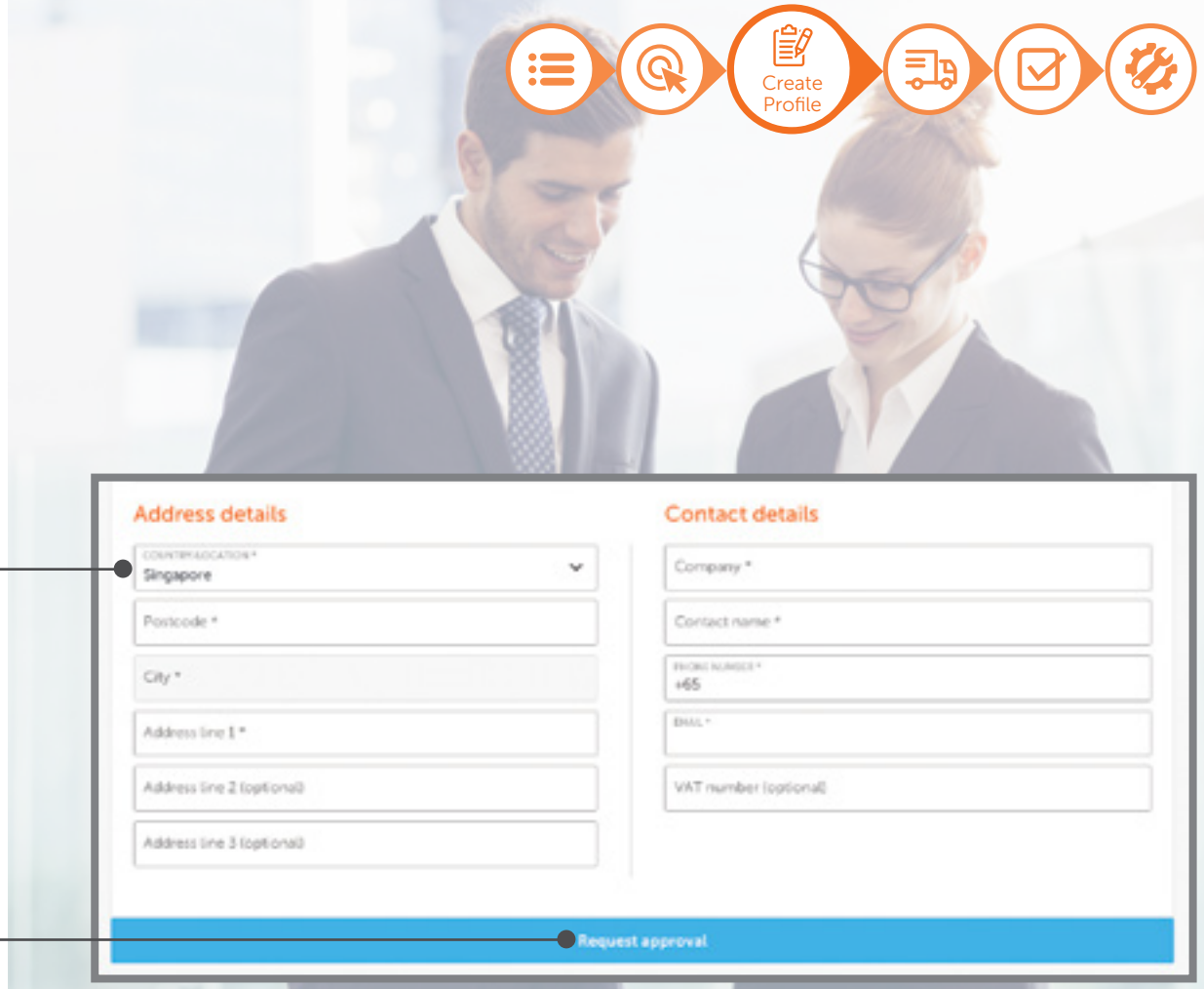
5 of 8

Indicate the country where your company is based from the dropdown list, then fill in your address and contact details.

6 of 8

Select ‘Request approval’ to complete the process.

Tip: Please select your VAT number if you have one - this will help us generate the invoice for shipments which contain taxable goods.



Register Your Company Profile

By setting up a company profile, you can enjoy discounted rates, add colleagues to your account and pay for shipments on invoice in most territories.

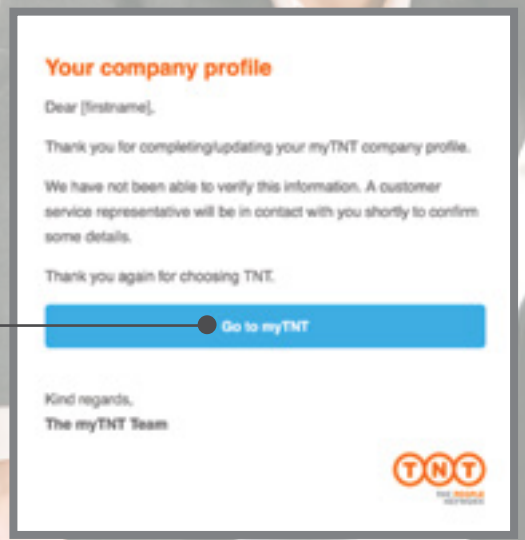
16 Email Confirmation

7 of 8

If your profile has been rejected, you will receive a notification email. You may continue to ship on myTNT without an approved company profile.

8 of 8

If your profile has been approved, you will receive an email confirmation. Select 'Go to myTNT' to start enjoying the benefits of myTNT online shipping.



Your company profile

Dear [firstname],

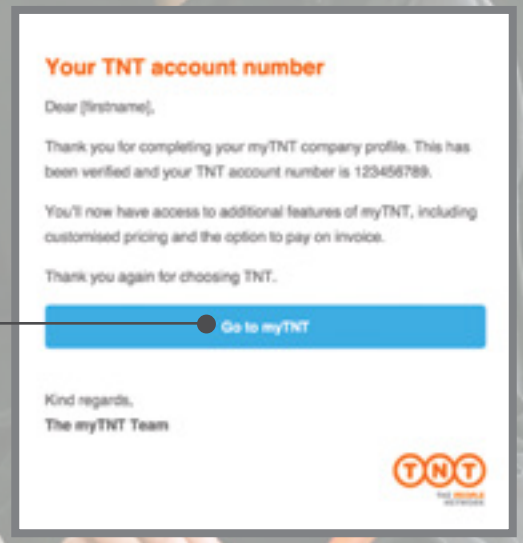
Thank you for completing/updating your myTNT company profile.

We have not been able to verify this information. A customer service representative will be in contact with you shortly to confirm some details.

Thank you again for choosing TNT.

Go to myTNT

Kind regards,
The myTNT Team



Your TNT account number

Dear [firstname],

Thank you for completing your myTNT company profile. This has been verified and your TNT account number is 123456789.

You'll now have access to additional features of myTNT, including customised pricing and the option to pay on invoice.

Thank you again for choosing TNT.

Go to myTNT

Kind regards,
The myTNT Team

Don't Have an Approved Company Profile?
Customers who create shipments without an approved company profile will be billed according to standard rates.

17 Create Shipment

Outbound Shipment

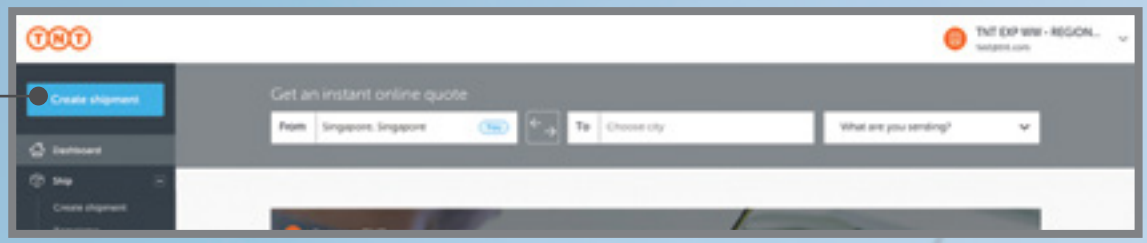
1 of 28

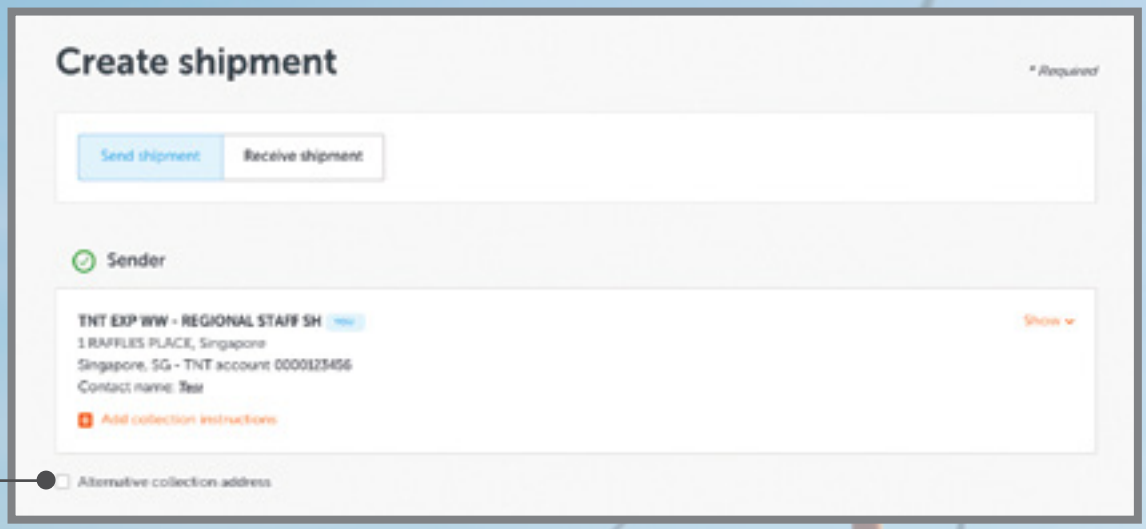
To create an outbound shipment, select ‘Create shipment’.

2 of 28

Select the checkbox if you need your shipment to be picked up from a different location from the sender address provided.

Tip: Sender details will be pre-filled with your approved company profile address.





Simple, Fast Shipping

Enjoy benefits such as immediate quotes, real-time tracking and more with the new myTNT.

18 Create Shipment

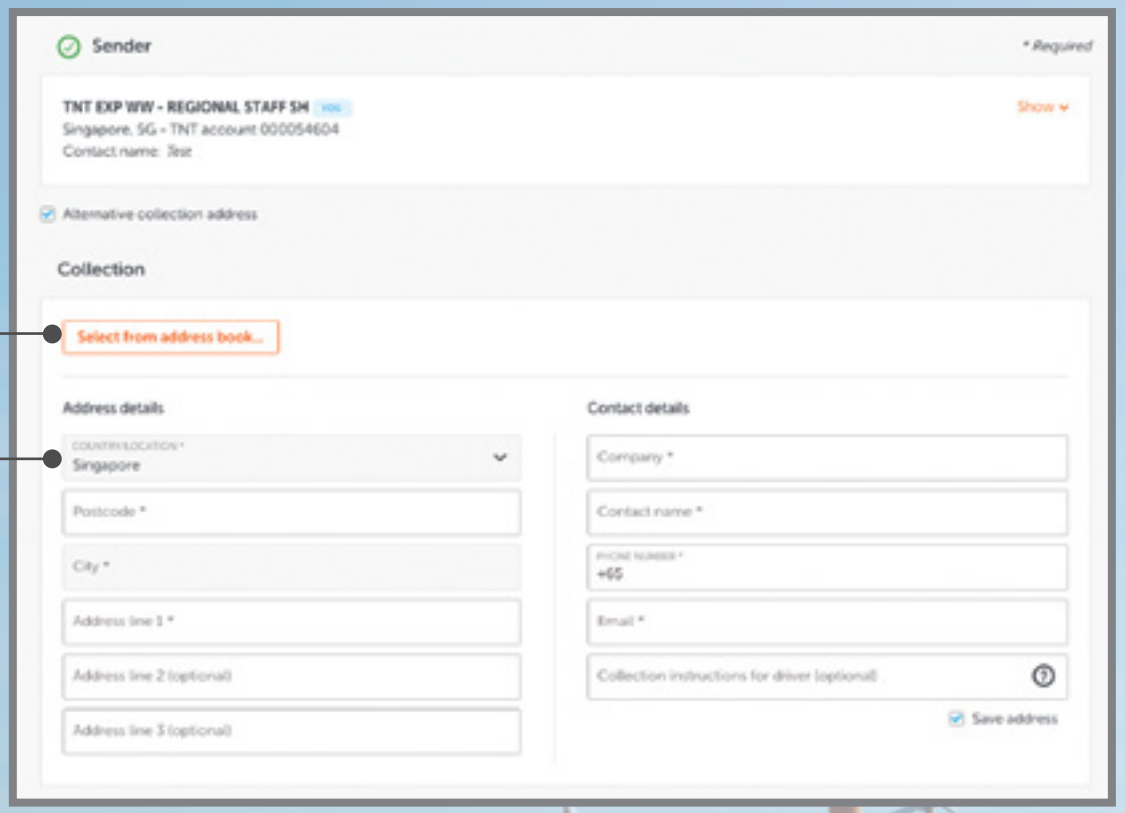
Outbound Shipment

3 of 28

Choose ‘Select from address book’ to insert a saved contact.

4 of 28

Alternatively, fill in and complete all mandatory fields under ‘Address details’ and ‘Contact details’.



Collection Instructions

You can add collection instructions for our driver in the last field under ‘Contact details’.

19 Create Shipment

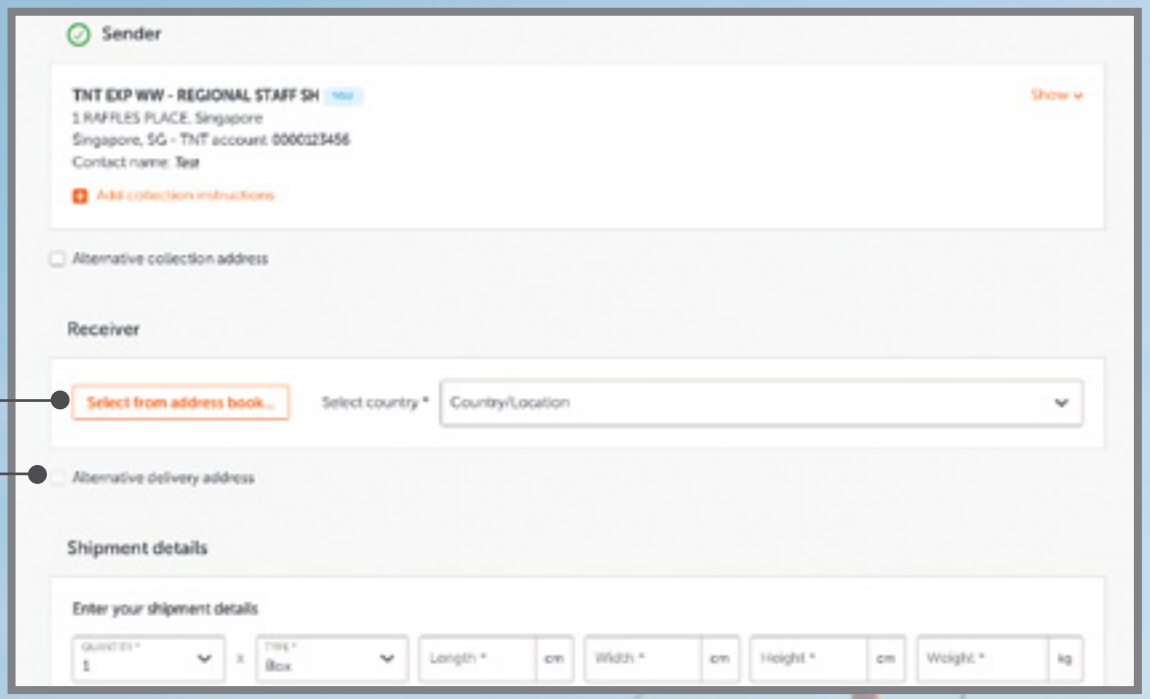
Outbound Shipment

5 of 28

Choose the country/location of the shipment receiver from the drop-down list, or 'Select from address book' to use the details of a saved contact.

6 of 28

Select 'Alternative delivery address' if your shipment destination is different from the receiver address entered.



Navigated Away Accidentally?

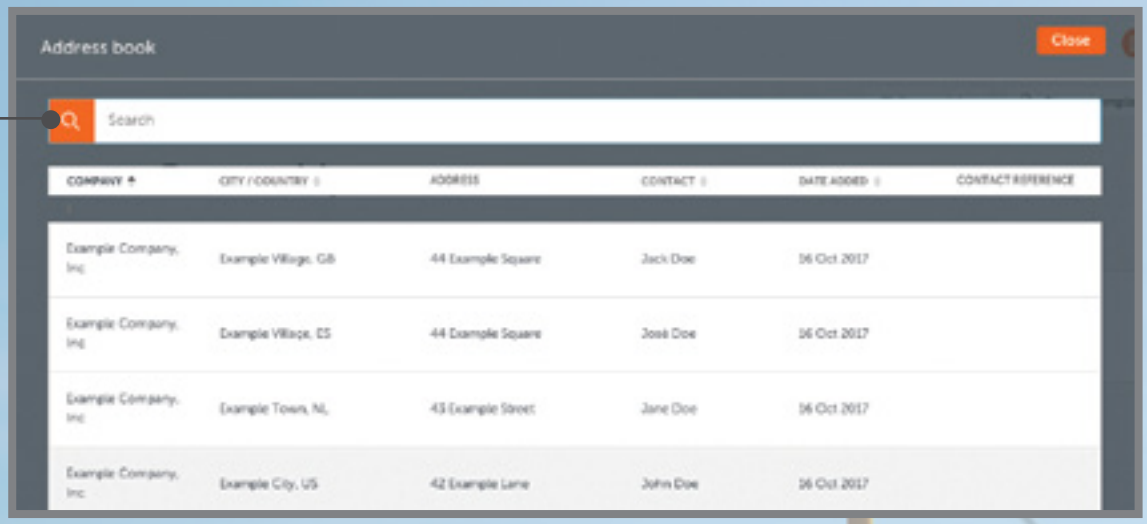
If you click away from this screen at any point, select 'Create shipment' again to return to the shipments page.

20 Create Shipment

Outbound Shipment

7 of 28

Select a contact from the list of addresses, or provide relevant keywords to retrieve a saved contact.



Tip: The receiver field will be automatically filled out with your selected contact address. To return to the previous screen, click 'Close'.

Save Time with Smart Address Book

Search for addresses in your contact book by entering postal code, company / contact name, etc.

21 Create Shipment

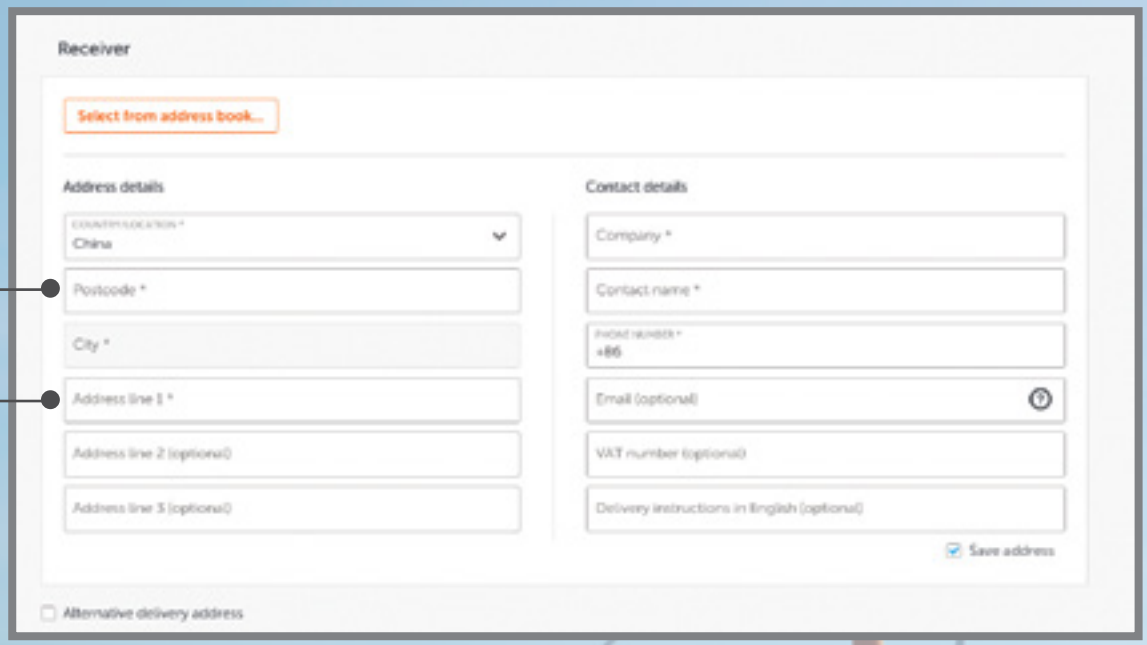
Outbound Shipment

8 of 28

For new recipient addresses not saved in address book, provide the postal code of receiver, and town/city name should automatically appear.

9 of 28

Provide the remaining address and contact details as required.



Filling In Address

Address line 1 and 2 have a limit of 30 characters per line. Characters beyond the limit will be automatically truncated.

22 Add Shipment Details

Outbound Shipment

10 of 28

Provide the total no. of shipments, dimensions (cm) and gross weight (kg) for each shipment.

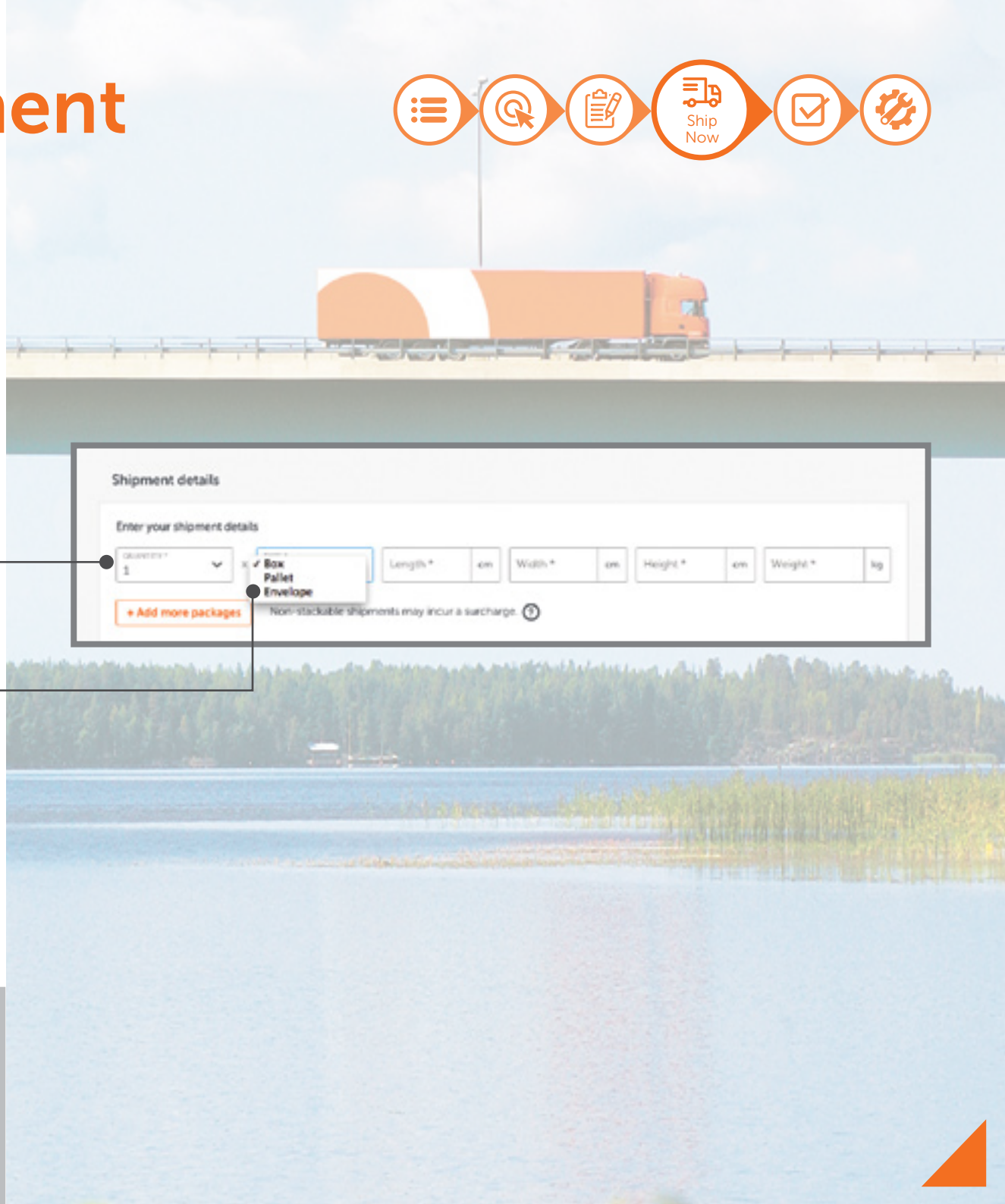
11 of 28

Select the applicable shipment type for each package from the drop-down list.

Tip: Maximum dimensions are 240cm x 120cm x 150cm (LxWxH).

Shipping Multiple Packages?

You are allowed to ship up to 99 packages in each shipment. However, package line limit (shipments with different dimensions or packaging types) varies according to your country.



23 Add Shipment Details

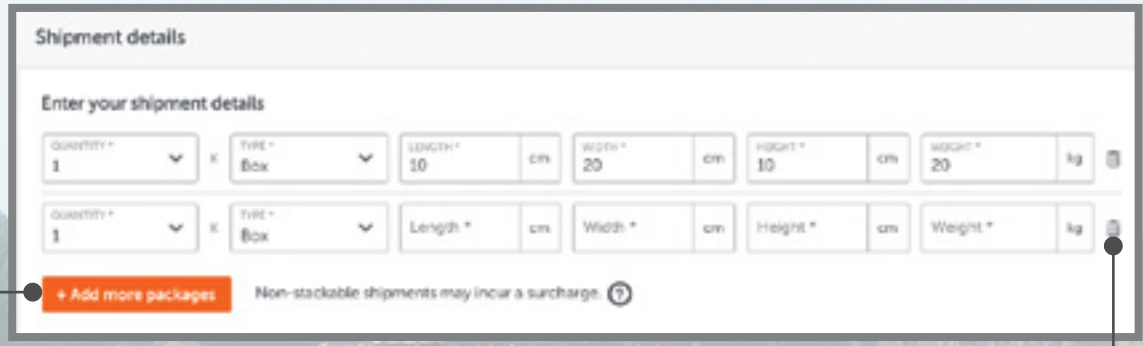
Outbound Shipment

12 of 28

Select ‘Add more packages’ if you have multiple packages to send.

13 of 28

Click on the Trash icon to discard the package in a particular row.



Stay On Top of Your Shipments

The all-new myTNT provides complete visibility and control, and is designed to make shipping faster and easier.

24 Add Shipment Details

Outbound Shipment

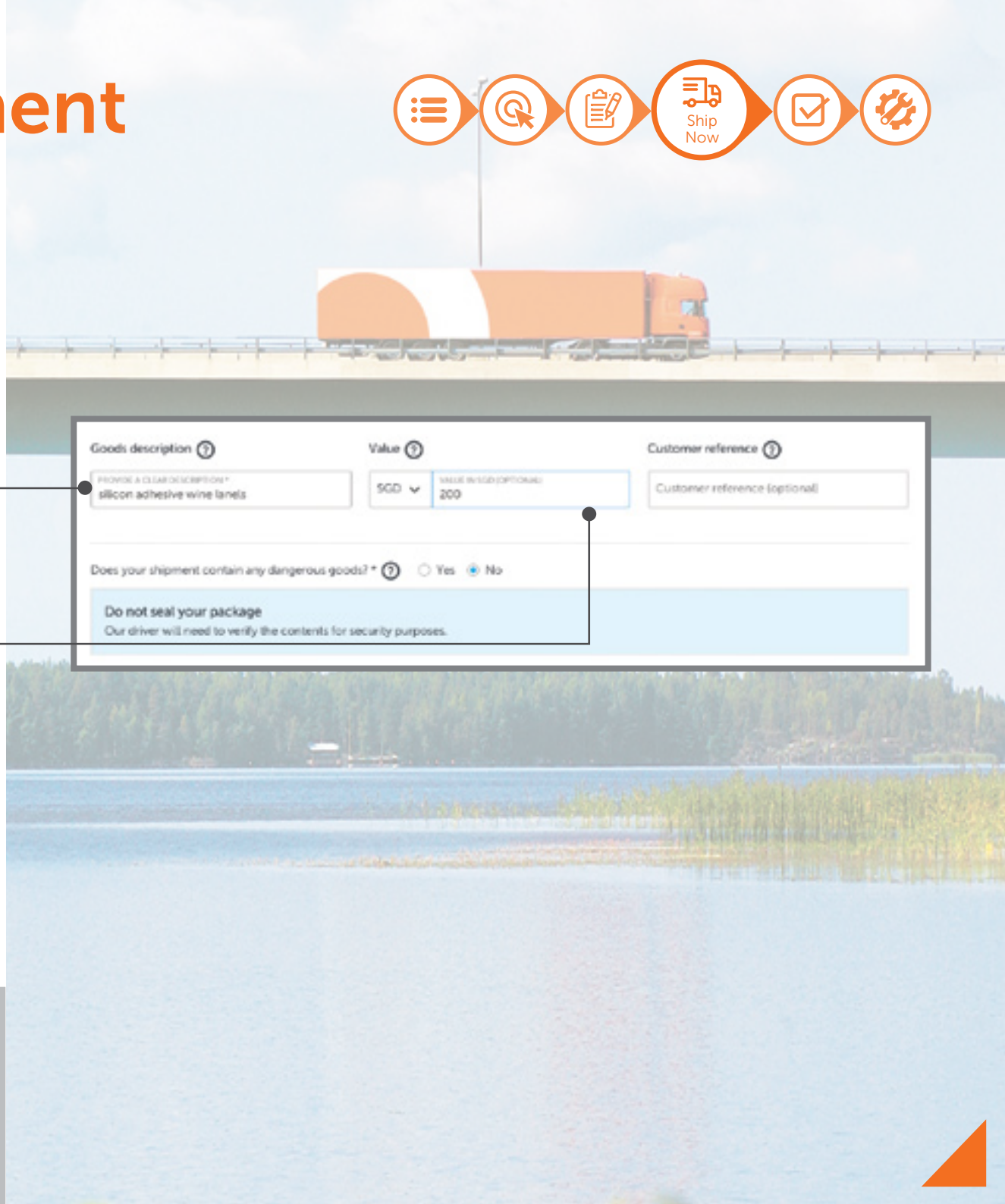
14 of 28

Provide a mandatory description of the shipment contents for customs declaration.

15 of 28

Fill in a value for your shipment, in the currency you specify on the invoice.

Tip: Fill in an optional customer reference, such as the purchase order or invoice number to help you track this shipment.



Describing Your Goods

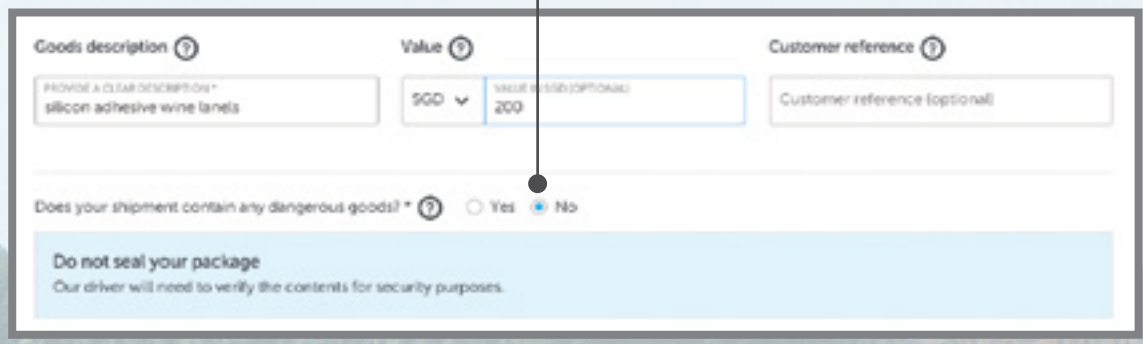
Be clear and accurate about what you are shipping.
For example, 'industrial fans', 'wallpaper ink', 'aluminium rolls'.

25 Add Shipment Details

Outbound Shipment

Select ‘No’ if your shipment does not contain dangerous goods.

Tip: Check the option ‘Yes’ if your shipment contains dangerous goods. A notification will prompt you to contact Customer Service for dangerous goods shipping.



Describing Your Goods

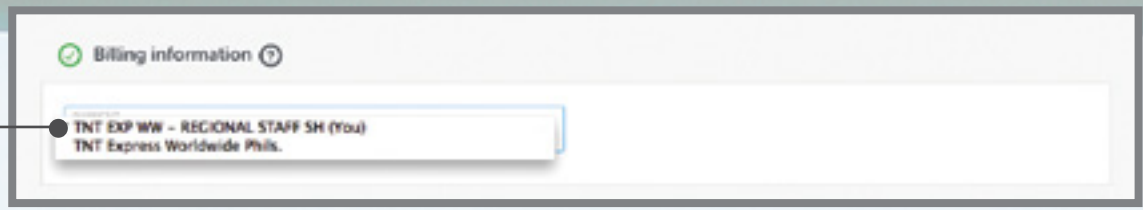
Be clear and accurate about what you are shipping.
For example, ‘industrial fans’, ‘wallpaper ink’, ‘aluminium rolls’.

26 Add Shipment Details

Outbound Shipment

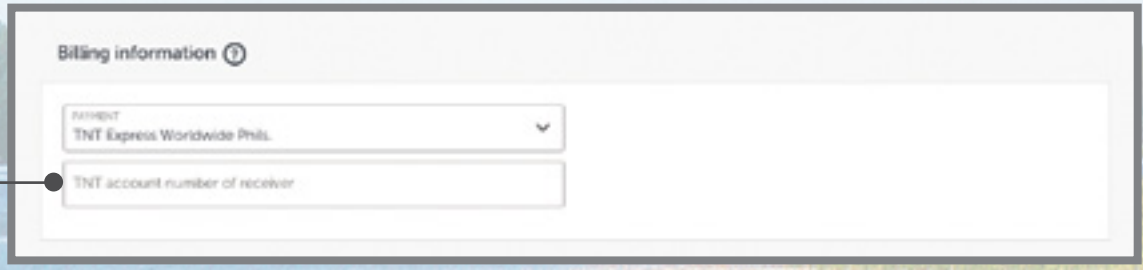
17 of 28

Select the payment party under the drop-down list.



18 of 28

If you specify payment to be made by receiver, please provide the recipient's TNT account number.



About Billing Information

Receiver pays can only be selected if shipment recipient is an existing TNT customer. Please have the 9-digit account number of receiver ready before creating a new shipment.

27 Add Shipment Details

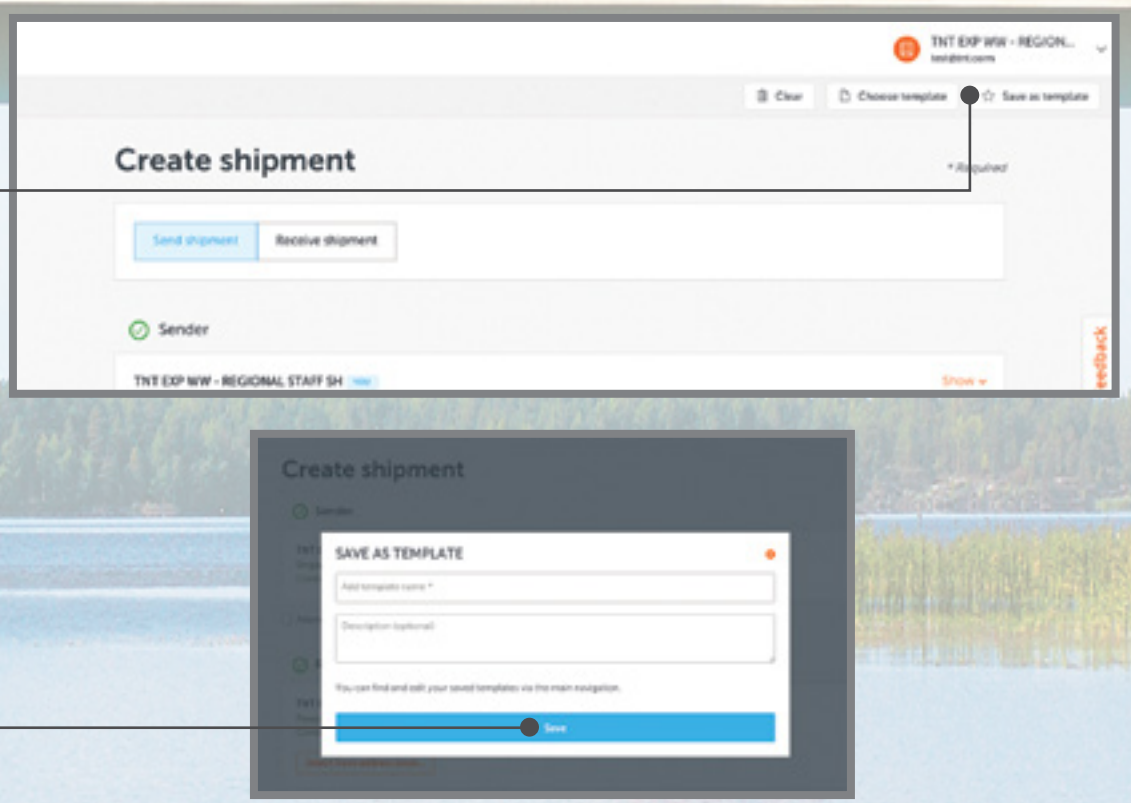
Outbound Shipment

19 of 28

If you have a routine shipment, select ‘Save as Template’ to save your shipment details for easy access in future.

20 of 28

Provide a mandatory template name and optional description. Select ‘Save’ when you are ready– you can now retrieve the template easily.



Editing a Template?

Template details can be easily edited by selecting ‘Templates’ from the left navigation panel.

28 Choose Service

Outbound Shipment

21 of 28

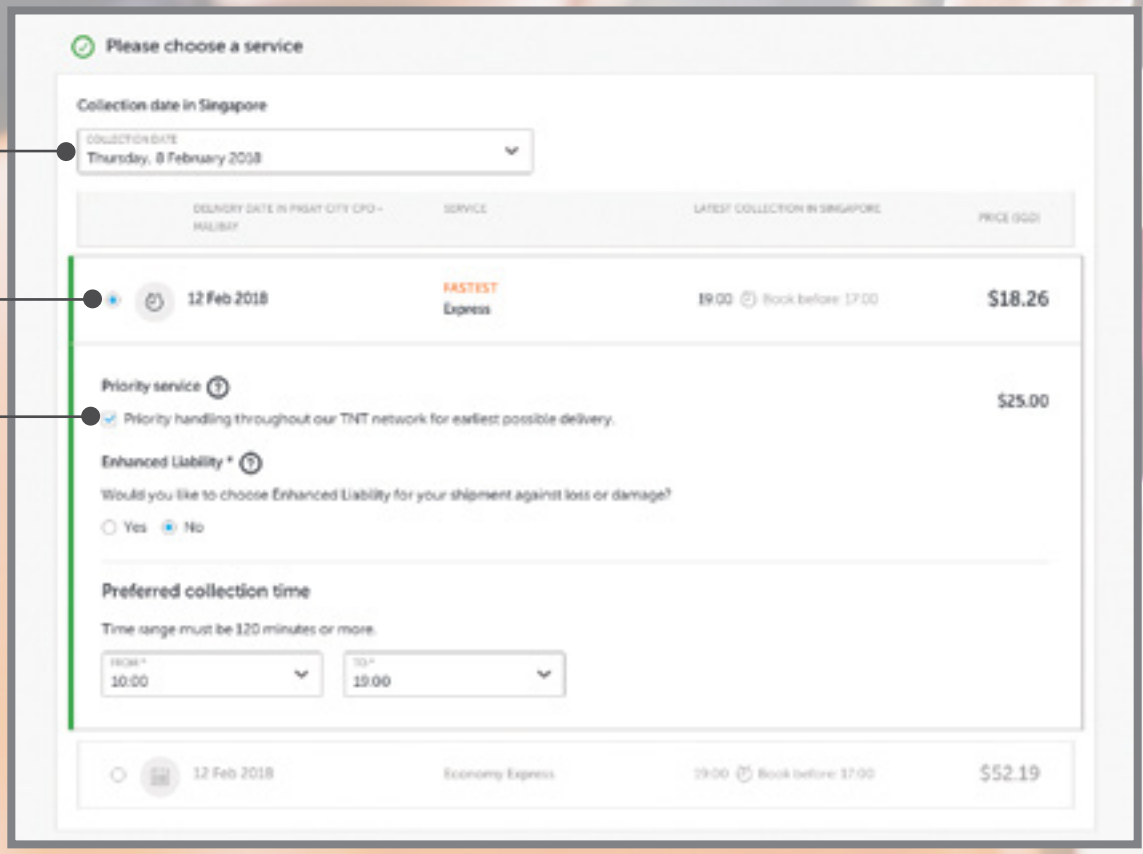
Select your preferred collection date from the drop-down list.

22 of 28

Choose a service by picking your preferred collection date, time and cost.

23 of 28

Select the checkbox if you require Priority Service.



Fuss-free & Simple

Book shipments up to 10 days in advance! You will have a choice of 10 business days for the collection date.

29 Choose Service

Outbound Shipment

24 of 28

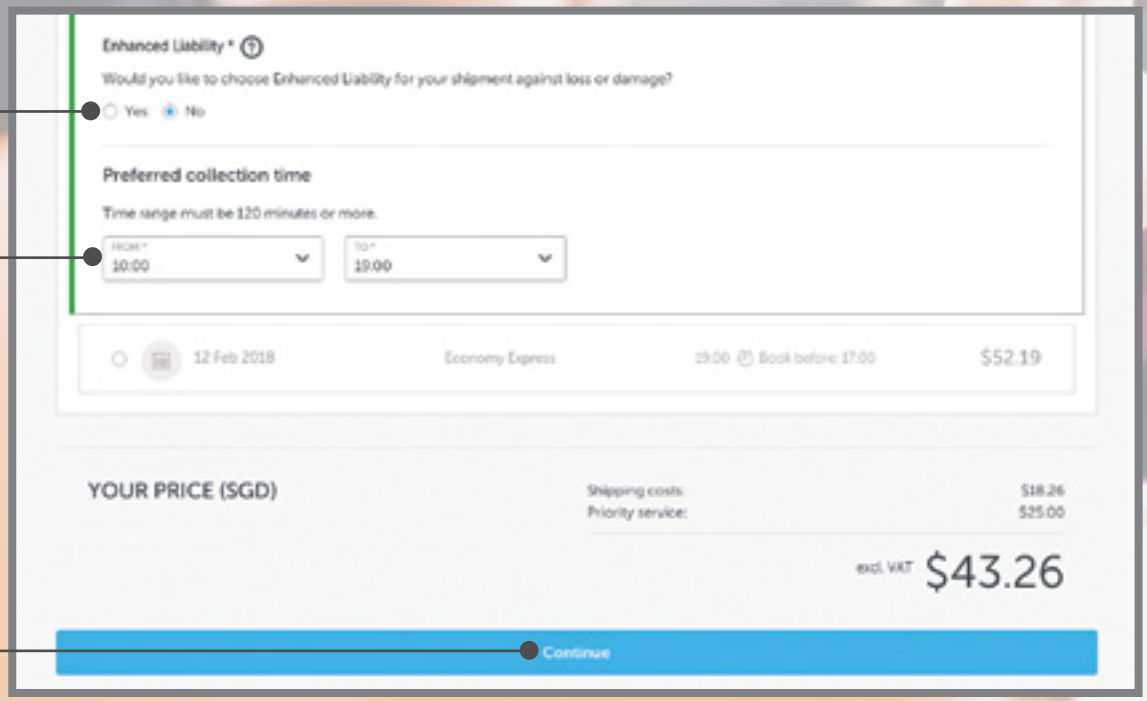
Select ‘Yes’ if you would like to add Enhanced Liability service for your shipment, and re-enter shipment value.

25 of 28

Confirm your preferred collection time from the drop-down list.

26 of 28

Select ‘Continue’ to proceed.



Enhanced Liability

You can cover your shipment up to 110% of its value, with a maximum of €25,000.

30 Review

Outbound Shipment

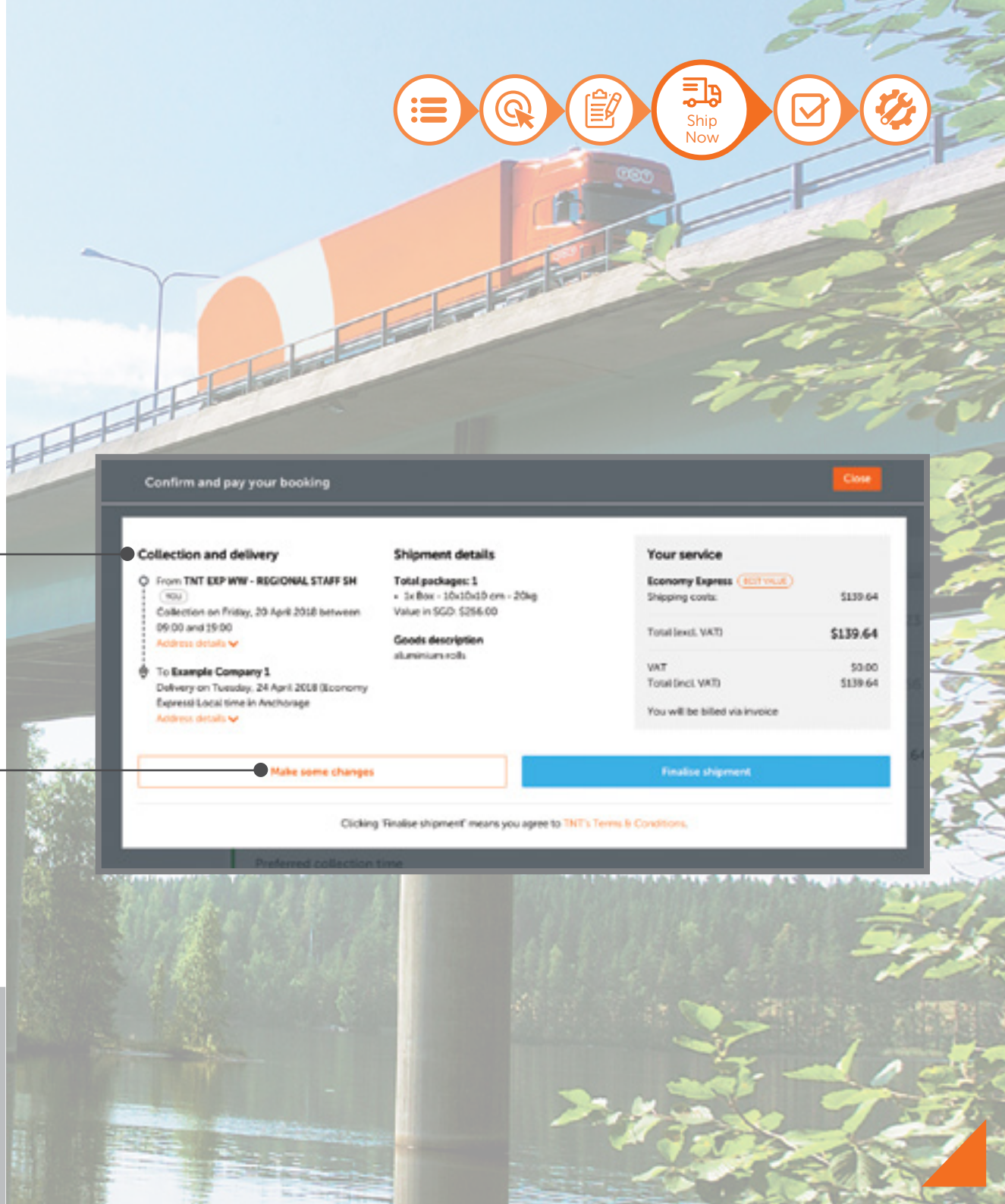
27 of 28

Review the summary provided to ensure all details have been correctly filled out.

28 of 28

Select ‘Finalise shipment’ when you are ready, or ‘Make some changes’ if you need to make further edits.

Tip: Click TNT’s Terms and Conditions to view full terms and conditions in a new tab.



Invoicing Your Shipment

A weekly or monthly invoicing option is open to regular shippers. An e-invoicing platform that allows your admin department to manage all your TNT invoices in one place is also available in selected countries.

31 Create Shipment

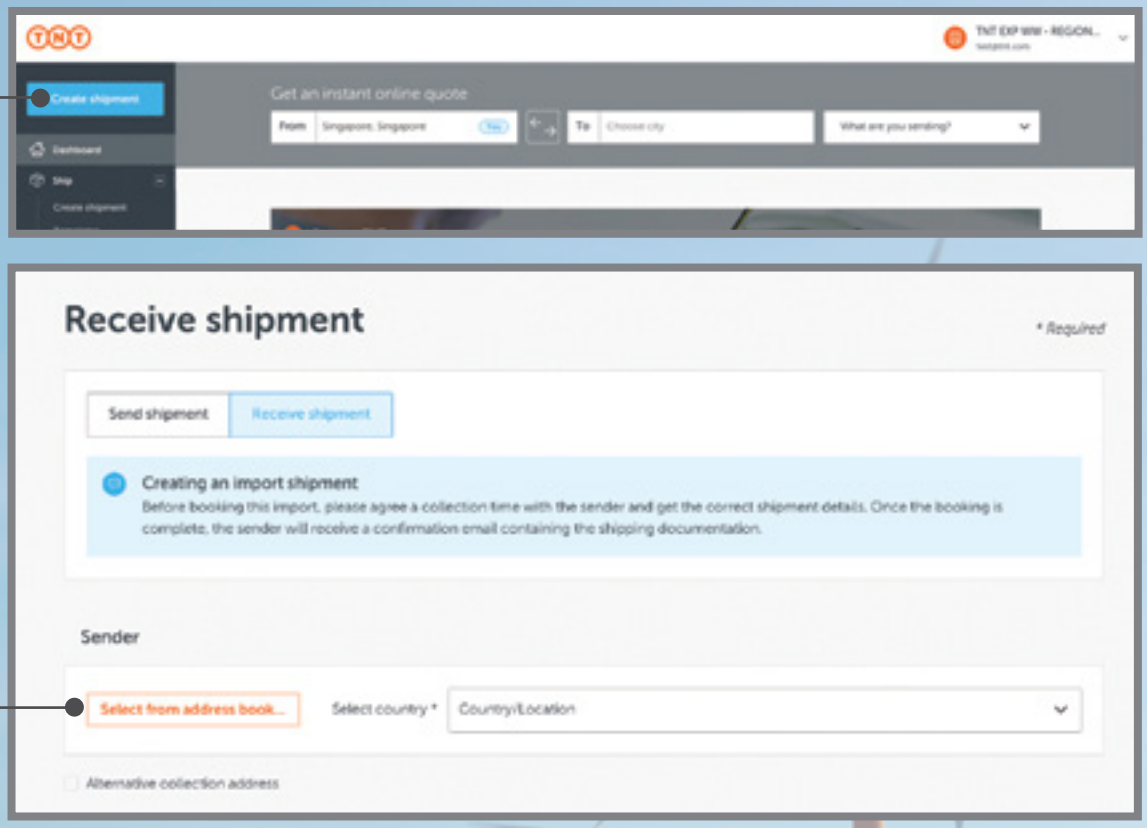
Inbound Shipment

1 of 25

To create an inbound shipment, select ‘Create shipment’ and pick ‘Receive shipment’ on the toggle button displayed.

2 of 25

Choose the country/location of the shipment sender from the drop-down list, or ‘Select from address book’ to use the details of a saved contact.



Simple, Fast Shipping

Enjoy benefits such as immediate quotes, real-time tracking and more with myTNT 2.

32 Create Shipment

Inbound Shipment

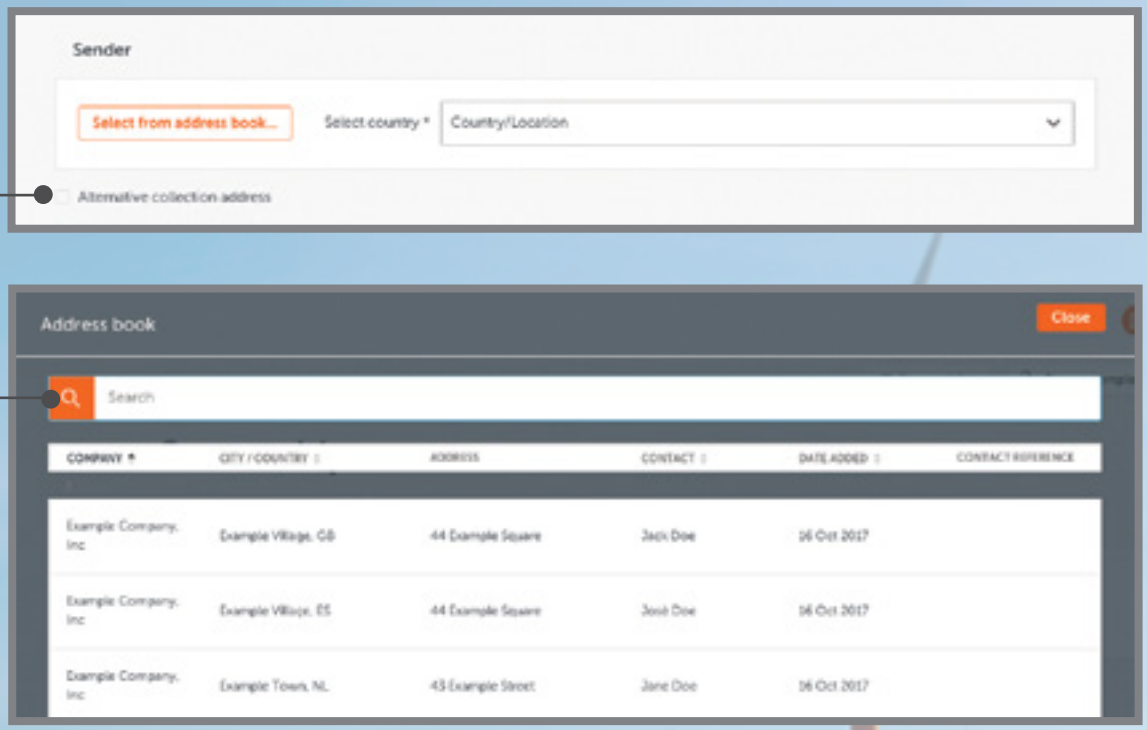
3 of 25

Select the checkbox if you need your shipment to be picked up from a different location.

4 of 25

Select a contact from the list of addresses, or provide relevant keywords to retrieve a saved contact.

Tip: The sender field will be automatically filled out with your selected contact address. To return to the previous screen, click 'Close'.



Save Time with Smart Address Book

Search for addresses in your contact book by entering postal code, company / contact name, etc.

33 Create Shipment

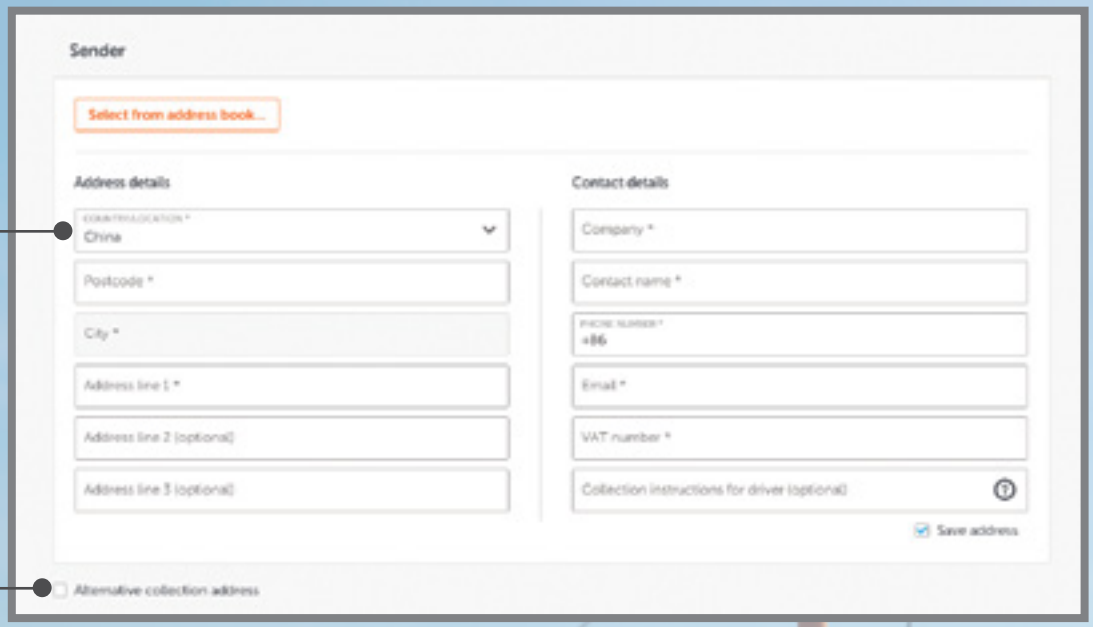
Inbound Shipment

5 of 25

For new sender addresses not saved in address book, provide the postal code of receiver, followed by the remaining address and contact details as required.

6 of 25

Select the checkbox if you want your shipment to be picked up from a different location.



Filling In Address?

Address line 1 and 2 have a limit of 30 characters per line. Characters beyond the limit will be automatically truncated.

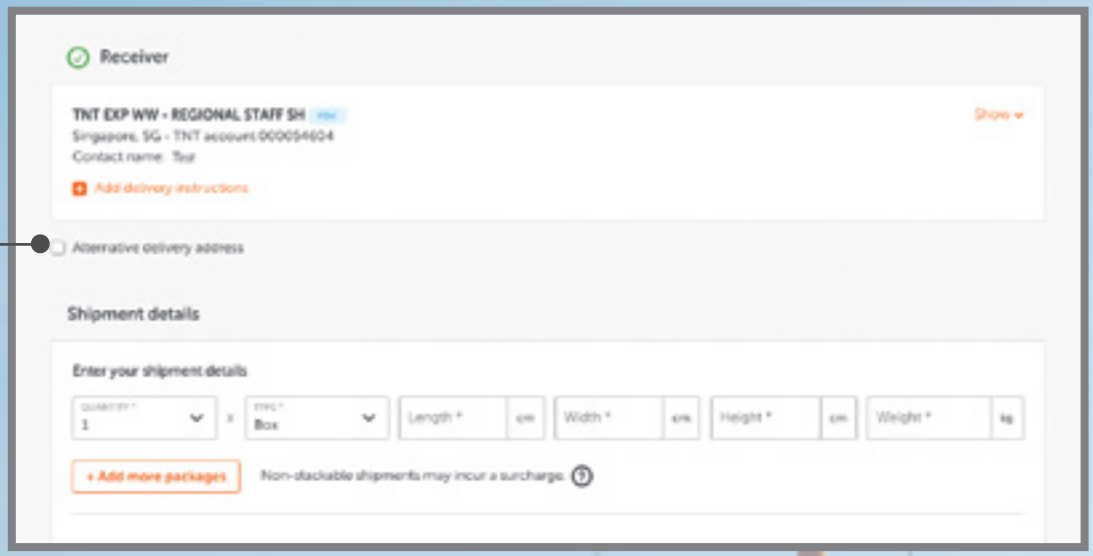
34 Create Shipment

Inbound Shipment

7 of 25

Select the checkbox if your shipment destination is different from the receiver address entered.

Tip: Receiver details will be pre-filled with your approved company profile address.



Navigated Away Accidentally?

If you click away from this screen at any point, select 'Create shipment' again to return to the shipments page.

35 Add Shipment Details

Inbound Shipment

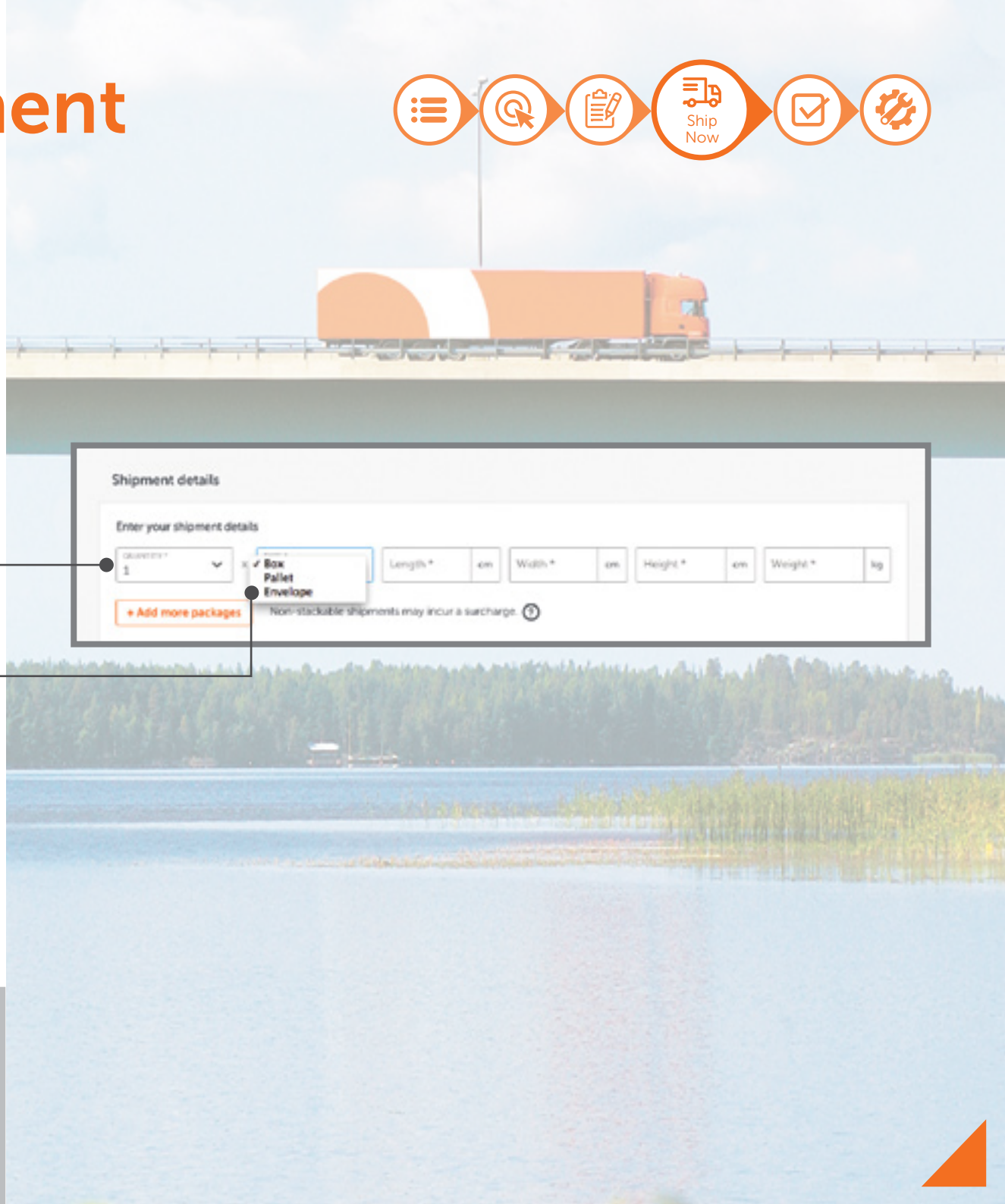
8 of 25

Provide the total no. of shipments, dimensions (cm) and gross weight (kg) for each shipment.

9 of 25

Select the applicable shipment type for each package from the drop-down list.

Tip: Maximum dimensions are 240 x 120 x 150cm (LxWxH).



Stay on Top of Your Shipments

myTNT 2 provides complete visibility and control and is designed to make shipping faster and easier.

36 Add Shipment Details

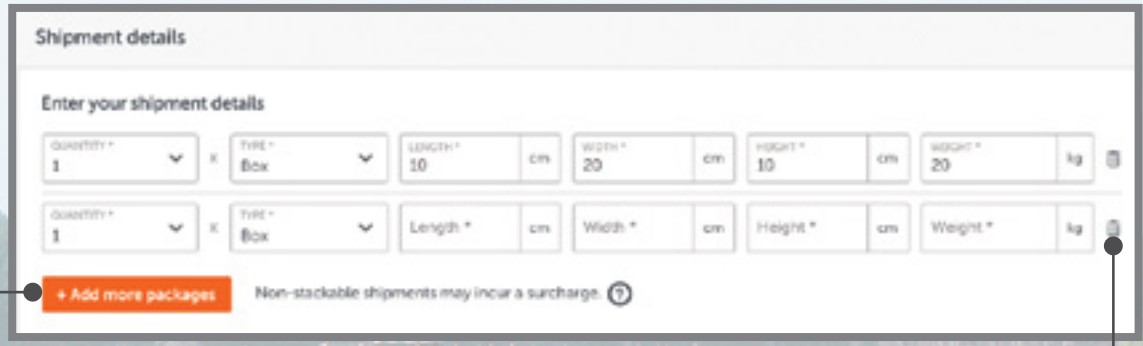
Inbound Shipment

10 of 25

Select ‘Add more packages’ if you have multiple packages to send.

11 of 25

Click on the Trash icon to discard the package in a particular row.



Shipping Multiple Packages?

You are allowed to ship up to 99 packages in each shipment. However, package line limit (shipments with different dimensions or packaging types) varies according to your country.

37 Add Shipment Details

Inbound Shipment

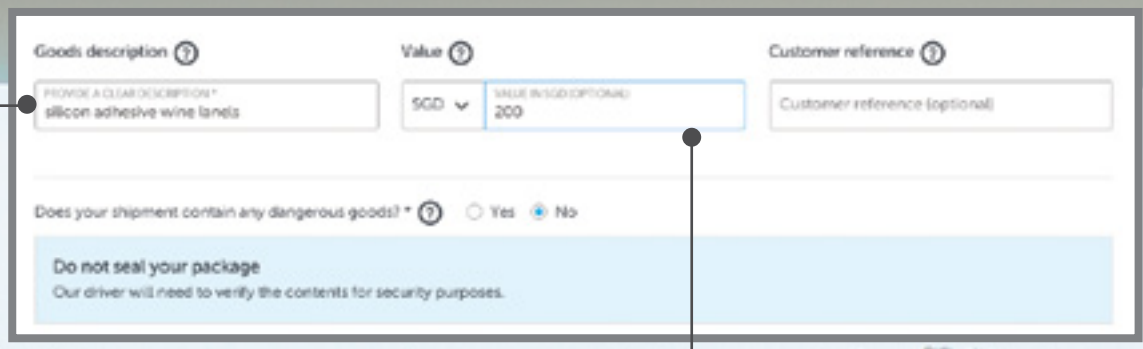
12 of 25

Provide a mandatory description of the shipment contents for customs declaration.

13 of 25

Fill in a value for your shipment, in the currency you specify on the invoice.

Tip: For samples, gifts or returns, the production costs should be stated.

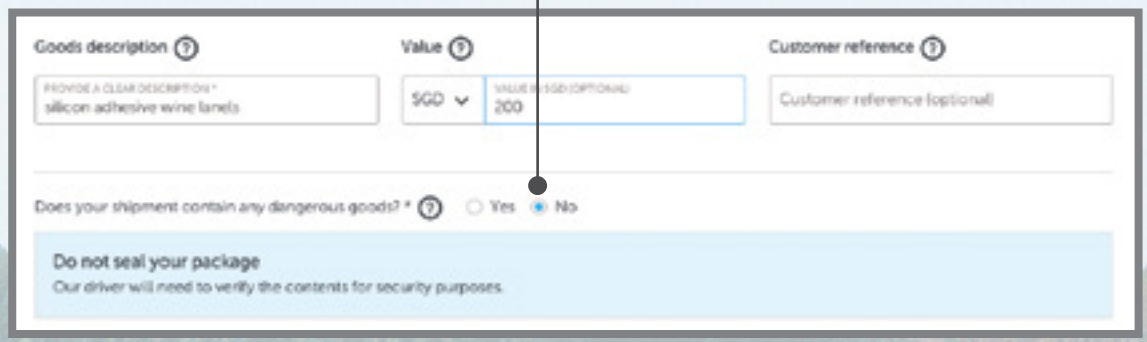


Describing Your Goods

Be clear and accurate about what you are shipping.
For example, 'industrial fans', 'wallpaper ink', 'aluminium rolls'.

38 Add Shipment Details

Inbound Shipment



14 of 25

Select 'No' if your shipment does not contain dangerous goods.

Tip: Check the option 'Yes' if your shipment contains dangerous goods. A notification will prompt you to contact Customer Service for dangerous goods shipping.

What Counts As Dangerous?

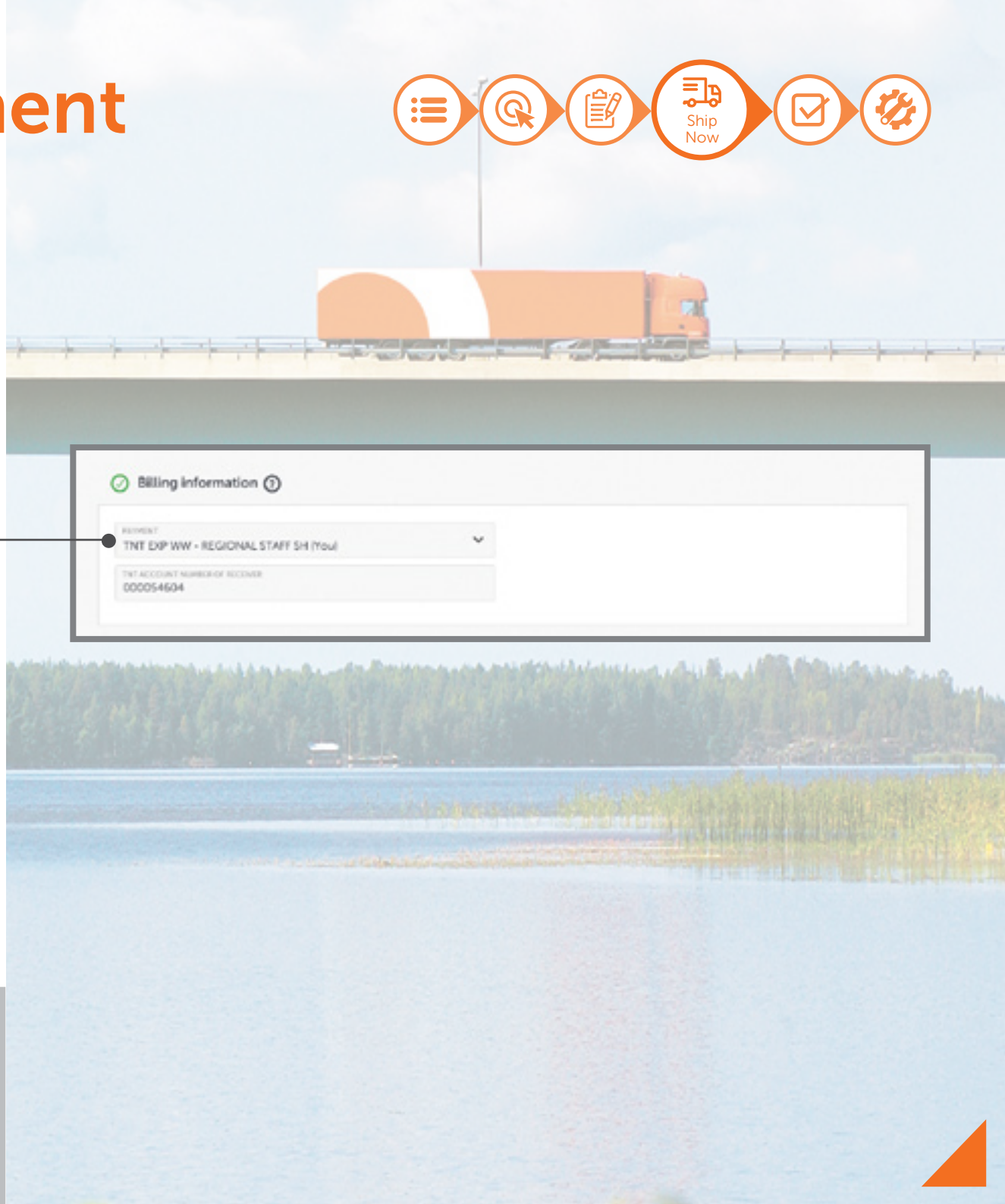
There are nine classes of dangerous goods, plus a few sub-classes. The class your shipment falls under will affect how you pack, label, and transport it.

39 Add Shipment Details

Inbound Shipment

For import shipments, payment will be made by the receiver by default and no selection is required.

Tip: Sender should agree on a collection time with the receiver prior to creating the shipment. Once booking is complete, the sender will receive a confirmation email attached with shipping documents.



About Billing Information

Receiver pays can only be selected if shipment recipient is an existing TNT customer. Please have the 9-digit account number of receiver ready before creating a new shipment.

40 Add Shipment Details

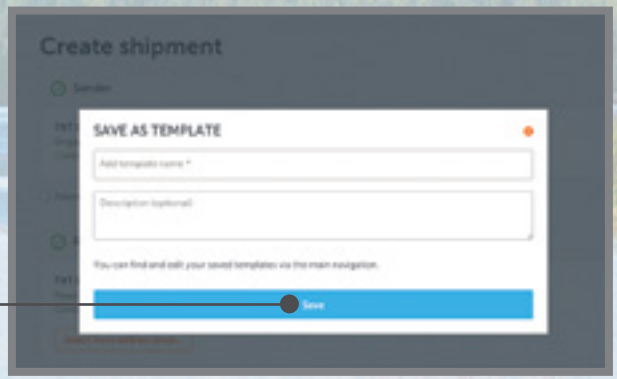
Inbound Shipment

16 of 25

After adding in shipment details, select ‘Save as Template’ to retain the current shipment details for future usage.

17 of 25

After providing a template name and description, select ‘Save’ to continue.



Editing a Template?

Template details can be easily edited by selecting ‘Templates’ from the left navigation panel.

41 Choose Service

Inbound Shipment

18 of 25

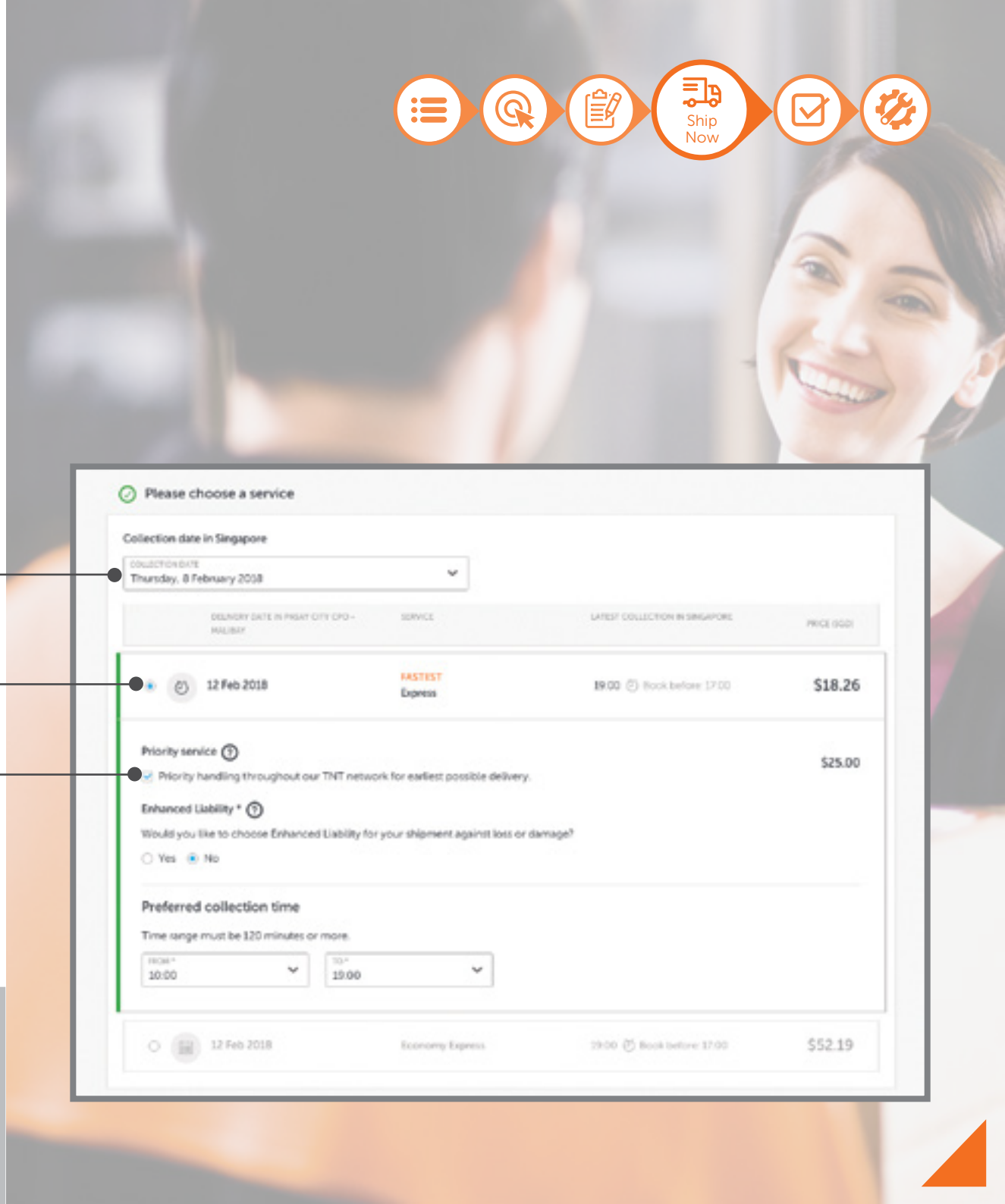
Select your preferred collection date from the drop-down list.

19 of 25

Choose a service by picking your preferred collection date, time and cost.

20 of 25

Select the checkbox if you require Priority Service.



Fuss-free & Simple

Book shipments up to 10 days in advance! You will have a choice of 10 business days for the collection date.

42 Choose Service

Inbound Shipment

21 of 25

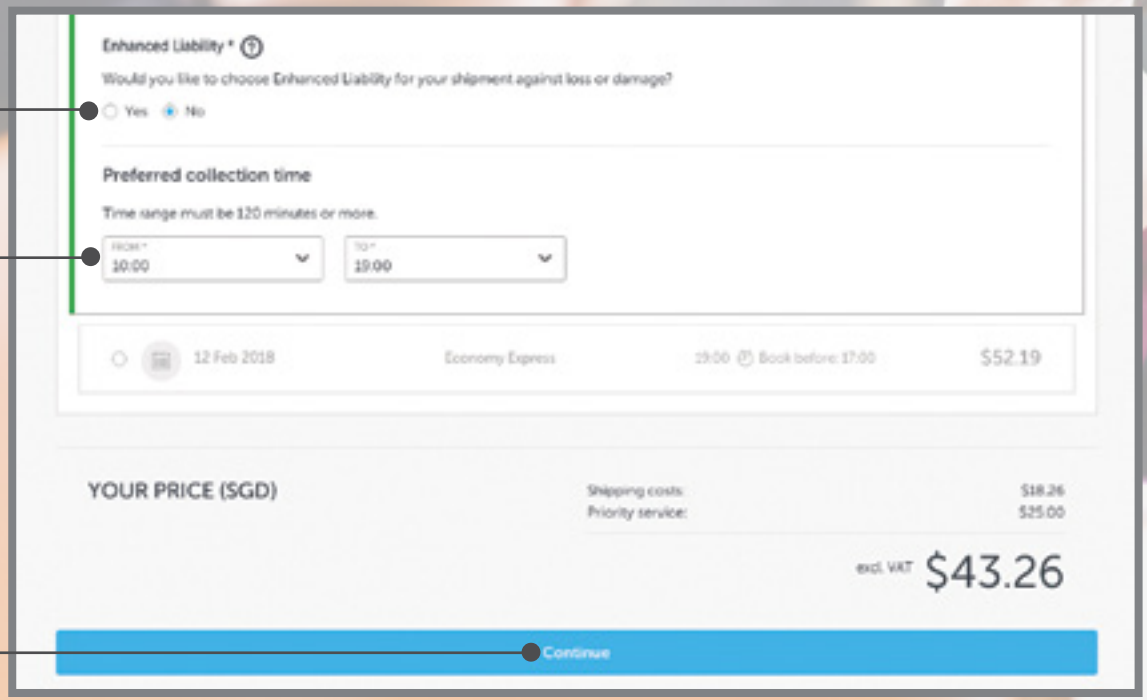
Select ‘Yes’ if you would like to add Enhanced Liability service for your shipment, and re-enter shipment value.

22 of 25

Confirm your preferred collection time from the drop-down list.

23 of 25

Select ‘Continue’ to proceed.



Enhanced Liability

You can cover your shipment up to 110% of its value, with a maximum of €25,000.

43 Review

Inbound Shipment

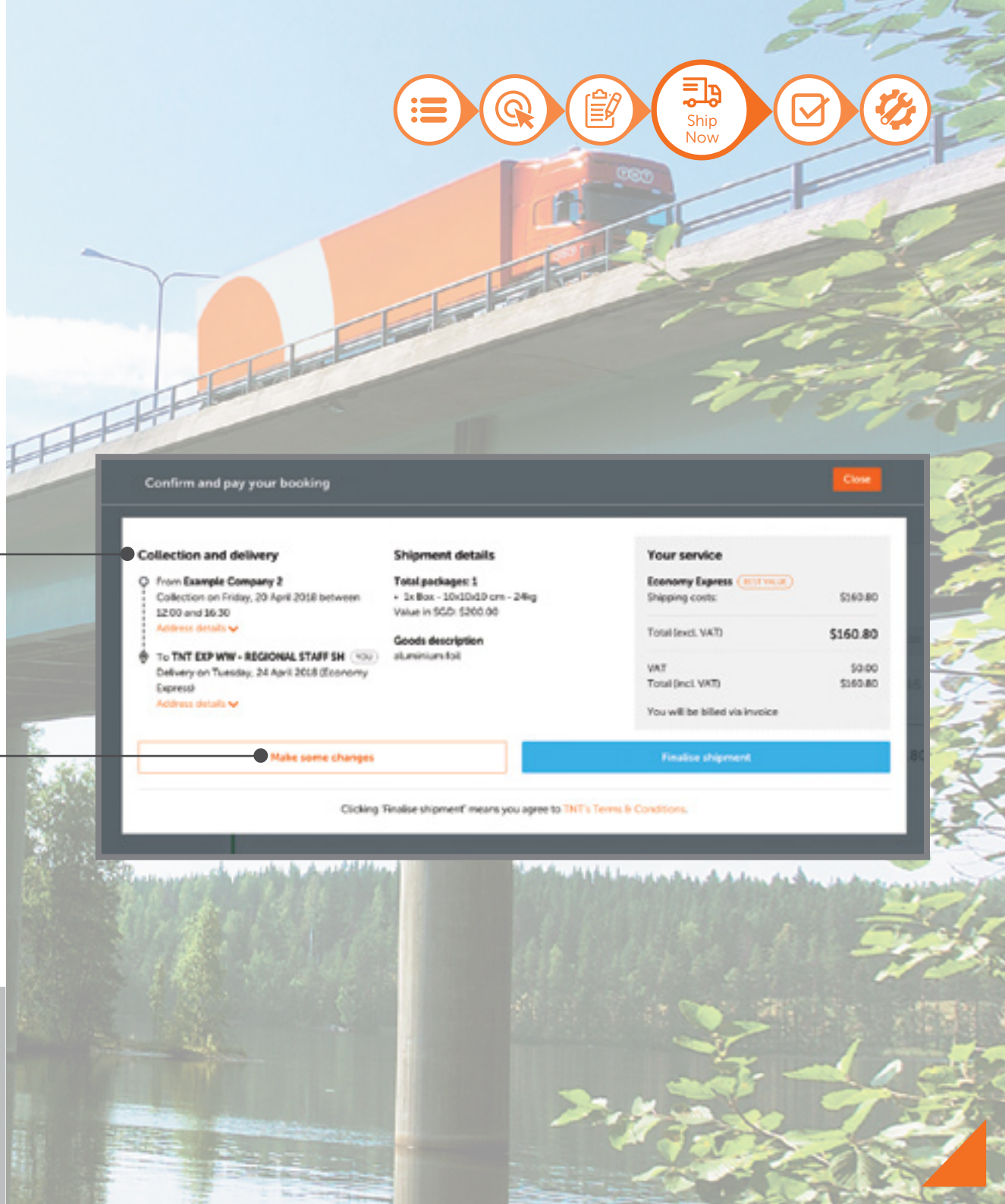
24 of 25

Review the summary provided to ensure all details have been correctly filled out.

25 of 25

Select ‘Finalise shipment’ when you are ready, or ‘Make some changes’ if you need to make further edits.

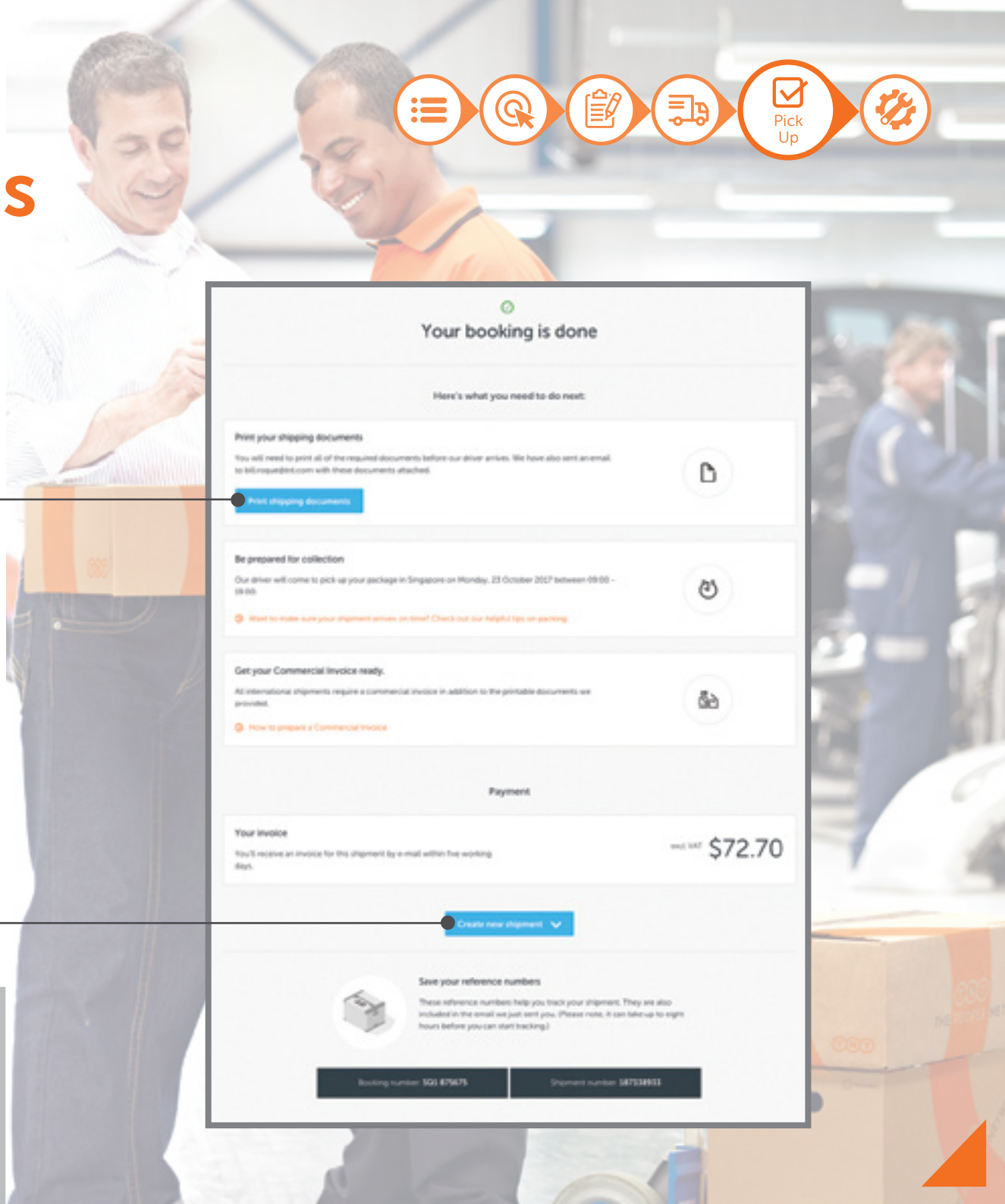
Tip: Click TNT’s Terms and Conditions to view full terms and conditions in a new tab.



Invoicing Your Shipment

A weekly or monthly invoicing option is open to regular shippers. An e-invoicing platform that allows your admin department to manage all your TNT invoices in one place is also available in selected countries.

44 Print Documents



1 of 5

Select 'Print shipping documents' to print all necessary documents.

2 of 5

Select to create a new shipment.

Tip: For inbound shipments, a summary of the shipment booking will be provided, but no printing is required. Shipper will receive a copy of the shipping documents in their inbox.

Need Additional Copies?

myTNT 2 will print the minimum number of documentation sets required for the shipment. Enter the additional copies you require if you want to keep copies for your own records.

45 Print Documents

1. **Routing Label**
   Print on plain paper and place it in a document pouch.
2. **Detailed Manifest**
   2 copies included, one for yourself and one for the driver.
3. **Consignment Notes**
   2 copies included, one for yourself and one for the driver.

Tip: These are samples of the documents that you will need to ship your package. They should be printed before our driver arrives to collect the package.

Don't Have a Printer?

If you don't have a printer, contact Customer Service and let us know - we'll make sure the driver brings along a consignment note*.

*Excludes shipments from EU to non-EU destinations.

46 Print Documents

3 of 5

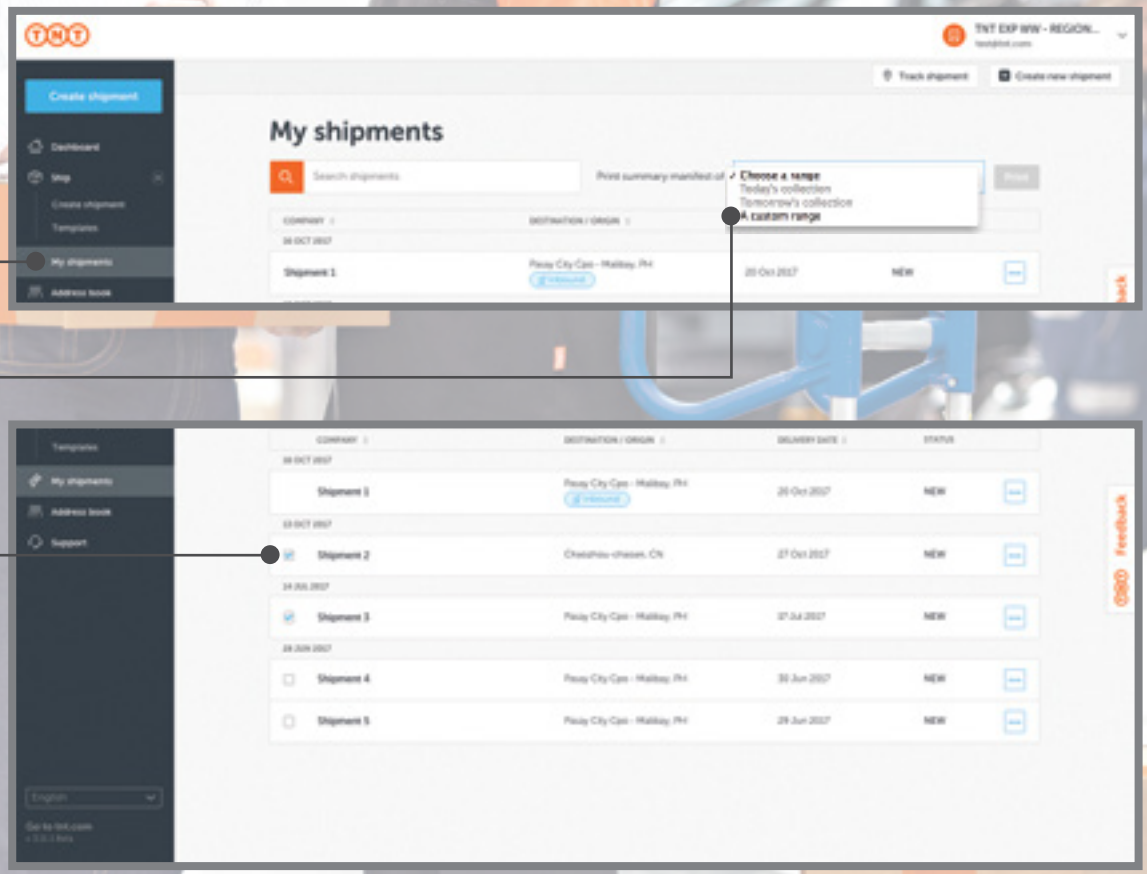
To print a summary manifest, select ‘Shipments’ to view a list of all created shipments.

4 of 5

Select the drop-down list to specify the range of shipments to include in your summary manifest.

5 of 5

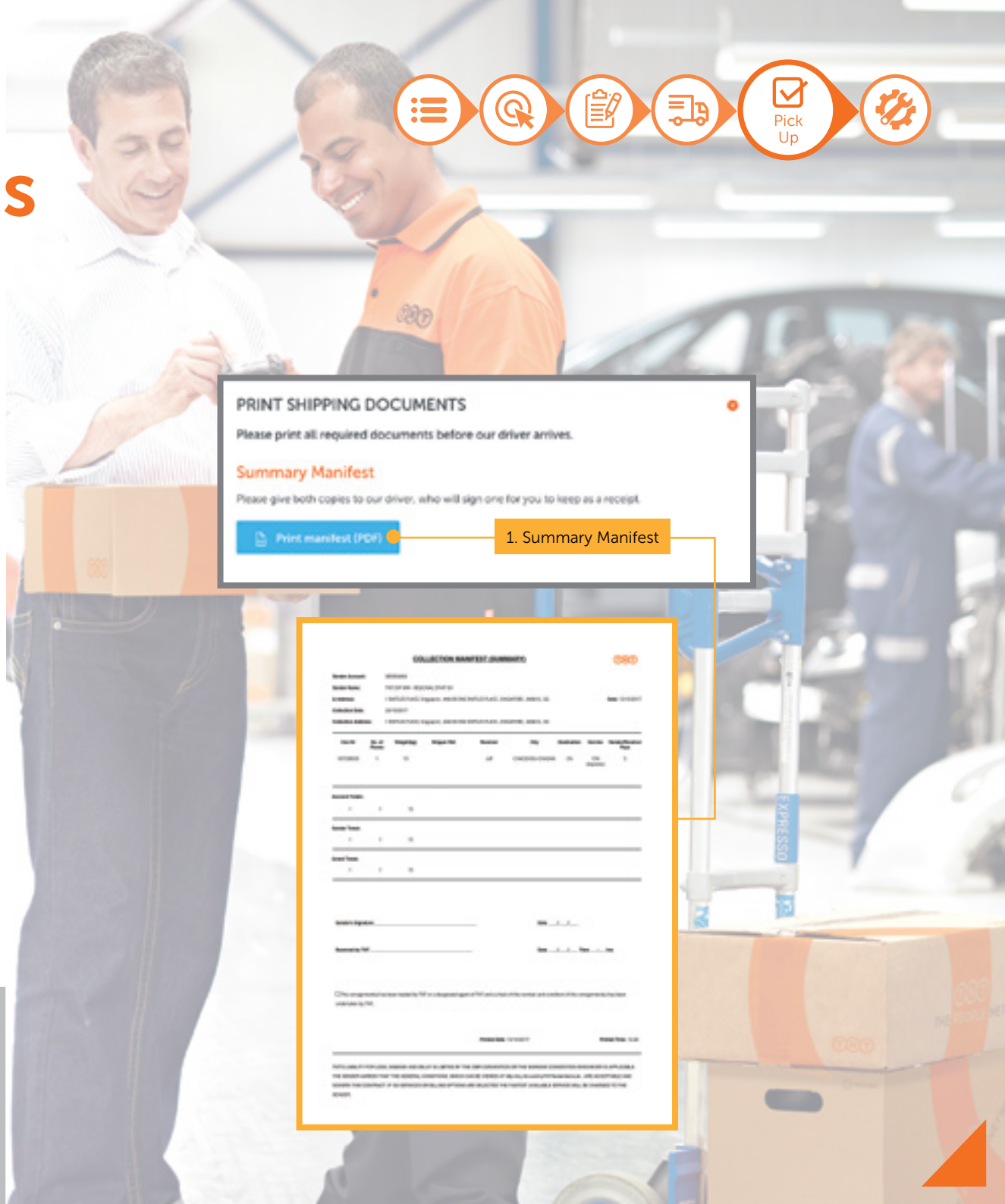
Click the checkbox(es) beside the shipments you wish to include.



Need a Summary Manifest?

The summary manifest is not automatically printed. Please select the shipments you wish to include, print and hand this (with the detailed manifest) over to the TNT driver.

47 Print Documents



1. **Summary Manifest**
   An alternative to the Detailed Manifest for customers who do not want to print one manifest per shipment.

Tip: Please authorise on the 'Sender's Signature' field before passing the document to the driver.
Save your booking and shipment numbers for ease of tracking or when you need to speak to your customer service manager about your booking.

Need Additional Copies?

myTNT 2 will print the minimum number of documentation sets required for the shipment. Enter the additional copies you require if you want to keep copies for your own records.

48 Check Inbox

Sender Confirmation Email contains:

1. Shipment Number
2. Booking Number
3. Documentation in PDF Files
4. Link to myTNT

Tip: Senders will receive a confirmation email from myTNT summing up details of the shipment made. Please keep this email for your reference.

Address Not Recognised?
Contact customer service at www.tnt.com/contact if your address is not recognised by the system.

49 Check Inbox

Receiver Confirmation email contains:

1. Shipment Number
2. Tracking Link on TNT website
3. Download the TNT App
4. Link to myTNT

Tip: Receivers will also receive a confirmation email from myTNT summing up details of the shipment that you shall receive, including a tracking link.

We Are Here To Help

Contact customer service at www.tnt.com/contact if you do not receive a confirmation email.

50 Shipment Tracking

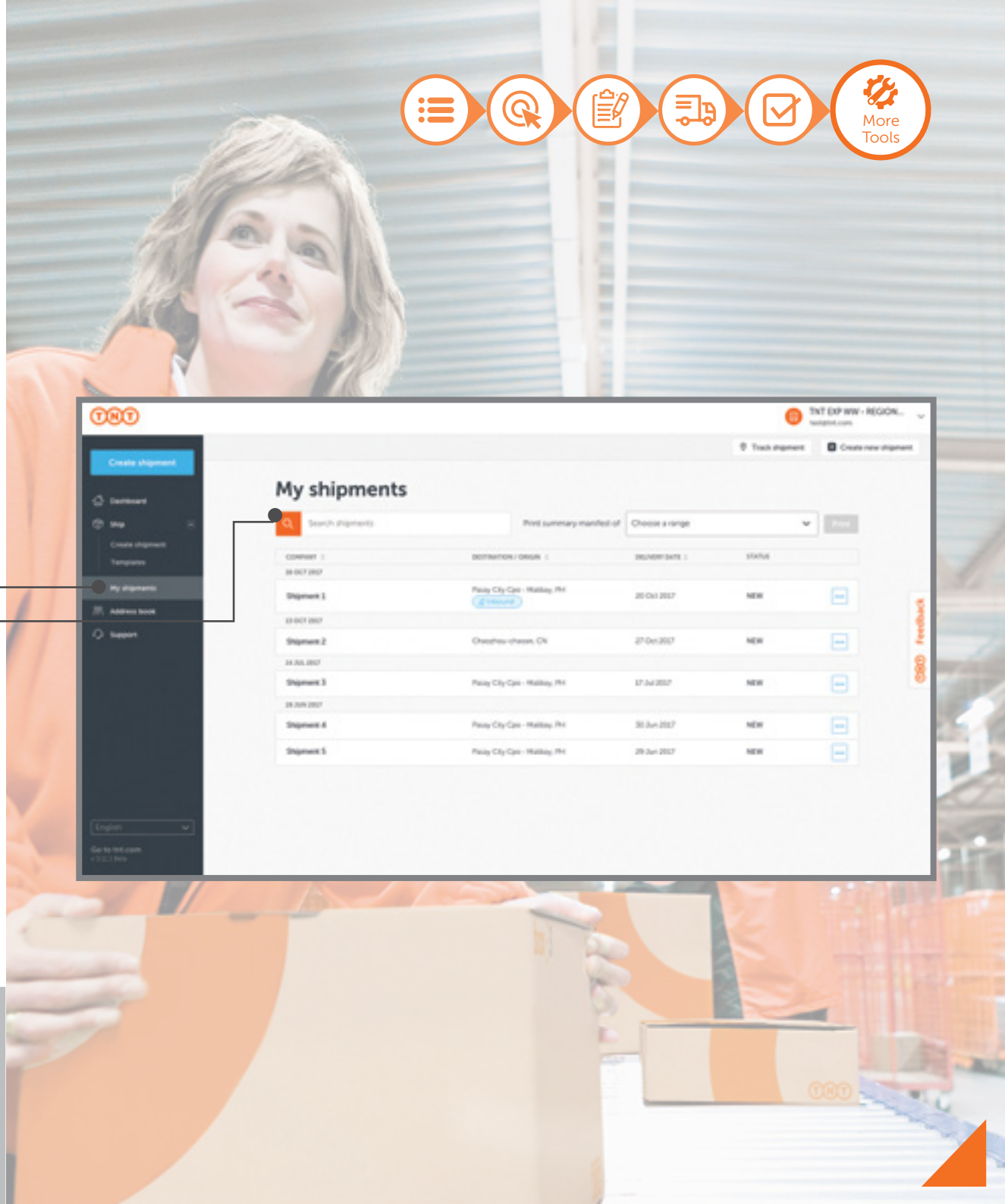
1 of 8

Track shipments easily with myTNT. Select 'My Shipments' from the left navigation panel.

2 of 8

Then, enter relevant keywords in the search field to begin your search.

Tip: Access shipment information by entering details, such as the shipment reference number, name of company, city of origin (inbound) or destination city (outbound).



Tracking Your Shipment

A list of all your shipments created under myTNT will be displayed when you select My Shipments.

51 Shipment Tracking

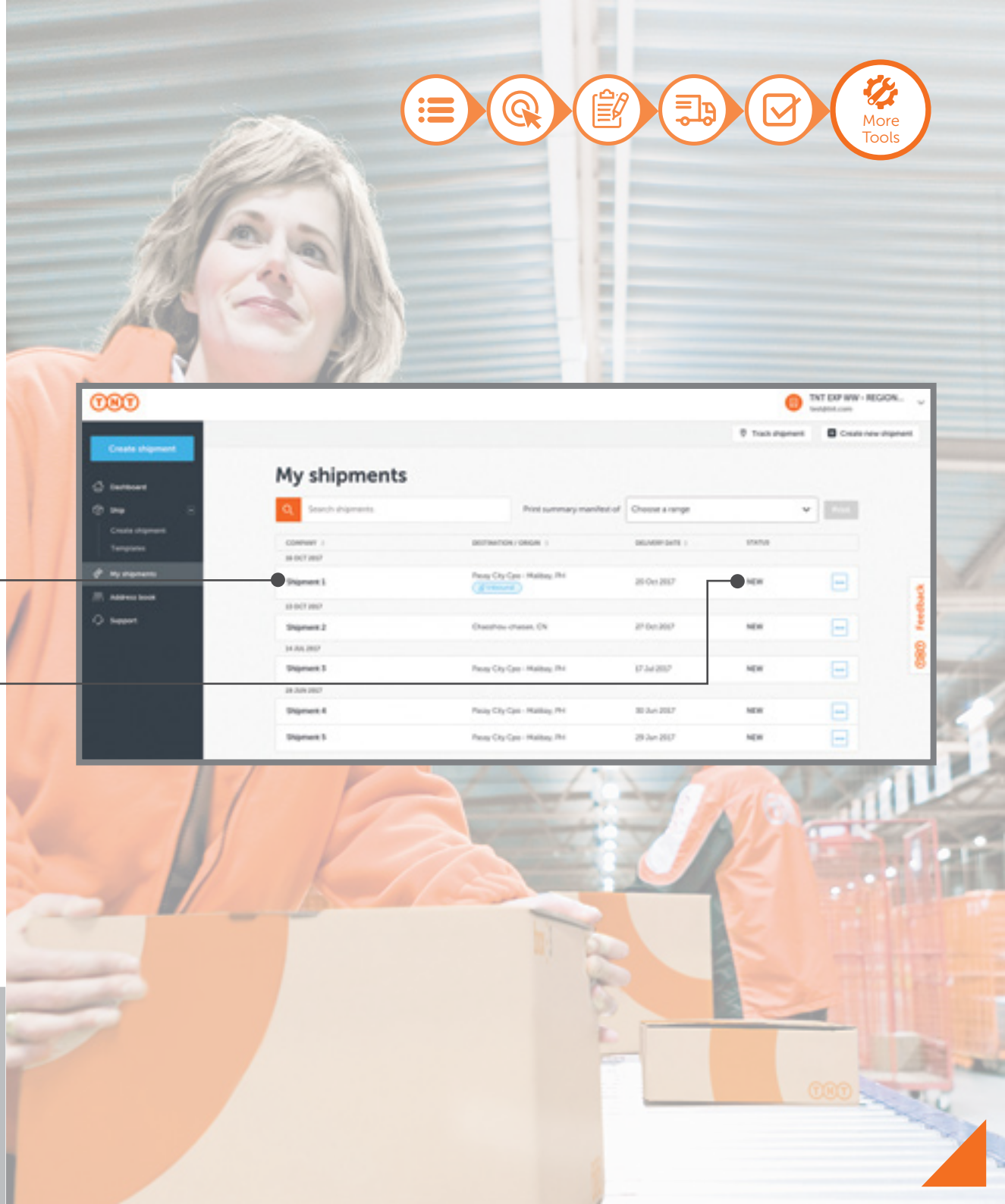
3 of 8

A list of related shipments will be displayed, sorted by their creation date (with the most recent on top).

4 of 8

The rightmost column will show status of the shipment as “New”, “Delivered” or “In transit”.

Tip: Inbound shipments will be indicated by a blue icon.



Can’t Find your Shipment Number?

You can find the shipment number in your confirmation email or on the collection manifest (under the barcode).

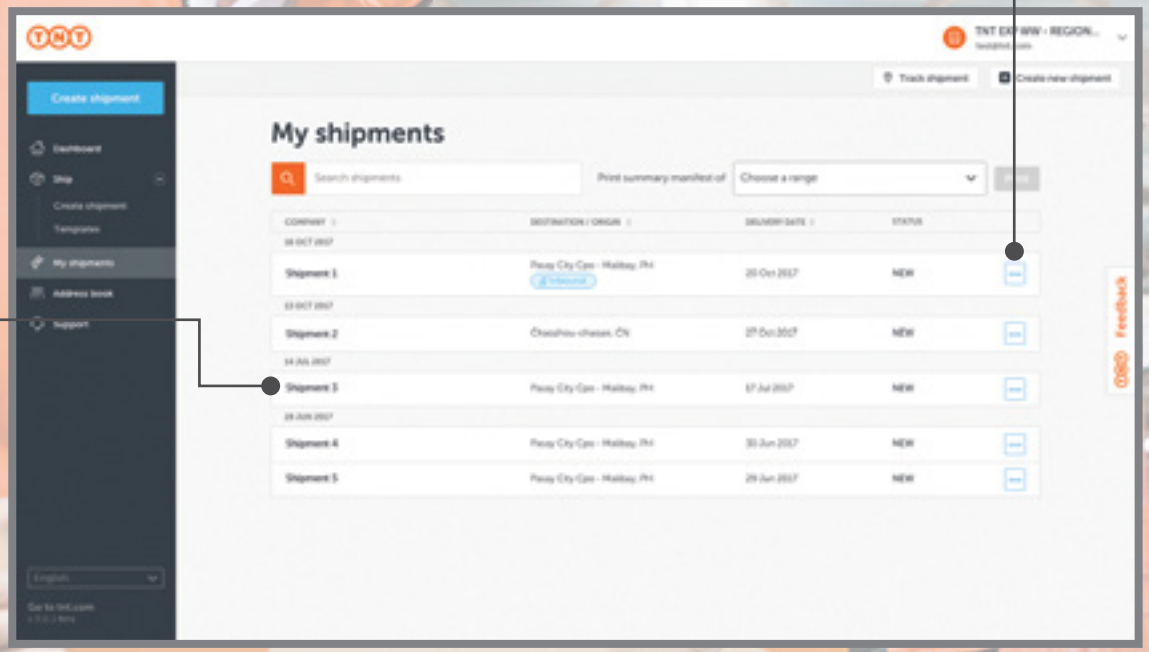
52 Shipment Tracking

5 of 8

Select the three dots to take further action for a particular shipment, such as viewing shipment details, repeating the shipment or printing shipping documents.

6 of 8

You can also click on each shipment to view detailed updates on its status.



Can't Find your Shipment Number?

You can find the shipment number in your confirmation email or on the collection manifest (under the barcode).

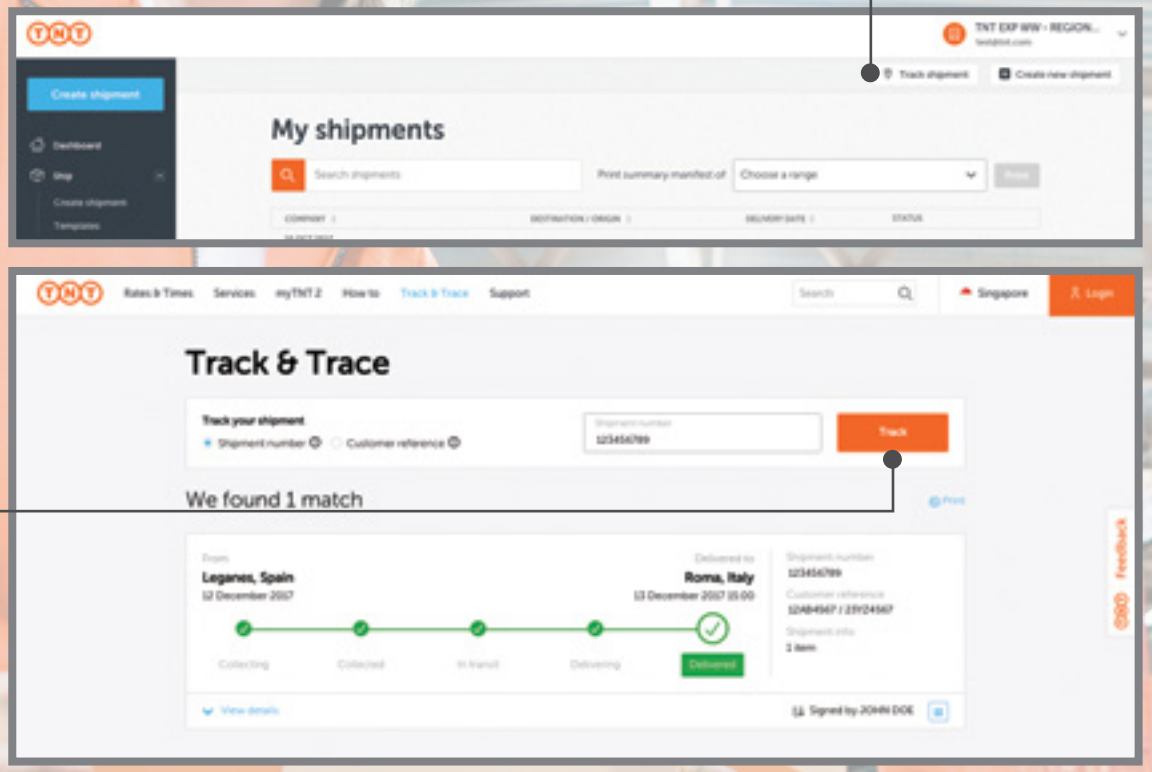
53 Shipment Tracking

7 of 8

Select ‘Track shipment’ to access latest updates on your shipments. Track & Trace will open in a new tab.

8 of 8

Key in either the 9-digit shipment number or the customer reference, and hit ‘Track’. A list of matching shipments and their delivery status will be shown.



Track Multiple Shipments!

Use a comma to separate the references or shipment numbers to search for multiple shipments at once.

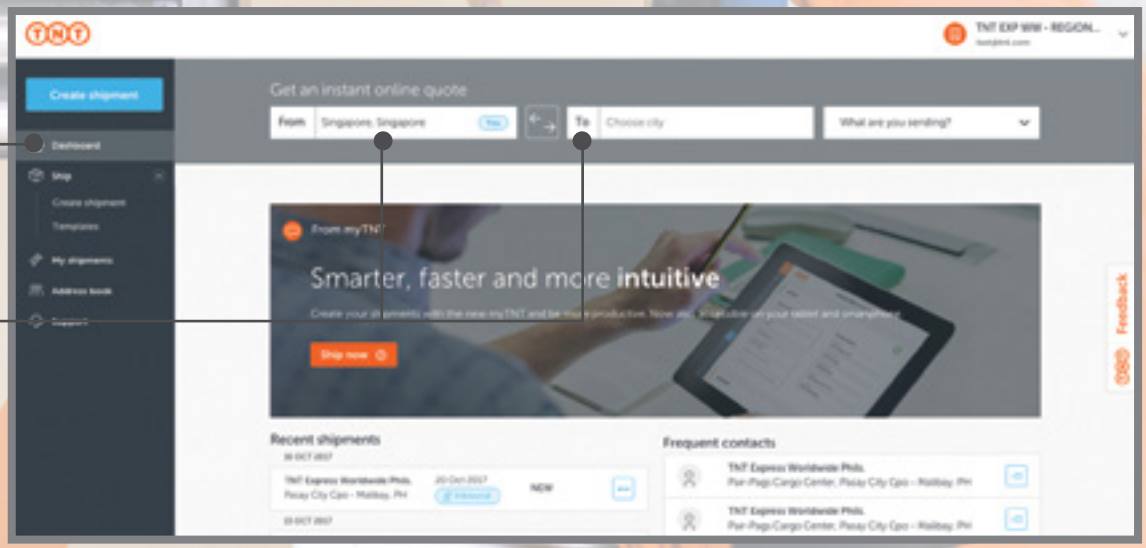
54 Instant Quote

1 of 7

Instant quote is available on the Dashboard or myTNT homepage.

2 of 7

Provide the city of origin and intended destination.



What is my Quote Based On?

Shipping quotes will be based on personalized shipping rates available to your company profile, while quotes available on the homepage of TNT.com are based on standard booking rates for customers without a TNT account.

55 Instant Quote

3 of 7

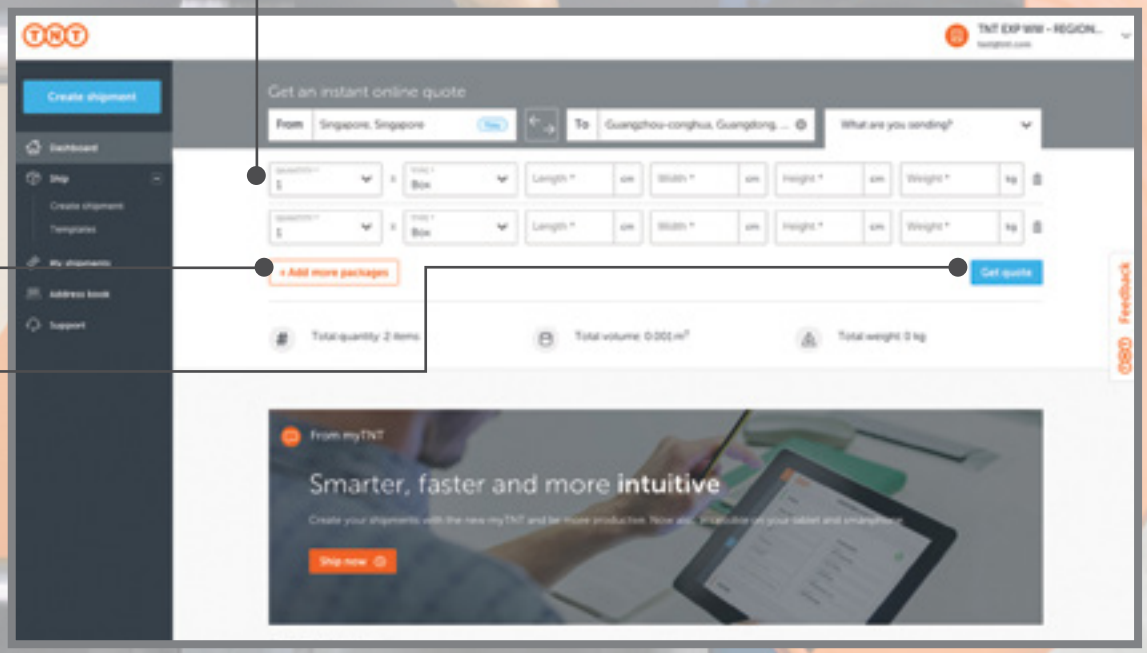
Fill out all shipment details including type, dimensions and gross weight.

4 of 7

Select this button if you have multiple packages to ship.

5 of 7

Select ‘Get quote’ to see all available service options below.



Instant Quote versus Final Invoice

Additional surcharges and service fees at depots may cause your final invoice to be different from the price quoted.

56 Instant Quote

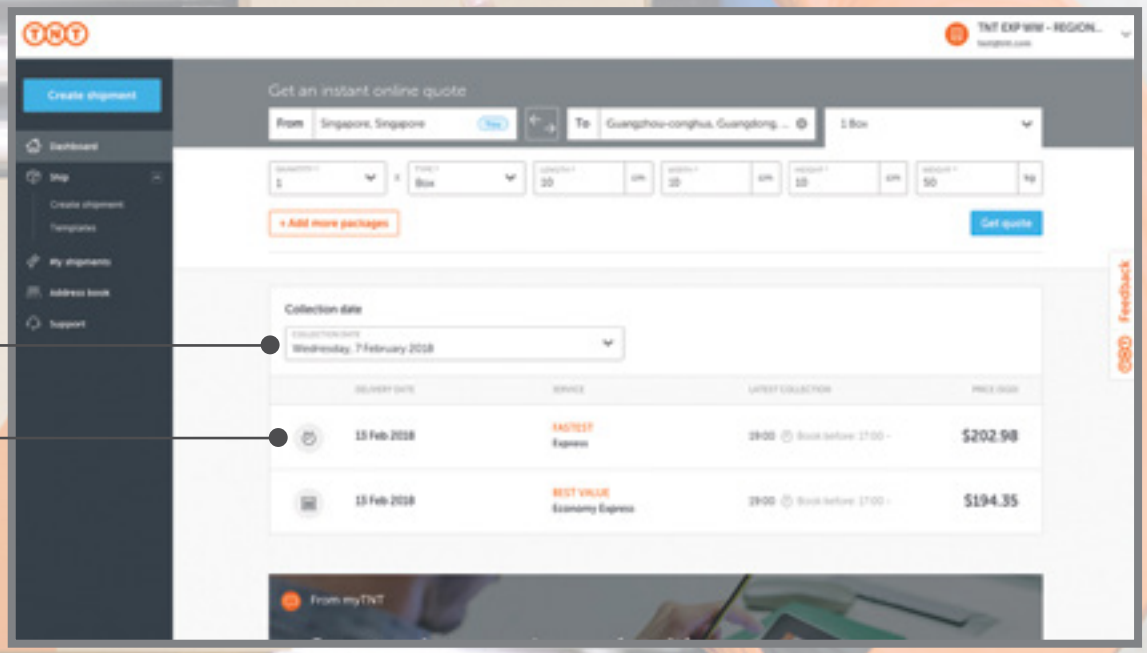
6 of 7

Upon selecting a collection date, myTNT will generate all available shipment options.

7 of 7

Choose your preferred shipment option to create a new inbound or outbound shipment.

Tip: Shipment options will be prefilled with the destination and origin city as well as shipment details you have entered.



Make More Informed Decisions

Get an instant quote to quickly compare all delivery options available.

57 Address Book

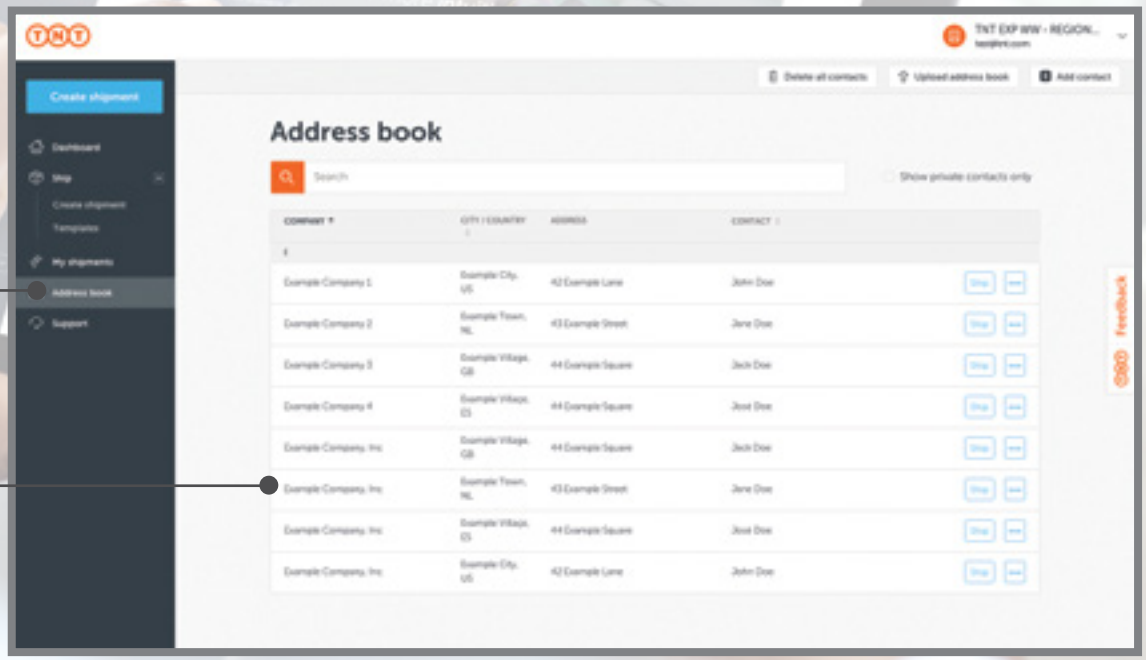
1 of 11

Select ‘Address Book’ from the left navigation panel. Here, you can edit addresses or select the shipping address for a new shipment.

2 of 11

An overview of addresses arranged according to alphabetical order is displayed.

Tip: You can also search by manually entering keywords in the topmost search bar.



Country Codes

myTNT 2 uses internationally recognised ISO ALPHA 2 country codes, which can be found with a quick search online.

58 Address Book

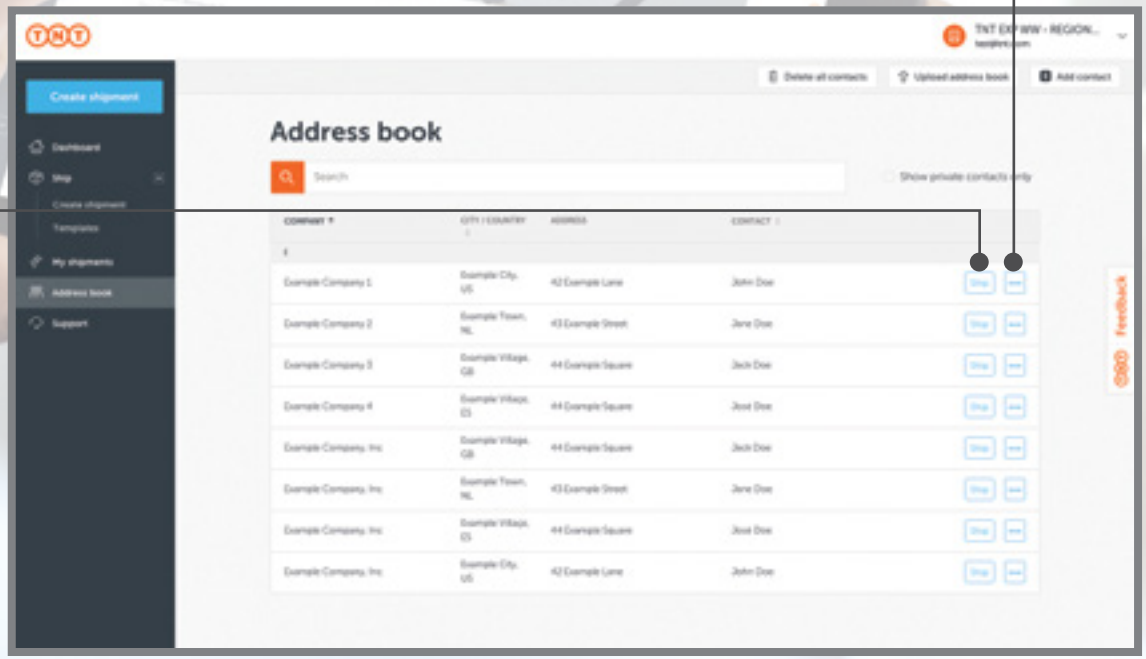
3 of 11

Select the 3 dots if you need to make changes to or delete a saved address.

4 of 11

You can also select the ‘Ship’ button to create a new shipment with the saved address.

Tip: This will direct you to a new ‘Create Shipment’ template with the receiver address pre-filled.



Want to Display Only Selected Contacts?

Check the ‘Show private contacts only’ checkbox to view contacts saved as private, which are only visible to / usable by you.

59 Address Book

5 of 11

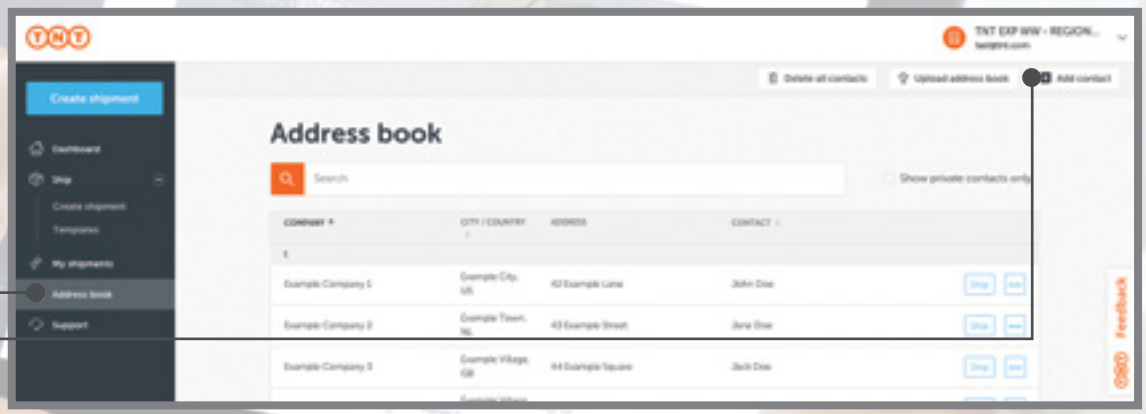
Select ‘Address book’ from the left navigation panel to add/update addresses.

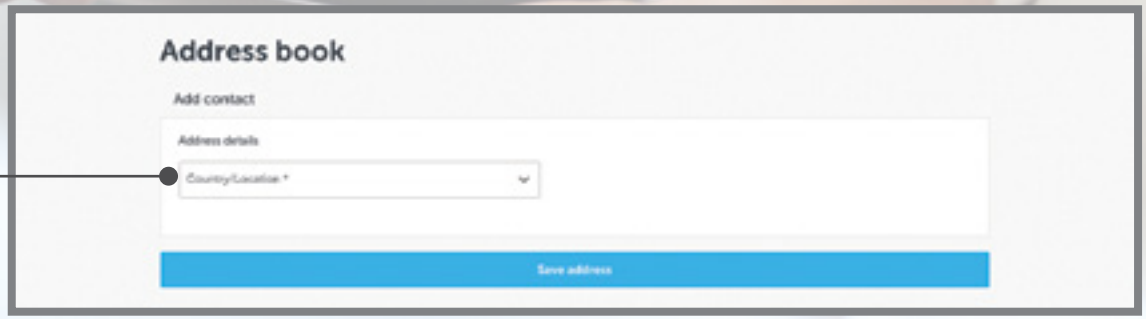
6 of 11

Select ‘Add contact’ to create a new address listing for quick access.

7 of 11

Pick country/location of the contact from the drop-down list. Detailed fields will appear.





Upgrading from myTNT 1?

All address contacts will be transferred when you upgrade from myTNT 1 to the all new myTNT.

60 Address Book

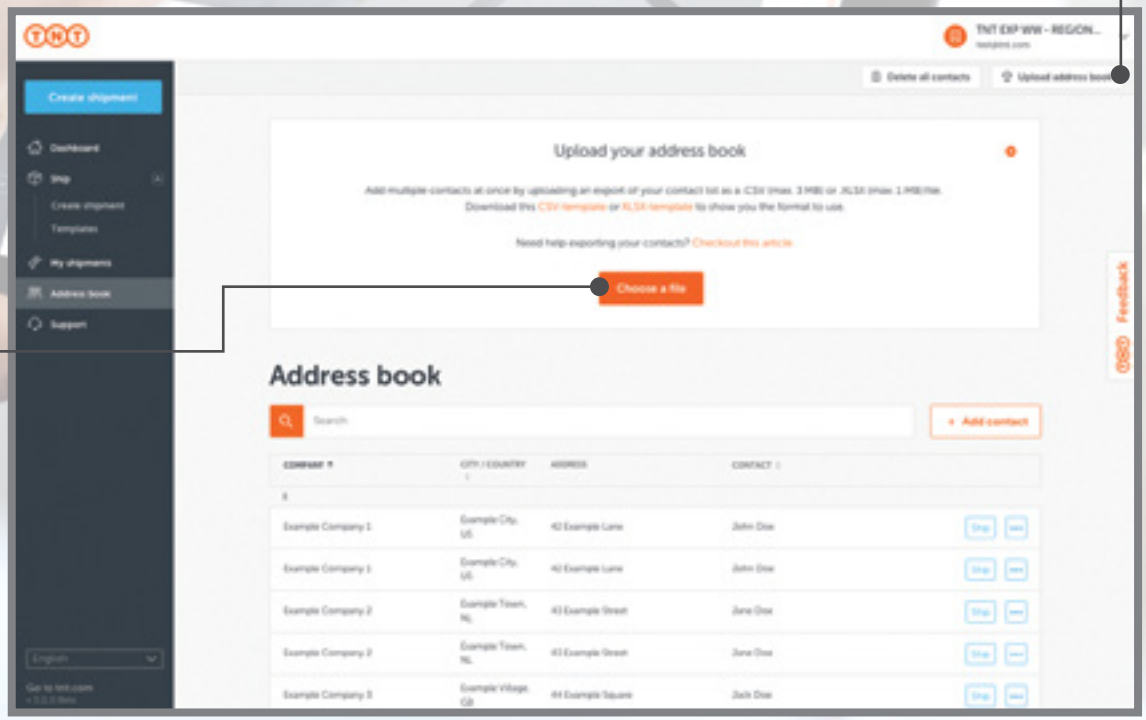
More Tools

8 of 11

Select ‘Upload Address Book’ to input or sync multiple addresses.

9 of 11

Upload a file from your computer by selecting ‘Choose a file’.
File formats accepted are .CSV files (up to 3MB) and .XLSX files (up to 1MB) only.



Is Your Address Book Correctly Filled?
Download the template to ensure your address book is organised in the correct format.

61 Address Book

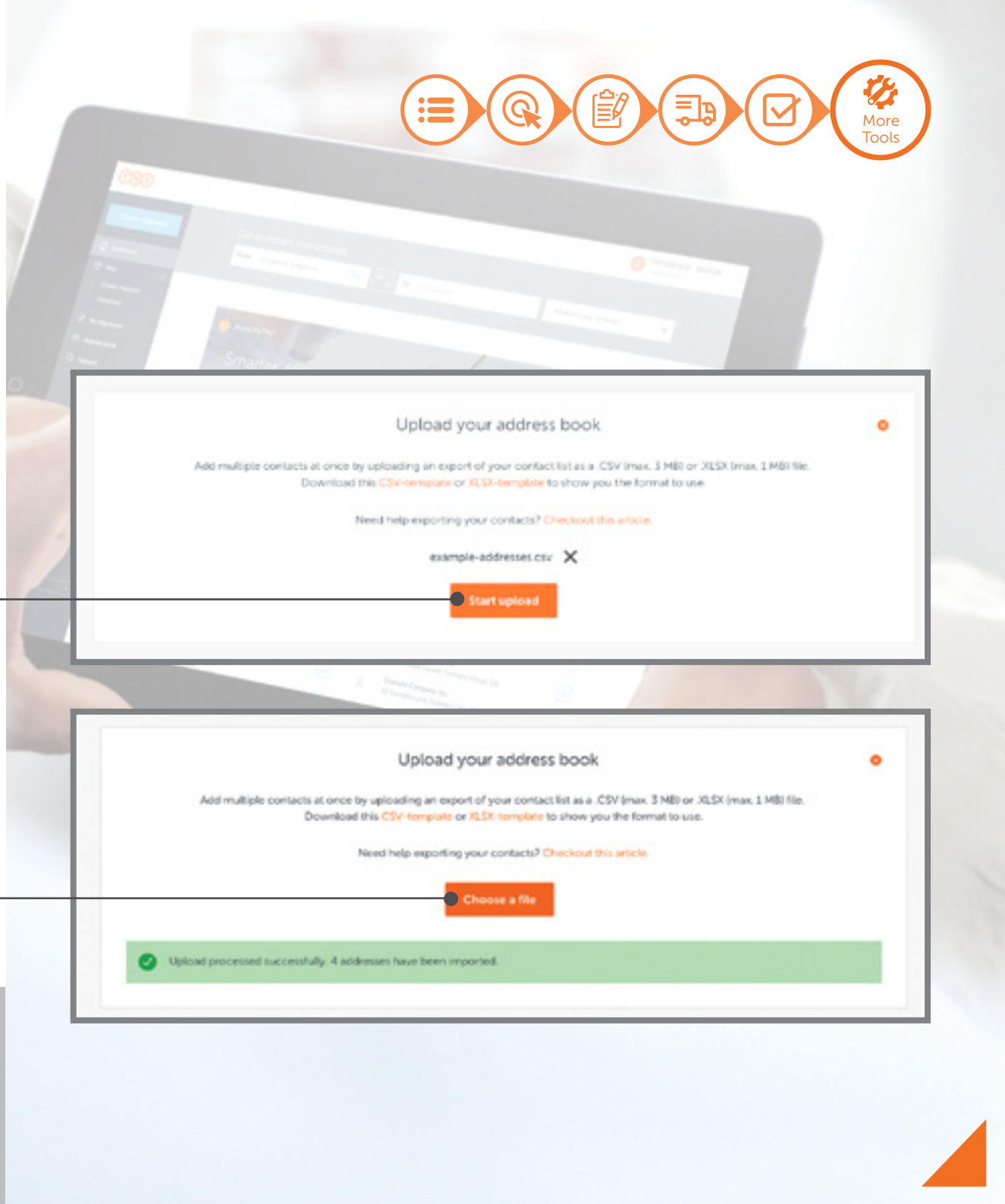
10 of 11

After attaching the file, select ‘Start Upload’ to begin file import.

11 of 11

After a successful import, you can upload a file from your computer by selecting ‘Choose a file’.

Tip: myTNT will show you the progress of the import, and the details of any errors encountered. The records in error will be rejected.



Can’t Upload Your Address Book?

Check if you have gone over the character limit or if you missed out on a required field. After ensuring your file is organised in the correct format, save it a .CSV file.

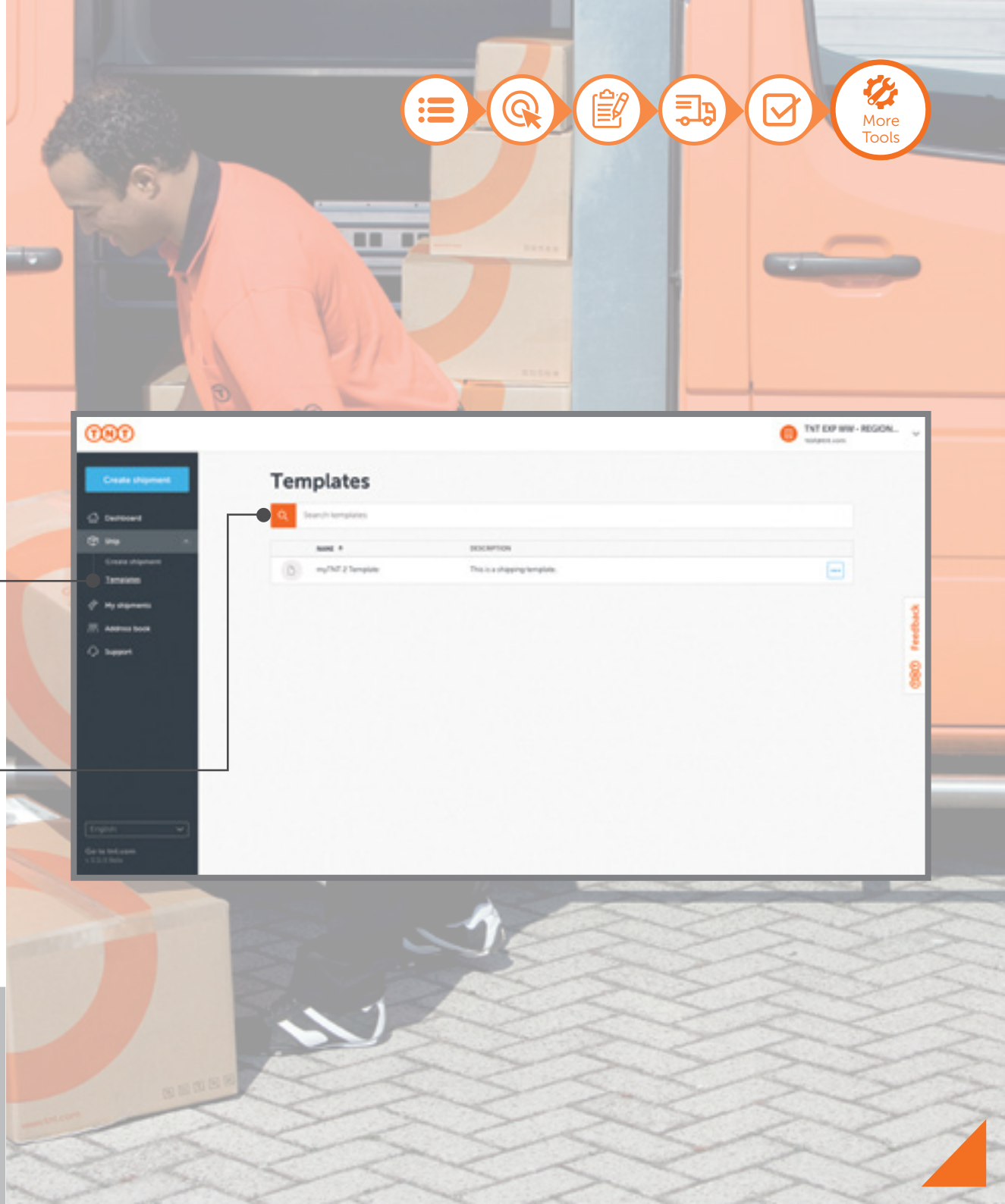
62 Smart Template

1 of 6

Create and access time-saving templates for routine shipping needs! Select ‘Templates’ to begin.

2 of 6

To call out a template, simply enter relevant keywords to search, then select one of the display results to continue.



Ship Faster

Templates let you save shipment information for faster repeat bookings.

63 Smart Template

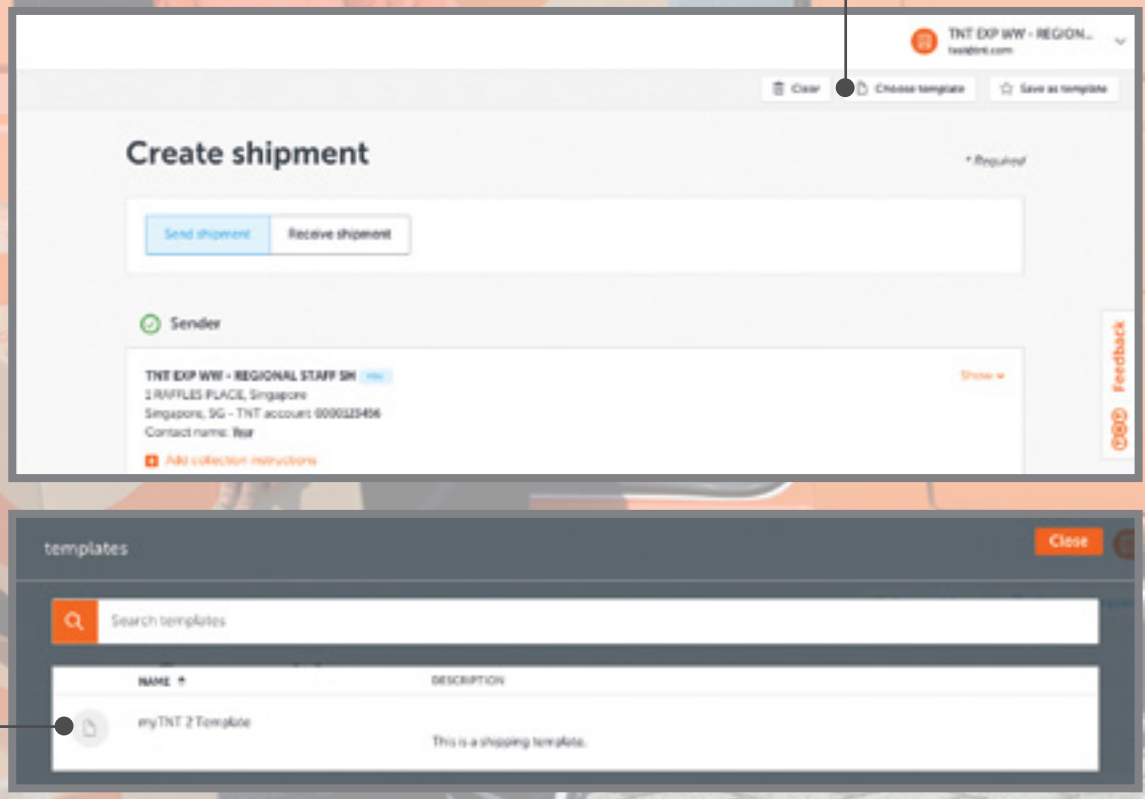
3 of 6

When setting up a shipment, you can select ‘Choose template’ for speedy repeat bookings.

4 of 6

Search for a template by entering relevant keyword(s). All matches will be shown; simply select your preferred template to continue.

Tip: Useful templates include your most shipped package or common destination addresses, etc.



Ship Faster

Templates let you save shipment information for faster repeat bookings.

64 Smart Template

5 of 6

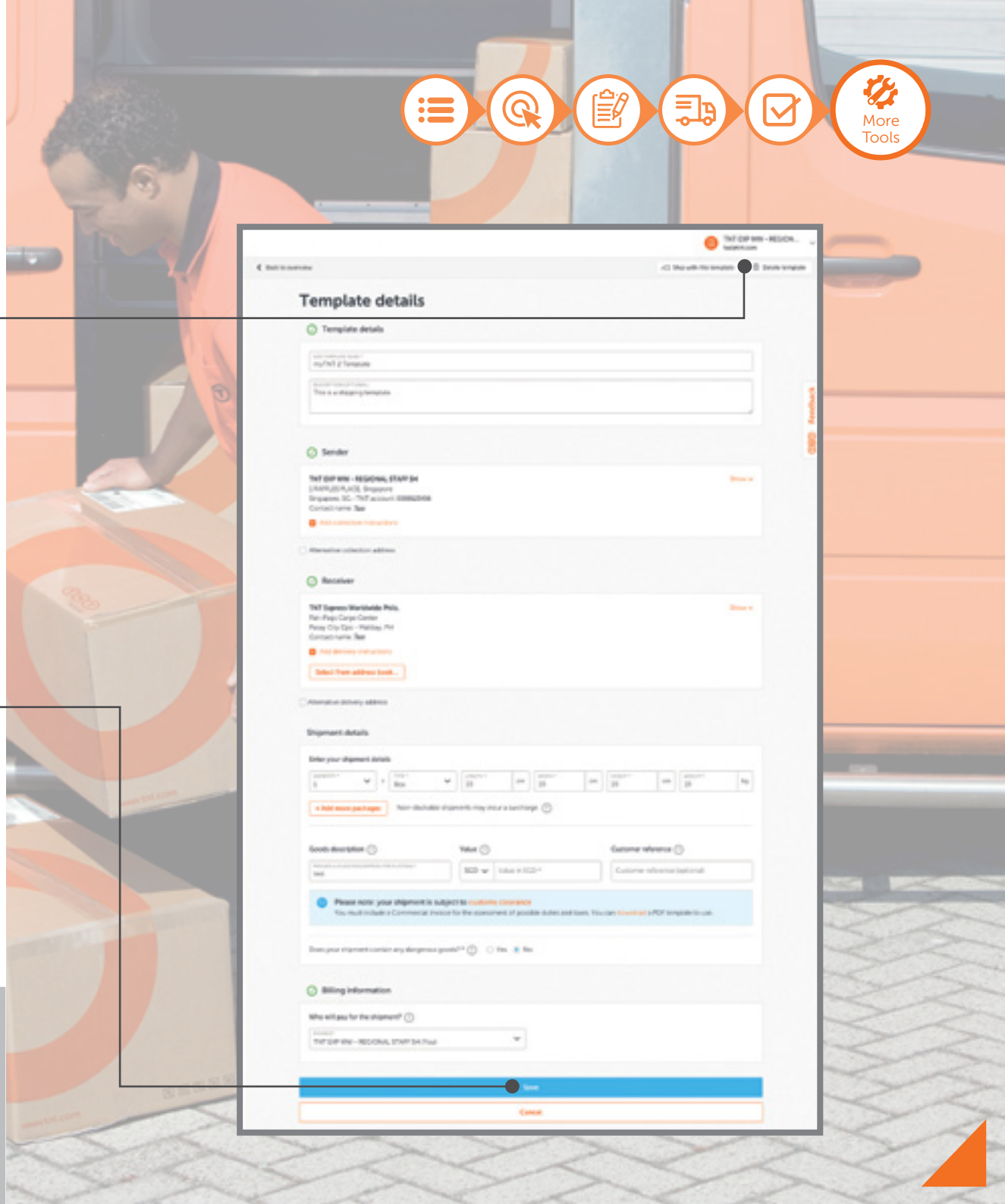
You can remove templates or edit details for repeat bookings. Click ‘Delete shipments’ to continue.

6 of 6

Modify details as required and select ‘Save’ to update the template(s).

Ship Faster

Templates let you save shipment information for faster repeat bookings.



65 Reset Password

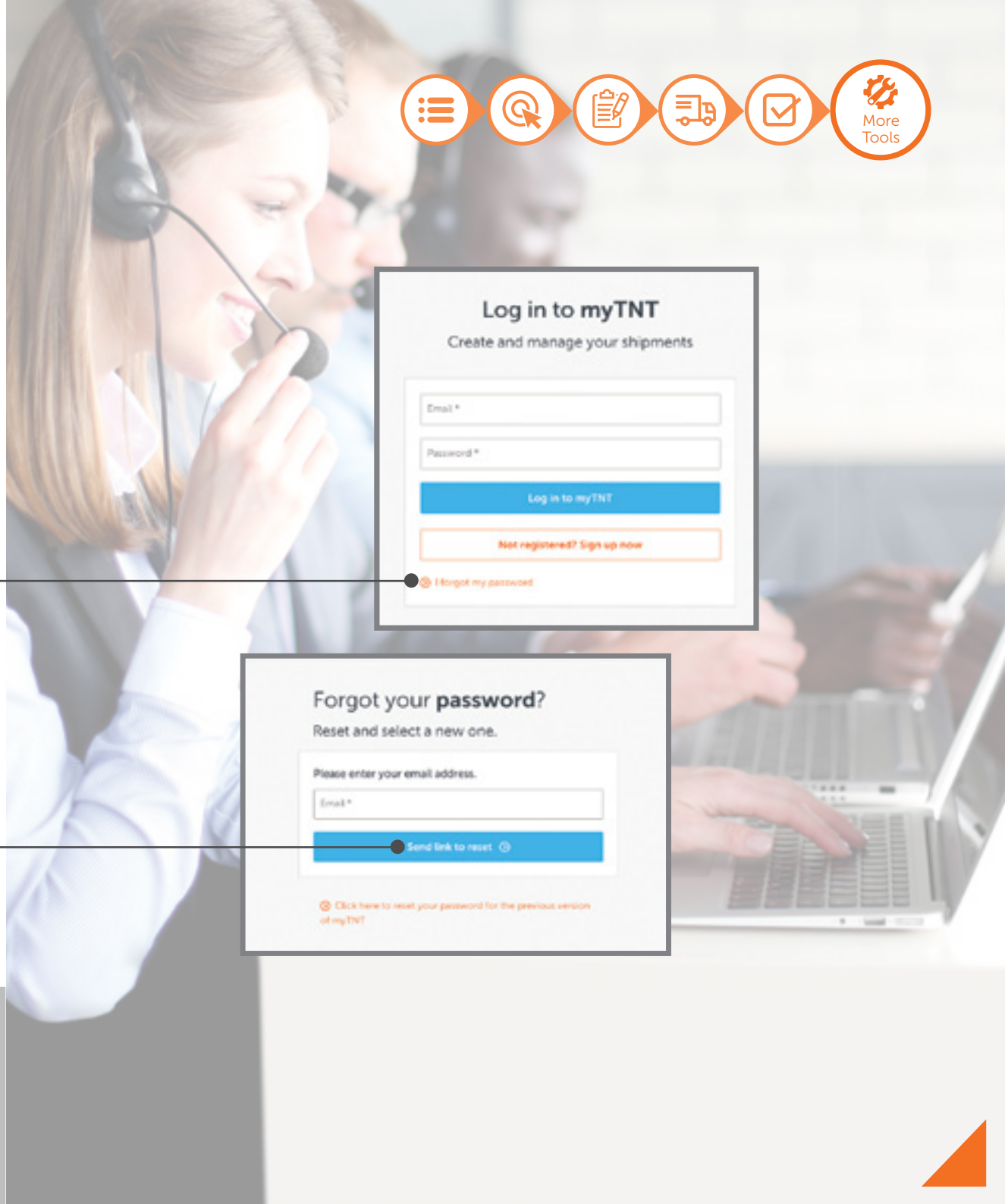
1 of 9

Select this option if you have trouble logging on to myTNT using your current password.

2 of 9

Enter the email address that is used to create your myTNT account previously.

Tip: If you can't recall the email address that is used during myTNT account sign up previously, please get in touch with Customer Service.



Password Requirements

Your password must contain a minimum of eight characters, a mix of uppercase and lowercase letters and at least one number or symbol.

66 Reset Password

3 of 9

A password reset email will be sent to your registered email address. Select the link to continue with password reset on myTNT.

4 of 9

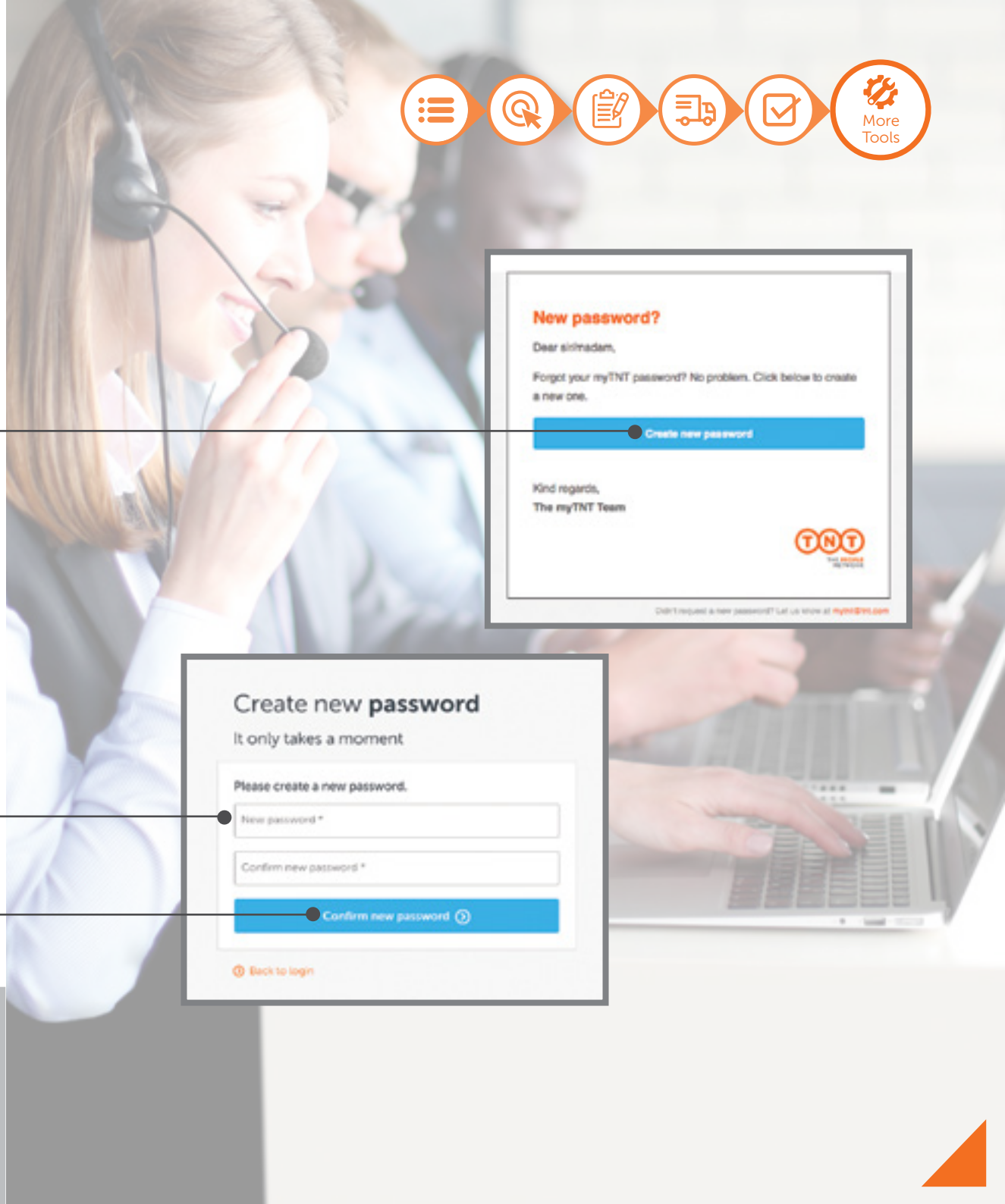
Provide a new password and retype to confirm your choice.

5 of 9

Select 'Confirm new password' to log in with your new password.

Sharing Your Account?

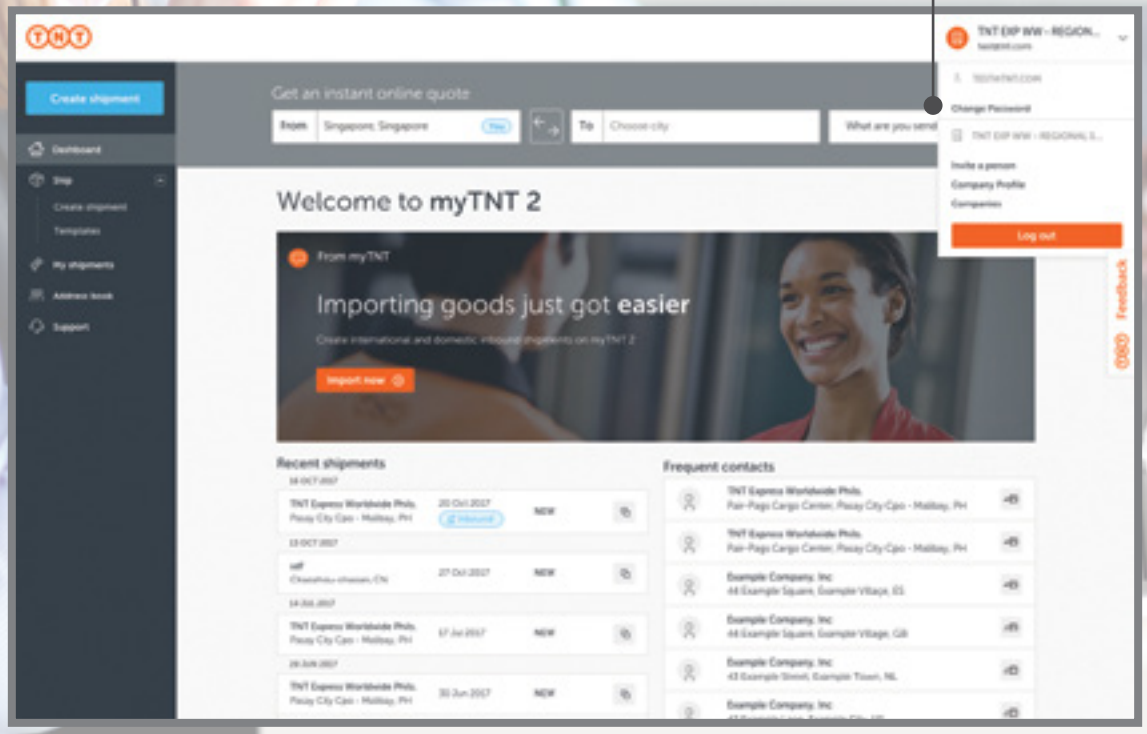
Different persons sharing the same myTNT account will be able to log in with their own unique password.



67 Reset Password

Change your password anytime after logging in by selecting 'Change Password'.

Tip: Password change is tied to your email address, and will not affect other email addresses under the same parent account.



Forgotten Login Details?

If you can't recall the email address used to register on myTNT previously, please get in touch with Customer Service at www.tnt.com/contact.

68 Reset Password

7 of 9

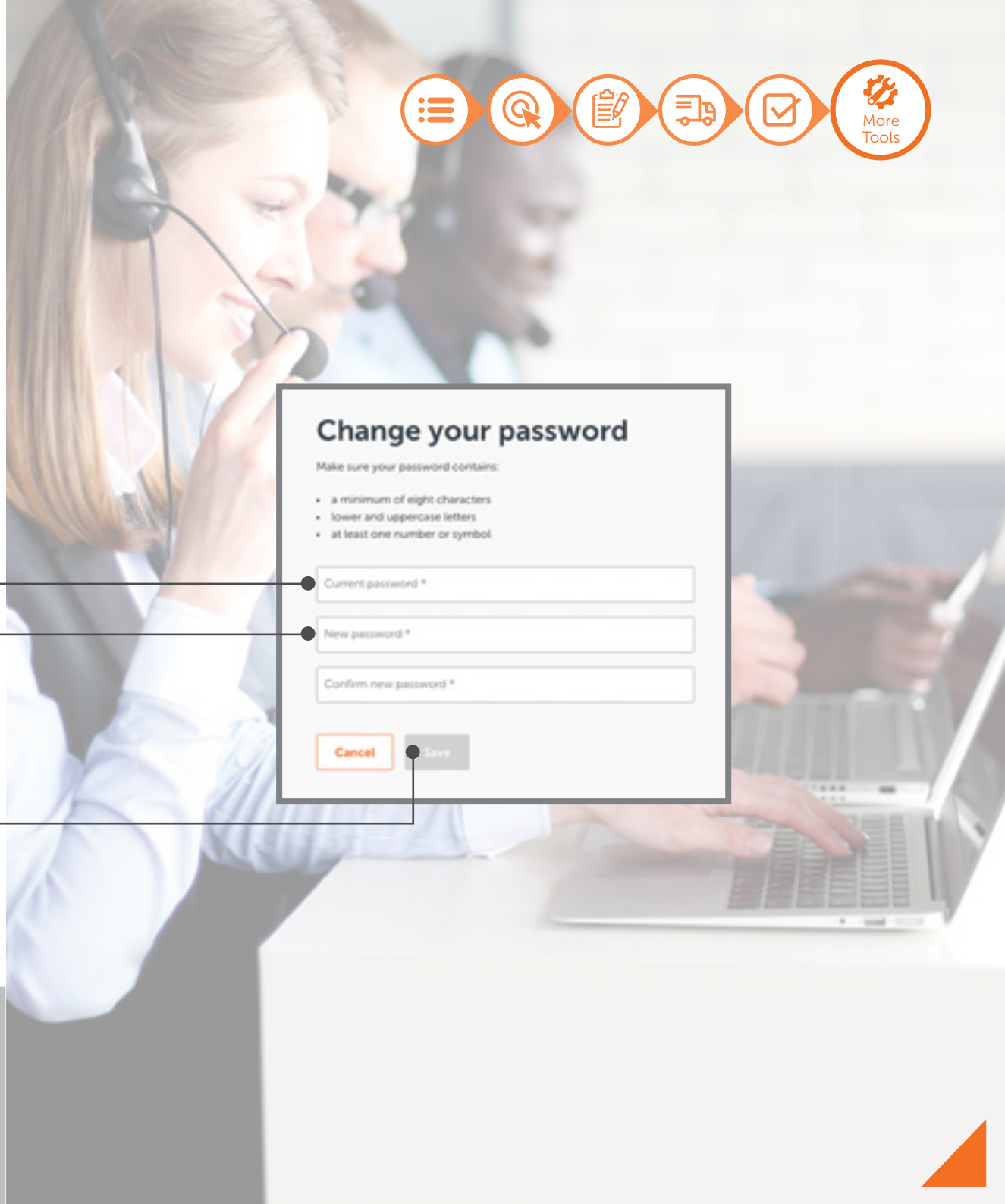
Fill in your current password.

8 of 9

Provide your new password in the second field and repeat it to confirm your choice.

9 of 9

Select ‘Save’ when you are done.



Forgotten Login Details?

If you can’t recall the email address used to register on myTNT previously, please get in touch with Customer Service at www.tnt.com/contact.

69 Invite a Person

More Tools

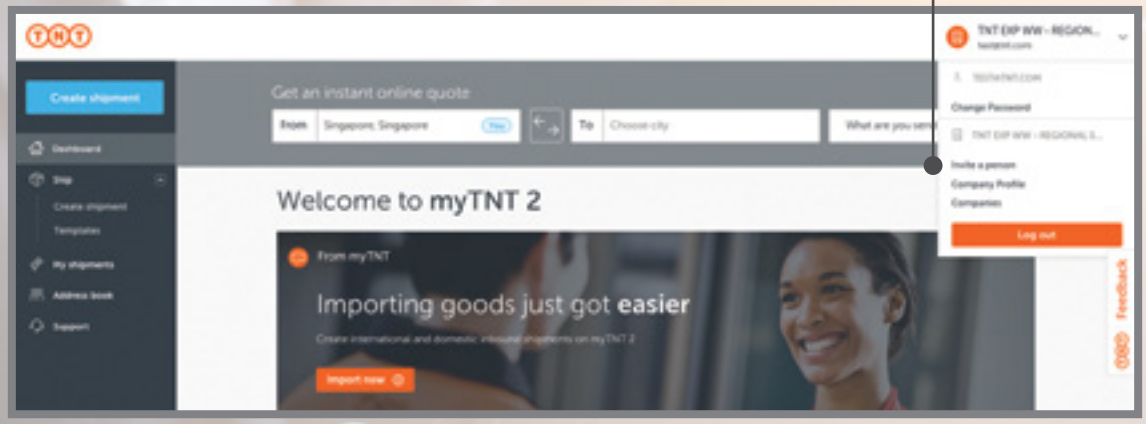
1 of 7

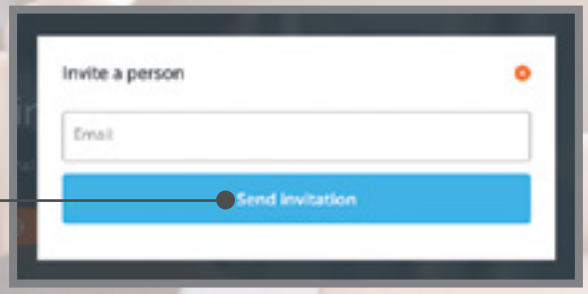
Choose "Invite a person" to send out an email invitation to a co-worker so he/she can enjoy the same shipping rate.

2 of 7

Provide an email address to continue with the invitation.

Tip: A notification will appear to inform you that your invite has been successfully sent.





Add your Colleagues

With an approved profile, you can add as many colleagues as you want to your myTNT account.

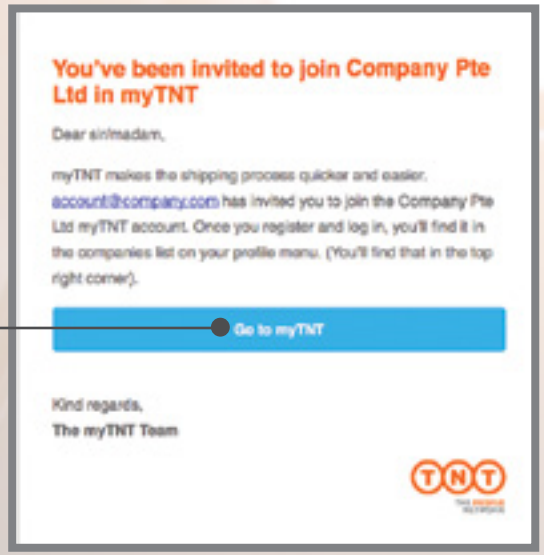
70 Invite a Person

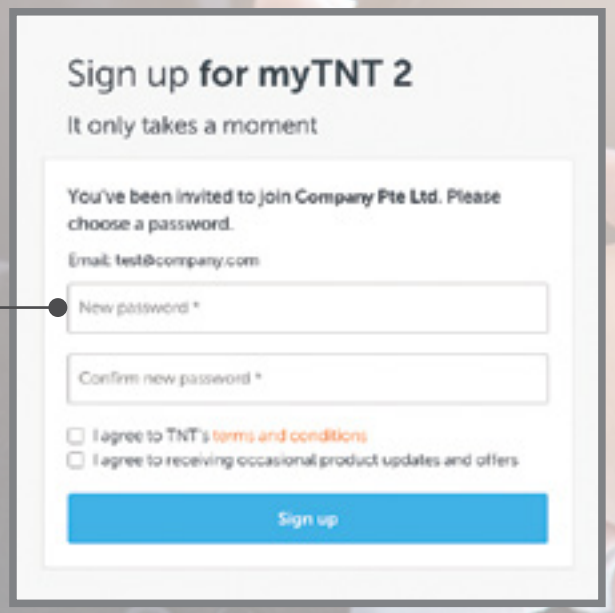
3 of 7

To accept an invite to myTNT, check your inbox and select 'Go to myTNT'. Upon selecting, you will be redirected to a sign up screen.

4 of 7

Provide a password and repeat in the next field to confirm.





Add your Colleagues

With an approved profile, you can add as many colleagues as you want to your myTNT account.

71 Invite a Person

5 of 7

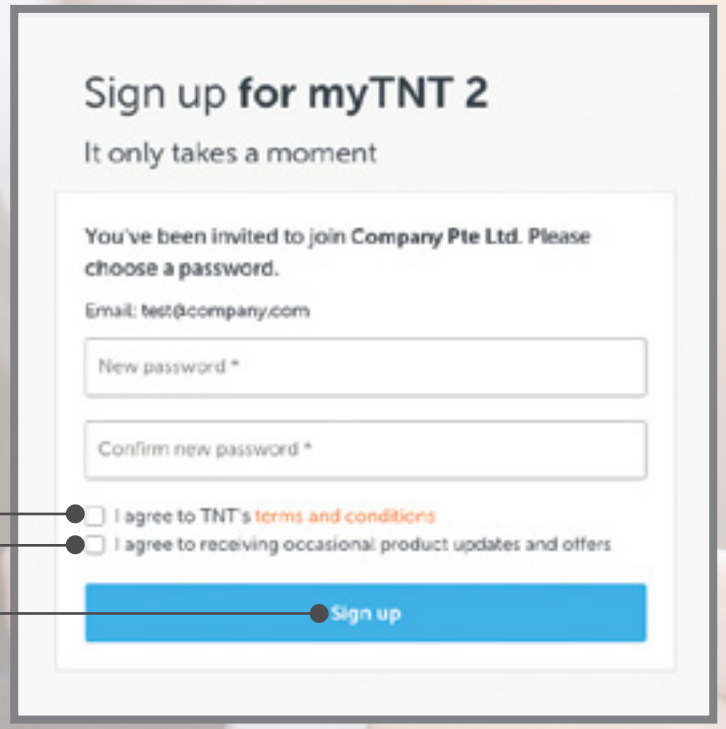
Select the mandatory checkbox to indicate agreement to TNT's terms and conditions.

6 of 7

Tick this checkbox if you wish to be updated on TNT's latest promotions.

7 of 7

Select 'Sign up' to proceed and check your inbox for the confirmation email.



Add your Colleagues

With an approved profile, you can add as many colleagues as you want to your myTNT account.

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

Get in touch with customer service at www.tnt.com/contact