



# TNT

## USER GUIDE

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# WELCOME TO TNT

## THANK YOU FOR CHOOSING TNT

**This guide will help you choose the best way to connect to your customers through a network of dedicated people.**

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 Service team can help you choose the best solution for your business. To speak to one of us directly, just call 1800 214 1111.

When you work with TNT you get a partner, not a supplier. You have a network of more than 65,000 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, The People Network, moving.



# GETTING STARTED

## WE ARE READY TO DELIVER YOUR PROMISES

Just follow the steps below to get started.

STEP

01

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### CHOOSE YOUR SERVICE >

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

See page 12.

STEP

02

...



### BOOKING YOUR SHIPMENT >

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

See page 24.

STEP

03

...



### PACKING YOUR SHIPMENT >

Large or small, heavy or light, you can rely on us to get it there. Follow our packing advice to help ensure your shipment arrives in perfect condition.

See page 34.

STEP

04

...



### TRACKING YOUR SHIPMENT >

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

See page 42.

STEP

05

...



### EASY PAYMENT TOOLS >

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

See page 46.

STEP

06

...



### ADDITIONAL SERVICES >

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

See page 50.



# 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 flights each week.

It might be a simple hop to a nearby city, or an express delivery from France to deepest Poland; we will handle everything, from door to door. We drive hundreds of thousands of kilometres between our 72 European road hubs every day and serve 72 airports in 48 countries across the continent.



OVER  
**700**  
FLIGHTS  
BETWEEN 72 AIRPORTS  
EACH WEEK

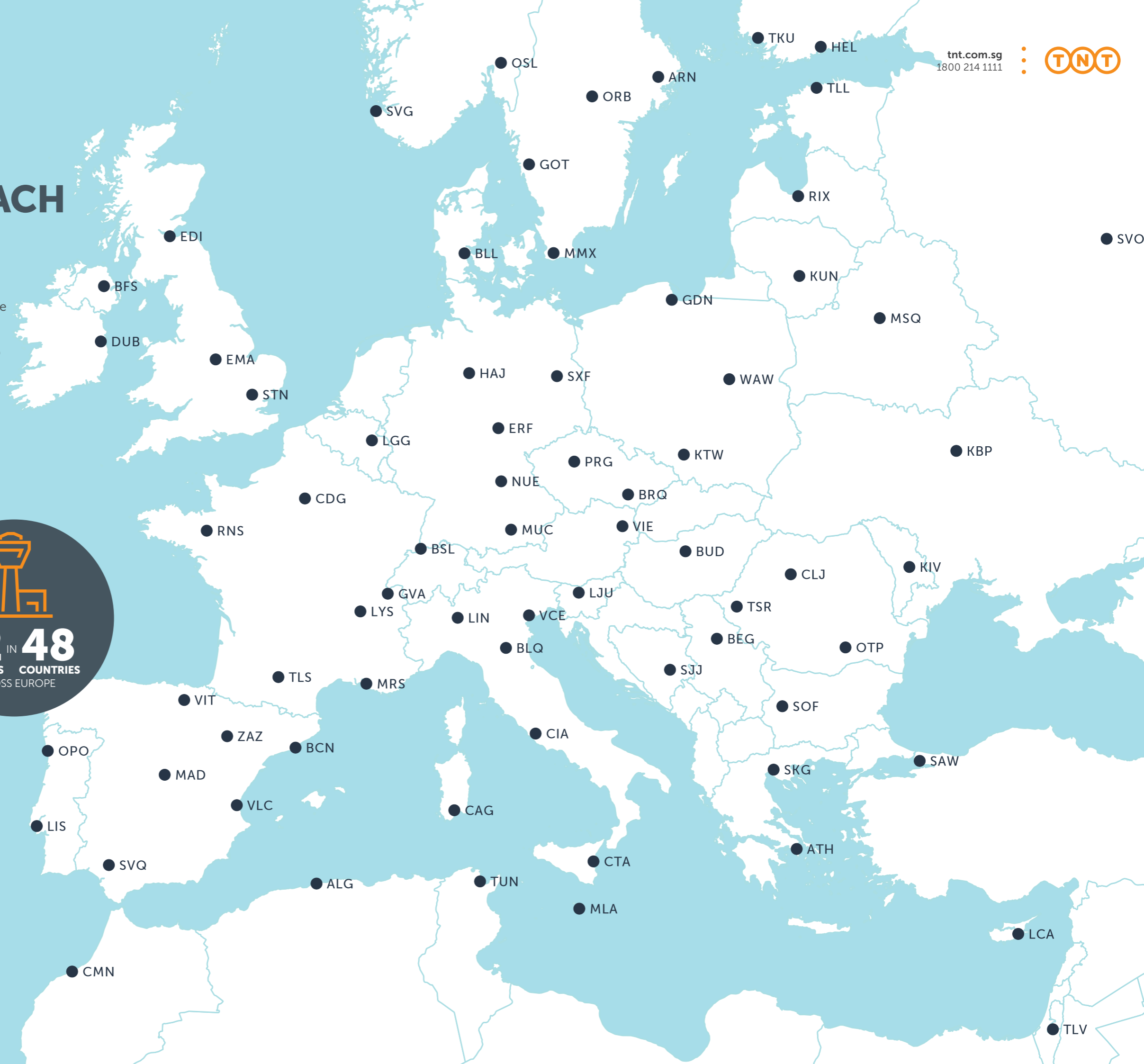


**72** IN **48**  
AIRPORTS COUNTRIES  
ACROSS EUROPE



**55,000**  
TRIPS WITHIN THE EUROPEAN  
ROAD NETWORK  
EVERY WEEK

● AIRPORTS



## USA

- Our trans-Atlantic Boeing 777 links the USA and Europe five times a week
- Complete nationwide coverage for Express and Economy Express services through our four gateways (New York, Chicago, Los Angeles, Miami) as well as our network of delivery depots
- Complete access to the world's largest economy

## SOUTH AMERICA

- Direct flights 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 dedicated air and road networks

## MIDDLE EAST

- Our own Boeing 777 freighter links Europe and 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

- Our own fleet of Boeing 747s link 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 a best in class security solution that delivers the fastest door-to-door road express providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and connecting into China via Hong Kong

## YOUR GLOBAL REACH

### USING TNT MEANS HAVING ONE SUPPLIER CONNECTING YOU TO THE WHOLE WORLD

We offer one integrated network over road and air, so your business can be more agile and cost efficient.

From collection through to customs clearance and confirmation of delivery, we handle every step.

Our international capability helps to seamlessly connect you to your customers wherever they might be.

Local expertise within our integrated door-to-door network spanning 200 countries and our Authorised Economic Operator status helps smooth the complexities of different global customs regulations, speeding up the delivery of your package.

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 your supply chain



# 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 integrated air and road 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>	<b>TIME CRITICAL SERVICES</b>	DEDICATED VEHICLE ONBOARD COURIER
<i>For your international shipments when speed and certainty are important</i>	<b>TIME &amp; DAY DEFINITE SERVICES</b>	<b>EXPRESS</b> SPECIAL EXPRESS 9:00 EXPRESS 10:00 EXPRESS 12:00 EXPRESS EXPRESS
		<b>ECONOMY</b> ECONOMY EXPRESS
<i>For your heavier freight shipments</i>	<b>FREIGHT SERVICES</b>	AIR FREIGHT ROAD FREIGHT





# TIME CRITICAL SERVICES

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

These are our fastest, most secure services and they come with full tracking, so you have the confidence to promise a delivery time to your customers.



### DEDICATED VEHICLE

Have complete control of deliveries with your own dedicated road vehicle.

- Choose a van, truck or temperature-controlled or high-security vehicle, or whatever else you need
- Tailor-made solutions and optimised routes
- Secure, convenient door-to-door service, all day, every day
- Full customs clearance, plus delivery confirmation



### ONBOARD COURIER

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

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



Choose  
the speed  
you need



# TIME & DAY DEFINITE SERVICES

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

Our Express and Economy services provide door-to-door delivery, customs clearance and online tracking for total peace of mind. Just choose the solution that works best for you.

*Trust us  
to meet  
your  
deadline*

### 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 time requirements.

- Dedicated collection and/or delivery worldwide
- Shipment sent by fastest possible route
- Specialist staff manage your shipment from start to finish
- For documents, parcels and freight



#### 9:00 EXPRESS

Our 9:00am service makes sure your consignment is there at the start of your customer's working day.

- Guaranteed delivery by 9:00am the next possible working day
- For documents only
- Delivery to major cities and business areas in more than 40 countries



#### 10:00 EXPRESS

Get an early morning delivery for your customer's convenience.

- Guaranteed delivery by 10:00am the next possible working day
- For documents only
- Delivery to major cities and business areas in more than 45 countries



#### 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 only
- Delivery to major cities and business areas in more than 65 countries



#### 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
- Consignments up to 500kg. Maximum weight may vary by origin and destination
- Optional priority service for all types of shipments



# TIME & DAY DEFINITE SERVICES

## ECONOMY SERVICES

Control your costs on less urgent shipments.



### 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. Maximum weight may vary by origin and destination

### EXPRESS IMPORT

Express Import lets you collect shipments from more than 175 countries using any Express and Economy services.

We handle all the necessary customs clearance, provide full tracking and bill you in your local currency. Arrange a shipment through Customer Service or via our Express Import tool (see page 28).

*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, we provide expert handling, customs clearance and advice with paperwork.

Our freight options are cost-effective and ideal for non-urgent, heavier shipments. We work with reputable 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, express or economy services.

- Door-to-door option manages delivery through the whole process
- Door-to-airport option also available
- Ideal for shipments over 100kg or of irregular shape



### ROAD FREIGHT

For cost-effective transport of larger shipments.

- Option of dedicated vehicle solely for your shipment
- Available throughout Europe, Middle East and Asia
- 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 your shipping documentation



# BOOKING YOUR SHIPMENT

## WE WANT TO MAKE SHIPPING EASIER FOR YOU

You can book, manage and track deliveries by phone, or online via one of five efficient digital tools. All it takes is one quick call or a few simple clicks to have the TNT driver in your local area pick up your consignments.

*Simple,  
fast  
ordering*

### TNT.COM.SG

Control every stage of your shipment with a few simple clicks and no need to log in. Save time and hassle with this online one-stop shop.

- Immediate quote for export and domestic shipments
- Immediate booking and preparation of documents
- Email carriage forwards paperwork direct to customers
- Real-time tracking during transport
- Get your invoice online

### myTNT

If you need to send shipments regularly, this is the quickest and easiest option. Take up your own secured space on our website so you can do everything in one place. Ideal for low-volume shippers.

- Get personalised quotes on any shipments
- Store your database online for auto-completion of addresses
- Email carriage forwards paperwork direct to customers
- Real-time tracking during transport including POD images
- Instant booking and preparation of all documents
- Multi-user access and detailed reports

### EXPRESS MANAGER

Express Manager 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 going to multiple destinations
- Consolidate similar shipments to reduce costs

### EXPRESS CONNECT

This is another solution that lets you integrate TNT's shipping services into your website and internal business applications. Ideal for those who manage their business online.

- Real-time status information for you and your customers
- Real-time, online quotes for you and your customers
- Generate invoices and manifests
- Quickly generate barcoded labels
- Integrate with your own branding





#### EXPRESS SHIPPER

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 addresses
- 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

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#### PAPER CONSIGNMENT NOTES

Instead of using our online tools, you may choose to issue a manually completed consignment note for your shipment. The latter option, however, carries a surcharge.

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#### CUSTOMER SERVICE

We are here to help

*We want to keep your business running smoothly and to help you honour your promises to your customers.*

*Our highly trained, solutions-focused Customer Service representatives are available to make sure that you and your customers are always satisfied.*

*If you have any questions, or need any help with a shipment, just contact us on 1800 214 1111*



# PREPARING YOUR DOCUMENTS

## CONSIGNMENT NOTES

Consignment notes help to ensure your shipment is delivered 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 for your shipment, the online tool will generate a consignment note which you can print onto plain paper. If you choose to issue a manually completed consignment note for your shipment, please note that a surcharge is payable for this option.

The examples below show you the details you will need to complete.

### CONSIGNMENT NUMBER

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

## 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 Section 2 'Invoice to Receiver' payment option is selected. Refer to point 2 below.

### 2. INVOICE TO RECEIVER

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

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.com.sg – Track My Package.

### 4. FROM (COLLECTION ADDRESS)

Please complete with company name, collection address, contact person and telephone number.

### 5. TO (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 in Section 2, only a permanent office address is accepted.

### 6. DELIVERY ADDRESS

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

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

### 7. DANGEROUS GOODS

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

### 8a. SERVICES

Select the service that you require. If no service is selected, our Express service will be provided. Please call Customer Service if you require our Special Express service.

If you are not sure whether to select documents or non-documents, please contact Customer Service 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.

Enhanced Liability – which covers all express and economy express non-document consignments up to a maximum value of €25,000 or the declared invoice value of your goods, whichever ever is lower.

Please provide the insured value and currency if the enhanced liability is for non-documents. For document enhanced liability, please leave the value and currency field blank.

### 9. SPECIAL DELIVERY INSTRUCTIONS

Please state any special delivery instructions that you may have.

### 10. GOODS DESCRIPTION

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

### 11. DUTIABLE SHIPMENT DETAILS

For dutiable shipments, please state the VAT/TVA/BTW 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





## 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 proforma invoice is for goods with no commercial value. We advise customers to use their own invoices, but the example below shows the information that should be included.

To make things even easier, you can use our online tools, visit [http://www.tnt.com/express/en\\_sg/site/home/support.html](http://www.tnt.com/express/en_sg/site/home/support.html) or see page (26-28) for more information.

1 INVOICE								
From			To					
2			3					
4 Date of Invoice:			Reference No:					
Sender VAT No:								
5 Invoice No:			8					
Item No.	Product Description	Product Code or Serial No.	Origin	HS Code	Number of Items	Currency	Unit Price	Total Item Value
	6		7		9	10		11
12 INCO Terms			Gross weight: 13 (kg)					
Shipping mark or nos.:			Net weight of goods: (kg)					
Number and type of packages:								
Package dimensions:								
14 I declare all of the information to be true to the best of my knowledge.			Signature 15					
			Date					

## INFORMATION TO BE INCLUDED ON A COMMERCIAL INVOICE

- 1.** The word "invoice" ("proforma" invoices are only acceptable in certain circumstances)
- 2.** Sender's company name and address
- 3.** Receiver's company name and address
- 4.** Date of invoice.
- 5.** Invoice number.
- 6.** Full description of each item of goods supplied (catalogue and part numbers are not sufficient to describe the goods) to enable correct HS Code Classification.
- 7.** Country of origin (i.e. where manufactured) of each type of goods being supplied.
- 8.** Please include this information (if known) – also referred to as an 'HS Code'. In the absence of an HS Code being provided, a full and accurate description of goods MUST be supplied
- 9.** Quantity of each item of goods supplied.
- 10.** Clearly state currency in which the value of goods is expressed.
- 11.** Total value of all goods covered by the invoice.
- 12.** INCO Term is based on the transaction and payment between the seller and the buyer of the goods and the official point of hand-over of responsibility.
- 13.** Gross weight (i.e. including packaging), net weight (i.e. 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 Customer Service.

For more information on our customs support, see page 60.



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.



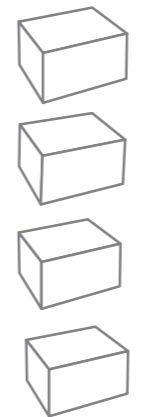
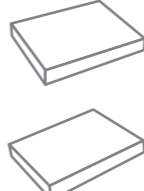
These pages include some simple tips to help protect your shipment. Follow them to ensure that your shipment is one of the one million that arrives on time and in perfect condition every day.

We also offer a range of high quality TNT branded packaging materials. If you would like to order some, simply visit [tntsupplies.com.sg](http://tntsupplies.com.sg) 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.

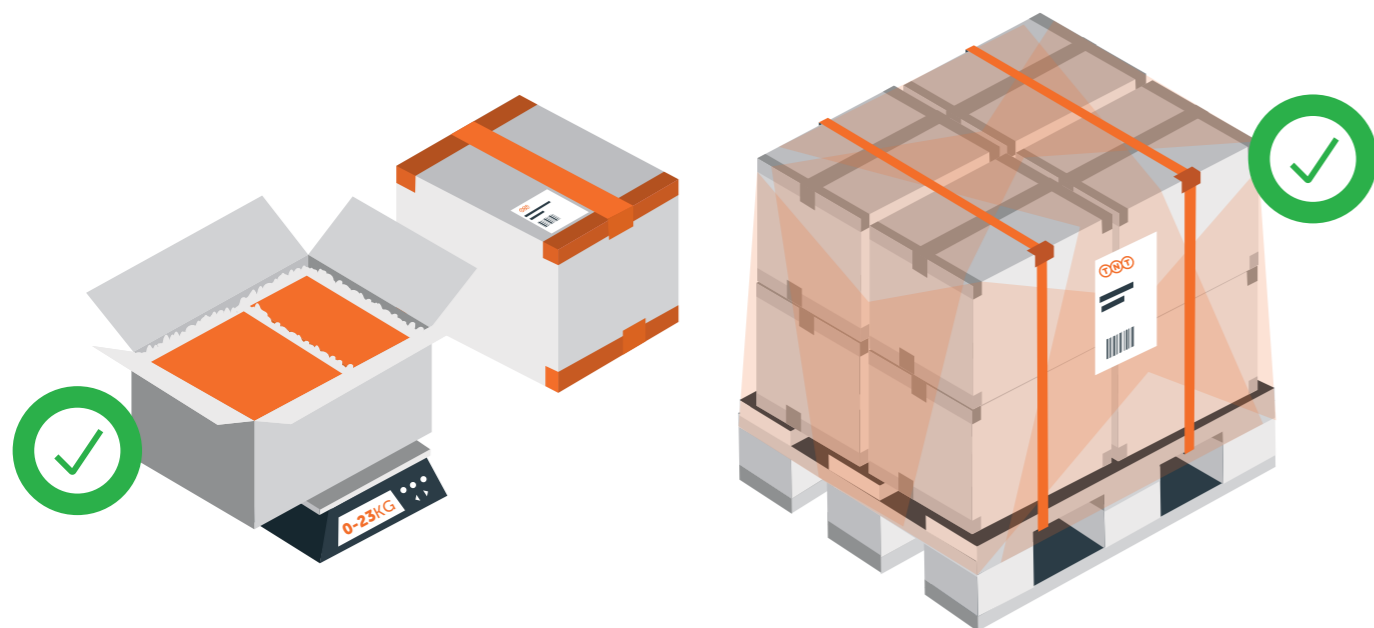
CATEGORY	ILLUSTRATION	PACK	DESCRIPTION	DIMENSIONS (mm)
CARTON ENVELOPE		<b>Doc 2</b>	For A4 documents. Coated to protect contents from moisture	340 x 305
PLASTIC SATCHEL		<b>Bag 1</b>	For A4 documents and small flat items, not to exceed 50mm in thickness and up to 2kg in weight	405 x 292
		<b>Bag 2</b>	For A3 documents and small flat items, not to exceed 50mm in thickness and up to 4kg in weight	476 x 370
CARTON BOX		<b>Carton Large</b>	For documents or contents up to a weight limit of 12kg	479 x 467 x 344
		<b>Carton Medium</b>	For documents or contents up to a weight limit of 9kg	465 x 313 x 368
		<b>Carton Small</b>	For documents or contents up to a weight limit of 5kg	321 x 227 x 292
		<b>Carton Square</b>	For documents or contents up to a weight limit of 5kg	320 x 320 x 320
CARTON BOX		<b>Datapak 2</b>	For documents or contents up to a weight limit of 2kg	445 x 78 x 315
		<b>Datapak 3</b>	For documents or contents up to a weight limit of 2kg	360 x 140 x 300

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](https://www.tnt.com/fit-to-travel)

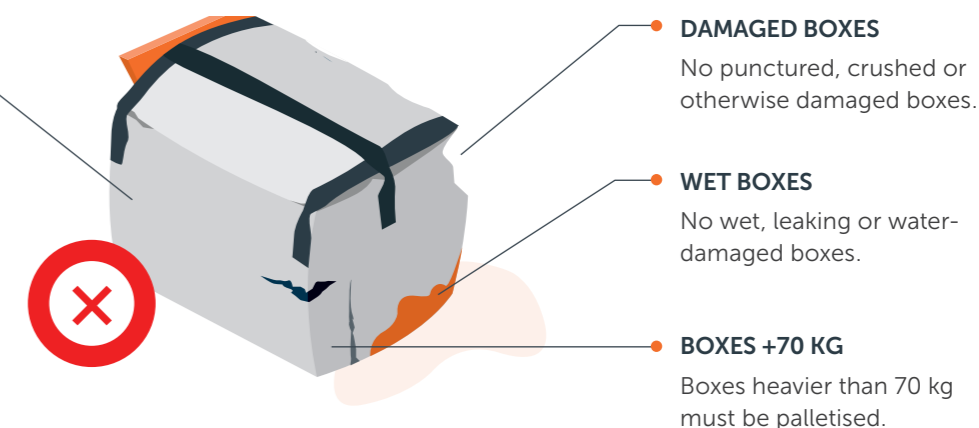
## AVOID THESE PACKAGING PITFALLS

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

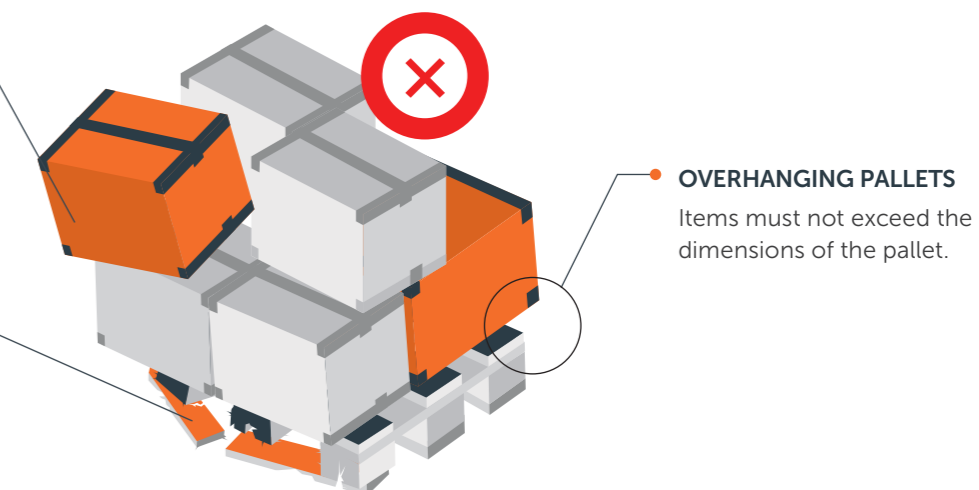
**UNSUITABLE PACKAGING**  
No heavy items in weak boxes. Boxes must be of sufficient strength, quality and size. If necessary, use additional strapping to strengthen your box.



### PALLETS

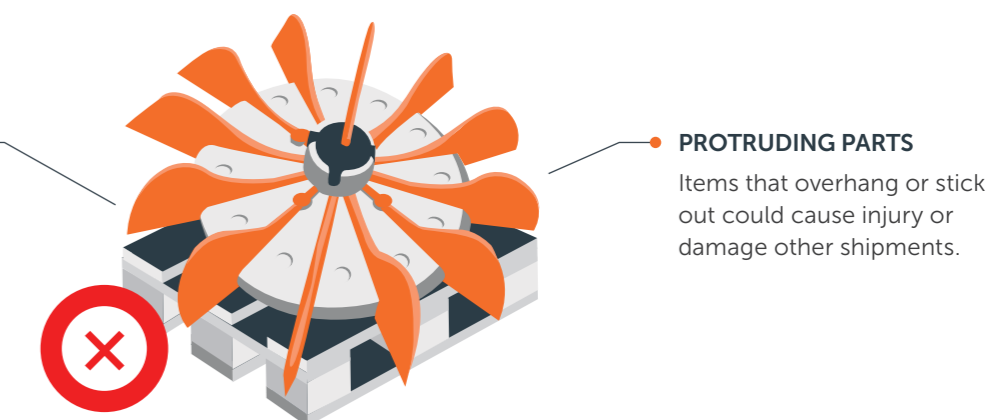
**UNATTACHED ITEMS**  
Everything must be attached to the pallet with strapping and/or wrapping to form a single, inseparable unit.

**LOW-QUALITY PALLETS**  
No poor-quality or damaged pallets.



### UNBOXED ITEMS

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



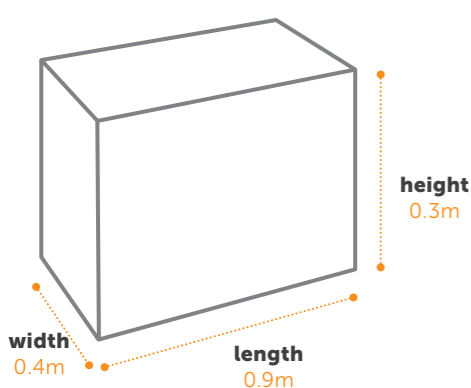
ⓘ Shipments containing dangerous goods must be fully compliant with IATA and ADR regulations.

## CALCULATING VOLUMETRIC WEIGHT

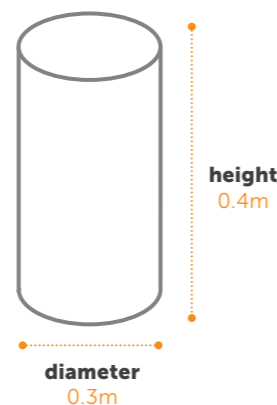
Large, light packages are charged by volumetric weight. This means the cost of the shipment is calculated on the space your consignment occupies rather than what it actually weighs. This is a standard IATA calculating method.

To calculate the volumetric weight of your shipment simply multiply length by width by height, then multiply this figure by the relevant conversion factor in the table below. For example, below we have calculated the volumetric weight of a box and of a cylinder.

### EXAMPLE FOR EXPRESS SERVICES



Box	
Length	0.9m
Width	0.4m
<b>X</b> Height	0.3m
conversion factor see below	0.108
<b>X</b>	200
volumetric weight equals	22kg



Cylinder	
Diameter	0.3m
Height	0.4m
<b>X</b> Diameter	0.3m
conversion factor see below	0.036
<b>X</b>	200
volumetric weight equals	7.5kg

## SERVICE CONVERSION FACTOR

### EXPRESS SERVICES

Special Express 9:00 Express 10:00 Express 12:00 Express Express	Multiply by 200 Length (m) x Width (m) x Height (m) x 200
--	--

### ECONOMY SERVICES

Economy Express	Multiply by 200 Length (m) x Width (m) x Height (m) x 200
-----------------	--

## SIZE AND WEIGHT RESTRICTIONS

For international shipments, the maximum weight and dimensions may vary by origin and destination. The table below is prepared to guide you on our standard dimensions, weights and volumes.

Please contact Customer Service for exact requirements by country.

### MAXIMUM WEIGHT & DIMENSIONS

	EXPRESS	ECONOMY	INTERNATIONAL SHIPMENTS For international shipments the maximum weight and dimensions may vary by origin and destination. Please contact your local TNT customer service for details.
Lx Wx H (metres) (l)	2.4 x 1.2 x 1.5	2.4 x 1.2 x 1.5	
PIECE WEIGHT (not palletised) (l)	70 kg	70 kg	
PIECE WEIGHT (palletised) (l)	500 kg	1000 kg	
CONSIGNMENT WEIGHT (l)	500 kg	7000 kg	
CONSIGNMENT M <sup>3</sup> (l)	3m <sup>3</sup>	30m <sup>3</sup>	

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, we give you full visibility and peace of mind.

From the moment your shipment is collected to the instant it is delivered, you can track its progress in real-time with TNT.

Just choose from our range of electronic tracking options:



### ONLINE

Visit [tnt.com.sg](http://tnt.com.sg) with your consignment note number or reference details and receive an up-to-the-minute update.



### APP

You can track your shipments via our dedicated Smartphone App, available for iPhone, Android, Blackberry and Windows Mobile. Simply download the TNT App to track your shipment on the move: [expressmobile.tnt.com](http://expressmobile.tnt.com)



### EMAIL

Tracking and proof of delivery can be sent directly to your inbox – just email the consignment note number to [track@tnt.com](mailto:track@tnt.com) for a timely and efficient response.



### SMS TEXT

Send your consignment number or customer reference to 07740 767 767 to receive real-time updates on your consignment's status, direct to your mobile phone.



### CUSTOMER CARE

If you need to know where your shipment is and don't have access to the online tools, please call Customer Care on 1800 214 1111.

*Control  
at every  
step*



STEP

05

...

# ONLINE BILLING TOOLS

Our online billing tools are designed to save you time and money so you can focus on doing business



# ONLINE BILLING TOOLS

## EVERYTHING WE DO IS DESIGNED TO MAKE BUSINESS SIMPLER

**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:

### eINVOICING

The most efficient way to view account balances, outstanding invoices and credits.

- Securely manage all TNT invoices
- Download your invoice in one of several formats (pdf, xls, csv, xml, etc.)
- Reduce paperwork, stay environmentally responsible

### eSTATEMENT

This solution makes managing your accounts simpler than ever.

- View account statements
- Raise and track queries



*Reduce  
time spent  
on invoice  
administration*

STEP

06

# ADDITIONAL SERVICES

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



# ADDITIONAL SERVICES

## SERVICES BUILT AROUND YOU

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

Business is sometimes unpredictable. We offer solutions that work around unforeseen situations, for an additional fee.

### LATE COLLECTION

When your business needs a collection outside of our usual hours, the on-demand collection service means that no matter what time it is, we'll make sure your goods begin their journey.

### SATURDAY COLLECTION/DELIVERY

Send your goods for delivery over the weekend. We collect or deliver between 8.30am and 12.30pm on Saturdays.

### REMOTE AREA SERVICE

There is nowhere too far and nothing too difficult. We can deliver or collect in hard-to-reach or remote locations. Visit [tnt.com.sg](http://tnt.com.sg) for postcode details.

### RESIDENTIAL DELIVERY SERVICE

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

## HANDLING

However unusual your delivery might be, our reach and expertise mean we have a solution

Over the last 70 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 the more out-of-the-ordinary.

### PRIORITY HANDLING

Opt for prioritised handling from collection to delivery. Your consignment will be clearly labelled with our priority sticker.

### ADDITIONAL HANDLING

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

### SPECIAL HANDLING

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

- We can handle Non Stackables (shipments containing non-stackable items)
- We can transport and handle classified and designated substances in accordance with international transport regulations (IATA, ADR, etc.)

### MULTI-PIECE HANDLING

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



## ENHANCED LIABILITY

### 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 enhanced liability.

Even though we always take the utmost care with your shipments, circumstances beyond our control can occasionally affect the deliveries.

That's why TNT enhanced liability covers the full value of your shipment against all risks.<sup>(1)</sup> There is no need to use a separate supplier for this cover, simply add this to your service and manage your worldwide shipping with just one supplier. Total peace of mind, at your convenience.

Without this enhanced liability, 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:

- Full compensation – compensation for all express and economy express non-document consignments up to a maximum value of €25,000 or the declared invoice value of your goods, whichever is lower
- Low rates: an additional charge of just 1% of the declared value of goods<sup>(2)</sup> or S\$7.00 per consignment, whichever is higher
- Worldwide coverage: for almost all types of goods across more than 200 countries

For country-specific information and tariffs, please visit [tnt.com.sg](http://tnt.com.sg)

<sup>(1)</sup> Damage to shipments due to inadequate packaging will not be compensated. See terms and conditions for more information.

<sup>(2)</sup> If the value of your goods is over 25,000 Euro, please contact Customer Service.



# IMPORT SERVICES

## EXPRESS IMPORT

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

Our Express Import service lets you control the whole shipping process as an importer. It is just as easy to choose the speed and delivery time when receiving a shipment as when sending one. You'll even get prices and billing in your own currency, for added convenience.

Express Import enables you to collect shipments in more than 175 countries using the following services:

- 9:00 EXPRESS
- 10:00 EXPRESS
- 12:00 EXPRESS
- EXPRESS
- ECONOMY EXPRESS

As a global partner, we can handle everything for you. There's no need to contact a provider in the country of origin; you only need to call up Customer Service or go online. We will arrange 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 a quote before the booking is completed. This means you can choose from TNT's available services, allowing you control over when your shipment will arrive and at what cost.

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

*We can  
handle  
everything  
for you*



# DANGEROUS GOODS

## WE ARE AN EXPERIENCED SHIPPER OF DANGEROUS GOODS

**We have the equipment and expertise to move dangerous goods safely and securely, giving you complete peace of mind.**

We move dangerous goods around the world every day 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 materials in excepted packages
- Section II lithium batteries
- Dry ice
- Biological substances category B
- Genetically modified (micro) organisms

For more information on our dangerous goods capabilities, please contact Customer Service.

### Acceptability and limitations

We can transport most types of 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 relevant laws and regulations.

Please contact Customer Service to speak to one of our specialists for any expert guidance on the shipping of dangerous goods.



# CUSTOMS EXPERTISE

## SMOOTH INTERNATIONAL SHIPPING, WITH THE HELP OF EXPERTS

Focus on your business with the assurance that your transportation partner knows and understands the regulations and compliance requirements of the countries you're shipping to and from.

Our expertise and support in export controls, customs clearance, and import and export regulation compliance accumulated over 65 years in international transportation, are at the disposal of our customers.

We ensure compliance at every turn, 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

Take advantage of our knowledge and expertise with the following:

- A fully managed customs clearance service
- Experts with specialist local customs knowledge
- Clear and relevant customs information
- Regulatory compliance when completing declarations on your behalf
- Efficient, timely and accurate customs handling
- TNT's certification of approval from AEO, PiP, STP+ and C-TPAT(\*) to secure supply chain trade partnerships

### 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 and make sure the details on your invoice are accurate
- Provide all the required supporting documents such as Certificate of Origin, ATR and EUR
- Verify regulatory requirements and licences 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 also offer additional customs clearance services:

### DUTY AND TAX HANDLING

If you don't have any arrangement in place to pay the duties and local taxes on goods received, we can pay those charges in advance on your behalf so that you can have your goods arrive on time.

### DELIVERY DUTIES PAID (DDP)

You may want to make it easier on your customers by sending goods to them with all charges paid by you, including the duties and local taxes. We may be able to pay these on your behalf and charge them back to you.

### SPECIAL CLEARANCE ACTIVITIES

Do you require documents for transit, return for repair of faulty goods or temporary import/export? Simply inform us if you need non-standard customs declarations and we'll help you send them through with the least inconvenience to you possible.

### OTHER GOVERNMENTAL AGENCIES

When your goods require other governmental agencies to be involved, you can rely on us to liaise with the various parties promptly and efficiently. Be it medical equipment or telecommunications permits or inspections that you need arranged for, we are here to help you.

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

(\*) AEO: Authorised Economic Operator  
PiP: Partners in Protection  
STP+: Secure Trade Partnership Plus  
C-TPAT: Customs, Trade Partnership Against Terrorism





## WE ARE READY TO HELP YOU

When you work with TNT, you can expect outstanding service, knowledgeable staff and a commitment to delivering on your customer promises.

We are dedicated to customer service and ready to help you.

Get in touch today to experience our service.

Call 1800 214 1111 or email [sgfeedback@tnt.com](mailto:sgfeedback@tnt.com)

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



## **TNT** **conditions of carriage**

All goods are carried subject to the TNT Terms and Conditions of Carriage and Other Services, which are available for your reference at [tnt.com.sg](http://tnt.com.sg)

## **Contact details**

1800 214 1111

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