



INFORMATION FOR NEW
INTERNATIONAL
CUSTOMERS



INFORMATION FOR NEW INTERNATIONAL CUSTOMERS



At TNT we very much appreciate you as one of our newest international customers.

To assist in making your day to day dealings with TNT as efficient and effective as possible, the TNT team have compiled this booklet which provides you with information and handy hints regarding TNT's service offering.

To kick this off, listed below are some of TNT Australia's key contact details:

TNT Australia's website: www.tnt.com.au
 Invoice queries: **1300 139 600** or AUinvoice_queries@tnt.com.au
 IT Helpdesk: **1300 851 131**
 International Services Centre (Air and Sea Freight quotes): **1300 868 146** or isc.au@tnt.com
 Customer Service: **13 11 50**

YOUR TNT ACCOUNT MANAGER:



GENERAL INFORMATION INTERNATIONAL SERVICES

Service	Description	Useful Information
Express	Delivery before close of business on the next or earliest possible business day	Consignments can weigh from 250g up to 500kg (individual piece weight up to 30kg). Book online via myTNT at www.tnt.com.au or over the phone on 13 11 50
Economy Express	Economical day-definite delivery for less urgent items	Consignments can weigh up to 7,000kg (palletised). Book online via myTNT at www.tnt.com.au or over the phone on 13 11 50
Air Freight	For the shipping of large, heavy or unusual shipments including Dangerous Goods. <ul style="list-style-type: none"> • No restrictions on size or weight • Customised to meet specific delivery needs, ranging from medical supplies to Dangerous Goods (for more information regarding the classes of Dangerous Goods shipped by TNT and paperwork requirements, please visit www.tnt.com.au) 	Suitable for oversized and awkward freight. Quotes and bookings can be made via TNT's dedicated International Services Centre (ISC): 1300 868 146 or isc.au@tnt.com



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STEPS AND HANDY HINTS ON SENDING AN INTERNATIONAL SHIPMENT WITH TNT EXPRESS



1

PACKING YOUR CONSIGNMENT

To make sure your consignment is delivered in perfect condition, please keep to the following guidelines when packing your shipments.

- Make sure that the outer packaging is rigid and made of tear resistant material
- Check the weight specification of the packaging and do not exceed this limit
- Place a 5cm layer of bubble wrap or shredded paper on the bottom of your package to stop movement during transit. Delicate and heavier items will require additional care
- When packing multiple pieces wrap items separately
- Fasten boxes securely with packing tape
- Use fragile stickers on packages that require extra care

Please note: As per TNT's standard terms and conditions of carriage, appropriate packing of a consignment is ultimately the duty and responsibility of the sender

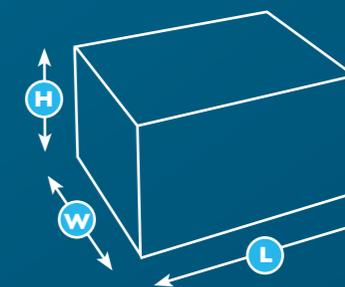
Tips and common mistakes to avoid:

- **Breakages:** We find that many consignments which break during transit are due to the box not being strong enough to hold the contents it contains. The most common example of this is shipments coming in from Asia containing nuts and bolts
- **Specialized items:** Another area where mistakes are common relate to time critical consignments such as blood samples or other biological tests, which are not placed in the correct specialized clear bio hazard satchels. This then results in the shipment being delayed as it will be required to be repacked into the correct transportable packaging. In some cases the shipment is required to be sent back to the customer for re-

packing. Did you know that TNT offers customers a range of specialised Healthcare packaging, designed to ensure the express distribution, safe handling and priority treatment of sensitive freight? TNT staff can advise you what specialized packaging is available, the costs and provide you with an order form

- **Dangerous Goods:** Our operations teams also often find that Dangerous Goods stickers are not placed on the boxes where required. This will also cause delays. Our staff are always able to offer insights into what is deemed to be a Dangerous Good and how it should be packed and labeled. Information is also posted on the TNT website at www.tnt.com.au
- **Actual vs Volumetric Weight:** It is important that your consignment is appropriately packed as consignments are charged based on the actual or the volumetric (dimensional) weight, whichever is greater. As a tip the following is how volumetric weight is calculated for international consignments:

Length (cm) x Width (cm) x Height (cm) / 5000





2

LABELING YOUR CONSIGNMENT

Please take note of the following labeling guidelines to prevent transit delays.

- The address label or consignment note should contain both the recipient's and sender's addresses, including postcodes, contact names and telephone numbers
- Make sure address labels are clearly visible on all pieces. Consignment notes are to be completed and placed inside a transparent document pouch which is then attached on the top surface, allowing barcodes to be easily scanned and read by TNT employees
- Write the consignment note number and recipient's address on each package in case the paperwork becomes detached during transit
- When sending multiple items on a single consignment note, please number each piece. For example, box 1 of 5, 2 of 5, etc
- All packages must be addressed to a physical location as TNT does not deliver to post office boxes

Tips and common mistakes to avoid:

- **Old labels:** Very often we find that customers do not remove old labels from their packaging, sticking a new label on top of many old labels. New technology has been implemented by TNT to allow for clean, fast and efficient shipping. However, the scanners used for the automated scanning can not differentiate between what is the right or the wrong label on a parcel and will simply scan the closest label - whether it's an old label or a new label. We have had many instances where the automated sortation system has scanned the wrong label and registered the incorrect pick up

address or the wrong location for delivery. This can result in a shipment going missing and therefore delays. The easiest tip to avoid delays is to remove all old labels from your consignments before shipping

- **Label placement:** It is important to ensure that your labels are placed on a flat surface of your consignment. The label should be smooth with no bubbles or creases and not placed on a 'weak spot' where it can tear or crease (for example across the opening of a box) or where it can be partially covered
- **Dangerous Goods:** Our operations teams also often find that Dangerous Goods stickers are not placed on the boxes where required. This will also cause delays in delivery. Our staff are always able to offer insights into what is deemed to be a Dangerous Good and how it should be packed and labeled. Information is also posted on the TNT website at www.tnt.com.au

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PREPARING YOUR PAPERWORK

When sending consignments internationally, an international consignment note is required. For non-document consignments a commercial invoice or customs declaration form is also required.

When preparing paperwork, and in particular the Customs Declaration / Commercial Invoice, it is essential to:

- Offer a clear description of the goods (please note that 'gift' or 'samples' does not describe what a product is it only describes the reason for shipping)
- Provide the country of origin
- Indicate the correct unit and total values
- Supply Harmonisation Codes for the goods being shipped as various Customs Authorities throughout the world will hold up shipments that omit this in the paperwork. For a list of Harmonisation Codes please visit the Australian Bureau of Statistics website (www.abs.gov.au), click through to the 'Statistics' section and do a search on AHECC (Australian Harmonised Export Commodity Classification). There will be an option to download a list
- Place the original consignment note and two copies, and the completed commercial invoice or customs declaration and one copy inside a transparent document pouch then attach it to the flat surface of the package

Tips and common mistakes to avoid:

- **Ensuring you have attached the required number of copies:** When using the TNT electronic systems, it is important that the correct number of copies are printed and attached to consignments
- **Clear writing is a must:** With manual consignment notes, if the legibility of the paperwork that is provided is poor, then errors can be made in translating this into the TNT systems. Clear writing is essential. Also, as the customer keeps the top copy and TNT receives the carbon copies it is essential that customers use a pen and not a pencil to complete their paperwork and that they apply enough pressure on the page to ensure the information carries through to the carbon copy pages
- **Complete details:** Another common cause of delivery delays occurs when customers do not provide full and complete address details. A contact name is always required

- **Accurate weights and dimensions:** The weights and dimensions indicated on the consignment paperwork should always be as accurate as possible. Discrepancies result in delays
- **Service selection:** It is important that the correct service is selected on your paperwork. The wrong selection can result in issues with the billing of your consignment
- **Correct consignment note:** Ensure you use an international consignment note for your international freight and a domestic consignment note for your domestic freight. While this seems like an obvious point to note, it is actually one of the most common mistakes made by customers
- **Attach all required paperwork:** All required paperwork must be supplied. Not attaching all necessary paperwork will result in delays
- **Be precise:** Descriptions and details must be precise and correct. For instance, an item should not be described as 'parts' if it is a 'shock absorber'



3

PREPARING YOUR PAPERWORK

Providing a complete and correct Customs Declaration is not only a regulatory requirement it is critical to allow for the most efficient customs process.

- 1 Insert company letterhead
- 2 Full Sender (Collection) Company Name & Address including a complete Contact Name & Contact Phone Number
- 3 Full Receiver Company Name & Address including a complete Contact Name & Contact Phone Number.
- 4 Australian Business Number (ABN)
- 5 Total number of items within each category
- 6 A Specific Description of Contents categorised by Type - Generic descriptors are not acceptable; that is: "Pens" NOT "Stationery"; "Shock Absorbers" NOT "Parts"; "Woollen Jacket" NOT "Clothing", "Camera" NOT "Personal Effects"
- 7 HS Tariff Code(s). The HS Tariff Code is a mandatory requirement for Non-Document shipments. This is a statutory requirement by Australian Customs. If you require further information please visit: www.austrade.gov.au/Customs-tariff/default.aspx
- 8 State (if Australia) or Country of manufacture
- 9 Value per item in AUD
- 10 Total value of all items within each category in AUD
- 11 Insurance value
- 12 **DDU DDP**
DDP (Deliver Duties Paid) - cost of clearance duties and taxes will be reverted to the Australian shippers TNT account number
DDU (Deliver Duties Unpaid) - cost of clearance duties and taxes will be charged to the receiver (as per TNT's standard Terms and Conditions, if the receiver is not willing to pay then payment will default back to the sender)
- 13 Freight Consignment Number
- 14 Reason for sending; eg. "Sales Promotion", "Commercial Sample", "Gift"
- 15 Full Printed Name of Consignor
- 16 Signature of Consignor

1 INSERT COMPANY LETTERHEAD

Customs Declaration

Sender Details		Receiver Details	
Company Name:		Company Name:	
Company Address:		Address:	
Company ABN:			
Country:		Country:	
Sender Contact		Receiver Contact	
Name:		Name:	
Telephone:		Telephone:	
Email:		Email:	
Delivery Address	<i>If different from receiver</i>	Delivery Contact	<i>If different from receiver</i>
		Name:	
		Telephone:	

Qty	Full & Clear Description	HS Tariff Code	Country of Manufacturer	Unit Value	Currency	Total Value
5	6	7	8	9		10
Total Weight in Kg:				Sub Total		
				Insurance Premium Value <i>(if applicable)</i>	11	
Is this shipment: DDU or DDP <i>(please circle)</i>				Freight Charges		
				Total Value		

PLEASE NOTE THAT IT IS VERY IMPORTANT TO PROVIDE CUSTOMS WITH A MONEY VALUE. THEY WILL NOT ACCEPT 'NO COMMERCIAL VALUE' OR 'NIL' AS A VALUE

Number of Packages: _____ Consignment #: 13 _____

Reason for Sending: 14 _____

If sending Foodstuffs to the USA, a Prior Notification Number is required. PNN: _____

Shipper Name: 15 _____ Shipper Signature: 16 _____ Date: _____

I HAVE ATTACHED THE ORIGINAL AND THREE COPIES OF THIS CUSTOMS DECLARATION, AS WELL AS ALL RELEVANT EXPORT DOCUMENTATION TO THE CONSIGNMENT NOTE
 (PLEASE TICK BOX)

4

BOOKING YOUR COLLECTION

EXPORTING

To arrange a collection for exporting, TNT customers have two options, simply make a booking online at www.tnt.com.au or call our Customer Service team on **13 11 50**.

You will need to provide the following information when booking your collection:

- Your name, telephone and account number
- Your collection address
- The number of consignments you are sending
- The total weight of your consignment
- The destination of your consignment
- The content and value of your consignment
- The service you wish to use
- What time your consignment will be ready for collection
- What time your business closes

Tips and common mistakes to avoid:

- **Third party collections:** When customers phone to book a pick up from someone other than the caller (referred to as a 3rd party collection) delays can be experienced due to the freight not being ready for collection when the driver arrives at the collection address. Customers need to ensure the availability of the freight and the details of the shipment (delivery address and paperwork) at the pick up point before phoning to book such a collection
- **Recording your Reference Number:** A big tip when booking a collection is to record the booking reference number and keep it on file. This will allow for easy follow up should a need arise

- **Transit time requirements:** Utilising the "Calculate Transit Time" feature on the TNT website will ensure that customers transit time expectations are aligned with product and service specifications

- **Physical addresses only:** Be aware that TNT does not deliver to PO Boxes and so a physical address needs to be provided on the consignment note and when booking a collection

IMPORTING

To arrange a pick up from an overseas location, TNT customers can:

- Contact TNT via the Express Imports (myTNT) online booking tool at www.tnt.com.au
- Email the request to AUTNTXLB@tnt.com.au
- Call our Customer Service team on **13 11 50**

The completion of a Cross Location Booking form will be required. This form provides TNT with all the details necessary to effect a pick up in another country. Once the completed form is received from the customer, TNT in Australia will contact TNT in the origin country and instruct them to do the required pick up and send the shipment to the customer in Australia. On pick up, the TNT team in the sending country will advise the Customer Service team in Australia of the consignment note number to enable tracking.

Across the page is an example of the Cross Location Booking (XLB) form and the information required to effect such a pick up.

TNT Express



International Pick-up Request Form (Inbound Freight)

This form is to be completed in block letters and in full

autntxlb@tnt.com.au

Requestor Details	
Name:	Phone No.:
Company Name:	Your Ref. No.: <input type="checkbox"/> YES <input type="checkbox"/> NO
Email Address:	Price Estimate Required:
TNT Australian Account No. to charge:	Price Estimate No.:

Sender / Consignor Details		
Date Pick-Up Required:	Open:	Close:
Business Hours:		
Company Name:		
Address:		
State:	Postcode:	Country:
Phone No.:	Fax No.:	
Email Address:		Contact Name:

For exports out of USA: Please be aware that there are additional steps to meet US regulatory requirements when exporting out of the USA. The sender is responsible for filing the appropriate Electronic Export Information and generating an International Transaction Number for every export shipment. TNT can assist with these additional export requirements for an additional charge if the sender is unable to comply with US regulatory requirements.

Receiver / Consignee Details		
Company Name:		
Address:		
State:	Postcode:	Country: AUSTRALIA
Phone No.:	Fax No.:	
Email Address:		Contact Name:

Service Required (no dangerous goods or single items over 200kg)		
	Documents	Non-Documents
9:00 Express	<input type="checkbox"/>	N/A
12:00 Express	<input type="checkbox"/>	N/A
Express	<input type="checkbox"/>	<input type="checkbox"/> (max 30kg per item, Max consignment weight 500kg)
Economy Express	N/A	<input type="checkbox"/> (Total consignment weight 31kg-7,000kg)

Please refer to www.tnt.com.au for detailed information on services available.

Options

Extended Warranty (MEW) YES Value of Goods (AUD\$): _____

Extended Warranty cost is AUD \$1.30 per AUD \$100 value and excludes personal effects. Full Terms & Conditions are available on our website www.tnt.com.au

Consignment Details			
Detailed Description of Goods (i.e. clothing, marketing brochures): _____			
Total Weight of shipment: <input type="text"/> kg	Packing Type (carton, pallet, satchel): _____	No. of items: _____	
Dimensions (in Centimetres):	Length	Width	Height
	_____	_____	_____
	Length	Width	Height
_____	_____	_____	_____
Value of Goods:	Currency: _____		

For and on behalf of: (Company Name) _____

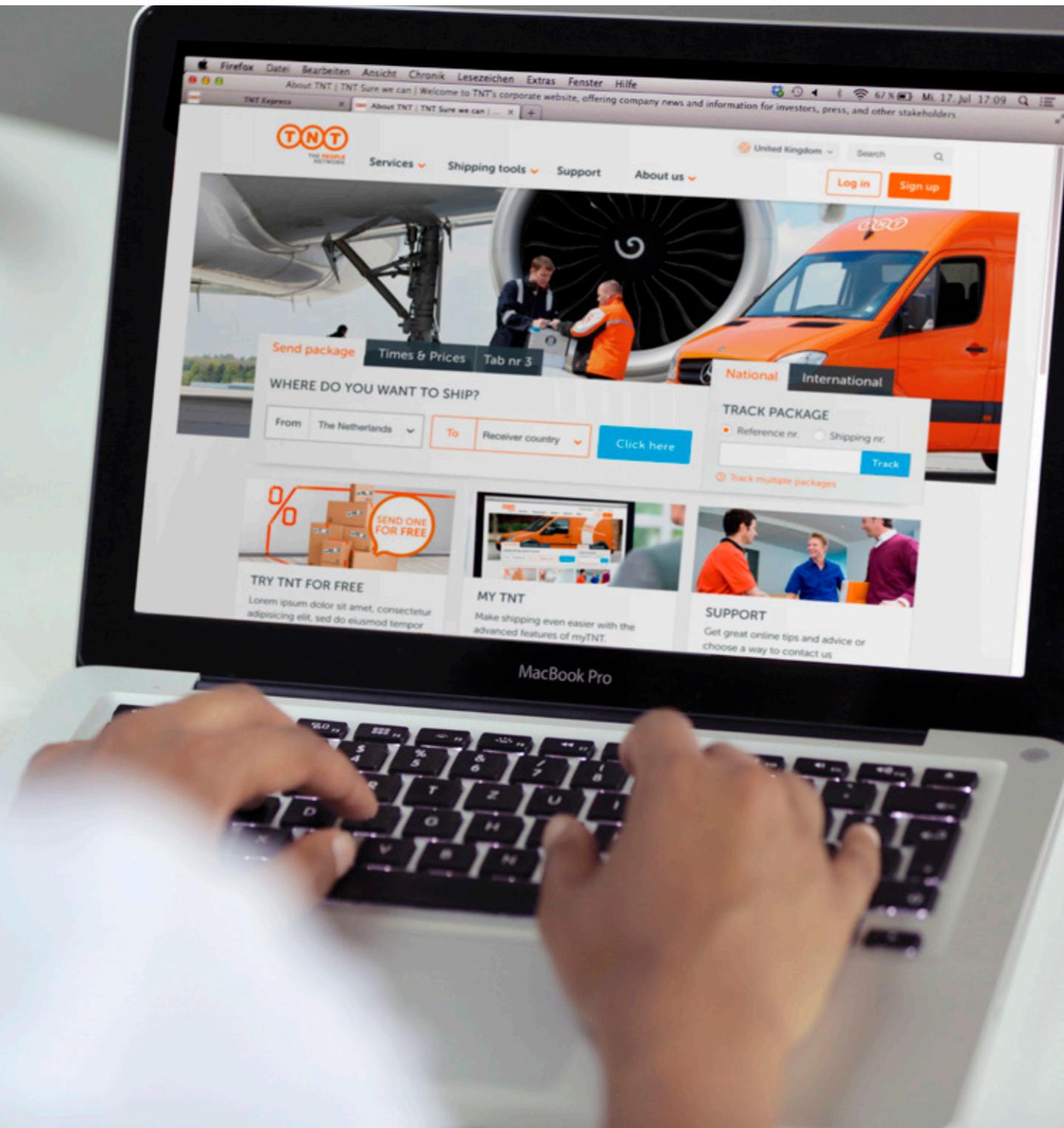
Signature: _____ **Name:** _____ **Date:** _____

Please note: All charges for this freight movement will be based on the current rate agreement for the account number nominated on this form. Full terms & conditions are available on our website at www.tnt.com.au

Please return completed form to: Email: AUTNTXLB@tnt.com.au or Fax: (02) 8304 8099

AU-CUS-RG-005

Issue Date: 04/11/13 Version: 1.2



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TRACKING YOUR CONSIGNMENT

To track your consignment throughout its journey you will require your consignment note or reference number. Tracking can be done online at www.tnt.com.au or by calling Customer Service on 13 11 50.

For a quick and easy estimate of transit times for your TNT Express delivery there is a transit times application for international destinations on our website. Simply visit www.tnt.com.au and click on 'Check a Transit Time' under the 'Customer - How to' heading.

By utilising the "Calculate Transit Time" feature on the TNT website you will ensure that your transit time expectations are aligned with your product and service requirements.

Tips and common mistakes to avoid:

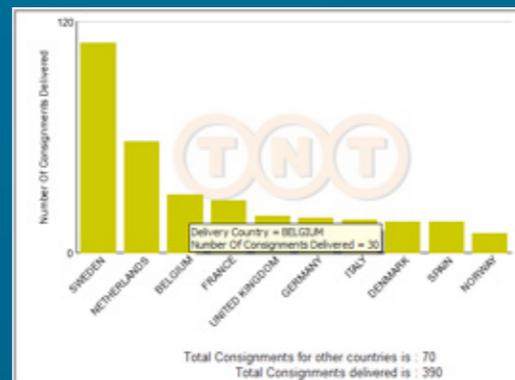
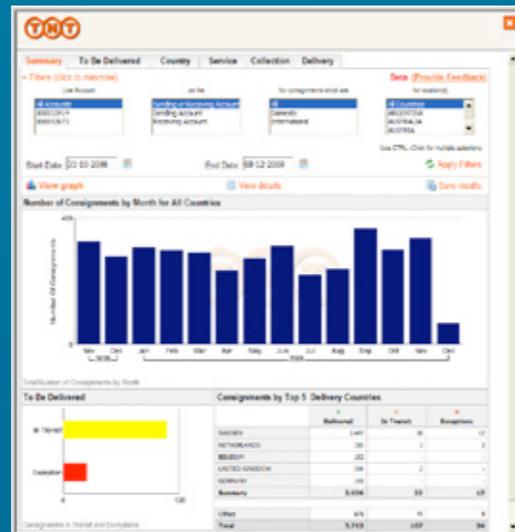
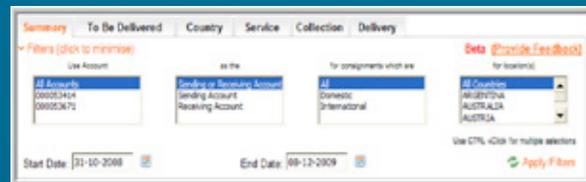
- **Transit times:** These will vary if there is a public holiday or weekend between the collection and delivery dates. TNT will deliver on weekends and public holidays. This service may attract a surcharge
- **Consignment size and weight:** Due to the capacity of certain aircraft, the size & weight of your consignment may vary the expected delivery date/time
- **Dangerous Goods:** Estimated transit times may not apply to the carriage of Dangerous Goods

REPORTING FUNCTIONALITY

In order to provide customers with complete visibility and control of their shipping, TNT has released a reporting function via the myTNT electronic system.

What does myTNT reporting offer?

- myTNT reporting offers a dashboard and full visibility of all shipping on an account number (from Express to Economy) in a detailed view - including Airfreight in a simpler format
- Daily proactive reporting can be set up for shippers of large volumes
- The latest status for all shipments, including shipments in exception and in transit, is updated every four hours
- The main screen is divided into several tabs with filters below to allow easy navigation to pre-defined reports
- Filters can be set / selected to personalise screens



- Detailed information regarding consignments that are 'To Be Delivered', 'In Transit' and 'Exceptions'
- Tracking of shipments in real time via www.tnt.com.au is a click away
- Information for the top 10 countries shipped to, based on Filters which are selected
- The option to view search results or download results into Excel, PDF or CSV



ORDERING CONSUMABLES

TNT offers a suite of 'self-serve' functions via our website that aim to be fast, efficient and intuitive. Ultimately, we aim to assist in making your day as positive, as stress-free and as effective as possible.

All TNT consumables, such as CIT labels, consignment notes, labels, satchels and cartons etc can be ordered directly online - via our website <http://www.tntexpress.com.au/consumables/orderconsumables.aspx>

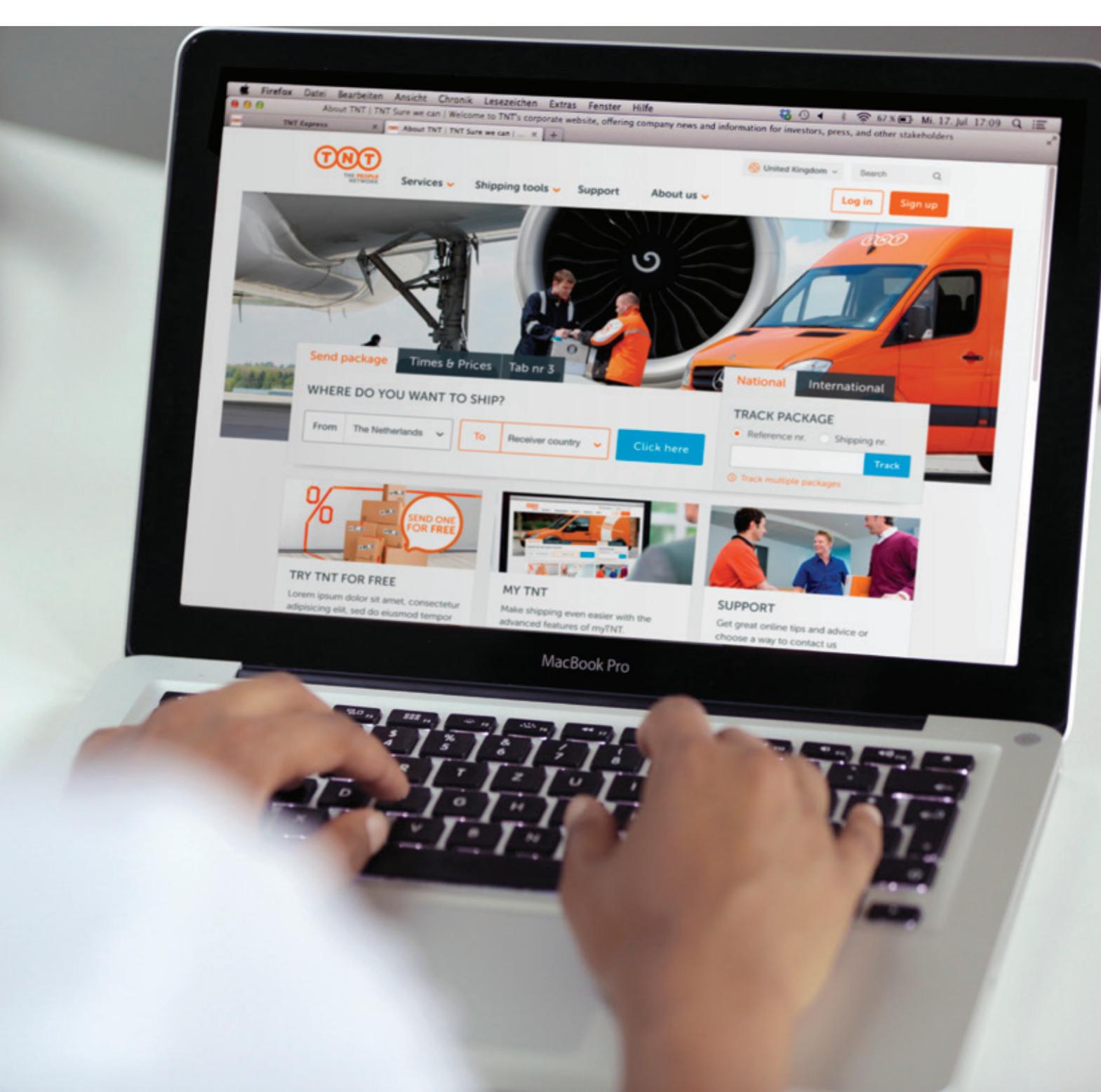
There is a simple-to-follow online form to fill out and once this is completed and lodged you will receive delivery of your order within three business days. Once completed, you can save your details for the next time you need to make an order.

A maximum of one order per product is permitted each day and each product also has a maximum order limit.

To make an order visit www.tnt.com.au and click on 'Customer Stationery and Consumables' under the 'Helpful Links' heading.

Tips and common mistakes to avoid:

- To view the daily quantity limit for each product, use your mouse to hover over the quantity field and you will see the product's limit
- The most common mistake made by customers when ordering consumables is providing a PO Box address. TNT Drivers can only deliver orders to a physical address
- Please be sure to select a valid Australia Post suburb as TNT can only deliver to such addresses
- Please include your Full Contact Name as this information is used for delivery purposes



ARRANGING A RE-DELIVERY ONLINE

From time to time TNT tries to deliver a parcel only to find that no-one is at the designated address to receive the parcel. In such cases, we leave a 'Sorry we missed you' card and ask you to contact us to arrange a re-delivery. The fastest and most efficient way to arrange this re-delivery is online via the TNT website. Simply go to www.tnt.com.au and click on 'Arrange a Re-delivery' under the 'Customer - How to' heading.

The options available for re-delivery are:

- Collect from my local TNT depot
- Re-deliver to original address
- Please leave in my absence
- Delivery to an alternative address
- Collect from a ParcelPoint location convenient for you

Tips and common mistakes to avoid:

- Make sure you have the card that the TNT driver left for you to complete the details required for this online form
- If you select the re-delivery options: 'Re-deliver to original address' or 'Delivery to an alternative address', please ensure that someone is present at the address specified to accept the delivery



PAYING YOUR TNT INVOICES

In order to provide our customers with complete flexibility and choice, TNT offers customers a number of invoice payment options. These include:

- **Pay by credit card** - TNT accepts Visa, Mastercard and American Express only. A Payment Processing Fee applies, reflecting bank fees charged to TNT for card payments. The rate is available on the TNT website at www.tnt.com.au. Payment via credit card can be done online via the TNT website or by calling the TNT telephone payment service on **1300 041 858**
- Pay Electronically from your bank account. You can pay your invoice by EFT as follows:

Bank Account name: TNT Express Direct Deposit Account

BSB Number: 062-000

Bank Account Number: 1009-4799

Bank: Commonwealth Bank of Australia

Branch: 45 Martin Place, Sydney, 2000

Lodgement reference appears on page 2 of our invoice, and is your account number with TNT. To ensure accurate and prompt allocation of your payment, please fax or email your remittance to us, as follows:

Fax: 02 8304 8310

Email: eftbanking@tnt.com.au

- **Pay by Direct Debit** - Payments can be made from your cheque, savings, or credit card (Visa or Mastercard) account. For more information, please call us on **1300 139 600** or simply complete the application form available on the TNT website and return via email to AUTNTBanking@tnt.com.au
- **Pay by American Express Recurring Billing Service** - Payments can be made automatically from your American Express card. For more information, please call TNT on **1300 139 600** or simply complete the application form available on the TNT website and return via email to AUTNTBanking@tnt.com.au
- **Pay using BPay** - TNT accepts payments made using BPay. You can receive, view and pay your TNT invoices using internet banking. Your financial institution can assist you with more information. The BPay View Registration Number, Biller Code and BPay Reference are all printed on page 2 of our invoice
- **el invoicing** - el invoicing is designed to make receiving invoices and managing the invoice process more convenient, efficient and flexible. Once registered for el invoicing you can securely login to view and download your weekly invoices via TNT's website

INVOICE OR INCO TERM DESCRIPTIONS

Code	Short Name	Useful Information
CFR	Cost & Freight (sometimes referred to as CNF)	Seller must pay the costs and freight to bring the goods to the port of destination. However, risk is transferred to the buyer once the goods have crossed the ship's rail. Maritime transport only and Insurance for the goods is NOT included. Insurance is at the cost of the buyer
CIF	Cost, Insurance & Freight	Exactly the same as CFR except that the seller must in addition procure and pay for insurance for the buyer. Maritime transport only
DDP	Delivered Duty Paid	This term means that the seller pays for all transportation costs and bears all risk until the goods have been delivered and pays the duty. Also used interchangeably with the term "Free Domicile". The most comprehensive term for the buyer. In most of the importing countries, taxes such as (but not limited to) VAT and excises should not be considered prepaid being handled as a "refundable" tax. Therefore VAT and excises usually are not representing a direct cost for the importer since they will be recovered against the sales on the local (domestic) market
FOB	Free On Board	The seller must load the goods on board the ship nominated by the buyer, cost and risk being divided at ship's rail. The seller must clear the goods for export. Maritime transport only but NOT for multimodal sea transport in containers. The buyer must instruct the seller the details of the vessel and port where the goods are to be loaded, and there is no reference to, or provision for, the use of a carrier or forwarder. It DOES NOT include Air transport. This term has been greatly misused over the last three decades ever since Incoterms 1980 explained that FCA should be used for container shipments
EXW	Ex Works	Ex Works Carriage is arranged by the buyer, for receiver pays services. There will be no changes to these Incoterms. CIF is classified under the rules for sea and inland waterway transport, but it can be (and it is commonly) used for all modes of transport, including road and air, if seller and buyer agree



ACCESSING YOUR INVOICES AND RELATED DOCUMENTATION ONLINE

TNT customers can retrieve copies of their invoices and related documentation, including consignment notes, credit advices, debit advices and Australian Customs paperwork, online. All this information is available to customers by going to the TNT website (www.tnt.com.au), clicking on 'Retrieve an invoice or consignment note image' under the 'Customer - How to' heading and entering:

1. Your account number
2. The invoice number of interest and
3. The amount of the queried invoice for which you require copies

Tips and common mistakes to avoid:

- You can save time by simply going to www.tnt.com.au and retrieve the information you require at the time you require it - 24 / 7. Reducing the need to call or send an email to the TNT Invoice Enquiry team
- Click on the adjustments tab for documents relating to credit and debit advices
- To see full details of an electronic consignment, click on 'Status History', then 'Consignment Detail'
- Avoid printing to paper. If you need a copy, print to PDF and save a copy on your network or PC
- To have invoices delivered electronically to your in-box each week, register for eInvoicing and take advantage of all the features of TNT's electronic invoicing solution





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Invoice queries: **1300 139 600** or **AUinvoice_queries@tnt.com.au**

IT Helpdesk: **1300 851 131**

International Services Centre (Air and Sea Freight quotes): **1300 868 146** or **isc.au@tnt.com**

Customer Service: **13 11 50**

Please note that shipping with TNT Express is subject to our standard terms and conditions of carriage and other services which are available on our website at www.tnt.com.au