



# INFORMATION FOR NEW **DOMESTIC** CUSTOMERS



# INFORMATION FOR NEW DOMESTIC CUSTOMERS

At TNT we very much appreciate you as one of our newest domestic 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:

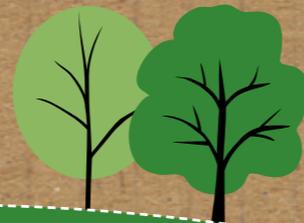
TNT Australia's website: [www.tnt.com.au](http://www.tnt.com.au)  
 Invoice queries: **1300 139 600** or [AUinvoice\\_queries@tnt.com.au](mailto:AUinvoice_queries@tnt.com.au)  
 IT Helpdesk: **1300 851 131**  
 Customer Service: **13 11 50**

**YOUR TNT ACCOUNT MANAGER:**



# GENERAL INFORMATION DOMESTIC SERVICES

Service	Description	Useful Information
<b>Time Critical Nationwide</b>	For the most urgent shipments, TNT Time Critical Nationwide offers dedicated delivery in the fastest possible time to any location in Australia.	<ul style="list-style-type: none"> <li>• Customised delivery options are available including direct drive and air line haul</li> <li>• Delivery solutions include road, air and wide body aircraft options for oversized freight</li> <li>• Secure vehicles, security checked drivers, security controlled facilities and depots</li> <li>• Highly experienced customer service team available 24/7</li> <li>• Delivery of dangerous goods available (restrictions may apply)</li> <li>• Book online via Time Critical Online at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>
<b>Time Critical Courier</b>	TNT's Time Critical Courier service provides a range of courier options for deliveries around the corner or across town.	<ul style="list-style-type: none"> <li>• Fastest courier service times in the market</li> <li>• Industry experts in medical, mining, print and time critical markets</li> <li>• Cost efficiency gained through extended booking cut off times</li> <li>• Secure vehicles and security checked drivers provide peace of mind</li> <li>• Transparency of costs and productivity through reporting</li> <li>• Technology systems to support dispatch and management environments</li> <li>• Specialising in 24 hour operations</li> <li>• Book online via Time Critical Online at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>



# GENERAL INFORMATION DOMESTIC SERVICES

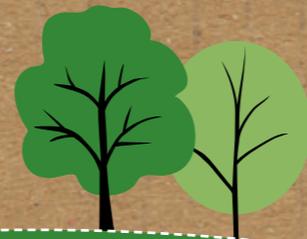


Service	Description	Useful Information
<b>9:00 Express</b>	At the start of business, our 9:00 Express service makes sure your parcel is there. TNT's fastest door-to-door overnight service with a delivery time of 9:00am to and from nominated postcodes Australia-wide	<ul style="list-style-type: none"> <li>• Pick-up today before end of business for delivery by 9:00am the following business day (subject to availability)</li> <li>• Daily pick-up service available</li> <li>• Book online via myTNT at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>
<b>10:00 Express</b>	When your goods need to be delivered by 10:00am on the next business day, we recommend 10:00 Express	<ul style="list-style-type: none"> <li>• Pick-up before the close of business, for delivery by 10:00am on the following business day (subject to availability), to and from nominated towns / postcodes Australia-wide</li> <li>• Daily pick-up service available</li> <li>• Book online via myTNT at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>
<b>12:00 Express</b>	When your goods need to be delivered by 12:00 noon on the next business day, we recommend 12:00 Express	<ul style="list-style-type: none"> <li>• Pick-up before close of business, for delivery by 12:00 noon on the following business day (subject to availability), to and from nominated towns / postcodes</li> <li>• Daily pick-up service available</li> <li>• Book online via myTNT at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>

Service	Description	Useful Information
<b>Overnight Express</b>	Our overnight door-to-door delivery service ensures your shipment arrives by 5pm on the next business day	<ul style="list-style-type: none"> <li>• Pick-up today for delivery by 5pm on the next business day (subject to availability), to metropolitan, regional and remote locations Australia-wide</li> <li>• Conditions apply for remote regional locations</li> <li>• Please call <b>13 11 50</b> or visit <a href="http://www.tnt.com.au">www.tnt.com.au</a> for further information</li> <li>• For non-standard deliveries, such as weekend or after hours, Overnight Express can be upgraded to our Time Critical service</li> </ul>
<b>Road Express</b>	For cost-effective delivery door-to-door on a specified day, choose Road Express	<ul style="list-style-type: none"> <li>• Australia-wide, day-definite delivery using specified transit schedules via surface transport</li> <li>• Pick-up today for delivery on a defined day</li> <li>• Weekend options are available as an upgrade to TNT's Time Critical service</li> <li>• Dangerous Goods can be carried in accordance with the Australian Dangerous Goods Code. Dangerous Goods delivery may not conform to the standard transit times</li> <li>• Book online via myTNT at <a href="http://www.tnt.com.au">www.tnt.com.au</a> or over the phone on <b>13 11 50</b></li> </ul>



# HANDY HINTS ON SENDING A DOMESTIC SHIPMENT WITH TNT



## 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

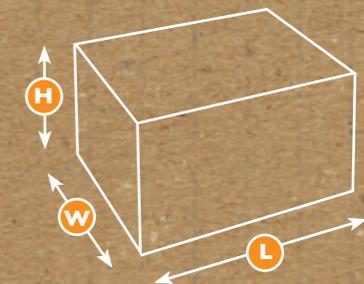
#### Tips and common mistakes to avoid:

- **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.
- **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](http://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 consignments:

**Length (cm) x Width (cm) x Height (cm) / 4000**



## 2

### BOOKING YOUR COLLECTION

To arrange a collection with TNT simply call our Customer Service team on 13 11 50 or make a booking online at [www.tnt.com.au](http://www.tnt.com.au)

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:

- We find that customers can sometimes be hesitant when utilizing the Voice Self Service phone booking system as they fear not being able to respond to a question. However, if a caller is unsure how to respond to a question a customer service representative is always on hand to assist in finalizing all bookings or to answer any questions

- 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 and we sometimes find that those at the collection point are not aware of the booking request, the address where the freight needs to be delivered to, or even an awareness that a TNT consignment needs to be completed by the shipper. Therefore 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 the collection
- A big tip when booking a collection is to record the booking reference number and keeping it on file. This will allow for easy follow up should the need arise
- Utilising the "Calculate Transit Time" feature on the TNT website will ensure that customers transit time expectations are aligned with product and service specifications
- 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

# TNT'S ONLINE TOOLS

A simple and quick way to send a package is via TNT's range of user-friendly online shipping systems, designed to save our customers time, and increase efficiency.

Since 2003, TNT customers have been able to book both their domestic and international shipments online via the myTNT shipping tool.

This password protected, secure environment enables registered customers to book, manage and track shipments. myTNT eliminates repetitive data entry by storing commonly used settings and addresses to make shipping more user-friendly and efficient.

Today, more than 175,000 customers use myTNT in more than 50 countries, booking approximately 200,000 consignments each week.

To register for myTNT go to [www.tnt.com.au](http://www.tnt.com.au)

In 2014, TNT proudly launched EasySend, an online system which allows non-account holders and TNT account holders to make domestic bookings through a simple and easy to use customer centric portal.

Customers must have an ABN (Australian Business Number), and fast and easy payment is via credit card only (not an invoice). Labels can be printed directly from your computer - ensuring your freight is fit to travel immediately.

With EasySend, book a shipment in four easy steps:

1. Get a quote
2. Select a service
3. Select a date and place
4. Pay direct

To book a shipment using EasySend, simply go to [www.tnt.com.au](http://www.tnt.com.au) and click on the EasySend panel

#### Tips and common mistakes to avoid:

- 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

#### In my TNT:

- 'Edit Settings' allows you to customise and set default preferences to make your experience simpler
- You can duplicate an existing shipment and just edit the changes rather than starting from scratch
- For your convenience, frequently used addresses can be saved into the system which prevents the requirement to re-enter data time and again
- Duplicate an address and copy it to another address type, if a receiver's address is also a collection address



# 3

## 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](http://www.tnt.com.au)



## COMPLETING A MANUAL CONSIGNMENT NOTE

Accurate manual consignment note completion is critical to TNT meeting customer requirements when delivering their freight. The customer should ensure that the following mandatory fields are correctly completed on the consignment note.

- 1 Full name, address (including postcode) and phone number of sender. No PO Box addresses.
- 2 Full name, address (including postcode) and phone number of receiver. No PO Box addresses.
- 3 Freight charges to be paid by? Ensure Sender, Receiver or Third Party is clearly indicated.
- 4 Service to be charged is to be indicated by placing a cross in the appropriate box. Different rates apply for each service. If no box is marked our Road Express service & rate applies.
- 5 Account number of the party to be charged for the freight.
- 6 If a third party is selected for charging, the third party name, address & account number must be completed.
- 7 Description of packaging (eg carton, pallet, envelope).
- 8 Number of items. This must match the number of items available for collection (maximum of 8 items per consignment).
- 9 The weight of the item(s) in kilograms.
- 10 The dimensions of the item(s) in centimetres.
- 11 The quantity of items to which the dimensions apply.
- 12 Extended Warranty fields are to be completed where the customer requires a warranty.
- 13 Sender's signature & date of collection to agree to TNT's terms & conditions.
- 14 Ensure that barcode labels are applied to each item of freight. This is important for 'Track and Trace' capabilities. Please also ensure that each item is addressed clearly.

**All the above details must be completed by the Customer before the driver prints their name and address the date of pick-up.**

HOLD HERE

AUSTRALIA WIDE PICK UPS

13 11 50

or visit [www.tnt.com.au](http://www.tnt.com.au)

Booking reference No

DC 00211

TNT Express - A division of TNT Australia Pty. Limited ABN 41 000 495 269

RECEIVER'S COPY - RETAIN THIS COPY FOR YOUR RECORDS

AC004089

DOMESTIC CONSIGNMENT NOTE

Con Note No 0000 0000 0000

000000000000-1 TNT

000000000000-2 TNT

000000000000-3 TNT

000000000000-4 TNT

000000000000-5 TNT

000000000000-6 TNT

000000000000-7 TNT

000000000000-8 TNT

Sender <b>1</b>			Receiver <b>2</b>		
Address			Address		
Town/City	State	Postcode	Town/City	State	Postcode
Contact Name	Phone		Contact Name	Phone	

**Freight Charges to be paid by?** **3**

standing the box you may have marked, by sending these goods you as are accepting ultimate responsibility to pay the freight charges incurred.

Sender  Receiver  Third Party

**SELECT SERVICE (please X)** **4** WARNING: If no service selected, Road Express applies and may result in a delayed delivery. For service availability, check [www.tnt.com.au](http://www.tnt.com.au)

Sameday  9:00 Express  10:00 Express  12:00 Express  Overnight Express  Road Express

Saturday, weekend or after hours services are only available using "Sameday".

Special Instructions (eg, Saturday delivery)

Account Number to be charged **5**

Third Party Name/Address **6**

Postcode

Your Ref. No	Description of Packaging (eg, cartons, pallets, satchels)	No. of Items	Declared Weight Kgs	Declared Cubic (cm x cm x cm)	Qty
				L(cm) W(cm) H(cm)	
Line 1 Detail	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b> X X X <b>11</b>	
Line 2 Details				X X	
Line 3 Details				X X	

**EXTENDED WARRANTY:** Business/Trade Warranty (ATW) Unless you have previously elected to not have ATW with TNT, an ATW charge is added to the freight charge and we agree to deliver the goods pursuant to condition 14 of this consignment note (see reverse). The maximum value for ATW is \$1,000.

**TNT Extended Warranty (TEW)** If you require TEW please state the sum required and the class in the boxes below (See condition 14 overleaf). Requests for TEW in excess of \$10,000 require prior written approval from TNT. The maximum value for which we will extend the warranty is \$60,000. Call 13 11 50 for details.

**NOT FOR DANGEROUS GOODS:** This consignment note can not be used for dangerous goods. By signing below, you confirm that this consignment does not contain dangerous goods.

**Agreement:** We submit the goods described above for carriage and agree that the Terms and Conditions of Carriage and Other Services available at [www.tnt.com.au](http://www.tnt.com.au), see overleaf for details and TNT's Rate Agreement. (If applicable) apply to the carriage of these goods.

Sender's Signature **13** Date

Run Number Run Number

**Terms of Trade: 14 Days from Invoice Date**

WE ARE NOT COMMON CARRIERS. TNT Australia Pty Limited Trading as TNT Express ABN 41 000 495 269

### Tips and common mistakes to avoid:

- Attach the consignment note to the flat surface of the package
- **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 domestic consignment note for your domestic 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

# 4

## 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](http://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](http://www.tnt.com.au) and click on 'Check a Transit Time' under the 'Shipping Tools' 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

# 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.

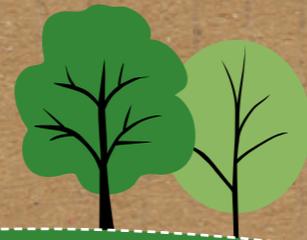
There is a simple-to-follow online form to fill out and once this is completed and lodged you will receive delivery of your order within three business days. Once completed, you can save your details for the next time you need to make an order.

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](http://www.tnt.com.au) and click on 'Customer Stationery and Consumables' under the 'Helpful Links' heading at the bottom of the page.

### 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](http://www.tnt.com.au) and click on 'Arrange a Re-delivery' under the 'Helpful Links' heading at the bottom of the page.

## 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](http://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](mailto: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](mailto: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](mailto: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



# 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](http://www.tnt.com.au)), clicking on 'Retrieve an invoice or consignment note image' under the 'Helpful Links' heading at the bottom of the page 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

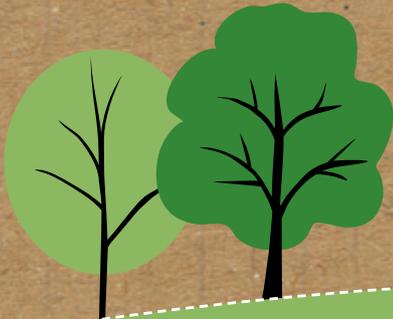
## Tips and common mistakes to avoid:

- You can save time by simply going to [www.tnt.com.au](http://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





# INFORMATION FOR NEW **DOMESTIC** CUSTOMERS



TNT Australia's website: [www.tnt.com.au](http://www.tnt.com.au)  
Invoice queries: **1300 139 600** or [AUinvoice\\_queries@tnt.com.au](mailto:AUinvoice_queries@tnt.com.au)  
IT Helpdesk: **1300 851 131**  
Customer Service: **13 11 50**