



Customer Information Guide



Manage Your Shipment



Book Your Shipment

For international and domestic shipments log in to [myTNT2](#).

For international heavy weight shipments over 21kg email AUQuote.Desk@fedex.com.

For international time critical, time definite and freight requiring special handling email isc.au@tnt.com or call 1300 868 146.

For domestic time critical services call **1300 13 11 50**.



Digital Solutions

[TNT ONLINE](#) for full range of online tools.

[myTNT2](#) for online shipping.



Service Enquiry

[ONLINE FORM](#)



Packaging Tips

[HOW TO PACK](#)

[ORDER SUPPLIES](#)



Prepare Shipping Documents

[CUSTOMS CLEARANCE](#)

[HOW TO FILL OUT A COMMERCIAL INVOICE](#)

After You Ship



Tracking

[DOMESTIC SHIPMENT](#)

[INTERNATIONAL SHIPMENT](#)



Lost or Damaged Shipments

[LODGE A CLAIM FORM](#)



Missed Delivery

[CHECK STATUS](#)

[CONTACT FORM](#)



Payment Options

[ONLINE BILLING](#)



Contact Details & Address

[UPDATE CONTACT DETAILS & ADDRESS](#)



Other Enquiries

FINANCE
[CONTACT FORM](#)

IT SUPPORT
[CONTACT FORM](#)

NEED HELP WITH ANYTHING ELSE?
[CONTACT FORM](#)