# TNT Electronic Services

the fastest way for swift shipping

P&T LUXEMBOURG

TNT express

sure we can
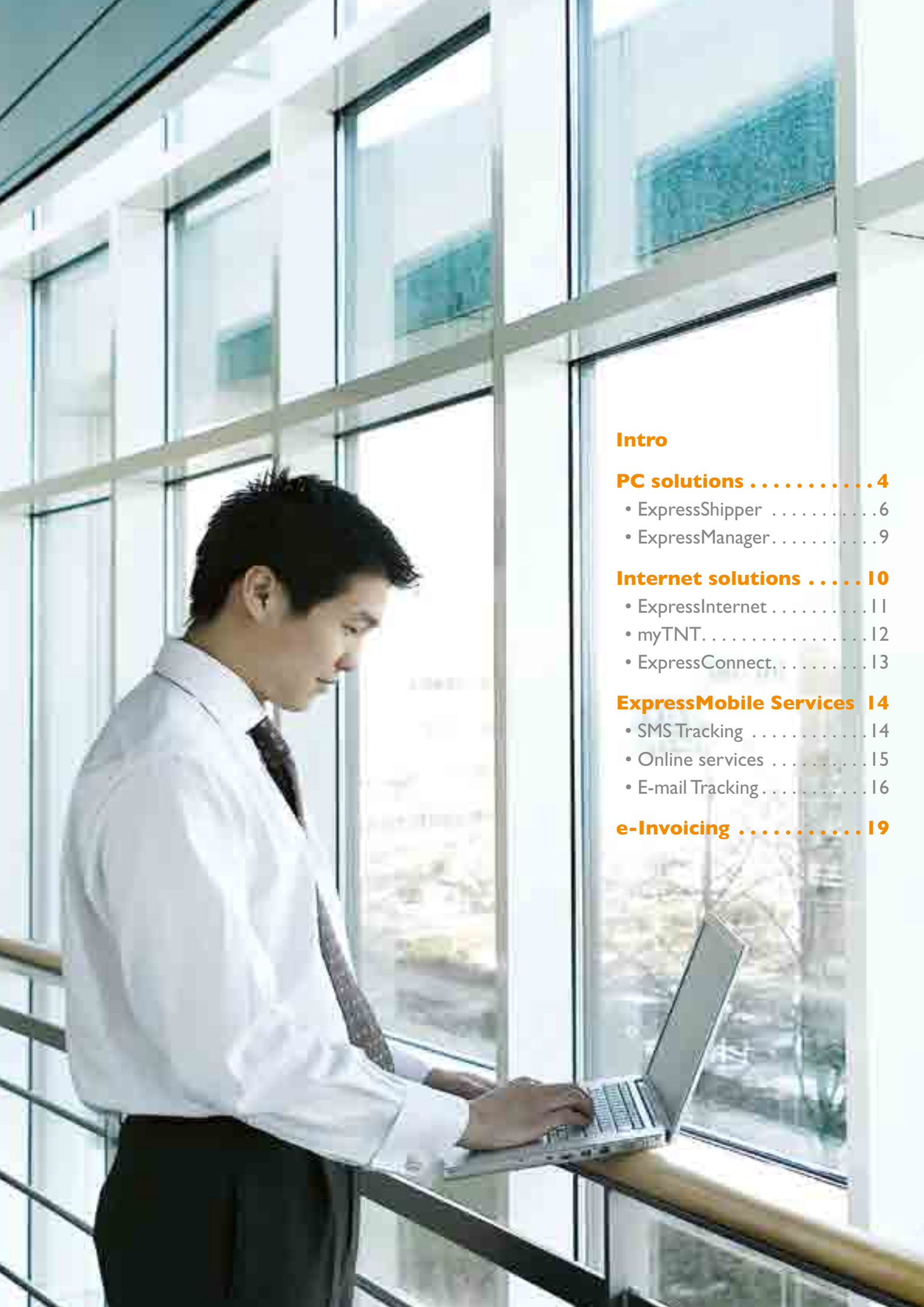
TNT Electronic Services

# Always in control!

TNT Express prefers to keep things simple. That is why we stay abreast of

technological innovations and the reason for developing practical, user friendly

and reliable applications, so that you can keep full control over the shipping

process.

Booking a shipment, calculating the correct tariff, tracking a parcel or managing

your invoices: thanks to our electronic infrastructure, it can all be done in an

efficient and correct way thanks to our electronic services. This brochure guides

you through the PC, internet and mobile services TNT Express has to offer.

# 1.PC solutions

You need a practical PC solution to manage your TNT shipments? Our Windows based PC applications can help you, since they streamline the shipping process and optimise the level of customer service.

# Take your pick

Whether you want to enter shipment details, prepare a shipment,
print shipping documents or check your shipment's status: the TNT
PC applications **ExpressShipper** and **ExpressManager** do this for
you - fast, correct and in convenient lay-out. Discover all options here.

# 1.1 ExpressShipper

## really managing your shipments

**ExpressShipper is a software package specifically designed for small to medium-sized TNT Express customers. It offers all advantages of a PC application, and enables you to arrange a pick-up, calculate a tariff or track a shipment online. This is what ExpressShipper has in store.**

## A great tool

You ship regularly via TNT, but you rather avoid being online constantly? In that case, ExpressShipper is the perfect solution to manage your shipments. ExpressShipper is a very user friendly, offline PC application with plenty of options. You can access this service on any computer. When online, you can request a real time tariff, forward your shipment details to TNT or check the status of your shipment.

## Main features

- Calculate your tariff
- Generate shipping documents (labels, consignment notes, commercial invoices, manifests)
- Check your shipment's status
- Inform the receiver automatically via e-mail at the time of pick-up
- Export your shipment data for reporting purposes
- Keep track of your most recent shipments via the Shipping Manager and get an insight in your price and status requests

## Other handy tools that facilitate the process:

- POD Imaging: this tool enables you to request an image of the receiver's signature in ExpressShipper as Proof Of Delivery (POD)
- An address book to manage and/or import your business contacts (multiple contacts per address possible)
- An article database
- A packaging database to save your standard packaging information
- Templates for fast and easy booking of your most frequent shipments

## Registration

The first time you use ExpressShipper, you will need to register on **www.tnt.lu**. After 24 hours at the latest, you will receive an activation key via e-mail, as from which point ExpressShipper is operational.

## What do you need?

- local administrator rights to install ExpressShipper
- operating system: XP / Vista / Windows 7
- HP compatible laser jet printer
- Internet Explorer version 4 or higher for the TNT online activation module
- internet connection
- minimum hardware specifications:
  - Pentium II 233 Mhz processor
  - 512 MB RAM
  - 16 MB available hard disk space
  - Screen resolution: minimum 800 × 600

## Demonstration?

Go to **www.tnt.lu** for a Flash demonstration of ExpressShipper, and discover right away all the advantages this PC application has to offer.

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# 1.2 ExpressManager

## a complete overview of the shipping process

**ExpressManager is a PC application aimed at large customers, to manage all aspects of the TNT shipping process.**

## One-solution-fits-all

ExpressManager enables you to group all possible shipment data which you have entered manually or imported from your own system. Generating all required shipping documents was never this easy. A true one-stop all-in solution.

## Demonstration?

Go to **www.tnt.lu** for a Flash demonstration of ExpressManager, and discover right away all the advantages this application has to offer.

## Main features

- Quick and easy data import and shipping documents generation
- Data integration from your own system
- EDI- data transfer to/from TNT
- Reports – standard and customised
- Automated data import
- Export data
- Calculate shipment tariffs and rates
- Track shipments
- POD Imaging: request an image of the receiver's signature as Proof Of Delivery (POD)
- Address book
- Article and packaging database
- Keep track of your most recent shipments via the Shipping Manager and get an insight in your price and status requests
- Templates available

# 2.Internet solutions

Follow every step of the shipping process online? Request a specific tariff? Calculate transit times? Book a shipment? You can do it all online via www.tnt.lu. An overview.

# 2.1 ExpressInternet

## welcome to our TNT website

**On the TNT website, you can choose from several online applications to manage the shipping process from booking to invoicing, from pick-up to delivery.**

## Book your parcel

Via 'Send a package' you can easily book a shipment online, in no time. The module is accessible to anyone, for new customers also, and the handy navigation menu guides you through all possibilities:

• Calculate your shipment's price (also customised tariffs)
• Check transit times
• Print shipping documents ready for pick-up
• Check an address book with the 10 last receivers' addresses

When you register via the TNT website and log in, booking the next time becomes even easier: the sender information will be entered automatically.

## Track your shipment

Enter your consignment number(s) and you can immediately check whether your parcel has been delivered and who signed for reception.

## Check delivery time & tariffs

This option helps you to calculate the delivery time for your parcel or document. From the minute you log in, your personal tariffs will be applied. Also, the system automatically detects the sender data, making the process increasingly lighter.

# 2.2 myTNT

## your personal space on the TNT website

You registered on the TNT website? Then you can freely use all myTNT features. As a user, you will be offered detailed and customised services within a secure environment on the TNT website. An overview.

## What is myTNT?

myTNT is a professional, customised and secure internet environment within the TNT Express website. These are your personal pages, secured by an identification code and password. With myTNT, all shipments are managed electronically: fast, simply and the way you want it. Plenty of extra options guarantee you full usability. Once registered, you can configure myTNT to your needs, to be consulted from anywhere, in a secure way, via the internet.

## Target group

myTNT is the perfect tool for both ad hoc and regular TNT customers who wish to manage and track shipments online.

## Main features

- Check TNT services, personal tariffs and transit times
- Arrange a pick-up
- Generate and print shipping documents (labels, consignment notes, commercial invoices, manifests)
- Track your shipment using the TNT consignment note, your customer reference or TNT account number
- POD Imaging: request an image of the receiver's signature as Proof Of Delivery (POD)
- Manage and/or import your addresses in the address book and have them handy when booking a shipment

- A Shipping Manager, the heart of myTNT, to consult and track your shipments, request transit times and tariffs or, if needed, to re-print documents
- mySettings to manage your personal settings
- Request reports regarding all booked shipments (import & export). You keep control over your shipments and administration and detailed information is immediately available.

## Express Import system

Via myTNT you have access to the Express Import system, enabling you to manage all import shipments. You determine when and where your shipments will be picked up, so you are in the perfect position to keep your costs under control. You simply select the service which fits your budget and timeframe best. You will be invoiced in your own currency, so there is no risk of volatile exchange rates affecting your cost.

## Demonstration?

Go to **www.tnt.lu** for a Flash demonstration of myTNT, and discover right away all the advantages and ways to speed up your shipping process.

# 2.3 ExpressConnect

## the integrated e-Business solution

ExpressConnect, the TNT Express e-Business solution, allows you to manage your shipments from start to end. Tariff request? Just a click away. Once integrated in your IT systems, TNT Express simplifies your everyday online business.

## What is ExpressConnect?

Thanks to ExpressConnect, you can easily integrate the TNT shipping process in your website, intranet, extranet or other platform. That way, you will always find a made-to-measure answer to your needs, fast and simple. ExpressConnect runs on XML, the worldwide standard for internet communication.

## Main features

- Calculate tariffs: after you forwarded the shipment details via XML, you immediately receive the corresponding tariff
- Book shipments: enter your booking with TNT Express and print the required documents using the 'stylesheets'
- Track shipments: request in no time the status of your shipment via the consignment number or your own reference
- Check delivery: with the POD Imaging feature, you can request an image of the receiver's signature as Proof Of Delivery (POD)

# 3. ExpressMobile Services

The TNT Express mobile solutions ensure you always have full control over your consignment. By just sending a text, you can request a shipment's status. Our website is fully optimised for mobile phones. Or an e-mail is enough to receive the status of a consignment note selection, fast and easy. Discover the handy TNT Express **ExpressMobile Services**.

## 3.1 SMS Tracking

you received a TNT text message

Send your consignment number or customer reference to TNT Express via text and you will receive a status update automatically.

### How to use SMS Tracking on your mobile phone?

- Send a text to + 44 7740 767 767 (local rate)
- The message: 'C <space> consignment number' will launch the tracking function using the consignment number
- You can also use your own reference: forward 'R <space> reference'
- You will immediately receive an answer containing your shipment's status

# 3.2 Online services

your shipments in the palm of your hand

**Thanks to our mobile service for iPhone, BlackBerry and Android, you have access to the TNT Express website, anytime, anywhere.**

## How to use the TNT online services?

- Connect to the internet with your mobile phone or handheld device
- Go to m.tnt.com/express
- The mobile service is available for iPhone, BlackBerry and Android.
  To download the application, go to www.tnt.com/expressmobile

# 3.3 E-mail Tracking

## more information via e-mail

Via e-mail Tracking you can request the status of maximum 50 consignment notes at a time. You only need to mail the consignment numbers or your own references to TNT Express.

## How to use e-mail Tracking?

- Send an e-mail with the consignment numbers and/or references to track@tnt.com (max. 50/request)
- Subject line: C (in case of consignment numbers) or R (in case of your own references)
- In the e-mail, write one single consignment number or customer reference per line and END on the bottom line
- Per shipment, you will receive an e-mail with the updated status information

# 4. e-Invoicing

## Save time, save paper

No doubt you are familiar with the daily mountain of documents and piles of invoices on your desk, whereas really you use the PC... so get in touch with TNT Express for the solution: **electronic invoicing or e-invoicing**.

## Switch to electronic invoices

Invoices and credit notes cause a lot of red tape. By using e-Invoicing, you are able to receive and distribute your invoices electronically, or check and download them, making financial information available **ever so quick, and for free**.
Enjoy the many advantages of electronic invoices:

• Consult and manage your invoices and credit notes electronically.
• Consult your invoices in pdf and csv format, and download all data.
• Access to all invoices and credit notes of the previous 26 weeks.
• Work in a secure environment: access to the module is only possible using your personal log-in and password.
• Avoid paper invoices: the certified electronic signature renders the invoice legally binding and the paper invoice obsolete, so paper waste decreases

## How does e-Invoicing work?

TNT Express is an online e-invoicing system, compatible with most corporate invoicing and accounting software. The high reliability of the system is confirmed each day again, since bank details are exchanged without a hitch, for example.

## How can you register?

If from now on you prefer to receive your TNT Express invoices online or via e-mail, then you need to register for e-Invoicing. As an existing customer, you can register for free via credit.control.be@tnt.com. New customers can call 0800 240 041. Make sure you have all your company details, such as VAT number, handy. Once registered, you will receive a confirmation e-mail with your personal log-in details.

## Any questions?

For more information, please contact our invoicing department on 0800 240 041 or via credit.control.be@tnt.com.

**TNT** | express  **P&T** LUXEMBOURG

sure *we can*

You would like to know more?

Contact our Customer Services Desk on 357 395 220.

Our agents are happy to assist you.

**TNT Express Luxembourg**

**Zone d'activités économiques de Krakelshaff**

**L-3235 Luxembourg**

**www.tnt.lu**