

your guide to using

Online Billing

with TNT



sure *we can*

For any assistance please contact TNT VN Credit Department

Email: einvoicing.admin.vn@tnt.com

Điện thoại : (848) 3 848 6822

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welcome

to Online Billing with TNT

Administration can be a time-consuming process.

When you've got a hundred and one things to do, the last thing you need is a pile of paperwork to record and file.

Speed and simplicity is what you need.

So to make life easy, we've developed an electronic administration system that enables you to administrate all your accounts – invoices, credits, statements and payments – in just a few clicks.

It's smart, it's fast and green too. Nothing could be simpler.

This guide tells you all you need to know about using TNT's Online Billing system – the more efficient way of managing your accounts.

registering

for Online Billing with TNT

The screenshot shows the TNT website homepage. At the top, there is a navigation bar with the TNT logo and the slogan "sure we can". The main navigation menu includes "SERVICES", "SHIPPING TOOLS", "SUPPORT", and "ABOUT US". A search bar is located on the right. Below the navigation, there are several sections: "OPPORTUNITIES CONNECT US" with a graphic of boxes and a percentage sign; "Send Package B2B only" with a form for "From" and "To" fields; "TRACK PACKAGE" with a form for "Consignment" and "Reference" numbers; "myTNT" with a "Log in to your account" section and a "signup" button; and "Shipping updates" with a "Security Update" and "Fuel Surcharge" section. A red arrow points to the "Terms & Conditions" link in the footer.

The screenshot shows the "TERMS AND CONDITIONS" page on the TNT website. The page has a header with the TNT logo and navigation menus. The main content area is titled "TNT EXPRESS TERMS AND CONDITIONS OF CARRIAGE AND OTHER SERVICES" and "LONG FORM VERSION 01-2012 - ENHANCED LIABILITY". The page is divided into sections, with "1. DEFINITIONS" being the first. The definitions section explains the scope of the terms and provides definitions for "we", "us", "our", "you", "your", "carriage", and "other services". A "QUICK LINKS" sidebar is visible on the right, containing links for "Check price", "Check transit times", "Track package", "Log in to myTNT", "Check TNT fuel surcharges", and "e-Invoicing".

Registering for Online Billing with TNT is quick and easy.

Please contact TNT Administration Department to provide registration information for Online Billing.

Email address: einvoicing.admin.vn@tnt.com

or call (848) 3 848 6822.

1. Registration information

Please mail to us following details to create your login to Online Billing with TNT, and the information given will be used to verify that you are the owner of the account:

1. Your language (ex. English, Vietnamese)
2. Your TNT account number
3. Your Full name
4. Your Mobile phone number
5. Your Office phone number
6. Your Email address
7. You accept our TNT Terms & Conditions of Carriage and other services

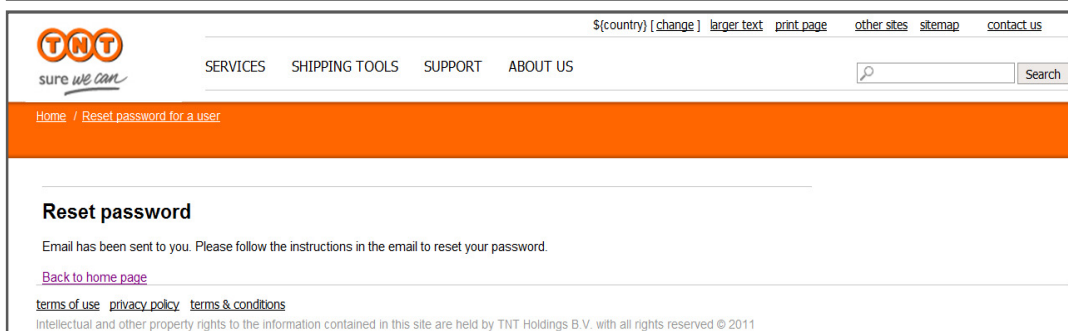
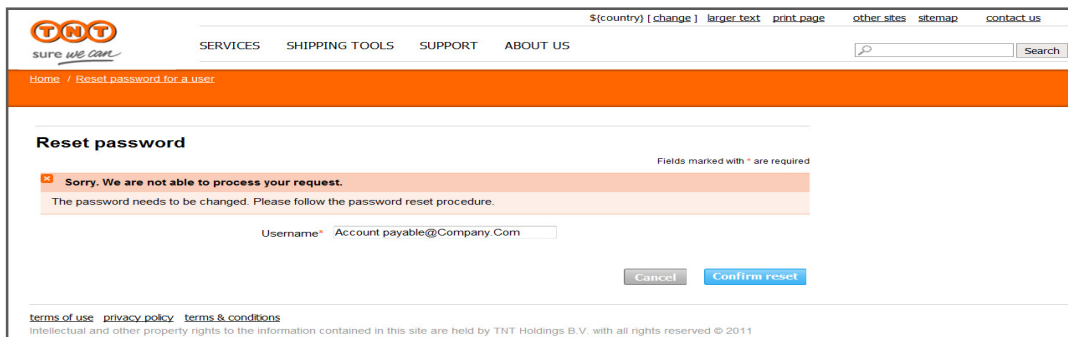
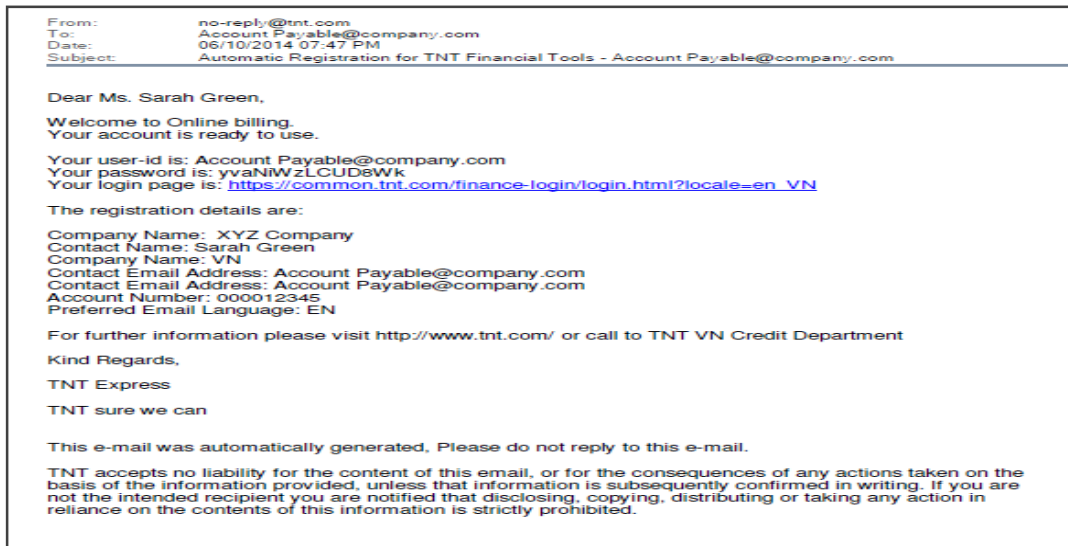
TNT Terms and Conditions of Carriage

Our TNT Terms and Conditions of Carriage and other services is available on the TNT internet site:

http://www.tnt.com/express/en_vn/site/home.html

registering

for Online Billing with TNT



2. Activate your registration

After your account information is verified by our Administration Department, you will receive an email shortly to activate your login details. Simply click the link within the email you've received. Enter your login name and password to activate your registration.

Confirm to reset your password

Then, you are required to confirm the reset password by clicking the "Confirm reset" button.

You will then be notified that "Email has been sent to you. Please follow the password procedure"

registering

for Online Billing with TNT

From: no-reply@tnt.com
To: Account Payable@company.com
Date: 06/12/2014 12:59 PM
Subject: Activation Link To Reset Password

Dear Ms. Sarah Green,

Please click on the following link to reset the password.

http://common.tnt.com/finance-login/resetpasswordconfirmation.html?ticket=MTAwMDAwNzMoODA4&loca=vn_VN

If the link is not clickable, please copy and paste the URL above into the address field of your internet browser.
This link to reset password is valid for 24 hours after it was sent.

For further information please visit <http://www.tnt.com/> or contact TNT VN Credit Department

Kind Regards,

TNT Express

TNT sure we can

This e-mail was automatically generated, Please do not reply to this e-mail.

TNT accepts no liability for the content of this email, or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

The screenshot shows the TNT website's password reset interface. At the top, there is a navigation bar with the TNT logo and the slogan "sure we can". The navigation menu includes "SERVICES", "SHIPPING TOOLS", "SUPPORT", and "ABOUT US". A search bar is located on the right. The breadcrumb trail reads "Home / Reset password". The main heading is "Reset password". Below the heading, there is a note: "Fields marked with * are required". The form contains three input fields: "Username*" with the value "Account Payable@Company.Com", "New password*" (masked with dots), and "Re-enter new password*" (also masked with dots). A link "View password criteria" is positioned to the right of the "New password*" field. At the bottom of the form, there are two buttons: "Cancel" and "Confirm reset".

The screenshot shows the TNT website's password reset success message. The navigation bar and breadcrumb trail are identical to the previous screenshot. The main heading is "Reset password". A green success message box with a checkmark icon contains the text: "Thank you. You have successfully reset your password". Below the message box, there is a link "Back to home page". At the bottom of the page, there are links for "terms of use", "privacy policy", and "terms & conditions". A footer note states: "Intellectual and other property rights to the information contained in this site are held by TNT Holdings B.V. with all rights reserved © 2011".

4. Reset your password

Simply click the link within the email you've received, within 24 hours after receipt of the email.

Enter your login name and your new password, then confirm. Your new password must contain alpha and numeric characters and must be at least six characters long.


After new password is successfully changed, You have now successfully registered for TNT's Online Billing.

eInvoicing and ePayment



TNT's Online Billing system makes the laborious task of processing invoices and reconciling statements so much easier.

In just a few clicks you can access all your account information without having to waste time searching for invoices in filing cabinets or filling in data manually.

- ✓ Receive your Debit notes online
 - ✓ Get email alerts as new invoices issue
 - ✓ Download Debit notes and statements as pdf or excel spreadsheets
 - ✓ Access invoicing data and statements 24/7/365
 - ✓ Raise and track the progress of your invoice disputes
- 

logging in

to Online Billing with TNT

TNT
sure we can

\$(country) [change] larger text print page other sites sitemap contact us

SERVICES SHIPPING TOOLS SUPPORT ABOUT US

Home / Finance/login

Login to Online Billing

Login to manage your invoices online

Select your location* Vietnam / English

Username Account Payable@Company.com

Password

Login

[Forgot password?](#)

[terms of use](#) [privacy policy](#) [terms & conditions](#)

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There are a number of ways you can enter the Online Billing site.

You can log on to www.tnt.com, select Online Billing from the Shipping Tools drop down menu and login to Online Billing.

You can go directly to www.express.tnt.com/onlinebilling/login.

Or when we notify you that an invoice has been posted to your account, you can click on the www.express.tnt.com/onlinebilling/login link in the email.

Then simply enter your login name and password and click the login button.

If you forget your login name or password simply click on 'Forgotten login/password

and we'll send it to your email address (if this is your login name) and your notification address.

If we don't have your email address we'll send it to your company's registered user group.

logging in

to Online Billing with TNT

The screenshot shows the TNT Online Billing landing page. At the top left is the TNT logo with the tagline "sure we can". To the right of the logo is a navigation menu with links for "SERVICES", "SHIPPING TOOLS", "SUPPORT", and "ABOUT US". Further right is a search bar with a magnifying glass icon and a "Search" button. In the top right corner, there are links for "United Kingdom [change]", "larger text", "print page", "sitemap", "contact us", and the phone number "0800 100 600". Below the navigation is a breadcrumb trail: "Home / Finance login / Landing page". The main heading is "Online Billing". Below this is a welcome message: "Welcome to Online Billing, where you can manage and pay your invoices online." There are four main links: "ePayment" (with a description: "You can pay and dispute your invoices."), "eInvoicing" (with a description: "View, Download and Print your invoices."), "Account Set-up" (with a description: "Maintain the TNT accounts you can access"), and "Password Maintenance" (with a description: "Change your password or cancel your registration."). There is also a "Log Out" link. At the bottom, there are links for "terms of use", "privacy statement", "terms & conditions", and "TNT Global". A small copyright notice at the very bottom states: "Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2008".

Once you've logged in, you enter the Online Billing landing page.

By clicking ePayment you can view your account statement or raise and track the progress of an invoice dispute.

By clicking eInvoicing you can view all your invoices and credit notes from the last 26 weeks in several common formats.

accessing

your new eInvoices

TNT
sure we can

Language Selection
English

Documents
New Documents
All Documents

Preferences
Change Password
Change Username
Email Addresses
Add Account

Help
Customer Portal User Guide
Get Adobe Reader

Logout
Logout

eInvoicing

New Documents

Key
PDF Document
CSV Data File
XLS Data File
XML Data File

Account Number	Invoice Number	Invoice Date	Doc Type	Amount	Due Date	View
BE:000003649	10086885	29/05/2013 (Wk22)	Invoice	0,00 EUR	5/06/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10094433	5/06/2013 (Wk23)	Invoice	0,00 EUR	12/06/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10058044	1/05/2013 (Wk18)	Invoice	0,00 EUR	8/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10065461	8/05/2013 (Wk19)	Invoice	0,00 EUR	15/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10072527	15/05/2013 (Wk20)	Invoice	0,00 EUR	22/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10079391	22/05/2013 (Wk21)	Invoice	0,00 EUR	29/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10028385	3/04/2013 (Wk14)	Invoice	0,00 EUR	10/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10035821	10/04/2013 (Wk15)	Invoice	0,00 EUR	17/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10043011	17/04/2013 (Wk16)	Invoice	0,00 EUR	24/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10050591	24/04/2013 (Wk17)	Invoice	0,00 EUR	1/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09997894	6/03/2013 (Wk10)	Invoice	0,00 EUR	13/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10005753	13/03/2013 (Wk11)	Invoice	0,00 EUR	20/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10013192	20/03/2013 (Wk12)	Invoice	0,00 EUR	27/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10020652	27/03/2013 (Wk13)	Invoice	0,00 EUR	3/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09960527	30/01/2013 (Wk5)	Invoice	0,00 EUR	6/02/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09967843	6/02/2013 (Wk6)	Invoice	0,00 EUR	13/02/2013	[PDF] [CSV] [XLS] [XML]

Viewing

Once you've selected eInvoicing after logging in, a list of your new invoices and credit notes will automatically be displayed. You can view these as:

- A **PDF**. This is a soft copy of the actual invoice that contains exactly the same information as your original invoice and can be printed, emailed or faxed.

- A **data file (CSV, XLS or XML)**. This can be imported directly into your accounting software.

To view the file in the format you want, simply click on the corresponding icon displayed in the key.

If you want to download a number of different invoices (up to a maximum of ten), simply select the file formats you need, click 'Download Selected' and this will create a zip file.

Once an invoice has been downloaded or viewed the file will automatically be moved to the 'All Documents' section of the site.

accessing

your new eInvoices

TNT
sure we can

Language Selection
English

Documents
New Documents
All Documents

Preferences
Change Password
Change Username
Email Addresses
Add Account

Help
Customer Portal User Guide
Get Adobe Reader

Logout
Logout

eInvoicing

New Documents

Account Number	Invoice Number	Invoice Date	Doc Type	Amount	Due Date	View
BE.000072360	10100745	7/06/2013 (Wk23)	Invoice	48,27 EUR	14/06/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10100748	7/06/2013 (Wk23)	Invoice	15,12 EUR	14/06/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10100747	7/06/2013 (Wk23)	Invoice	43,74 EUR	14/06/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10100746	7/06/2013 (Wk23)	Invoice	50,57 EUR	14/06/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10100749	7/06/2013 (Wk23)	Invoice	31,69 EUR	14/06/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10040548	10/04/2013 (Wk15)	Invoice	451,25 EUR	17/04/2013	[PDF] [CSV] [XLS] [XML]
BE.000072360	10041203	11/04/2013 (Wk15)	Credit Note	-451,25 EUR	18/04/2013	[PDF] [CSV] [XLS] [XML]

Remove from New Invoices

Download Selected

Key
PDF Document
CSV Data File
XLS Data File
XML Data File

Removing

To delete items from 'New Documents' simple select the one you want to remove and click 'Remove from New Documents'. This will mark the invoice as read and transfer it to the 'All Documents' section.

searching

and sorting

The screenshot shows the TNT eInvoicing portal. The TNT logo is in the top left. The main header is orange with the text 'eInvoicing' and a photo of a worker. Below the header, there are navigation menus for Language Selection, Documents, Preferences, Help, and Logout. The main content area displays a table of invoices with columns for Account Number, Invoice Number, Invoice Date, Doc Type, Amount, Due Date, and View. The 'Account Number' dropdown menu is highlighted with an orange circle, and an orange line points from it to the text below.

Account Number	Invoice Number	Invoice Date	Doc Type	Amount	Due Date	View								
All			All											
<input type="checkbox"/>	BE:000003649	1009433	20/05/2013 (Wk22)	Invoice	0,00 EUR	5/06/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	1009433	5/06/2013 (Wk23)	Invoice	0,00 EUR	12/06/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10058044	1/05/2013 (Wk18)	Invoice	0,00 EUR	8/05/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10065461	8/05/2013 (Wk19)	Invoice	0,00 EUR	15/05/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10072527	15/05/2013 (Wk20)	Invoice	0,00 EUR	22/05/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10079391	22/05/2013 (Wk21)	Invoice	0,00 EUR	29/05/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10028385	3/04/2013 (Wk14)	Invoice	0,00 EUR	10/04/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10035821	10/04/2013 (Wk15)	Invoice	0,00 EUR	17/04/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10043011	17/04/2013 (Wk16)	Invoice	0,00 EUR	24/04/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10050591	24/04/2013 (Wk17)	Invoice	0,00 EUR	1/05/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	09997894	6/03/2013 (Wk10)	Invoice	0,00 EUR	13/03/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10005753	13/03/2013 (Wk11)	Invoice	0,00 EUR	20/03/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10013192	20/03/2013 (Wk12)	Invoice	0,00 EUR	27/03/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	10020652	27/03/2013 (Wk13)	Invoice	0,00 EUR	3/04/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	09960527	30/01/2013 (Wk5)	Invoice	0,00 EUR	6/02/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	BE:000003649	09967843	6/02/2013 (Wk6)	Invoice	0,00 EUR	13/02/2013					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Searching

When you need to search for a document that you have already viewed, click on 'All Documents'. You will be able to search by:

- Account number
- Invoice number
- Invoice date
- Document type

searching

and sorting

The screenshot shows the TNT eInvoicing interface. At the top left is the TNT logo with the tagline 'sure we can'. Below it is a navigation menu with sections: Language Selection (English), Documents (New Documents, All Documents), Preferences (Change Password, Change Username, Email Addresses, Add Account), Help (Customer Portal User Guide, Get Adobe Reader), and Logout. The main content area features a banner for 'eInvoicing' with a photo of a worker. Below the banner is a 'New Documents' section. A table of invoices is displayed with columns: Account Number, Invoice Number, Invoice Date, Doc Type, Amount, Due Date, and View. The 'Account Number' column header is circled in orange, and a red arrow points to it from the 'Sorting' section below. A 'Key' legend in the top right corner identifies icons for PDF Document, CSV Data File, XLS Data File, and XML Data File. The table contains 18 rows of invoice data.

Account Number	Invoice Number	Invoice Date	Doc Type	Amount	Due Date	View
BE:000003649	1006665	28/05/2013 (Wk23)	Invoice	0,00 EUR	5/06/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10094433	5/06/2013 (Wk23)	Invoice	0,00 EUR	12/06/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10058044	1/05/2013 (Wk18)	Invoice	0,00 EUR	8/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10065461	8/05/2013 (Wk19)	Invoice	0,00 EUR	15/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10072527	15/05/2013 (Wk20)	Invoice	0,00 EUR	22/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10079391	22/05/2013 (Wk21)	Invoice	0,00 EUR	29/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10028385	3/04/2013 (Wk14)	Invoice	0,00 EUR	10/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10035821	10/04/2013 (Wk15)	Invoice	0,00 EUR	17/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10043011	17/04/2013 (Wk16)	Invoice	0,00 EUR	24/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10050591	24/04/2013 (Wk17)	Invoice	0,00 EUR	1/05/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09997894	6/03/2013 (Wk10)	Invoice	0,00 EUR	13/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10005753	13/03/2013 (Wk11)	Invoice	0,00 EUR	20/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10013192	20/03/2013 (Wk12)	Invoice	0,00 EUR	27/03/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	10020652	27/03/2013 (Wk13)	Invoice	0,00 EUR	3/04/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09960527	30/01/2013 (Wk5)	Invoice	0,00 EUR	6/02/2013	[PDF] [CSV] [XLS] [XML]
BE:000003649	09967843	6/02/2013 (Wk6)	Invoice	0,00 EUR	13/02/2013	[PDF] [CSV] [XLS] [XML]

Sorting

You can organise your invoices by ascending or descending order according to:

- Account number
- Invoice number
- Invoice date
- Document type
- Amount
- Payment due date

Click the relevant column header once for ascending order or twice for descending order.

eArchiving

eInvoicing enables you to store up to 26 weeks worth of billing information from the date you registered. After 26 weeks the oldest invoice will be deleted, so remember to download the files you need to keep on your system.

email

addresses

TNT
sure we can

eInvoicing

Language Selection
English

Documents
> New Documents
> All Documents

Preferences
> Change Password
> Change Username
> Email Addresses
> Add Account

Help
> Customer Portal User Guide
> Get Adobe Reader

Logout
> Logout

Email Addresses

Notification Email Addresses

Email Address

Invoice Email Addresses

Account Number	Email Address
----------------	---------------

Copy Invoice Email Addresses (max 5 per account)

Account Number	Email Address
----------------	---------------

CSV Email Addresses (max 5 per account)

Account Number	Email Address
----------------	---------------

Email Addresses

Via the submenu Email Addresses on eInvoicing, you can manage where original eInvoices, copy eInvoices and csv data files are sent to.

Notification Email Address: notification emails will be sent to these addresses once new documents are posted on any of the accounts linked to your customer user id.

Invoice Email Addresses: this address will be used to send the original eInvoice PDF. One address per account number can be entered.

Copy Invoice Email Addresses: you can enter a maximum of 5 email addresses per account number to which we will send a copy of the eInvoice PDF.

CSV Email Addresses: you can enter a maximum of 5 email addresses per account number to which we will send a data file in CSV format for the newly posted eInvoices.

viewing

paid bills

TNT
sure we can

INTERFACE - A T NORTHERN

List of Bills Paid or Payment Arranged
To display paid bills, select the appropriate search criteria:

Status: Period:

Bill Description	Due	Billed Amount	Already Paid	Status	Payment Method	Action
Invoice 7000005 of 11.03.2013	11-Mar-2013	GBP 1,000.00	GBP 1,000.00	Processed	Other Payments/Settlements	
Credit memo 8000000 of 05.03.2013	05-Mar-2013	- GBP 1,000.00	- GBP 1,000.00	Processed	Other Payments/Settlements	
Credit memo 8000001 of 05.03.2013	05-Mar-2013	- GBP 1,000.00	- GBP 1,000.00	Processed	Other Payments/Settlements	
Credit memo 8000002 of 05.03.2013	05-Mar-2013	- GBP 1,250.00	- GBP 1,250.00	Processed	Other Payments/Settlements	
Credit memo 7000003 of 05.03.2013	05-Mar-2013	- GBP 944.00	- GBP 944.00	Processed	Other Payments/Settlements	
Credit memo 1 of 05.03.2013	05-Mar-2013	- GBP 4.00	GBP 4.00	Processed	Other Payments/Settlements	
Credit memo 7000004 of 05.03.2013	05-Mar-2013	- GBP 1.00	GBP 1.00	Processed	Other Payments/Settlements	
Invoice 7000002 of 05.03.2013	05-Mar-2013	GBP 1,250.00	GBP 1,250.00	Processed	Other Payments/Settlements	
Invoice 8000003 of 05.03.2013	05-Mar-2013	GBP 950.00	GBP 950.00	Processed	Other Payments/Settlements	
Invoice 8000008 of 05.03.2013	05-Mar-2013	GBP 500.00	GBP 500.00	Processed	Other Payments/Settlements	
Invoice 1 of 03.03.2013	03-Mar-2013	GBP 100.00	GBP 100.00	Processed	Other Payments/Settlements	
Invoice 8000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,000.00	Processed	Other Payments/Settlements	
Invoice 7000009 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,100.00	Processed	Other Payments/Settlements	
Invoice 7000009 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,500.00	Processed	Other Payments/Settlements	
Invoice 7000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 10,000.00	Processed	Other Payments/Settlements	
Invoice 7000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 10,000.00	Processed	Other Payments/Settlements	
Invoice 7000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,000.00	Processed	Other Payments/Settlements	

Paid Invoices

From the Online Billing landing page, select ePayment to view and download your account statements, or raise an invoice dispute and track its progress.

To view the invoices that you have previously paid, select status 'Processed' and the period you wish to view, then click Find.

Download

If you want to download the list of previously paid invoices, simply click the download button. You will then be prompted to download the list into a CSV file.

Payment Details

To display the details of payments that paid an invoice simply click the already paid amount for the invoice you want to view.

viewing

open items

TNT
sure we can

INTERFACE - A A T NORTHERN

Display Open Items

Payments & Credits

Reference	Reference Date	Document No.	Amount
1800000004	05-Mar-2013	1800000294 - Credit memo	GBP 50.00
80000005	11-Mar-2013	1800000000 - Invoices	GBP 1,000.00
1	18-Mar-2013	1400000006 - Incoming payment	GBP 5,000.00
1	18-Mar-2013	1400000007 - Incoming payment	GBP 5,100.00
2	18-Mar-2013	1400000008 - Incoming payment	GBP 5,500.00
1	28-Mar-2013	1400000011 - Incoming payment	GBP 5,000.00

Bills

Reference	Reference Date	Document No.	Amount
1	18-Mar-2012	1800000001 - Invoice	GBP 5,500.00
1	18-Mar-2012	1800000000 - Invoice	GBP 5,500.00
70000006	05-Mar-2013	1800000030 - Invoice	GBP 1,050.00
80000009	18-Mar-2013	1800000034 - Invoice	GBP 10,000.00
2000010	18-Mar-2013	1800000035 - Invoice	GBP 10,000.00
70000008	18-Mar-2013	1800000036 - Invoice	GBP 10,000.00
70000009	18-Mar-2013	1800000037 - Invoice	GBP 10,000.00
7000010	18-Mar-2013	1800000039 - Invoice	GBP 10,000.00
7000010	18-Mar-2013	1800000041 - Invoice	GBP 10,000.00
80000006	05-Mar-2013	1800000031 - Invoice	EUR 1,000.00
80000007	11-Mar-2013	1800000032 - Invoice	EUR 1,500.00

Total: GBP 20,750.00
EUR 0.00
Balance: GBP 51,300.00
EUR 2,500.00

Total: GBP 72,050.00
EUR 2,500.00

[Detail View](#)

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Open Items

You can organise your invoices by ascending or descending order according to:

- Reference
- Reference Date
- Document number
- Amount.

Click the relevant column header once for ascending order or twice for descending order.

Detail View

To display all your open items in a consolidated list click detail view.

Download

If you want to download the list of open items, simply click the detail view button. You will then have the options to download in Excel or CSV.

The option to Print is also available in the detail view.

viewing

balances & line items

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Balances and Line Items
To see the items for a particular period, click on the corresponding amount.

Fiscal Year: 2013 Currency: GBP

INTERFACE - A A T NORTHER

Sales
Hide Sales

Month	Debit	Credit	Balance	Accumulated Balance
2013				GBP 16,500.00
01/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 16,500.00
02/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 16,500.00
03/2013	GBP 88,855.00	GBP 52,050.00	GBP 36,805.00	GBP 53,305.00
05/2013	GBP 0.00	GBP 1.00	GBP 1.00	GBP 53,304.00
06/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 53,304.00
08/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 53,304.00
09/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 53,304.00
11/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 53,304.00
12/2013	GBP 0.00	GBP 0.00	GBP 0.00	GBP 53,304.00
Total	GBP 88,855.00	GBP 52,051.00	GBP 36,804.00	GBP 53,304.00

Print | Excel | CSV

Balances

Select the year you want to view the balances for.

Detail View

To display the items that make up any of the balances click the amount in the debit, credit or balance columns.

View/Hide Sales

To view an additional column that displays the value of sales for each month select 'Display Sales' from the dropdown

disputing

an invoice and tracking its progress

TNT
sure we can

List of Open Bills

1. Select all bills that you would like to pay: [Search Bills](#)

	Bill Description	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/>	Invoice 8000007 of 11.03.2013	11-Mar-2013	GBP 1,202.40	GBP 1,202.40		
<input type="checkbox"/>	Invoice 7000006 of 05.03.2013	05-Mar-2013	GBP 1,050.00	GBP 1,050.00		
<input type="checkbox"/>	Invoice 8000006 of 05.03.2013	05-Mar-2013	GBP 801.60	GBP 801.60		
<input type="checkbox"/>	Invoice 8000009 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 10,000.00		
<input type="checkbox"/>	Invoice 8000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,000.00		
<input type="checkbox"/>	Invoice 7000008 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 4,900.00		
<input type="checkbox"/>	Invoice 7000009 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 4,500.00		
<input type="checkbox"/>	Invoice 7000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 10,000.00		
<input type="checkbox"/>	Invoice 7000010 of 01.03.2013	01-Mar-2013	GBP 10,000.00	GBP 5,000.00		
<input type="checkbox"/>	Invoice 1 of 18.03.2012	18-Mar-2012	GBP 5,500.00	GBP 5,500.00		
<input type="checkbox"/>	Invoice 1 of 18.03.2012	18-Mar-2012	GBP 5,500.00	GBP 5,500.00		

	Credit Description	Valid from	Credit Amount	Available	Payment Amount	Action
<input type="checkbox"/>	Credit memo 8000005 of 11.03.2013	11-Mar-2013	- GBP 100.00	- GBP 100.00		
<input type="checkbox"/>	Credit memo 8000004 of 05.03.2013	05-Mar-2013	- GBP 50.00	- GBP 50.00		

[Select All](#) [Deselect All](#) [Download Selected Entries](#)

Total Net Payment Amount: GBP 53,304.00 Payment Amount: GBP 0.00

2. Choose **Continue** to check and confirm your payment. [Continue](#)

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Select your invoice

Select 'Open Bills' from the menu.
Click on the 'Action' icon for the invoice on which you wish to raise a dispute.

disputing

an invoice and tracking its progress

TNT
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> Open Bills **Enter Dispute Case** 000000064 - NORTON WELLS
> Paid Bills To create a dispute case for the following document, enter the required data.
> Display Open Items To send your inquiry, choose *Send*.
> Balances and Line Items To return to the overview, choose *Back*.
> Dispute Cases
> Select Account
> Back To Online Billing
> Log Off

Bill or Credit	Date	Amount	Open
Invoice 0000000005614080 of 12.04.2013	15-May-2013	GBP 129.80	GBP 129.80

Cause	Amount
Request for Documentation	129.80

Comment:

[Back](#) [Send](#)

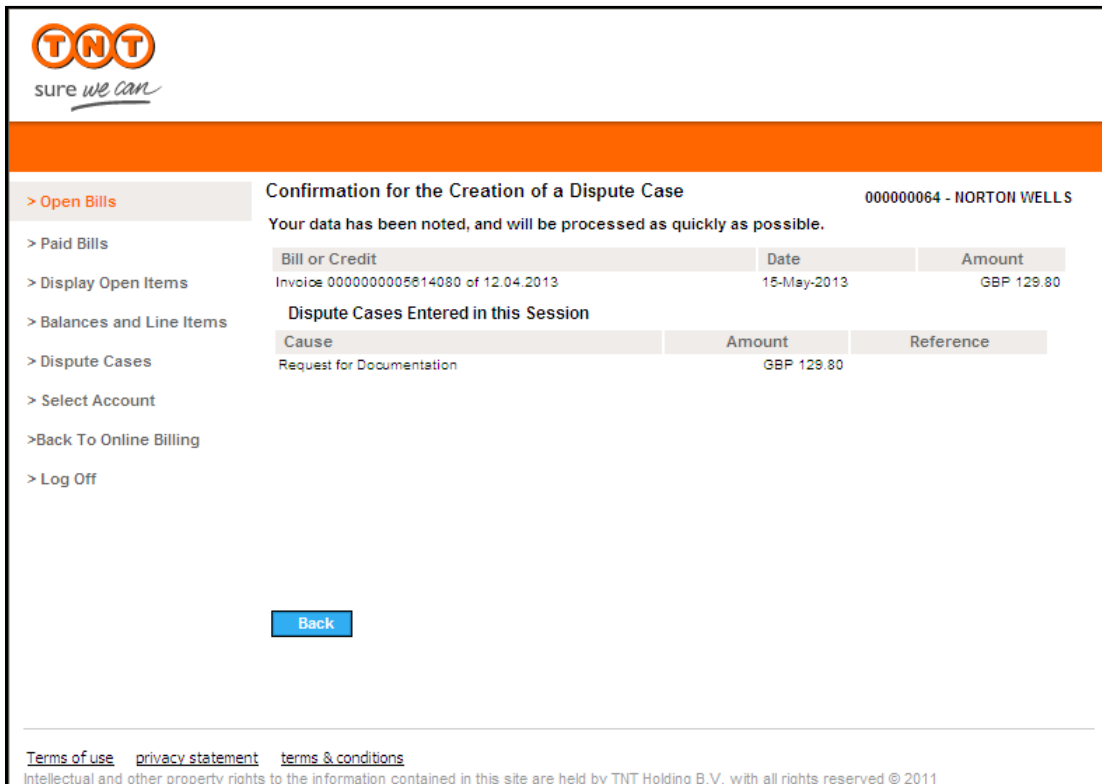
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Dispute case details

Select a reason (Cause) from the dropdown list, and enter detailed comments in the free text field. Please specify for which shipment on your invoice you wish to raise a dispute. Then click Send.

disputing

an invoice and tracking its progress



The screenshot shows the TNT website interface. At the top left is the TNT logo with the tagline "sure we can". Below the logo is a navigation menu with the following items: > Open Bills, > Paid Bills, > Display Open Items, > Balances and Line Items, > Dispute Cases, > Select Account, > Back To Online Billing, and > Log Off. The main content area is titled "Confirmation for the Creation of a Dispute Case" and includes the account number "00000064 - NORTON WELLS". A message states: "Your data has been noted, and will be processed as quickly as possible." Below this is a table with the following data:

Bill or Credit	Date	Amount
Invoice 0000000005814080 of 12.04.2013	15-May-2013	GBP 129.80

Below the table is another section titled "Dispute Cases Entered in this Session" with a table:

Cause	Amount	Reference
Request for Documentation	GBP 129.80	

At the bottom of the main content area is a blue "Back" button. At the very bottom of the page, there are links for "Terms of use", "privacy statement", and "terms & conditions", followed by a copyright notice: "Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2011".

Dispute case confirmation

You will receive a confirmation that your dispute case has been created.
To track its progress, click on 'Dispute Cases' in the menu.

disputing

an invoice and tracking its progress

TNT
sure we can

INTERFACE - A A T NORTHERN

List of Dispute Cases
To display dispute cases, select the appropriate search criteria:

Status: Period:

Case ID	Bills	Amount Disputed	Cause	Status	Created On
000000011045	Invoice 8000007 of 11.03.2013	EUR 1,500.00	Price is not According to Quote / Agreement	New	14 March 2013 12:32:17

> Open Bills
> Paid Bills
> Display Open Items
> Balances and Line Items
> **Dispute Cases**
> Select Account
> Back To Online Billing
> Log Off

Dispute Cases

To view all the dispute cases that you have previously raised, select status 'All' and the period you wish to view, then click Find. To only view disputes cases that are currently open, select status 'Open' and the period you wish to view, then click Find.

Detail View

To display the details of a dispute case, or send a message to TNT regarding a dispute case, click the dispute case ID of the dispute case.

changing

your password

The screenshot shows the TNT website's 'Password Maintenance' page. At the top left is the TNT logo with the tagline 'sure we can'. To the right, there are links for 'United Kingdom [change]', 'larger text', 'print page', 'sitemap', 'contact us', and the phone number '0800 100 600'. Below this is a navigation menu with 'SERVICES', 'SHIPPING TOOLS', 'SUPPORT', and 'ABOUT US'. A search bar is located on the right side of the menu. A breadcrumb trail reads 'Home / Finance login / Landing page / Password maintenance'. The main content area is titled 'Password Maintenance' and contains three links: 'Change Password - Change your password', 'Cancel Registration - Cancel your registration for Online Billing', and 'Back to Online Billing'. Below these links is a 'Log Out' link. At the bottom of the page, there are links for 'terms of use', 'privacy statement', 'terms & conditions', and 'TNT Global'. A copyright notice at the very bottom states: 'Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2008'.

Change password


To change your password, select 'Password Maintenance' from the Online Billing landing page.

Then select 'Change Password'.

changing

your password

United Kingdom [\[change\]](#) [larger text](#) [print page](#) [sitemap](#) [contact us](#) 0800 100 600

 [SERVICES](#) [SHIPPING TOOLS](#) [SUPPORT](#) [ABOUT US](#)

[Home](#) / [Finance login](#) / [Landing page](#) / [Password maintenance](#) / [Change password](#)

Change Password

Fields marked with * are required

Existing Password*:

Enter a new password*: [View password criteria](#)

Re-enter the new password*:

[Log Out](#)

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Change password

Enter your existing password, then enter your new password twice.

Click the Save button.

cancelling

your Online Billing registration

The screenshot shows the TNT Online Billing registration cancellation page. At the top left is the TNT logo with the tagline "sure we can". To the right, it says "United Kingdom" with links for "change", "larger text", "print page", "sitemap", and "contact us", along with the phone number "0800 100 600". Below this is a navigation menu with "SERVICES", "SHIPPING TOOLS", "SUPPORT", and "ABOUT US", and a search box. A breadcrumb trail reads "Home / Finance login / Landing page / Password maintenance / Cancel registration". The main heading is "Cancel Registration". Below this, a warning message states: "Once you cancel your registration, you will be logged off the application and your account will be disabled. Contact TNT customer services to re-enable this account." There are three buttons: "Log Out" (text link), "Cancel" (grey button), and "Confirm Cancellation" (blue button). At the bottom, there are links for "terms of use", "privacy statement", "terms & conditions", and "TNT Global", followed by a copyright notice: "Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2008".

Cancel registration

To cancel your Online Billing registration, select 'Password Maintenance' from the Online Billing landing page.

Then select 'Cancel Registration', and confirm your cancellation.

Once confirmed, your Online Billing user id will be automatically removed from our systems. It is possible that electronic Debit notes will still be sent out if the account number is still open. To cancel electronic Debit notes, please contact your Local Billing Centre for assistance.

specifications



There are a number of requirements you need to operate our Online Billing system.

Required: Web browsers

Latest version of Microsoft Internet Explorer 7 or later, and Firefox 3

To view Debit notes in PDF format

Adobe Acrobat v9.0 and Adobe Reader v8.0

To enable the download of the invoice data

Microsoft Excel 97 and above

Minimum requirements:

Windows 95, NT4, 98, Me, 2000 or XP Professional

Processor – 500 MHz

RAM – 64 Mbytes

Display 800x600 screen resolution and 16-bit colour

