



Express Import system

Guide for senders



TNT's Express Import system

An easy online tool that makes it easier for senders and receivers to organise import shipments.

TNT's Express Import system is an easy way for TNT customers to request and pay for collection of goods from 170 countries.

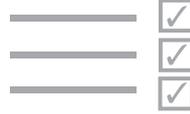
You—as the sender of the goods—are invited to take part in the import shipment process via an invitation e-mail. By clicking the hyperlink in the e-mail, you immediately gain access to the Express Import system where you can enter the size and weight of the requested goods.

TNT's Express Import system makes it easy for you to fulfil your customer's orders quickly and efficiently.

Here's how the Express Import system works:



Receiver enters request



Someone who would like to arrange and pay for a shipment to be collected from your company and sent to theirs, initiates a request. They enter information about goods they want to receive, as well as your name and e-mail address into the Express Import system.

The screenshot displays the TNT Express Import system interface. The 'Sender Details' section includes fields for 'Sender's Contact Details' (Company Name: iGate Global Solutions, Sender Contact Name: Mr Suijth, Sender Telephone no.: 123456798, Email Address: suijth@igateglobal.com, Alternative Email Address, Sender's Language: English) and 'Sender's Address' (Short Reference: Powertools, House number: 41-63, Address Line 1: Neptunusstraat, Address Line 2, Address Line 3, Town / City: Hoofddorp, State / Province, Country: Belgium, Postcode: 2132 JA, Save to Address, Specify an Alternative Collection). The 'Shipment Details' section includes 'Shipment Reference: Powertools', 'Currency: Euro', 'Shipment contains Dangerous Goods? No', and a table for 'Specify per Item'.

Description	Packaging type	Number of Items	Package weight	Package Dimensions	Value per Item	Total value
Skil Masters 4585 MA	Select	1	5 kg	30 x 25 x 35 cm	100.45	€ 100.45
Add another item		1	Items total	total weight	0.0625 M ³	total dimension
			5 kg			€ 100.45

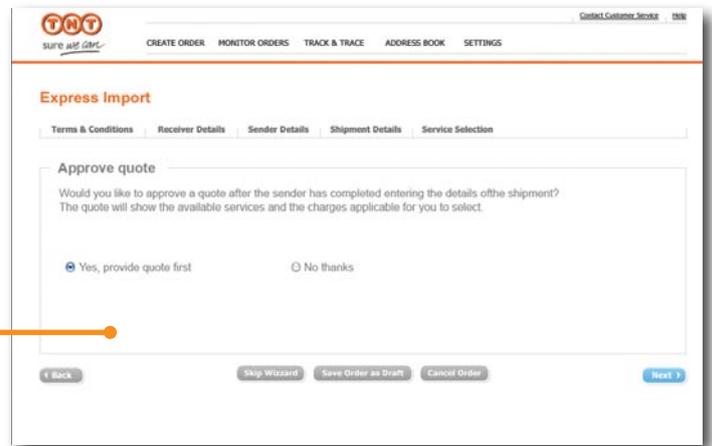


2.

Receiver requests quote

£\$€...

Because Express Import is available on a large range of TNT's services—from time definite to Economy Express—the receiver has control over the speed of delivery and cost. Therefore, they have the option of getting a price quote before the goods are shipped.



When the receiver chooses to obtain a quote, they get an e-mail outlining the price of each available service based on size and weight of the goods (as entered by you). Once they choose the service they prefer, the system sends you all the needed shipping documentation and instructions for preparing the shipment.

If the receiver opts to not obtain a quote, they select the service they want when submitting their request. In this case, the system sends documentation to you immediately after you enter shipment details. (If the size or weight of the requested goods are not covered by the service the receiver selected, they will receive an e-mail showing the available service options and asking them to select a different service.)

Service selection

1. Select service

	Service
<input checked="" type="radio"/>	Economy Express
<input type="radio"/>	Express

3.

Invitation emailed to sender

 x10
item 206787

After the receiver enters a request, the Express Import system automatically sends you an email, with a hyperlink directing you to the system to enter shipment details. You don't need a password, PIN code or account number.

From	Subject
TNT Express Import Service	Order Request from Five Ten Europe 8
TNT Express Import Service	Order Request from Technotool
TNT Express Import Service	Order Request from Mask Systems
TNT Express Import Service	Order Request from Pickson Ltd

Express Import Shipment Details

Conditions Receiver Details Sender Details Shipment Details Service Selection

Shipment Details
Skillmasters 45051MA
Fields marked * are mandatory

Shipment details

Document(s) Goods

Shipment Reference * PowerTools
Currency Euro

Shipment contains Dangerous Goods? No

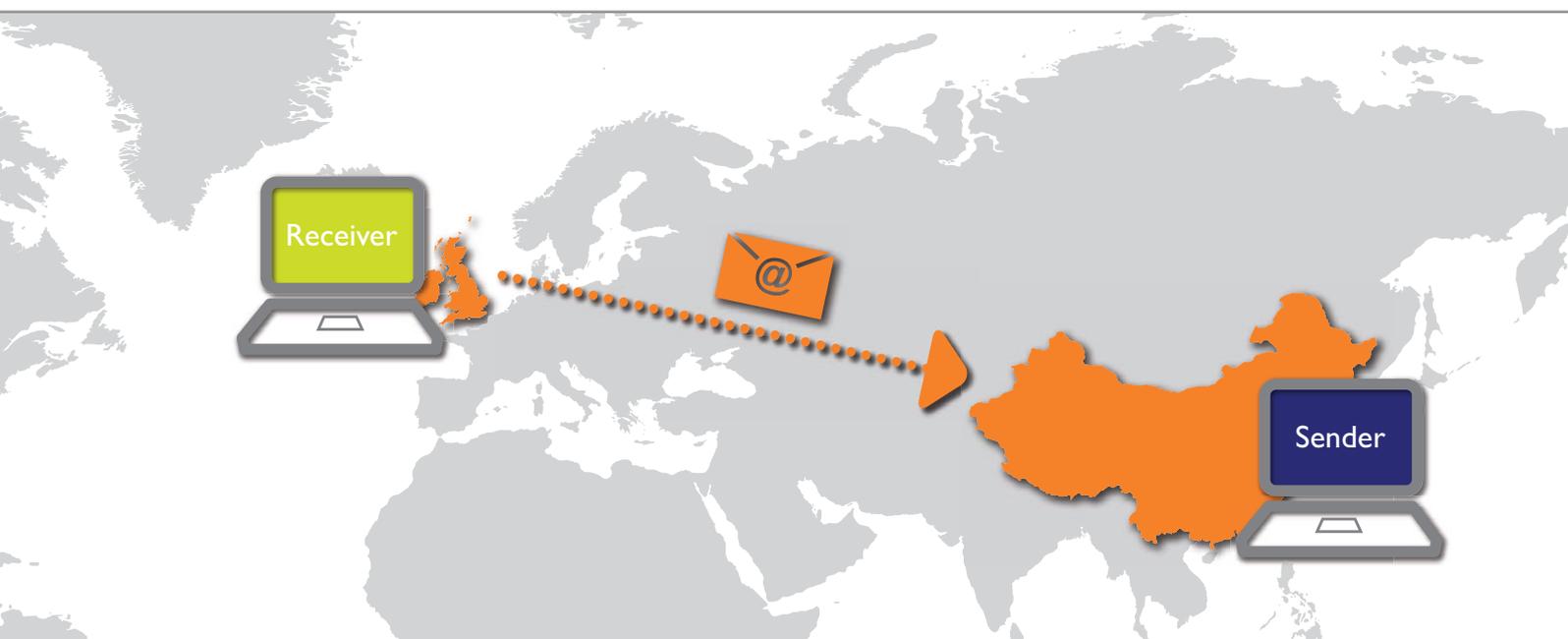
Message to Sender
Skillmasters 45051MA

Specify per Item

Description	Packaging type	Number of Items	Package weight	Package Dimensions	Value per Item	Total value			
Skill Masters 4585 MA	Select	1	5 kg	30 x 25 x 35 cm	100.45	€ 100.45			
Add another item		1	Items total	5 kg	total weight	0.0625 m ³	total dimension	€ 100.45	total value

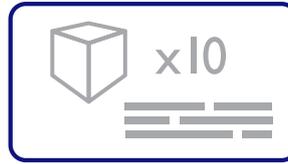


Even if you have a TNT account, access to the Express Import system is possible only through the invitation e-mail.



4.

Sender enters shipment details



When you click the hyperlink, you see information about the requested goods to be collected. To accept the invitation, simply enter the size and weight of the goods.

message to Sender
Skillmasters 45851MA

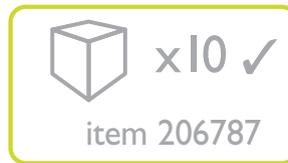
Specify per Item

Description	Packaging type	Number of items	Package weight	Package Dimensions
Skill Masters 4585 MA	Select	1	5 kg	30 x 25 x 35 cm
Add another Item		1 items total	5 kg total weight	0.0625 M ³ total dimension

You may also decline the invitation in the system. You may choose to decline if, for instance, the requested goods are out of stock. When you decline an invitation, the receiver is promptly notified via e-mail and given the reason you selected.

5.

Receiver approves quote



If the receiver requested a price quote, they will receive an e-mail containing a link to the quote based on the size and weight you entered.

Express Import Service Selection

Select the Desired Service valid until 02-May-10 10:00

1. Select Service

Service	Delivery Estimated by	Rate in EURO
<input type="radio"/> 9:00 Express	02 March-2010 - 09:00	200.89
<input checked="" type="radio"/> 10:00 Express	02 March-2010 - 10:00	180.91
<input type="radio"/> 12:00 Express	02 March-2010 - 12:00	141.89
<input type="radio"/> 12:00 Economy Express	04 March-2010	120.91

2. Select Options

<input type="checkbox"/> Priority	19.99
<input checked="" type="checkbox"/> Insurance / Enhanced Liability	58.45
Insurance value: 200 EUR (euro)	
Total € 239.36	

[or cancel](#)

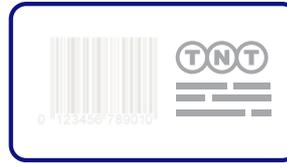
The estimated prices shown above are based upon the shipment details you have entered

Please note that:

- all prices refer to services whereby the receiver pays
- all prices are exclusive of Value Added Tax (VAT) and any customs duties
- all prices are subject to change without prior notice
- TNT's standard terms and conditions apply to the delivery of all goods

6.

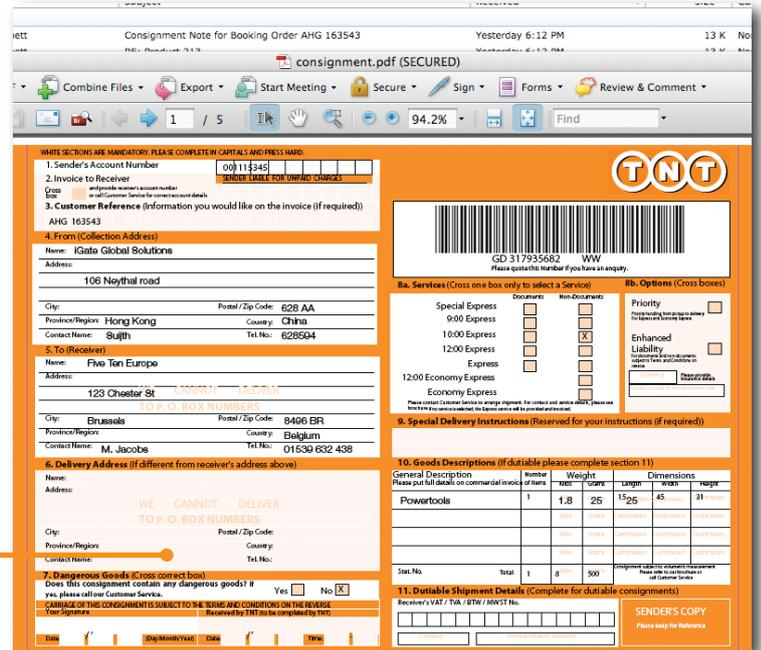
Sender receives shipping documents



When the booking is complete—meaning the receiver has selected the service they want either with or without approving a price quote—you receive an e-mail with instructions for preparing the shipment.

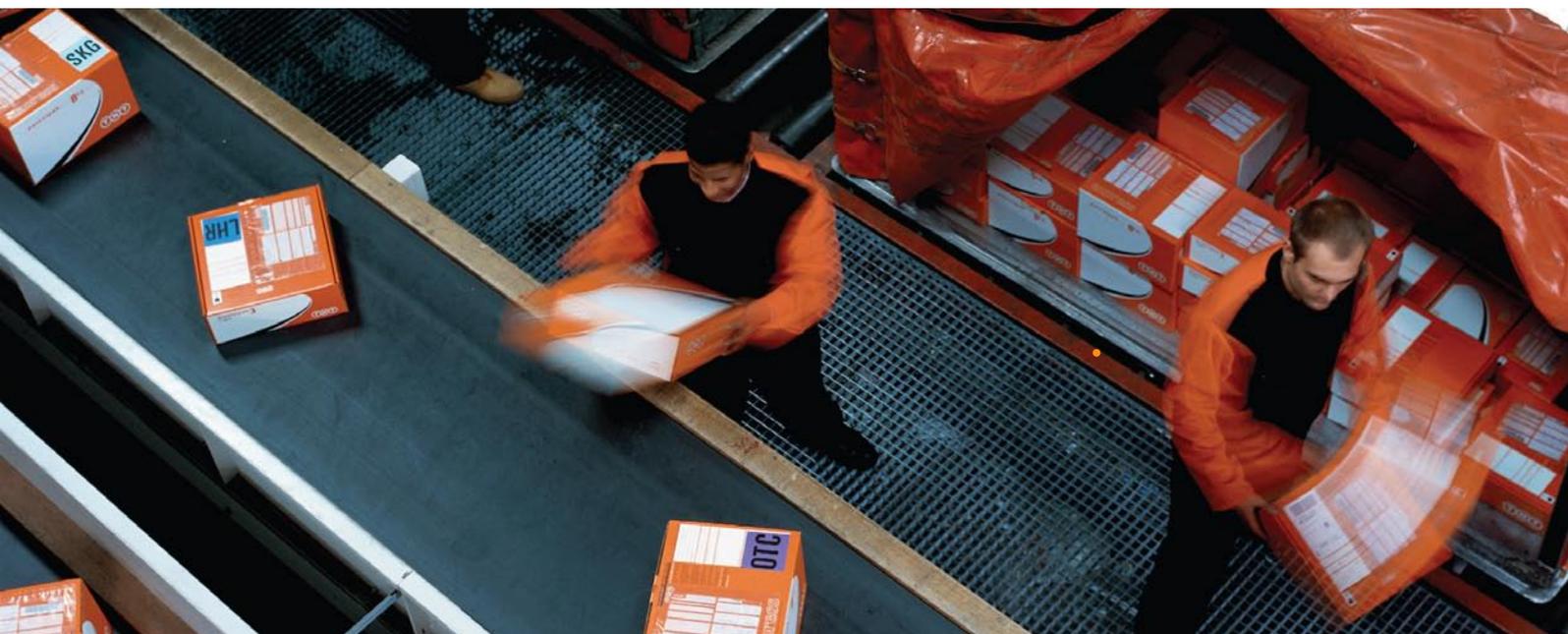
Attached to this e-mail are:

- TNT Terms & Conditions
- A consignment note (4 pages)
- A commercial invoice (if applicable)



You are asked to read the Terms & Conditions, print the consignment note and invoice (if applicable) and attach these to the package.

Please note that you must leave the package open so the TNT driver can inspect the goods.



7.

Shipment is delivered to receiver



When the documentation is generated, the shipment is automatically entered into TNT's booking system and scheduled for collection.

A TNT driver will come by and collect the package, and it will be delivered to the receiver. It's that simple.

	Sender Name	Country	Your Time	Sender Time	Status	Consignment Number
Sol	Mr. Sujth	China	09:09	17:09	Booking Confirmed	CN12345678
	Mr. Jackson	USA	11:14	6:05	Booking Confirmed	CN12345678
	Mr. Kal	USA	9:12	12:09	Booking Confirmed	CN12345678
	Mr. Zuang	Germany	10:00	8:45	Booking Confirmed	CN12345678
	Mr. Anand	Russia	15:45	9:35	Booking Confirmed	CN12345678



Questions and answers

Getting started

What is the “order request” e-mail I received?

The e-mail is your invitation to participate in arranging collection of goods that another party (e.g. your customer) would like to receive. When you click the hyperlink in the e-mail, you will immediately gain access to the Express Import system where you can enter the shipment details and fulfil the order, or decline the invitation.

Do I have to register to use the Express Import system?

As a sender, you do not have to register to use the Express Import system. If you would like to use the system to arrange collections of your own, simply register for myTNT through www.tnt.com.au

How do I log into the Express Import system?

Simply click the hyperlink in the invitation e-mail. Even if you have a TNT account or use myTNT, these cannot be used to process outbound shipments.

What information do I need to process the order?

All you need are the size and weight of the goods to be shipped. For all shipments you must include an invoice for the goods. You can use your own invoice or use the Express Import system to generate an invoice. In this case, the system will ask you to provide your VAT number, the country of origin of the goods and other information.

Is my information secure?

Yes. The Express Import system is secure. As an added security precaution, the system times out after 15 minutes to prevent unauthorised use. The TNT Terms & Conditions and disclaimer provide more details about online security.

Managing the process

What if I do not have the requested number of items in stock?

If there is a discrepancy between what is requested and what you have available, you can either decline the invitation or e-mail the receiver directly. To assist, you will find the receiver's e-mail address in the order details.

I'm expecting an order, but don't see the e-mail invitation. What should I do?

It may take the system a few minutes to process an order. If you suspect that the receiver may have misspelled your e-mail address, contact the receiver directly. The Express Import system will not automatically notify the receiver of an incorrect e-mail address.

What if I want to decline an invitation?

It is possible to decline an invitation. Simply follow the instructions on the screen and indicate your reason for declining. The receiver will be notified that you have declined the request and be given your reason for doing so.

What if I make a mistake with the shipment details?

If you make a mistake in the shipment details and have already submitted them, please cancel the order in the system and contact your receiver directly with a request to send you a new invitation.

How do I cancel an order?

If you have already entered in the shipment details and need to cancel it (for example, because of a change in circumstance or insufficient stock levels), click on the link in your invitation email from the receiver. You will be taken to the "Overview" screen in the Express Import system. Click on the "Cancel" button, and then select the reason for your need to cancel the order. You have now cancelled the order and an email will be sent to the receiver detailing the reason for the order cancellation.

What happens if I click on a link and it has expired?

The hyperlink in an invitation email expires after 24 hours of having landed in your Inbox. If you click on the link and it takes you to a screen in the Express Import system that states, "This order is no longer available", the best course of action would be to contact the receiver directly to organise a new invitation.

Preparing the package

Where is my shipping documentation?

Shipping documentation (such as TNT Terms and Conditions of shipping, a consignment note, and commercial invoice, if applicable) will be sent to your email (the same e-mail address the invitation was sent to). This happens either after you press “submit” or after the receiver approves a price quote. You will know whether the receiver requested a quote after you submit the shipment details. You can revisit this by clicking on the link in the e-mail invitation.

How do I prepare documents for customs clearance?

As outlined above, basic shipping documentation will be provided to you via e-mail upon pressing the “submit” button, or after the receiver approves the price quote. If you have any doubts about any further documentation that you may need, please call your local TNT customer service representative for assistance.

Why do I have to leave the package open?

Leaving the package open for inspection is part of TNT’s “Unknown Shipper” policy. Because you as an Express Import system sender are not authenticated by TNT, the goods must be inspected for security reasons.



Tracking packages and orders

Will the receiver know the package was collected?

The system does not automatically notify the receiver when a shipment is collected, so you may want to contact them directly to let them know it was picked up.

The shipment can also be tracked—by the receiver and by you. Simply obtain the consignment number shown on the “Monitor Order” screen of the Express Import system and enter into the “Track package” facility on www.tnt.com.au

Can I review previous orders?

Yes. Simply clicking on the link in the invitation e-mail will take you to the order details.

Need more assistance?

You can find contact details for your local customer service representative at www.tnt.com.au, where you can also download a copy of the Express Import system “Guide for receivers”.