

Customer Interface Technology

ExpressShipper User Manual

ExpressShipper	Version: 1.2
User Manual	Date: July 15, 2011

Revision history

Date	Version	Description	Author
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1. Introduction

You chose for ExpressShipper to book your shipments with TNT Express. This manual explains you how to use ExpressShipper, in simple steps. ExpressShipper can be used for more than just booking shipments. You can also request tariffs, check the status of a shipment, export shipment and address details etc. You will find all needed information in this manual.

1.1 General information

At the bottom of the ExpressShipper screen, you will see 4 menu items:

1. Shipping Manager: book a shipment, print documents and request a tariff or status.
2. Address Book: the sender or receiver addresses can be stored here, so that upon booking a shipment, you can directly select the correct address.
3. Configuration: here you can for example add a new series of consignment numbers, change your printer settings, export data, etc.
4. About: apart from the General Terms & Conditions, here you will find the version and registration number.

In this document, the main functionalities within these menu items will be detailed. When giving examples, a goods consignment is assumed.

1.2 Connectivity

The connectivity module (also referred to as activation key) enables the internet connection, so that for example you can request a tariff or shipment status in real time. In the registration e-mail you received after registering for ExpressShipper, you will find a link to this module. You can find the Connectivity Module under 'Downloads' on our website.

To install, you require administrator rights and port 80 and 443 to be open in order to successfully connect. For other technical details, such as installing the proxy server, we refer you to the installation manual.

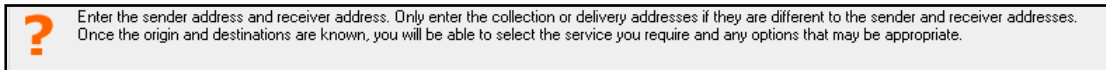
We advise you to activate this module, since it offers you several advantages, which will be detailed throughout this document.

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1.3 Support

Should you need, after reading this user manual, still need extra support, you can choose from several options:

- At the bottom of the ExpressShipper screen, help messages will appear, depending on the field in which you are:



Screenshot 1: help text example

- [Frequently asked questions](#) (FAQ). Please visit www.tnt.com | Shipping tools for answers to your questions.
- A [demo](#) explains the main features and you have the opportunity to discover ExpressShipper in your own time. Go to www.tnt.com | Shipping tools
- Should you still have technical questions or issues, then contact our **ICS Service Desk**:

Country	Telephone number
The Netherlands	+ 31 (0) 30 639 83 33
Belgium / Luxemburg	+ 32 (0) 2 754 47 73

Table 1: contact details ICS Service Desk.

- For commercial or operational questions, please contact our **Customer Service Desk**.

Country	Telephone number
The Netherlands	+ 31 (0) 800 1234
Belgium	+ 32 (0) 70 233 633
Luxemburg	+ 352 357 395 220

Table 2: contact details Customer Service.

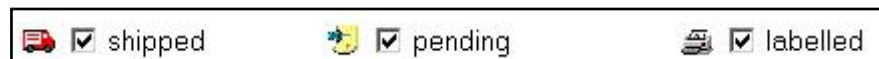
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2. Shipping manager

The shipping manager is the heart of the application. Book shipments, request tariffs, print shipping documents and check whether your goods have already been delivered at their destination. All these features are explained in this chapter.

2.1 Shipment overview

The Shipping Manager gives you an overview of your past bookings. Based on the status, you can easily check whether you printed the necessary documents and whether you handed these over to the driver. These are possible statuses:



Screenshot 2: possible statuses

- Shipped: the shipping documentation has been printed and the shipment has been handed over to the driver.
- Pending: the booking has been saved, however, the documentation has not yet been printed.
- Labelled: the shipping documentation has been printed, but the shipment has not yet been handed over to the driver.

2.2 Enter a booking

Step 1: Select addresses

In the 'Shipping Manager' menu, select 'Add Consignment'. The first step is to fill out the address details.

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Screenshot 3: enter an address

There are 4 ways you can do this:

1. In case the information already exists in the address book, then select the details via 'short name'.
2. Select the company name of the addressee.
3. Open the address book by clicking on the 'address book' button and then select the address.
4. Via 'add address', you can enter an address directly into your address book and your booking.

If you want to use an alternative pick-up or delivery address, then indicate this in the 'collection short name' or 'delivery short name' field. Has the address not yet been added to the address book, then simply do so by clicking 'collect from' or 'deliver to'.

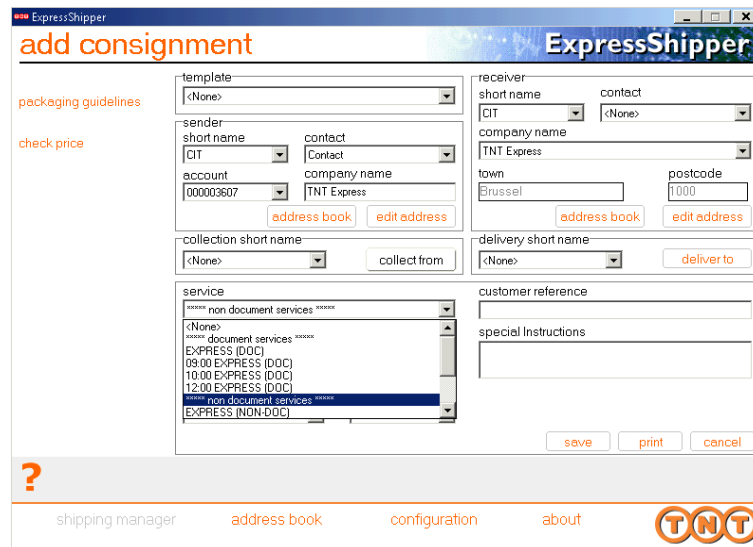


You want to find an address very quickly? Enter the first letters of the short name to easily find it.

Step 2: Enter the pick-up date, service and options

After entering the addresses, you need to select the service and/or option of your choice. In case you want to ship a document, you select the service required in the 'document services' menu. For goods, you select from the 'non document services' menu. Further in this manual you will find an example of how to enter a booking for a goods consignment.

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Screenshot 3: select a service

You can select one or several options, depending on the service you opted for. As standard, the pick-up date is set at the date of entry and the sender pays the shipment's cost. Both are customisable.

Lastly, you are also able to enter a customer reference and special instructions. The reference will later on be mentioned on the invoice and is moreover handy to check a status via Track & Trace on line. The 'special instructions' field allows you to add extra information, for example destined for the driver who will deliver your parcel.

Step 3: Enter shipment details

If you require insurance, then select 'insurance', with these fields being obligatory:

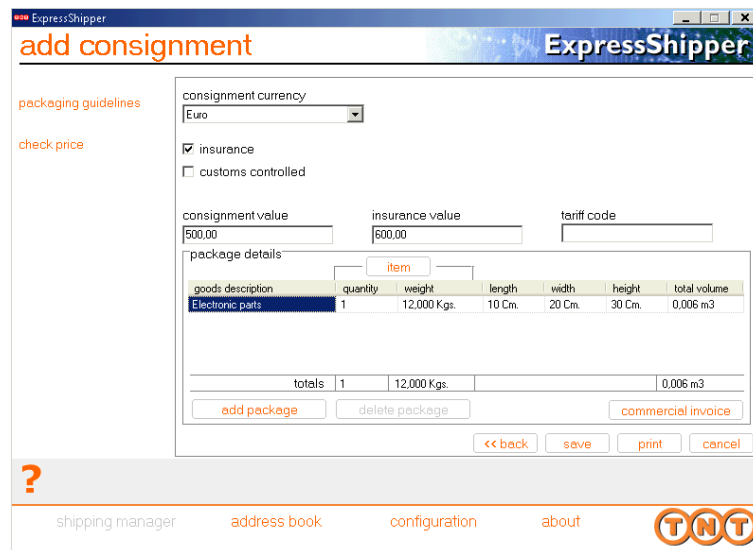
- 'consignment currency'
- 'consignment value'
- 'insurance value'

In case you ship outside of the EU, the first two fields mentioned here are obligatory also, as is a commercial invoice. The latter can be generated using your own software; however, ExpressShipper also offers this feature. Click on the 'commercial invoice' button to generate a commercial invoice with ExpressShipper.

The next step is to enter the parcel details: a correct description of the content, dimensions and weight. When shipping several parcels to the same destination, you can add these via 'add package'.

You can opt for the total numbers and weights, or have the details per item; with the item / total function.

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Screenshot 4: entering shipment details

Now, after entering all required details for shipping, you have 2 options:

1. You save your booking (see paragraph 2.3)
2. You straight away print the shipping documentation (see paragraph 2.4)

2.3 Save a booking

You can (temporarily) save a booking, when for example you have not yet obtained all necessary information. It means you temporarily park your booking. In the Shipping Manager, you will notice this booking has been attributed the status 'pending' (see paragraph 2.1). You cannot yet hand this parcel over to a driver, since the shipping documents still have to be printed.

2.4 (Re-)print shipping documents

Once all the necessary details have been entered, you can print the shipping documents. In case you forgot to complete obligatory fields, ExpressShipper will alert you.

The screenshot shows the 'add consignment' form in the ExpressShipper application. The form includes sections for 'packaging guidelines', 'check price', and 'package details'. An 'errors and warnings' dialog box is open, displaying the following error messages:

```

error messages
80041855 - Weight is less than or equal to zero
8004180E - Package "carton 1" must have an item weight greater than or equal to 0.001
  
```

The 'package details' table is as follows:

goods description	quantity	weight *	length	width	height	total volume
carton 1	1	0,000 Kgs.	10 Cm.	20 Cm.	30 Cm.	0,006 m3

The error messages indicate that the weight field is empty and the package name 'carton 1' is not unique. The TNT logo is visible in the bottom right corner of the application window.

Screenshot 5: example of an alert that an obligatory field has not been completed.

You are then able to adjust the information and afterwards print the shipping documentation. There is also the possibility to re-print these documents, using the 'reprint documentation' option.

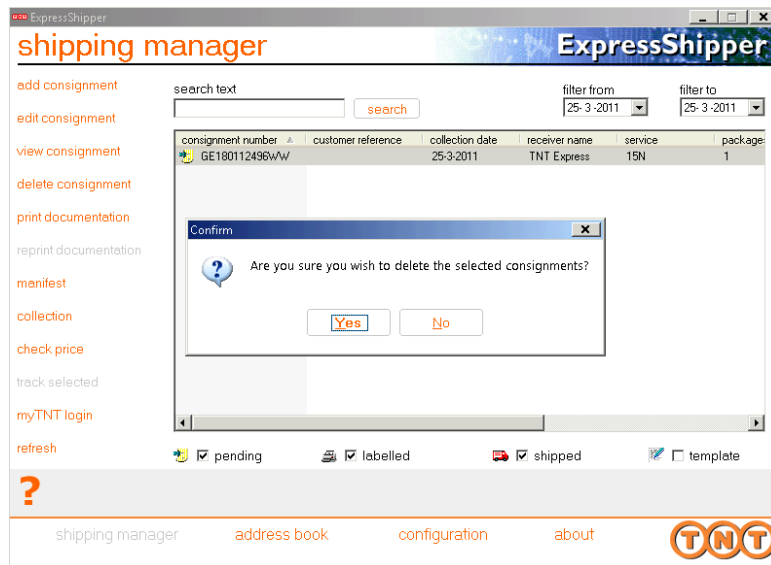
From the moment you have printed the shipping documents, you cannot alter any details. However, you can still remove the shipment.

2.5 Change a booking

Shipments with a 'pending' or 'labelled' status can still be changed, click in the shipping manager on 'edit consignment' or double-click the actual consignment. You do need to re-print the shipping documents, for the changes to be saved as well in ExpressShipper as to be mentioned on the documents. Shipments with a 'shipped' status cannot be altered.

2.6 Remove a booking

A shipment with status 'pending' or 'labelled' can still be deleted. Simply choose 'delete consignment' in the left menu of the shipping manager.

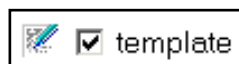


Screenshot 6: deleting a consignment

You will be asked whether you are sure you want to remove the booking, before being permanently deleted.

2.7 Generate templates

In case you regularly enter shipments with the same details, you can apply templates. Select 'templates' in the shipping manager:

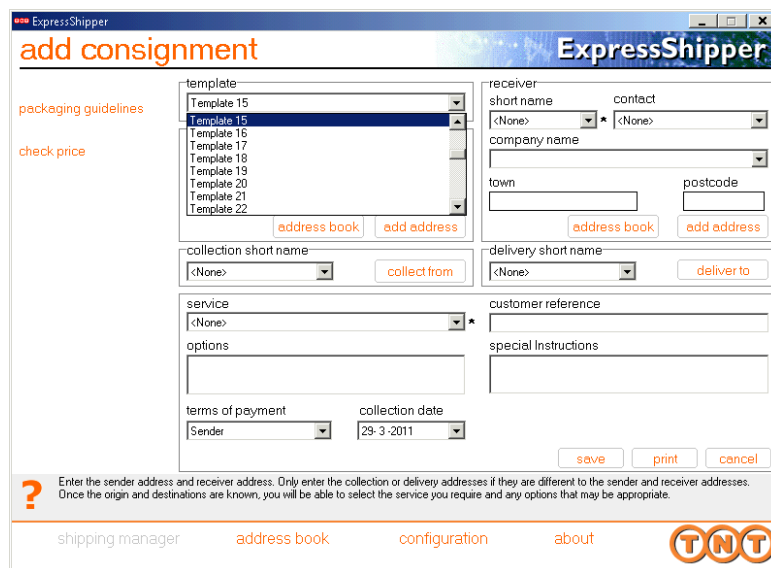


Screenshot 7: generate templates.

In the shipping manager you have a choice of 50 templates. By double-clicking on one of these templates, you can start to enter booking details. However, not all information fields are obligatory, and you are able to leave the fields for which information is still missing blank. You can then save the template under an identifiable name.

Upon booking a shipment, you can immediately select a template, and all saved data will be entered automatically.

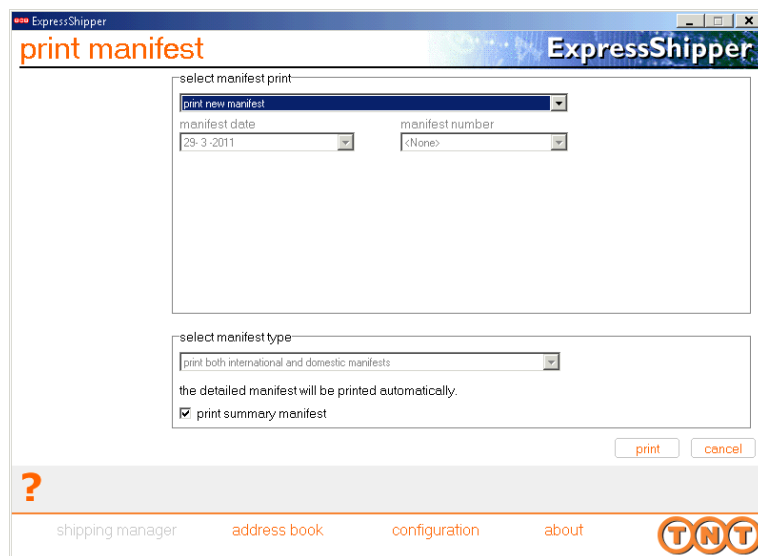
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Screenshot 8: choosing a template

2.8 Print a manifest

In previous paragraphs you were explained how to book a shipment and how to print the respective documentation. Before handing over your shipment to the driver, you need a manifest. By printing the manifest, you close the day. Click on the 'manifest' option in the shipping manager and you will see the following screen:



Screenshot 9: printing a manifest.


Only consignments for which you have printed shipping documentation, can be included on the manifest. By default, all shipments for which you printed the documentation; are listed on the manifest. However,

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you can also choose to only list a selection, by using the ctrl button while ticking the shipments you want on the manifest. Shipments with a 'pending' status can never be listed on a manifest.

Printing a manifest can be done in 2 ways:

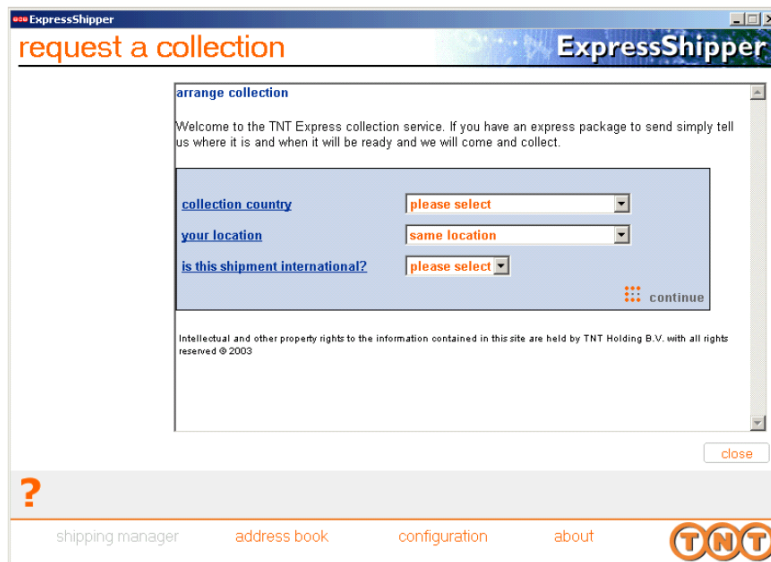
1. Summary manifest: by default, 2 copies of this document are printed. Your copy needs to be signed by the TNT Express driver and is yours to keep, the second copy needs to be signed by yourself before being handed over to the driver.
2. Detail manifest: this document is to be handed over to the driver.



A good quality printing solution of the 2D barcode on the detail manifest is very important. So please make sure this barcode is readable on the manifest.

2.9 Request a collection

If you already have an arrangement with TNT Express that a driver arrives each day at a set time, you do not need to request a collection. However, in case no agreement has been made, you can arrange a collection online via ExpressShipper. Just go to 'collection' and fill out the form as shown on the screenshot below:



Screenshot 10: requesting a collection

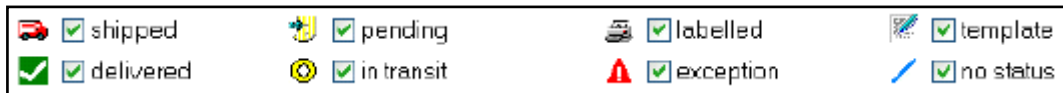
Obviously, you can also contact the Customer Service Desk to request a collection.

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2.10 Calculate a tariff

Please check beforehand whether the activation key has been installed (see paragraph 1.2). This additional software application makes it so much easier for you to request tariff and status information and to save this information in the shipping manager. We advise you to use this key.

Once you see these 8 filters in the shipping manager, the activation key has been installed:



Screenshot 11: filters in the shipping manager.

If you see 4 possibilities, you can find more information in paragraph 1.2 on installing the activation key.

You can request a tariff in 2 ways:

1. You select a booked shipment and then click 'check price'. Based on the entered data, a tariff will be requested. You can then save this tariff in the shipping manager by clicking 'apply'.
2. Should you need a tariff indication before booking, then use the 'ad hoc price check': enter the sender, receiver and shipment details to receive a tariff indication for the service you selected.

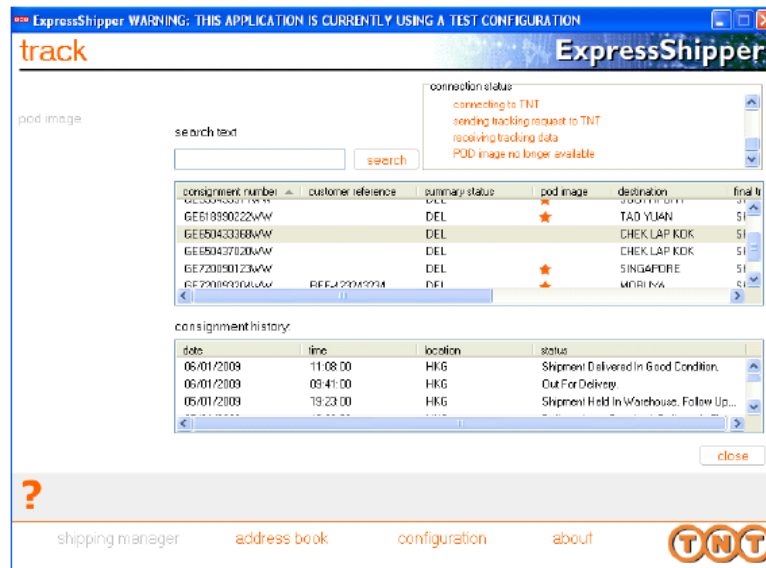


To request your personal tariffs, your account number must have been registered for ExpressShipper.

2.11 Track a shipment

Also for tracking, we advise you to install the activation key (see paragraph 1.2 for more information).

When using the option 'track selected', you can track a selection of shipments: press the ctrl button while selecting the shipments. The result will look as follows:



Screenshot 12: tracking shipments

Another advantage is that you can immediately open the signature for reception; this is the proof that the receiver signed for reception.

Once this signature is available (in pdf), you will see this when the orange star icon appears: ★. Click on 'pod image' on the left-hand side in the menu to open the signature pdf.

When you click 'close', the statuses are stored in the shipping manager.

2.12 Types of shipment

Several types of shipments can be booked via ExpressShipper. In previous paragraphs, an example of a goods consignment (non documents) has been described; however, the same procedure is applicable for other kinds of shipments:

- Document shipments;
- Customs controlled shipments
- Dangerous goods.

Document shipments

When you want to ship documents, choose a service in the 'document services' menu. After this, and possibly adding an extra option, you can enter the number of parcels and the weight. The last step is printing the shipping documents. So, a document shipment requires less data to be entered than a goods shipment.

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Customs controlled shipments

Shipments with a destination outside the EU, are customs controlled. These require the currency to be selected and the value of the shipment to be entered. A commercial invoice is also obligatory for these kind of shipments. You can generate a commercial invoice in ExpressShipper, but also in your own system. Click on 'commercial invoice' to generate the commercial invoice in ExpressShipper.

If you want to ship customs controlled consignments outside the EU, tick in the second screen the option 'customs controlled'. Secondly, select the currency, enter the shipment value and generate a commercial invoice. Then end the procedure as normal.

Dangerous goods

While booking, you have a choice out of several optional services, such as insurance or priority. You also have the possibility to ship dangerous goods, since legally we can offer you a couple of default Dangerous Goods options. To book a Dangerous Goods shipment, you just tick this option. In the second booking screen you can then select a subtype, such as dry ice or limited quantities. Lastly, enter the UN number and the packaging group, to complete the booking.

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3. Address book

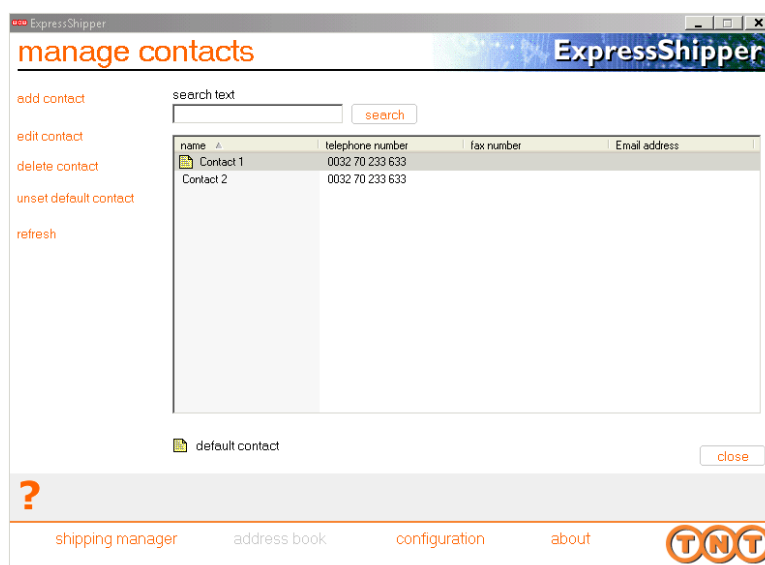
The address book enables you to store the addresses of all your contacts. This makes booking a shipment so much easier, since you can select the correct address directly from the address book.

There are 4 different kinds of addresses:

1. Sender address
2. Pick-up address
3. Receiver address
4. Delivery address

Per type, you can add, edit or delete addresses. When you double click on an address, the information linked to it, will become visible for you to edit as required.

You can also add one or more contacts to an address, by choosing 'manage contacts'. With 'add contact', you can add contacts and select one of these as your default contact. Obviously you can edit or delete contacts at any time.



Screenshot 13: managing contacts

The procedure to import and export addresses, is detailed in paragraph 4.2.

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4. Configuration

Via the configuration menu, you can manage several settings. Some of which, such as 'connection settings' and 'back up and restore' are not part of this user manual. For more information on these settings, we refer you to the installation manual. We also advise you to back up your data regularly.

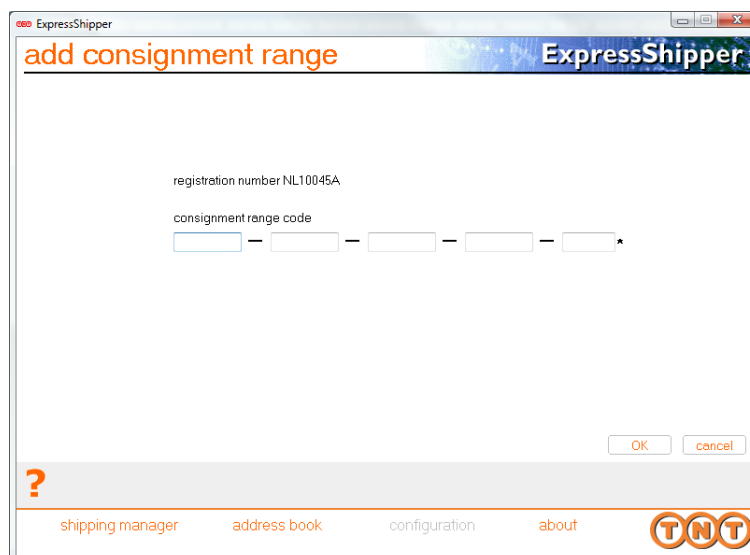
What will be elaborated in this paragraph, are the following items:

- Add consignment numbers;
- Import and export addresses;
- Printer settings;
- Export data;
- Manage articles and packaging.

4.1 Add consignment numbers

To each shipment you book, ExpressShipper allocates a consignment number. At a certain point in time, all consignment numbers have been used and you will need to contact the Service Desk. Go to paragraph 1.3 for the contact details.

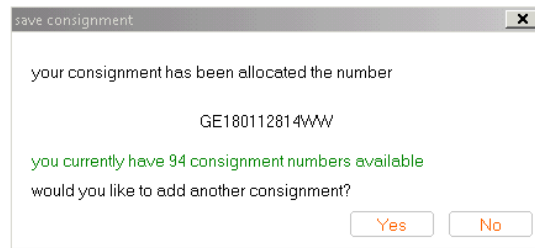
Adding a new range of consignment numbers is done as follows:




Screenshot 14: adding new consignment numbers.

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ExpressShipper will indicate the quantity of available consignment numbers before you will need to request a new consignment range.



Screenshot 15: consignment numbers available.

 Please keep your account number and your ExpressShipper Registration number handy when requesting a new consignment range. The latter is mentioned in the 'Add consignment range' and the 'About' sections.

4.2 Import and export addresses

To import and export addresses, go to 'address import'. Two types of files are available:

- csv, comma delimited. This format is applicable to import addresses from your own system, or for instance Excel or Access.
- ExpressShipper csv. This format can be used to re-import addresses that have previously been exported already from ExpressShipper.

If you want to import your own .csv file, then please use this format:

CSV (Comma Delimited) Address Import Format					
Field	Field Name	Type	Width	Dec	Database Fields
Column 1		2	3	4	5
DATABASE FIELDS			EXPORT FIELDS		
1	Short Name	C	15	0	as is
2	Full Name	C	30	0	as is
3	Line1	C	30	0	as is
4	Line2	C	30	0	as is
5	Line3	C	30	0	as is
6	Town	C	30	0	as is
7	Postcode	C	9	0	as is
8	Province	C	30	0	as is
9	CountryCode	C	3	0	as is
10	CountryName	C	30	0	as is
11	Tel1	C	16	0	as is
12	Fax1	C	16	0	as is
13	Contact	C	22	0	as is
14	Account	C	9	0	as is
15	VAT	C	20	0	as is
16	Email	C	50	0	as is
17	Address Type	C	1	0	S=SENDER, C=COLLECTION, R=RECEIVER, D=DELIVERY

A comma is used to separate each of the fields.

Screenshot 16: address import file format.

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You can browse to the file you want to import, select it and import it in ExpressShipper. ExpressShipper will indicate whether the import was successful.

Addresses, like shipment details, can also be exported. Please go to paragraph 4.3 for more information.

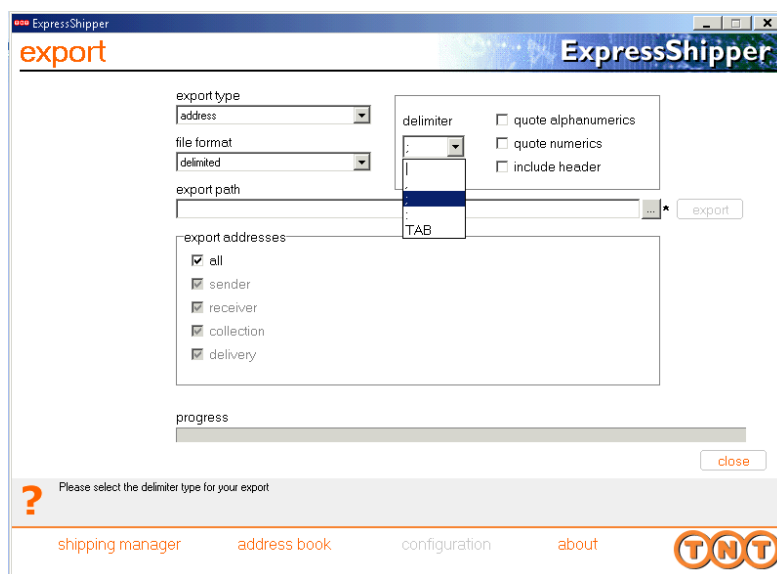
4.3 Export data

The option 'export data to file' enables you to export shipment and address details.

Exporting address data

You can choose from 3 formats, namely: 'fixed', 're-importable' and 'delimited'. Should you choose the latter, then also select the required delimiter.

You can export all addresses at once, or choose just one of a couple of address types. Indicate the file destination in the 'export path' field and click 'export'.



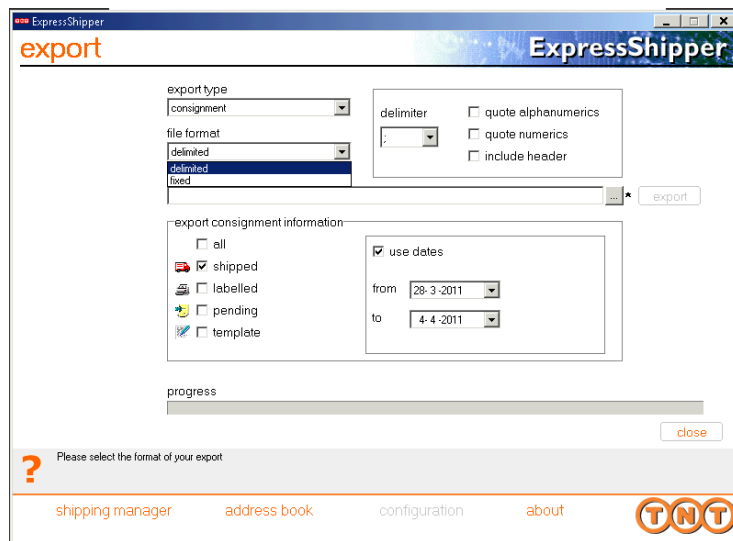
Screenshot 17: exporting address data.

Exporting shipment details

Shipment details can be exported as well, in two file formats: fixed or delimited. When choosing the delimited option, also select the delimiter.

Select the information you would like to export and whether or not calendar dates have to be included. Enter the destination of the file and click 'export'.

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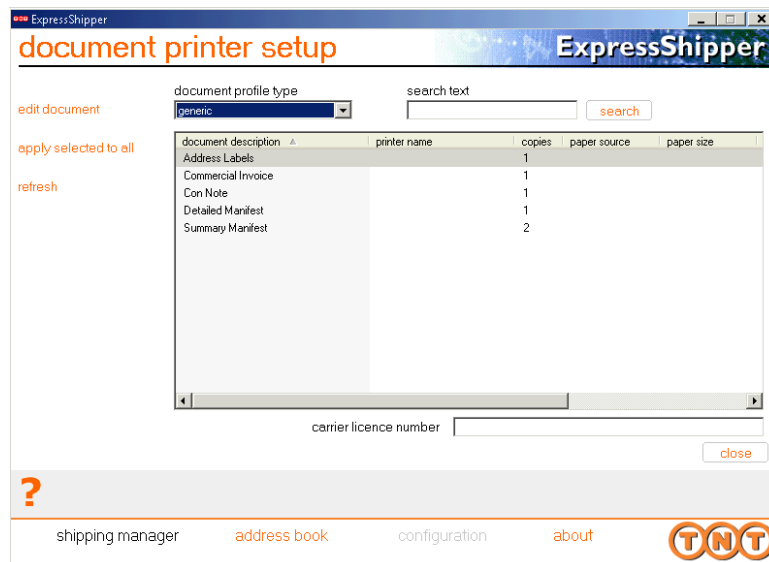


Figuur 18: exporting shipment details

4.4 Printer settings

You can choose which printer you want the documents to be printed on. The printer has to be HP compatible however.

The default setting is 'windows default printer', but you can adjust this per document type.



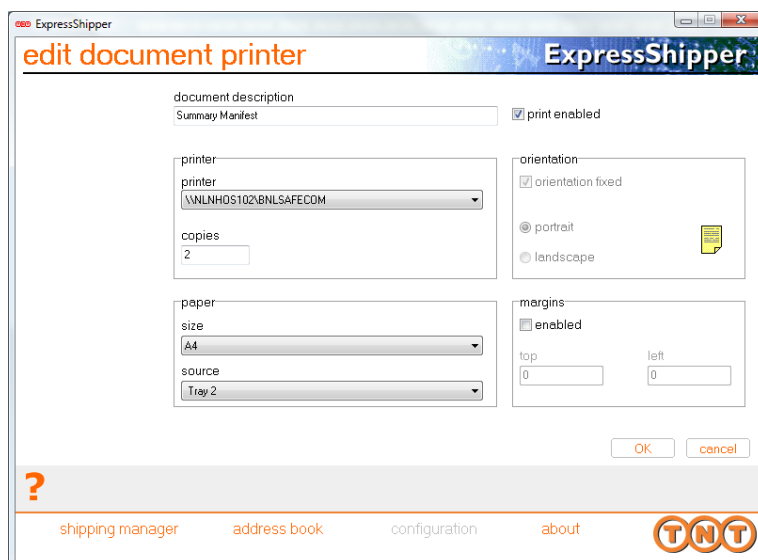
Screenshot 19: document printer set up.

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In the 'document profile type' you can select how the printer settings are stored:

- For you (personal);
- Locally (local);
- For all ExpressShipper network users (generic).

You can choose the required printer per document: double-click on the document's name or select a document and click 'edit document'. In Screenshot 20 you can see the configuration possibilities, such as the number of copies and the paper size. At the end, you can save the settings, which by clicking on 'apply selected to all' become the settings for all documents.



Screenshot 20: edit document printer.

ExpressShipper prints the address label on A6 format. The printer configuration can be automatically detected by the printer; however, sometimes you will have to set the printer configuration manually: 'Envelope # 10' is also a usable format. Select this format in the ExpressShipper printer settings, and set the left margins at 95.

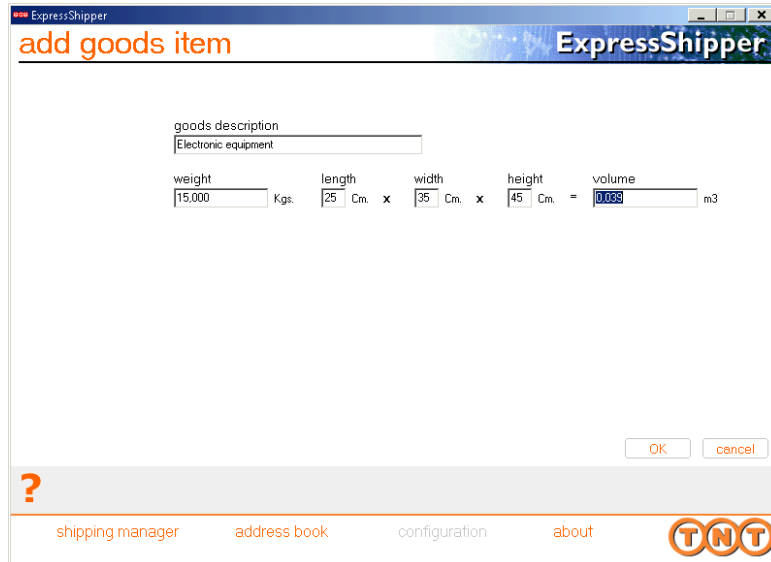
4.5 Goods and article maintenance

Via 'goods maintenance' and 'article maintenance' you can set the type of packaging and articles, which can be used while booking a shipment. This way, you don't have to enter this information each time you book a shipment.

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Goods maintenance

Via 'add goods item' you can add goods descriptions: you name the item and enter the dimensions and weight. While booking, you can select this description and the data are entered automatically. You can still change these settings or set a description as default.



Screenshot 21: add goods item.

Article maintenance

Apart from packaging, you can also add article settings to use for bookings. This is done in the same way as for types of packaging.

Select 'add article' and enter the article code, together with the weight, value and origin of the article, then save this entry. You can still change the settings or add other articles.

When you generate a commercial invoice, you can select the article.

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5. Managing shipping documentation

5.1 Address label

The address label contains the standard data for your shipment, such as the address, weight, dimensions and service. This document has to be clearly readable and put on your consignment in a so called plastic pouch. In case your shipment contains more than 1 parcel, you need to print an address label for each individual parcel.

ExpressShipper International 1.06.500		
Sender: TNT Account : 000003607 TNT Express Straatweg 1 Amsterdam 1234 AA Netherlands	  *GE180112828WW*	
Contact: Contact Tel: 0123-456789	Sender Ref :	
Delivery Address TNT Express Rue 8 Basel 4013 Switzerland Contact: Contact 1 Tel: 0032 70 233 633	Description of Goods Shipping Date: 13 Apr 2011 Box Dimensions: 30cm x 40cm x 50cm	
Special Delivery Instructions		NON DANGEROUS GOODS
Service & Options (15N) EXPRESS (NON-DOC)	No. Of Pieces 1 of 1 Consignment Weight 15.000Kgs	<small>TNT EXPRESS'S LIABILITY FOR LOSS, DAMAGE AND DELAY IS LIMITED BY THE CNR CONVENTION OR THE MARRSA CONVENTION WHEREVER IS APPLICABLE. THE SENDER AGREES THAT THE GENERAL CONDITIONS, ACCESSIBLE VIA THE HELP TEXT ARE ACCEPTABLE AND GOVERN THIS CONTRACT. IF NO SERVICE OR BILLING IS SELECTED THE FASTEST AVAILABLE SERVICE WILL BE CHANGED TO THE FINISH.</small>

Screenshot 22: example of an address label.

5.2 Consignment note

A consignment note can be printed for instance when a parcel is being shipped to a destination outside the EU. ExpressShipper prints this document automatically when necessary for the destination. Two kinds of consignment notes can be printed:

1. Receiver copy. This consignment note has to accompany the parcel.
2. Customs copy. This consignment note is to be handed over to the TNT driver.

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Screenshot 23: example of a consignment note (customs copy).

5.3 Manifest

There are 2 kinds of manifests:

1. Detail manifest: this manifest is printed for each shipment and includes all the shipment's details. It is important you print these documents and hand them over to the driver, since TNT Express uses these manifests to process the data of your shipment. Make sure the barcode is always printed in high quality.

Screenshot 24: detail manifest.


 To avoid any possible delay, it is very important that the barcode is printed in high quality on the detail manifest. Have a look at the example above.

ExpressShipper	Version: 1.2
User Manual	Date: July 15, 2011

- Summary manifest: the summary manifest by default is printed twice. One copy is to be signed by the TNT driver and yours to keep, the other copy is to be signed by you and to be handed over to the TNT driver.

COLLECTION MANIFEST (SUMMARY) - 1916

Sender Account : 00003607
 Sender Name : TNT Express
 S.Address : Streeklweg 1
 Amstelveen, 1234 AA, Netherlands


 Page: 2 of 2
 Date: 13 Apr 2011

Con Nr	No. of Pieces	Weight (kg)	Shipper Ref.	Receiver	City	Destination	Service
0181132896	1	15.000		TNT Express	Heel	Switzerland	EXPRESS (GSM-300)
Account 00003607 Totals :							
1	1	15.000					
Sender TNT Express Totals:							
1	1	15.000					
Graand Totals :							
2	2	15.000					

Sender's Signature _____ Date ___/___/___
 Received by TNT _____ Date ___/___/___ Time ___:___:___ hrs
 The consignment(s) has been loaded by TNT or a designated agent of TNT and a check of the number and condition of the consignment(s) has been undertaken by TNT.

Print Date: 04 mei 2011 Print Time: 11:10
TNT'S LIABILITY FOR LOSS, DAMAGE AND DELAY IS LIMITED BY THE CMR CONVENTION OR THE HANDELSWET CONVENTION, WHICHEVER IS APPLICABLE. THE SENDER AGREES THAT THE GENERAL CONDITIONS, ACCESSIBLE VIA THE TNT WEBSITE, APPLY AND ACCEPTABLE AND GOVERN THIS CONTRACT. IF NO SERVICE OR BILLING OPTION IS SELECTED THEN THE FASTEST AVAILABLE SERVICE WILL BE CHARGED TO THE SENDER.

Screenshot 25: summary manifest.

5.4 Commercial invoice

A commercial invoice is obligatory for customs controlled consignments and needs to be printed 6-fold, of which 1 copy has to accompany the consignment. The other copies are to be handed over to the TNT driver.

You can generate the commercial invoice in ExpressShipper, but also in your own system. It is of great importance to add the commercial invoice to your customs controlled parcel, in order not to incur any unnecessary delay.

Quantity	Units	Unit Weight (kgs)	Total Weight (kgs)	HS Tariff Code	Country of Origin	Unit Value	Total Value
1		15,000	15,000	1234	Netherlands	50,00	50,00
Box							

Total Weight	15,000 kgs	Discount	0,00
		Invoice Sub-Total	50,00
		Freight Charges	0,00
		Insurance	0,00
		Other Charges	0,00
INCO Terms		Invoice Total	50,00

I DECLARE THAT TO THE BEST OF MY KNOWLEDGE THE INFORMATION ON THIS INVOICE IS TRUE AND CORRECT

Shipper Name and Job Title	Shipper Signature	Date
Contact		13-4-2011

Screenshot 26: example of a commercial invoice.