



your guide to using

Online Billing

with TNT



For any assistance please contact

Email:

Tel:

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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 registration process. At the top, there's a navigation bar with the TNT logo, 'sure we care' slogan, and links for SERVICES, SHIPPING TOOLS, SUPPORT, and ABOUT US. The current page is 'Home / Registration'. The main heading is 'Register - Step 1 of 4'. Below this, there's a progress indicator with four steps: 1 Enter Registration Information (active), 2 Enrolment, 3 Terms and conditions, and 4 Confirmation. The form is divided into several sections: 'We speak your language' with a dropdown menu set to 'United Kingdom'; 'TNT Account Information' with fields for 'TNT Account Number*' and 'Location*' (set to 'United Kingdom'); 'Personal Details' with fields for 'Title', 'First name*', 'Last name*', 'Mobile', 'Home', 'Work', and 'Email'; and 'Sign in Details' with fields for 'Username*', 'Password*', and 'Confirm Password*'. A 'Continue' button is at the bottom right. At the very bottom, there are links for 'terms of use', 'privacy statements', 'terms & conditions', and 'TNT Global', along with a copyright notice for TNT Holding B.V. © 2008.

Registering for Online Billing with TNT is quick and easy.

Go to www.tnt.com and select Online Billing from the Shipping Tools dropdown menu. This will take you to the Online Billing login page. Now just click the option to register and follow four simple steps.

1. Registration information

These details will be used to create your login user ID including your user name, password and email address.

Select your language, and enter your TNT account number. The location will be prefilled for you.

The contact email address is the email address you wish to be contacted on once registration to the Online Billing system has been completed. This email will be copied into the rest of the email fields throughout the registration form as a default.

The username must be unique on our systems and must be between six and fifty characters long. It is recommended that you use a generic email address as your username.

The password must contain alpha and numeric characters and must be at least six characters long.

Once you have completed all the mandatory fields marked with a red asterisk, click Continue.

registering

for Online Billing with TNT

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

TNT
sure we can

SERVICES SHIPPING TOOLS SUPPORT ABOUT US

Search

Home / Registration / Enrolment

Register - Step 2 of 4

Self-Service Finance tools

Please enter the details of any TNT account you wish to register. The invoice information given will be used to verify that you are the owner of the account.

1 Enter Registration Information **2 Enrolment** 3 Terms and conditions 4 Confirmation

Fields marked with * are required

Account Number *

(location where the account is managed) * GB (location where the account is managed)

Invoice Number * (a valid invoice received from TNT within the last 3 months)

Invoice Amount * (including VAT)

[Back to previous page](#) [Confirm Registration](#)

[terms of use](#) [privacy statement](#) [terms & conditions](#) [TNT Global](#)

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2. Enrolment

Please ensure you have an invoice that's less than 3 months old to hand. Then complete your account details and verify your customer status by detailing the invoice number and the full amount.

registering

for Online Billing with TNT

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

[Home](#) / [Registration](#) / [Enrolment](#)

Register - Step 2 of 4

Self-Service Finance tools
Please enter the details of any TNT account you wish to register. The invoice information given will be used to verify that you are the owner of the account.

1 Enter Registration Information **2 Enrolment** 3 Terms and conditions 4 Confirmation

Fields marked with * are required

Account Number	Location
000000064	GB

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2. Enrolment

If you have more than one account, repeat the process and once you have added all your accounts click 'Confirm'.

registering

for Online Billing with TNT

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

[Home](#) / [Registration](#) / [Enrolment](#) / [Terms and Conditions](#)

Register - Step 3 of 4

1 Enter Registration Information 2 Enrolment **3 Terms and conditions** 4 Confirmation

Fields marked with * are required

Please read our TNT Terms & Conditions of Carriage below. If you agree, please check the box below and continue. Without your agreement, we will unfortunately be unable to continue with the registration.

TERMS AND CONDITIONS OF CARRIAGE AND OTHER SERVICES
SHORT FORM VERSION (01-12)

These Terms and Conditions are a shortened version of our full Terms and Conditions, which apply on all carriage, or the performance of other services, by us. A copy of the Long Form Version is available on request from our TNT office and/or the TNT internet site.

1. DEFINITIONS
'we', 'us', 'our' and TNT means TNT Express Worldwide N.V. and its group companies ('TNT') and TNT's employees, agents and independent contractors; 'you' and 'your' means the sender or consignee.

3. YOUR ACCEPTANCE OF OUR TERMS AND CONDITIONS
By giving us your shipment you accept our terms and conditions set out in the consignment note and/or the contract of carriage

I accept the TNT Terms and Conditions of Carriage *

[terms of use](#) [privacy statement](#) [terms & conditions](#) [TNT Global](#)

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3. Terms and conditions

You need to accept the TNT Terms and Conditions of Carriage by ticking the box. Click 'Confirm' to complete your registration.

registering

for Online Billing with TNT

The screenshot shows the TNT website's registration confirmation page. At the top, there is a navigation bar with the TNT logo (with the tagline 'sure we can'), a search bar, and links for 'SERVICES', 'SHIPPING TOOLS', 'SUPPORT', and 'ABOUT US'. The page title is 'Register - Step 4 of 4'. A progress indicator shows four steps: '1 Enter Registration Information', '2 Enrolment', '3 Terms and conditions', and '4 Confirmation', with the fourth step being active. A green success message states: 'Thank you! You have successfully registered. You will receive an email shortly containing an activation link for your account.' Below this, a box titled 'Personal Information' displays the user's details: Title: Mrs, First Name: Sarah, Last Name: Green, Mobile: 0123456789, Home: (blank), Work: (blank), and Email Address: sarah.green@company.com. A blue button labeled 'Print Confirmation Details' is located at the bottom right of the main content area. The footer contains links for 'terms of use', 'privacy statement', and 'terms & conditions', along with 'TNT Global' and a copyright notice for TNT Holding B.V. dated 2008.

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

[Home](#) / [Registration](#) / [Enrolment](#) / [Terms and Conditions](#) / [Confirmation](#)

Register - Step 4 of 4

1 Enter Registration Information | 2 Enrolment | 3 Terms and conditions | 4 Confirmation

✓ Thank you! You have successfully registered. You will receive an email shortly containing an activation link for your account.

Personal Information

Title: Mrs
First Name: Sarah
Last Name: Green
Mobile: 0123456789
Home:
Work:
Email Address: sarah.green@company.com

[Print Confirmation Details](#)

[terms of use](#) [privacy statement](#) [terms & conditions](#) [TNT Global](#)
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4. Confirmation

You have now successfully registered for TNT's Online Billing. You can print your registration details by clicking 'Print Confirmation Details'.

You will receive an email shortly to activate your login details.

registering

for Online Billing with TNT

From: no-reply@tnt.com
To: accounts.payable@company.com
Date: 25/10/2012 14:17
Subject: Activation Link For Successful Registration

Dear Mrs Sarah Green,

Welcome to Online billing your personal online shipping platform.
Your registration has now been approved and your account is ready to use.

Your user-id is: accounts.payable@company.com

Your activation link is:

<http://gblabv108.ics.express.tnt:9080/registration-ui/secure/financeregistration/activateregistration.html?activate=true&ticket=MTAwMDAwMTMOMDF2&isInvitation=false>

For further information please visit <http://www.tnt.com/> or contact your TNT Administration 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 Online Billing website 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". There are also links for "United Kingdom", "change", "larger text", "print page", "sitemap", "contact us", and a phone number "0800 100 600". A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a breadcrumb trail: "Home / Finance login / Landing page". The main content area features a green banner with a checkmark icon and the text "Congratulations, you have successfully activated your registration". Below this banner, there is a welcome message: "Welcome to Online Billing, where you can manage and pay your invoices online." followed by several links: "ePayment - You can pay and dispute your invoices.", "eInvoicing - View, Download and Print your invoices.", "Account Set-up - Maintain the TNT accounts you can access", "Password Maintenance - Change your password or cancel your registration.", and "Log Out". At the bottom of the page, there are links for "terms of use", "privacy statement", "terms & conditions", and "TNT Global". A footer note 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".

5. Welcome to Online Billing

Simply click the link within the email you've received, within 24 hours after receipt of the email. Enter your login name and password to successfully activate your registration.

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 invoices online
- ✓ Get email alerts as new invoices arrive
- ✓ Download invoices and statements as pdf or excel spreadsheets
- ✓ Access invoices and statements 24/7/365
- ✓ Pay your invoices online
- ✓ Raise and track the progress of your invoice disputes

logging in

to Online Billing with TNT

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

SERVICES SHIPPING TOOLS SUPPORT ABOUT US

Home / [Finance login](#)

Login to Online Billing

Login to manage your invoices online.

Select your location*

Username

Password

[Login](#)

[Forgot Password?](#)

[terms of use](#) [privacy statement](#) [terms & conditions](#) TNT Global

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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 menu is a breadcrumb trail: "Home / Finance login / Landing page". The main heading is "Online Billing". Below this heading 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 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".

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

By clicking ePayment you can pay your invoices online, 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	08967843	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

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:000072360			All				
<input type="checkbox"/>	BE:000072360	10100745	7/06/2013 (Wk23)	Invoice	48,27 EUR	14/06/2013	
<input type="checkbox"/>	BE:000072360	10100748	7/06/2013 (Wk23)	Invoice	15,12 EUR	14/06/2013	
<input type="checkbox"/>	BE:000072360	10100747	7/06/2013 (Wk23)	Invoice	43,74 EUR	14/06/2013	
<input type="checkbox"/>	BE:000072360	10100746	7/06/2013 (Wk23)	Invoice	50,57 EUR	14/06/2013	
<input type="checkbox"/>	BE:000072360	10100749	7/06/2013 (Wk23)	Invoice	31,69 EUR	14/06/2013	
<input type="checkbox"/>	BE:000072360	10040548	10/04/2013 (Wk15)	Invoice	451,25 EUR	17/04/2013	
<input type="checkbox"/>	BE:000072360	10041203	11/04/2013 (Wk15)	Credit Note	-451,25 EUR	18/04/2013	
<input checked="" type="checkbox"/>	Remove from New Invoices						Download Selected

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. On the left 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 worker carrying a box. Below the banner is a 'New Documents' section containing a table of invoices. The table has columns: Account Number, Invoice Number, Invoice Date, Doc-Type, Amount, Due Date, and View. The 'Account Number' and 'Doc-Type' columns are highlighted with a red oval, and a red arrow points from this oval to the 'Searching' section below. A 'Key' legend on the right identifies document icons: PDF Document, CSV Data File, XLS Data File, and XML Data File.

Account Number	Invoice Number	Invoice Date	Doc-Type	Amount	Due Date	View
BE:00003649	10080806	20/05/2013 (Wk22)	Invoice	0,00 EUR	5/06/2013	[Icons]
BE:00003649	10094433	5/06/2013 (Wk23)	Invoice	0,00 EUR	12/06/2013	[Icons]
BE:00003649	10058044	1/05/2013 (Wk18)	Invoice	0,00 EUR	8/05/2013	[Icons]
BE:00003649	10065461	8/05/2013 (Wk19)	Invoice	0,00 EUR	15/05/2013	[Icons]
BE:00003649	10072527	15/05/2013 (Wk20)	Invoice	0,00 EUR	22/05/2013	[Icons]
BE:00003649	10079391	22/05/2013 (Wk21)	Invoice	0,00 EUR	29/05/2013	[Icons]
BE:00003649	10028385	3/04/2013 (Wk14)	Invoice	0,00 EUR	10/04/2013	[Icons]
BE:00003649	10035821	10/04/2013 (Wk15)	Invoice	0,00 EUR	17/04/2013	[Icons]
BE:00003649	10043011	17/04/2013 (Wk16)	Invoice	0,00 EUR	24/04/2013	[Icons]
BE:00003649	10050591	24/04/2013 (Wk17)	Invoice	0,00 EUR	1/05/2013	[Icons]
BE:00003649	09997894	6/03/2013 (Wk10)	Invoice	0,00 EUR	13/03/2013	[Icons]
BE:00003649	10005753	13/03/2013 (Wk11)	Invoice	0,00 EUR	20/03/2013	[Icons]
BE:00003649	10013192	20/03/2013 (Wk12)	Invoice	0,00 EUR	27/03/2013	[Icons]
BE:00003649	10020652	27/03/2013 (Wk13)	Invoice	0,00 EUR	3/04/2013	[Icons]
BE:00003649	09960527	30/01/2013 (Wk5)	Invoice	0,00 EUR	6/02/2013	[Icons]
BE:00003649	09967843	6/02/2013 (Wk6)	Invoice	0,00 EUR	13/02/2013	[Icons]

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

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	10060805	26/05/2013 (Wk23)	Invoice	0,00 EUR	5/06/2013	[Icons]
BE:000003649	10094433	5/06/2013 (Wk23)	Invoice	0,00 EUR	12/06/2013	[Icons]
BE:000003649	10058044	1/05/2013 (Wk18)	Invoice	0,00 EUR	8/05/2013	[Icons]
BE:000003649	10065461	8/05/2013 (Wk19)	Invoice	0,00 EUR	15/05/2013	[Icons]
BE:000003649	10072527	15/05/2013 (Wk20)	Invoice	0,00 EUR	22/05/2013	[Icons]
BE:000003649	10079391	22/05/2013 (Wk21)	Invoice	0,00 EUR	29/05/2013	[Icons]
BE:000003649	10028385	3/04/2013 (Wk14)	Invoice	0,00 EUR	10/04/2013	[Icons]
BE:000003649	10035821	10/04/2013 (Wk15)	Invoice	0,00 EUR	17/04/2013	[Icons]
BE:000003649	10043011	17/04/2013 (Wk16)	Invoice	0,00 EUR	24/04/2013	[Icons]
BE:000003649	10050591	24/04/2013 (Wk17)	Invoice	0,00 EUR	1/05/2013	[Icons]
BE:000003649	09997894	6/03/2013 (Wk10)	Invoice	0,00 EUR	13/03/2013	[Icons]
BE:000003649	10005753	13/03/2013 (Wk11)	Invoice	0,00 EUR	20/03/2013	[Icons]
BE:000003649	10013192	20/03/2013 (Wk12)	Invoice	0,00 EUR	27/03/2013	[Icons]
BE:000003649	10020652	27/03/2013 (Wk13)	Invoice	0,00 EUR	3/04/2013	[Icons]
BE:000003649	09960527	30/01/2013 (Wk5)	Invoice	0,00 EUR	6/02/2013	[Icons]
BE:000003649	09967843	6/02/2013 (Wk6)	Invoice	0,00 EUR	13/02/2013	[Icons]

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*

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

Email Addresses

Notification Email Addresses

Account Number	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 invoices, copy invoices 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 invoice 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 invoice 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 invoices.

paying

your invoices

TNT
sure we can

List of Open Bills INTERFACE - A A T NORTHERN

> Open Bills Search Bills

1. Select all bills that you would like to pay:

<input type="checkbox"/>	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 4,900.00		
<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		

<input type="checkbox"/>	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

2. Choose **Continue** to check and confirm your payment.

[Continue](#)

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ePayment

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

Select invoices

Select the invoices and any associated credit notes you want to pay. If you want to make a partial payment change the payment amount against the selected invoice(s) in the payment amount field.

Click the Continue button.

paying

your invoices

TNT
sure we can

Online Payment - step 1 of 3

[Select payment method](#) | [Enter payment details](#) | [Payment status confirmation](#)

Your total amount to pay is £1,202.40

Payment method

Please select your desired mode of payment

Mode of payment *: Credit Card / Debit Card * mandatory fields

Payment method *:

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Payment Method

Select your mode of payment from the drop down list. Then select your payment method from the drop down list

Click the Continue button.

paying

your invoices



Online Payment - step 2 of 3

Select payment method | **Enter payment details** | Payment status confirmation

Enter payment details

Please enter your payment details for your payment of £8,494.40 using payment method Credit Card / Debit Card.



Payment details:

Card No.:

Expiration date:

Security code:

 [What is a security code? *](#)

Continue

Back to shop

Press this button to return to the shop...

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- [TNT Privacy policy](#)
- [TNT Terms and conditions](#)
- [GlobalCollect Privacy Policy statement](#)

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Payment Details

Enter your payment details relevant to the payment method you selected.

Click the Continue button.

paying

your invoices



Online Payment - step 2 of 3

Select payment method | **Enter payment details** | Payment status confirmation

Enter payment details

Please enter your payment details for your payment of £8,494.40 using payment method Credit Card / Debit Card.



Please wait while we process your payment



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Authorisation

Please be patient while your payment is being authorised.



Online Payment - step 3 of 3

Select payment method

Enter payment details

Payment status confirmation

✓ **Thank you!**

Your payment has been successful. Your payment reference number is: 3001884

Please use the print button to print this page

Please refer to your payment reference number if you have enquiries on this onlinepayment.
The button 'back to invoices' will bring you back to your list of open invoices.

Print page

Back to invoices

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Confirmation

A payment confirmation will be displayed once your payment has been authorised showing your payment reference number.

Please print the payment confirmation for you records.

Click back to invoices to return to open invoices.

viewing

paid bills

TNT
sure we can

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	

INTERFACE - A A T NORTHERN

[Download](#)

Paid Invoices

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

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

Display Open Items INTERFACE - A A T NORTHERN

Payments & Credits				Bills			
Reference	Reference Date	Document No.	Amount	Reference	Reference Date	Document No.	Amount
9000004	05-Mar-2013	1000000294 - Credit memo	GBP 50.00	1	18-Mar-2012	1800000001 - Invoice	GBP 5,500.00
9000005	11-Mar-2013	1000000295 - Credit memo	GBP 100.00	1	18-Mar-2012	1800000000 - Invoice	GBP 5,500.00
1	18-Mar-2013	1400000006 - Incoming payment	GBP 5,500.00	7000006	05-Mar-2013	1800000030 - Invoice	GBP 1,050.00
1	18-Mar-2013	1400000007 - Incoming payment	GBP 5,100.00	3000009	18-Mar-2013	1800000034 - Invoice	GBP 10,000.00
2	18-Mar-2013	1400000008 - Incoming payment	GBP 5,500.00	3000010	18-Mar-2013	1800000035 - Invoice	GBP 10,000.00
1	28-Mar-2013	1400000011 - Incoming payment	GBP 5,000.00	7000008	18-Mar-2013	1800000036 - Invoice	GBP 10,000.00
				7000009	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
				8000006	05-Mar-2013	1800000031 - Invoice	EUR 1,000.00
				8000007	11-Mar-2013	1800000032 - Invoice	EUR 1,500.00
Total:			GBP 20,750.00 EUR 0.00	Total:			GBP 72,050.00 EUR 2,500.00
Balance:			GBP 51,300.00 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

TNT
sure we can

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 0.00	GBP 0.00	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



> Open Bills

List of Open Bills

INTERFACE - A A T NORTHERN

1. Select all bills that you would like to pay:

Search Bills

<input type="checkbox"/>	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		
<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	GBP 0.00

2. Choose **Continue** to check and confirm your payment.

Continue

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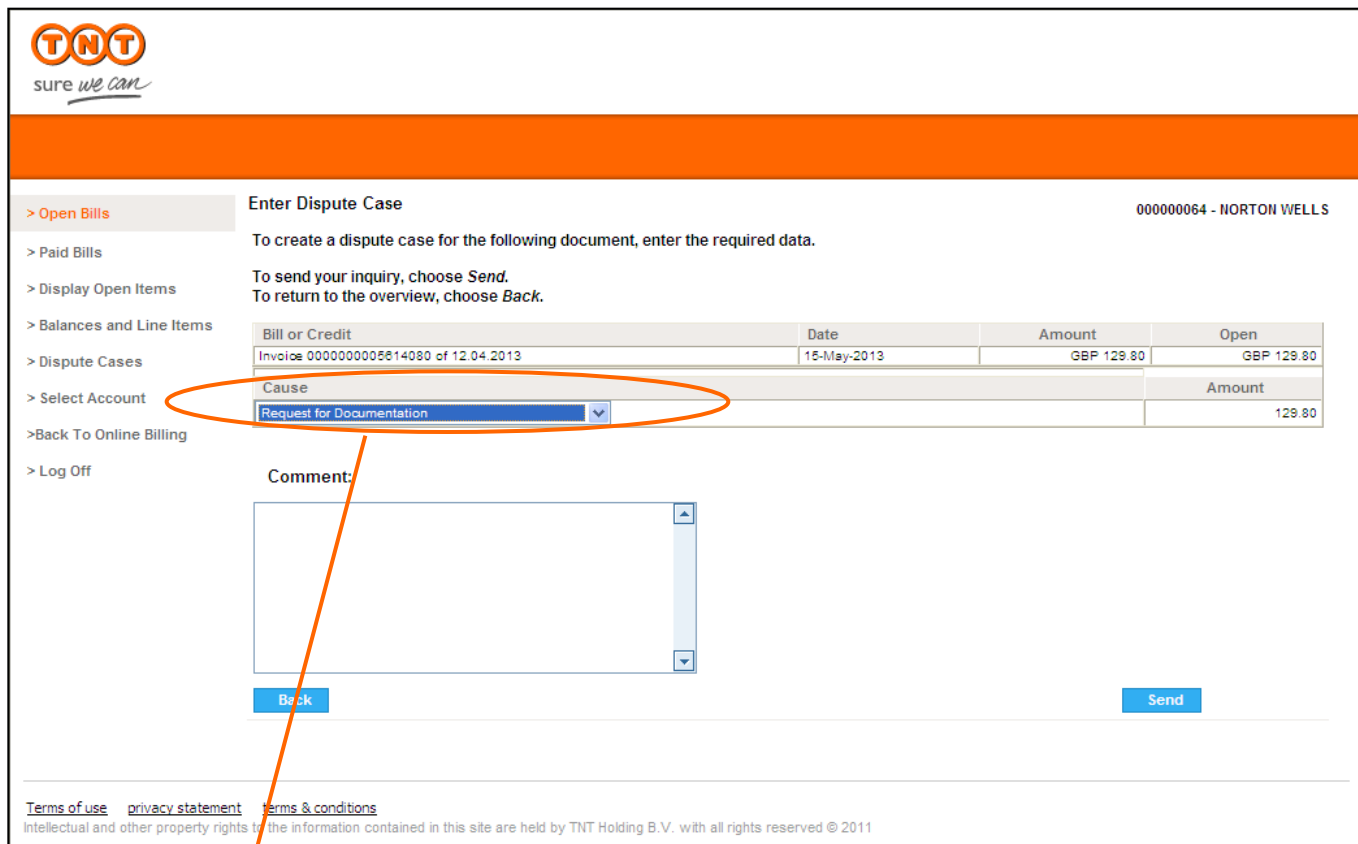
Select your invoice

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
sure we can

> **Open Bills** **Enter Dispute Case** 000000064 - NORTON WELLS

> Paid Bills

> Display Open Items

> Balances and Line Items

> Dispute Cases

> Select Account

> Back To Online Billing

> Log Off

To create a dispute case for the following document, enter the required data.

To send your inquiry, choose **Send**.
To return to the overview, choose **Back**.

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:

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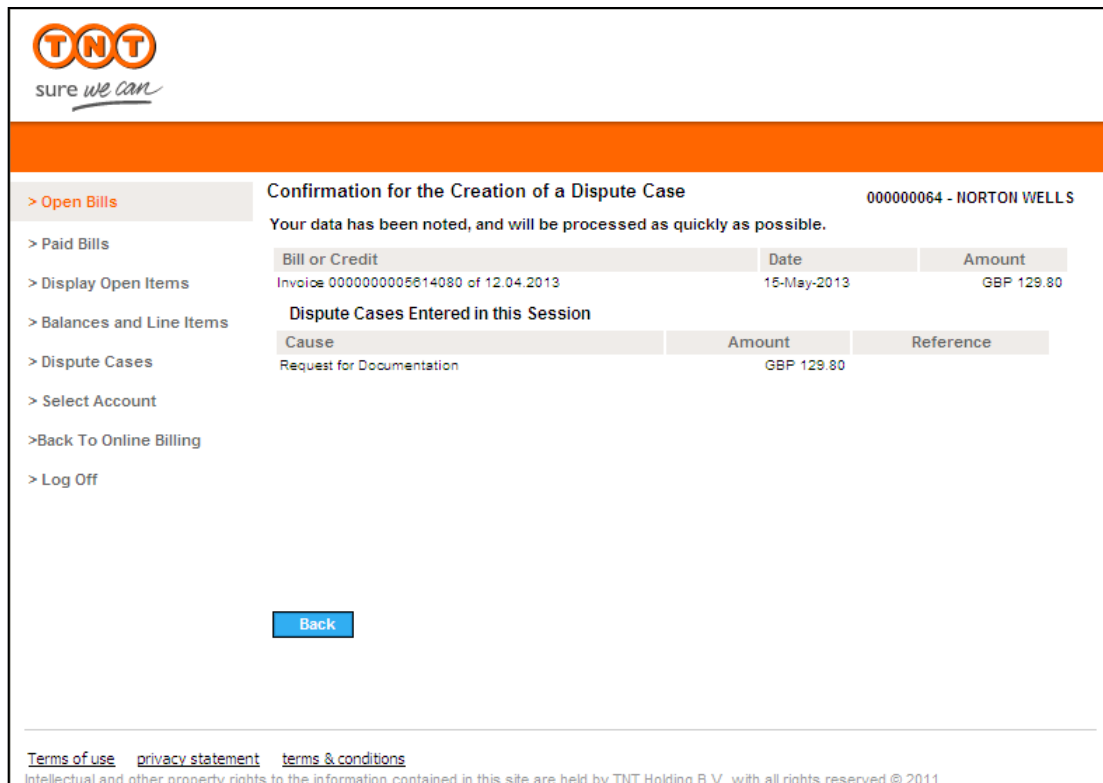
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Dispute case details

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 slogan "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 "Dispute Cases" item is highlighted. The main content area is titled "Confirmation for the Creation of a Dispute Case" and includes the account identifier "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 0000000005614080 of 12.04.2013	15-May-2013	GBP 129.80

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

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

Status: **Open** | Period: **Last 12 Months** | **Find**

Case ID	Bills	Amount Disputed	Cause	Status	Created On
000000011646	Invoice 8000007 of 11.03.2013	EUR 1,500.00	Price is not According to Quote / Agreement	New	14 March 2013 12:32:17

INTERFACE - A A T NORTHERN

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.

adding

further accounts

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Search

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Account Maintenance

Account Number	Location
64	GB <input type="radio"/>

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Registering additional accounts

To add more accounts to your Online Billing user id, select 'Account Maintenance' from the Online Billing landing page.

Select 'Register Additional Account'.

Delete account


From this page you can also remove an account from your user id. Simply select the account number you wish to remove, and click 'Delete Account'.

To go back to the Online Billing landing page, click 'Cancel'.

adding

further accounts

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Account Maintenance

Account Number	Location
64	GB

Fields marked * are required

Account Number *
(location where the account is managed) * GB (location where the account is managed)

Invoice Number * (a valid invoice received from TNT within the last 3 months)

Invoice Amount * (including VAT)

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Account details

Please ensure you have an invoice that's less than 3 months old to hand. Then complete your account details and verify your customer status by detailing the invoice number and the full amount. Click 'Add Account'.

changing

your password



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Password Maintenance

[Change Password](#) - Change your password

[Cancel Registration](#) - Cancel your registration for Online Billing

[Back to Online Billing](#)

[Log Out](#)

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Change password


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

Then select 'Change Password'.

changing

your password

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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 website interface for cancelling registration. 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". A navigation menu includes "SERVICES", "SHIPPING TOOLS", "SUPPORT", and "ABOUT US". A search bar is located on the right. Below the navigation is an orange breadcrumb trail: "Home / Finance login / Landing page / Password maintenance / Cancel registration". The main heading is "Cancel Registration". 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." Below this are two buttons: "Log Out" (a link) and "Confirm Cancellation" (a 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 invoices will still be sent out if the account number is still open. To cancel invoices, 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 invoices 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