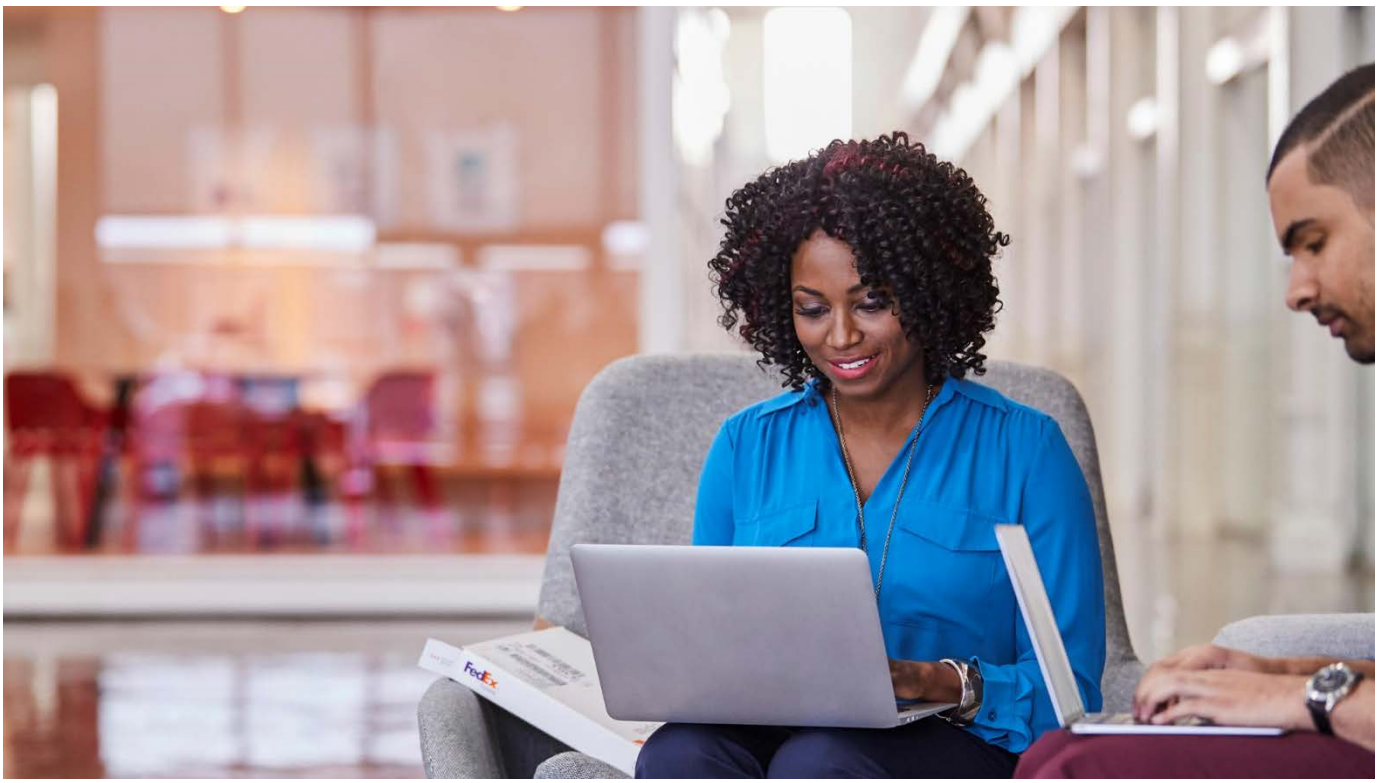
This document only refers to TNT Services offered by FedEx Express FR

myTNT national

Your private online space

Guide



July 2021 - MA-MK-008-21

INTRODUCTION

myTNT national is a **secure, dedicated** space which enables you to **easily manage your shipments in France**:

> Estimate delivery times
> Create and track all your parcels and pick-ups in real time
> Print your shipping documents
> Receive and record notifications
> Monitor Delivery + shipments
> Register and share your addresses
> Manage your profile and users

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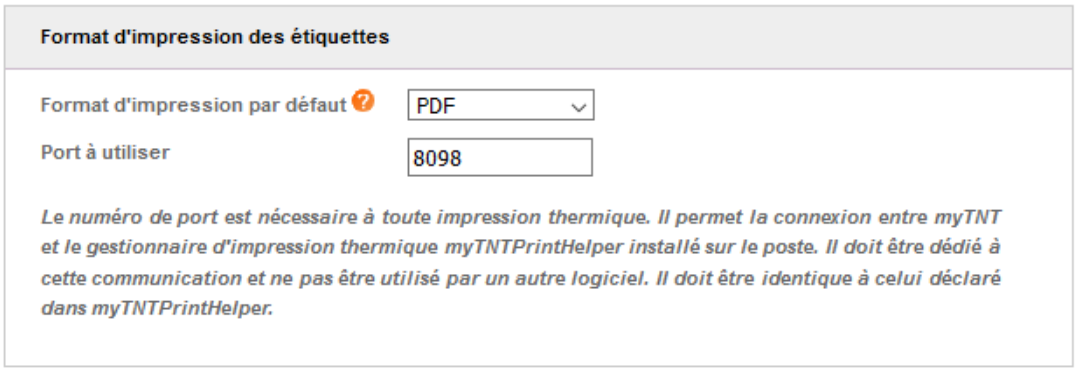
My Profile (Mon profil)

You can **change or add to** your personal contact details directly.

You can also change your default print format, as well as the port number to use for thermal printing.



The default print format will be the one automatically suggested for your consignment note edition. You can change it in this menu or in the shipping forms at any time.

You can choose between a PDF format or one of the thermic formats supported (EPL, ZPL 200 dpi or ZPL 300 dpi).

If you choose a thermal print format, an indicator shows you if it's possible:

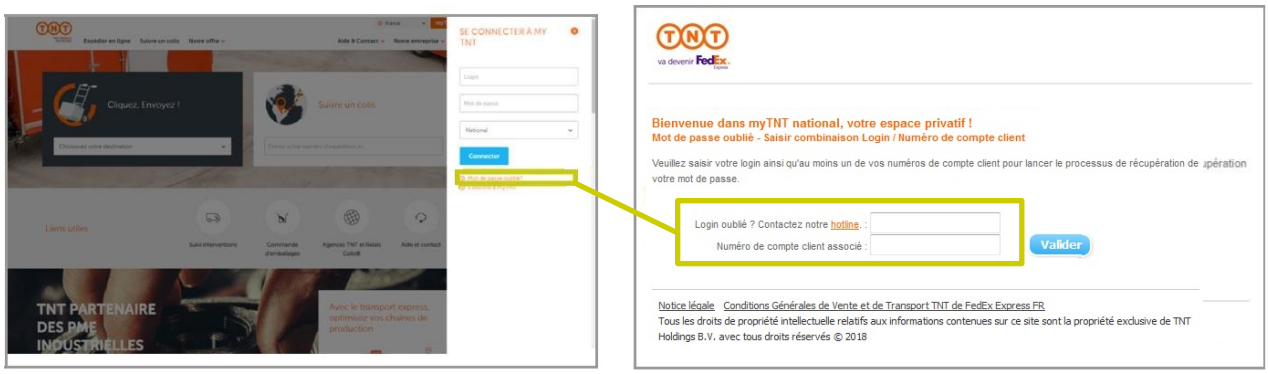
- Thermal printing is available.
- Thermal printing is impossible. Click here to solve the problem.
- The thermal print manager is inaccessible. Click here to resolve the incident.
- The thermal print manager needs an update. Click here to follow the procedure.

For more information about thermal printing and how you can benefit from it, or about the specific thermal print manager for myTNT, called myTNTPrintHelper, a dedicated guide is available.

My Password (Mon mot de passe)

Forgotten your password?

When on www.tnt.fr, click on "myTNT", then on "Mot de passe oublié ?", enter your login and at least one of your customer accounts to reset your password.



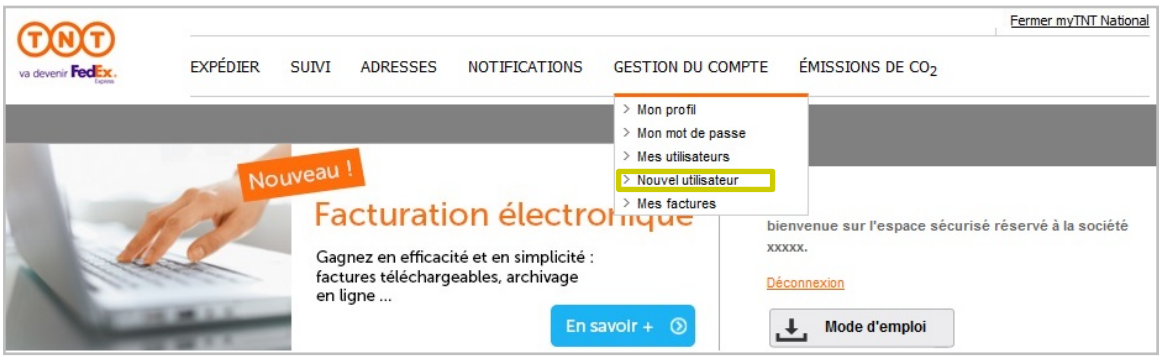
Want to change your password?

Click on the **Gestion du compte** menu to access your account management page, then on "Mon mot de passe", enter your **new password** and confirm it.

Change your password regularly for security reasons. Your new password will be active the next time you log in.

Forgotten your login? Contact our hotline at tnt.hotline@tnt.fr

New user (Nouvel utilisateur)



Do you want to create a new user?
Click on **Nouvel utilisateur** and follow the instructions.

> Enter the user's identity and full contact details
> Choose a login and password enabling the user to log into myTNT national.
> Select the list of customer accounts to which the user will have access
> Tick the sections and rights accessible to the user
> **Save!**

You can only add **the numbers of accounts already created for your company** to your users.

My users (Mes utilisateurs)

In this section, you can change the access features and rights assigned to your users. You can also remove access rights, if necessary.

Tip! If you want to create a large number of users, myTNT enables you to import your users' list using the CSV matrix provided in the **Mes utilisateurs** menu**.**

You can set up the various sections that will be accessible to users when they are imported.

Tip! If you want to **recover your users' list,** myTNT enables you to export the complete list in Excel format.

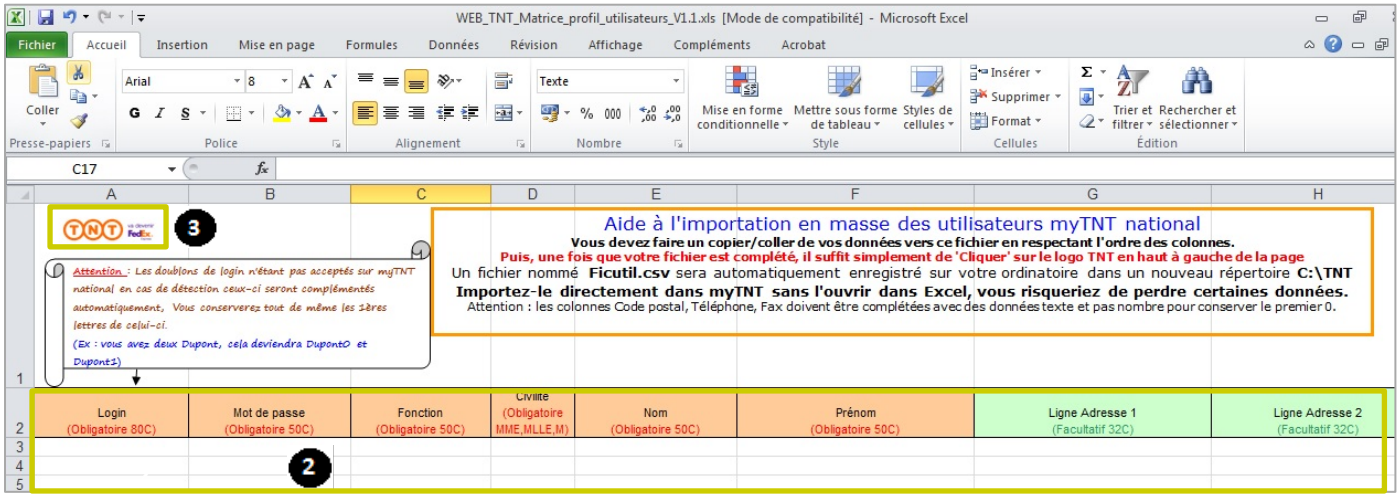
- Fill in the **Telephone** and **e-mail** fields carefully so that the national Customer Service can contact users to request information.
- We recommend choosing the email address of each user as a login.

Focus on importing your users' list

1. Download the **template** provided in the **Mes utilisateurs** menu**.**

2. Complete it, by complying with the mandatory zones (remember to specify the **TEXT** format) ❷.

3. Click on the **logo** ❸ on the top left of the template.



> A file named **Ficutil.csv** will be created in a TNT folder on your computer's **C drive**: C:\TNT

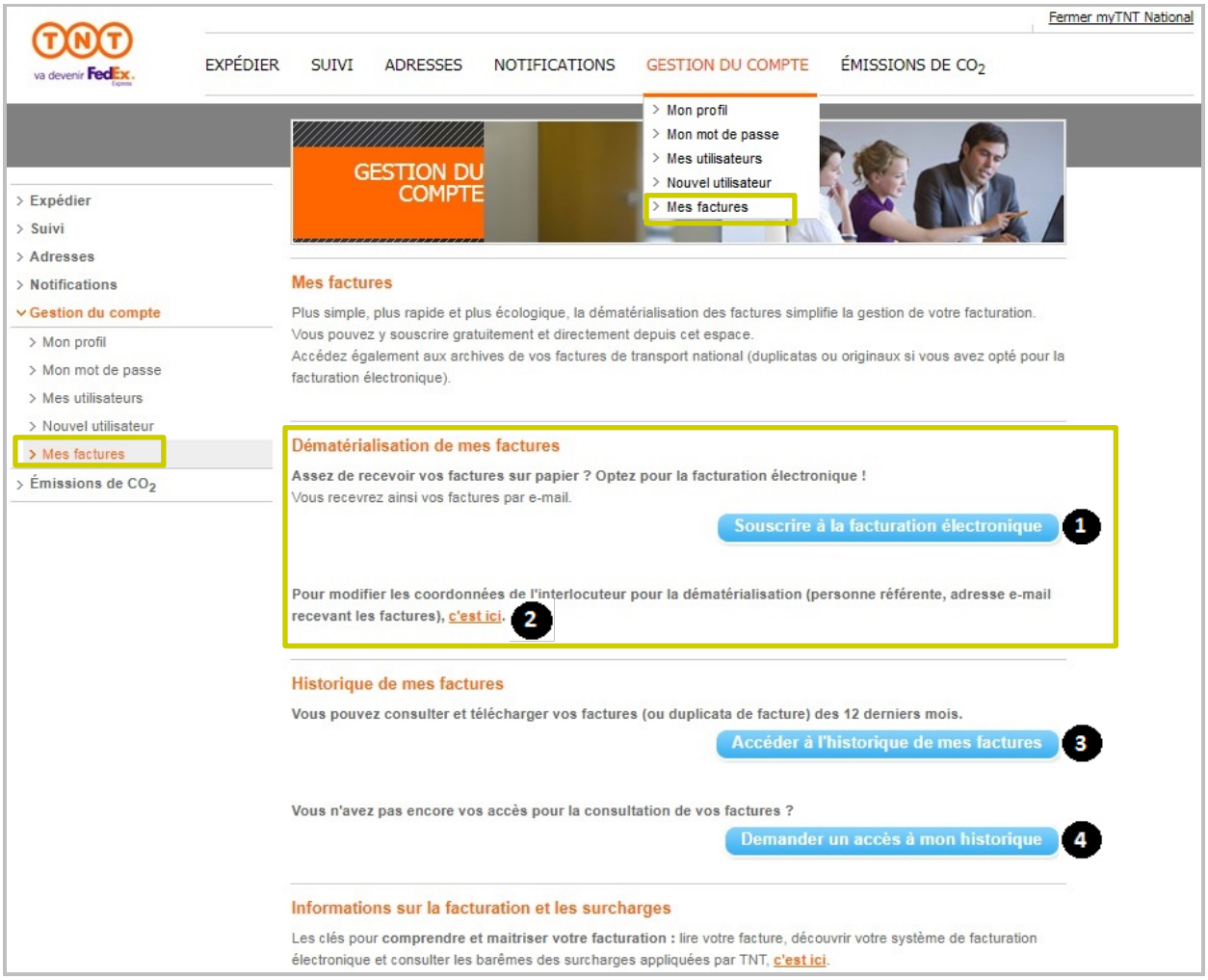
> Click on **Browse** to find the Ficutil.csv file

> If you wish to, you can choose the sections, services and options you authorize for all users by default.

> Click on the **Import** button.

Your users have been created!

My invoices (Mes factures) 1/2



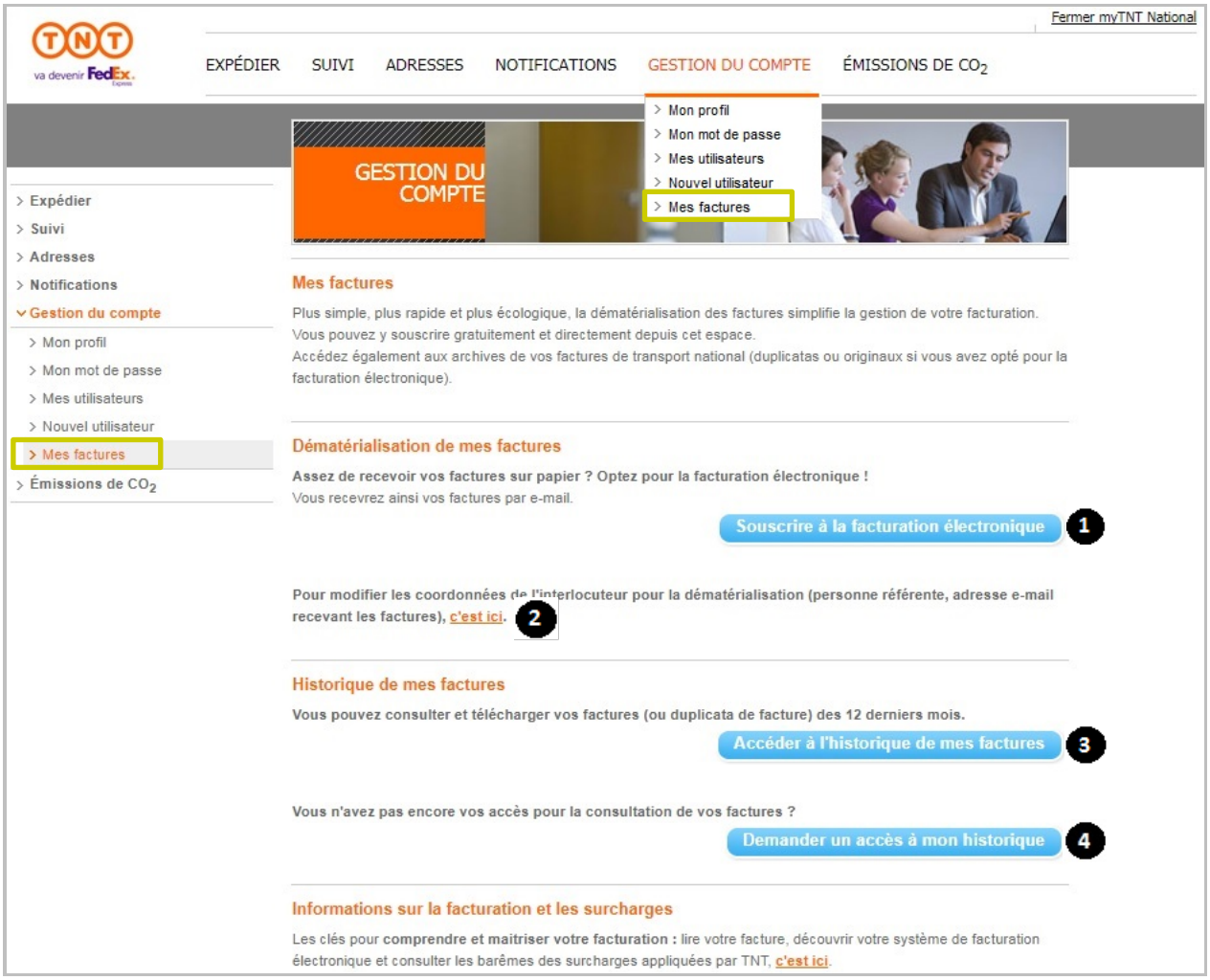
Dematerialization of invoices

1 You can sign up for electronic invoicing for one or more of your invoiced accounts. You will then receive your invoices in **PDF format by e-mail** instead of a printed version by post.
The contact details registered when you sign up must be those of the contact person who manages electronic invoicing. The email address provided will receive invoices and all invoicing-related information.

The use of a **generic email address** is recommended to make it easier for you to manage one or more users.

2 You can **modify the contact details** of your contact person at any time. If you can't remember the email address provided, you can ask us via the contact form available on www.tnt.fr

My invoices (Mes factures) 2/2



Invoice history (Historique de mes factures)

3 A direct link to the invoice archive site enables you to **view and download your electronic invoices or duplicates of printed invoices**, for a period reaching back to **one year previously**. A specific login and password enable everyone to log into this website.

4 This button allows you to **request access to your history**. A request is sent automatically with information from your myTNT profile. Your login identifiers will be sent to you by email.

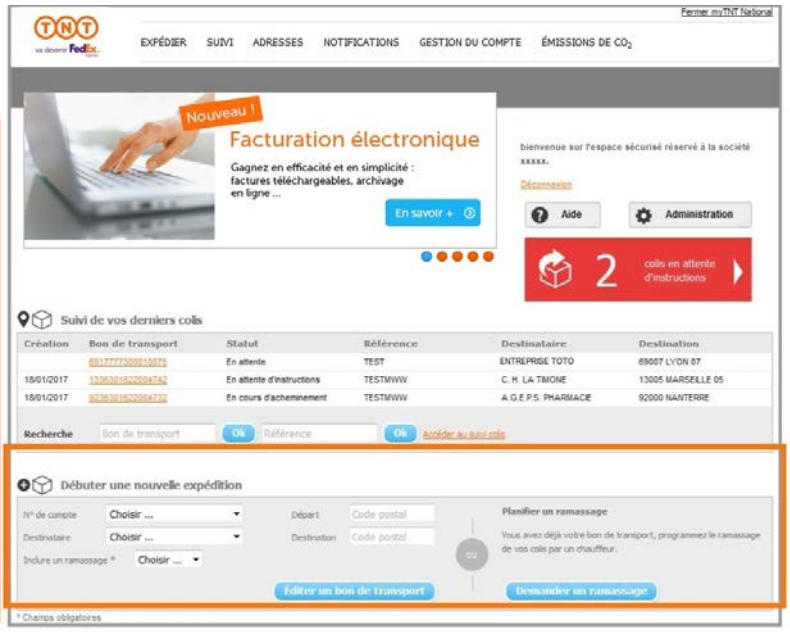
Shipment formats

To arrange a new shipment, you can:
> **generate a consignment note alone (Bon de transport seul)** if you have a regular collection schedule or wish to drop off parcels directly at a TNT agency,
> **request a one-time collection (Ramassage seul)** if you do not wish to include consignment notes with your parcels,
> **carry out both (Expédition complète)** operations simultaneously.

The **Expédier** menu allows you to make this choice and guides you through the crucial stages to ensure a successful shipment.

If you have a regular pick-up schedule and do not require any additional one-time pick-ups, go to the **Edition de bon de transport sans ramassage occasionnel** menu**.**

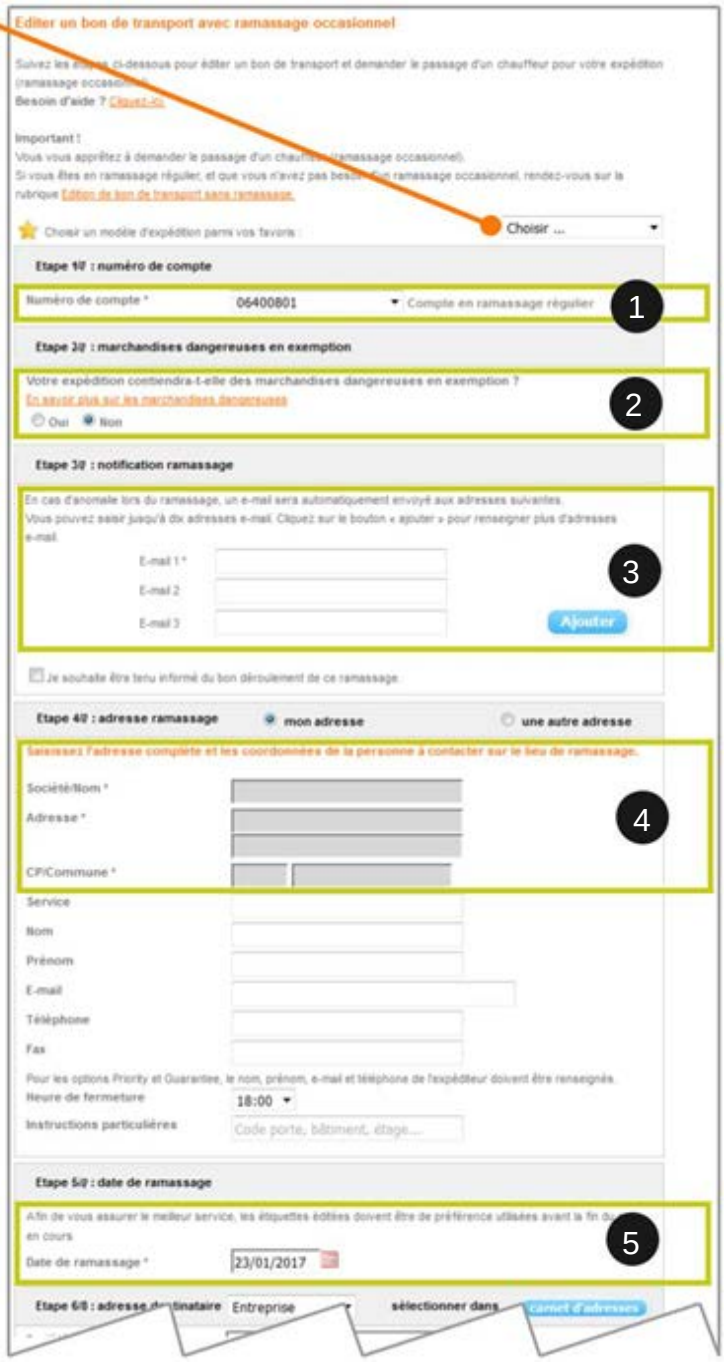
Tip! To generate a consignment note quickly from **the homepage,** fill in the following fields:
> account number (N° de compte)
> receiver (Destinataire)
> include a pick-up (Inclure un ramassage)
> departure location postcode (Départ)
> destination location postcode (Destination)



Shipment route and details 1/3

Fill in the form with all the information necessary for the seamless delivery of your shipment.

Tip!
> Use one of your favourite entry templates.



1 Choose the shipping account.

2 If your shipment contains exempted dangerous goods and your account is authorized, click on “Oui” (Yes) and select the type of goods.

3 With one-time collections, enter the email addresses of people to be alerted if there is a problem with the pick-up.

4 Select the pick-up or sender's address.

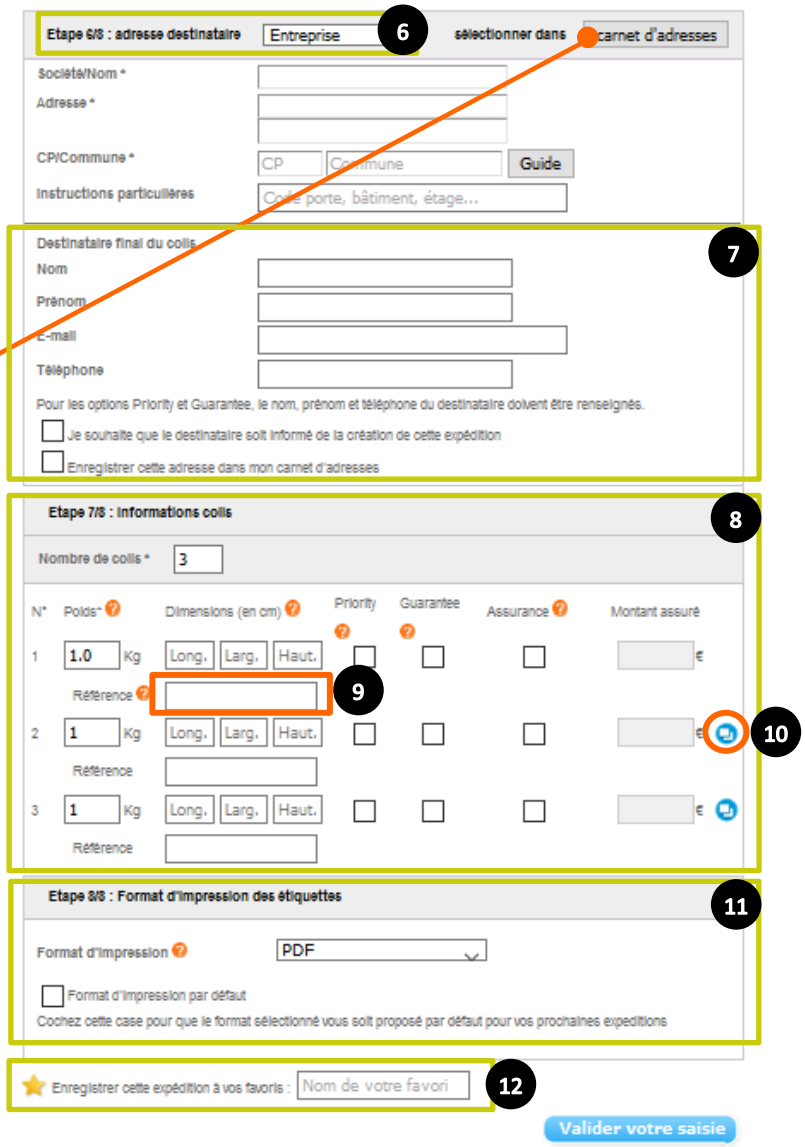
Schedule your pick-up requests **for the very same day** until the **beginning of the afternoon** (depending on the feasibility of the route).
Why? For a pick-up on the very same day, your request must be registered before the departure of the driver (the time depends on your city). After that, the first available pick-up time will automatically be on the next working day.

5 Enter your desired shipment date depending on the feasibility of the route. The first possible date is suggested by default.

Shipment route and details 2/3

Using the drop-down list, select the type of receiver: company (Entreprise), TNT agency (Agence TNT), partner retailer (Commerçant partenaire) or private individual (Particulier).

Tip!
> Use your address book to Choose a new address.



7 Only for requests including a consignment note, add your receiver and contact details for delivery (a company, a private individual, a partner retailer or a TNT agency).

8 When you print a consignment note from myTNT, remember to specify the number of parcels to be shipped and the characteristics of each one.

Tips!

9 You can enter a reference to identify your parcels easily when tracking them. Don't forget that you can insure parcels against all risks in your options!

10 You can duplicate a line to avoid entering the same information repeatedly.

11 Choose to print the consignment notes of this shipping as a PDF or in one of the supported thermal formats (cf. next chapter).

12 To avoid repeated entries and save time, you can save the shipment as a template: just name it before confirming.

Thermal printing

The print format suggested **by default** is the one defined in your profile, but you can change it for each shipping.

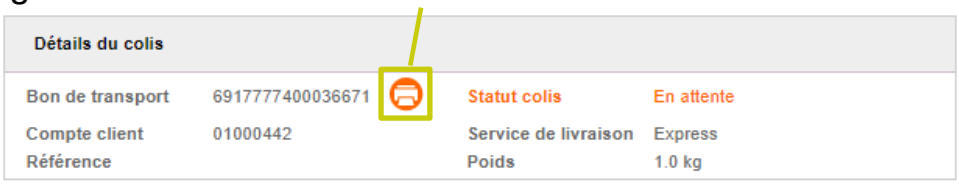
A **thermal format** allows you to print your consignment note on a self-adhesive label. You have the choice between the thermal formats ZPL 200 dpi, ZPL 300 dpi or EPL.

If you choose a thermal format, an **indicator** shows you if it's possible, and suggests you actions in case of problems:

- Thermal printing is available.
- Thermal printing is impossible. Click here to solve the problem.
- The thermal print manager is inaccessible. Click here to resolve the incident.
- The thermal print manager needs an update. Click here to follow the procedure.

For **more information** about thermal printing and the **prerequisites** to benefit from it, or about the specific thermal printing manager for myTNT, called myTNTPrintHelper, an ad hoc specific guide is available.

To **reprint** a consignment note **in a different format** than the original one, go to the parcel tracking area and click on this icon:



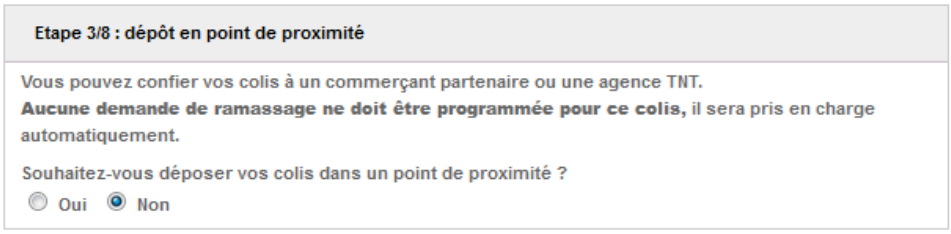
You can choose any format:

As a reminder, the reprint function is no longer available once we have picked up the parcel.

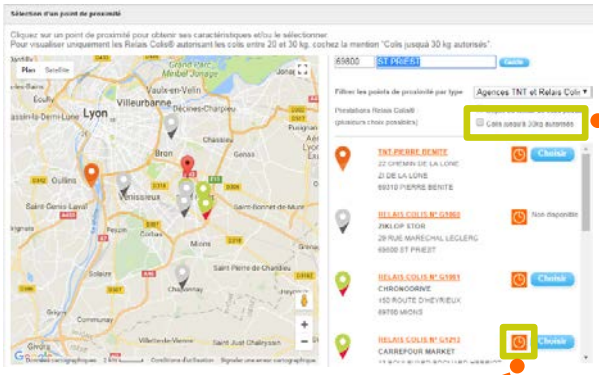
Depositing or returning parcels to a local service point

You can:
> **Entrust your parcel** to a **local service point** by taking it to a **TNT agency or a drop-off point**.
> Request the **return shipment of your recipients' parcels** (from our TNT agencies or drop-off points) and email them their consignment notes.

To do this:
1. Request the **publication of a consignment note alone** (with no one-time pick-up),
2. Reply **yes** to stage 3 and click on "**Point de proximité**" to select a local service point:

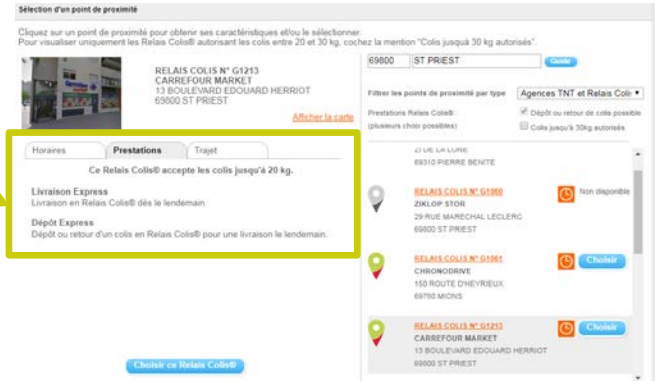


3. Enter the **postcode** and **town** where the parcel will be sent.
The map will refresh and a list of connected **local service points** will be displayed.



Tip!
> If your parcels weigh more than 20 kg, you can filter the drop-off points accepting parcels of up to 30 kg by ticking the "Colis jusqu'à 30 kg autorisés" box.

Tip!
> You can find information on drop-off points by clicking on the clock symbol.



If you choose a thermal print format, remember to also print your blank proofs of deposit, using the link provided:

Choosing delivery services

Timeframe
Select the delivery service matching the required timeframe.

Prices

The prices indicated above are based on your current customized prices as defined in the contract between our two companies.

Prices exclude VAT and include any option and surcharge you have selected in your myTNT space.

To find out about the current fuel surcharge rate: go to www.tnt.fr/facturation.

With "Start" contracts, the price displayed does not include discounts, as the discount is calculated at the end of each month.

These prices are estimated and valid on the date when you simulate a parcel request in compliance with the weight and volume restrictions applied at FedEx Express FR for TNT; appropriate surcharges may be applied, depending on the actual parcel (e.g. “non-standard” surcharge).

By default, all delivery services chosen are invoiced monthly to the holder of the account selected.

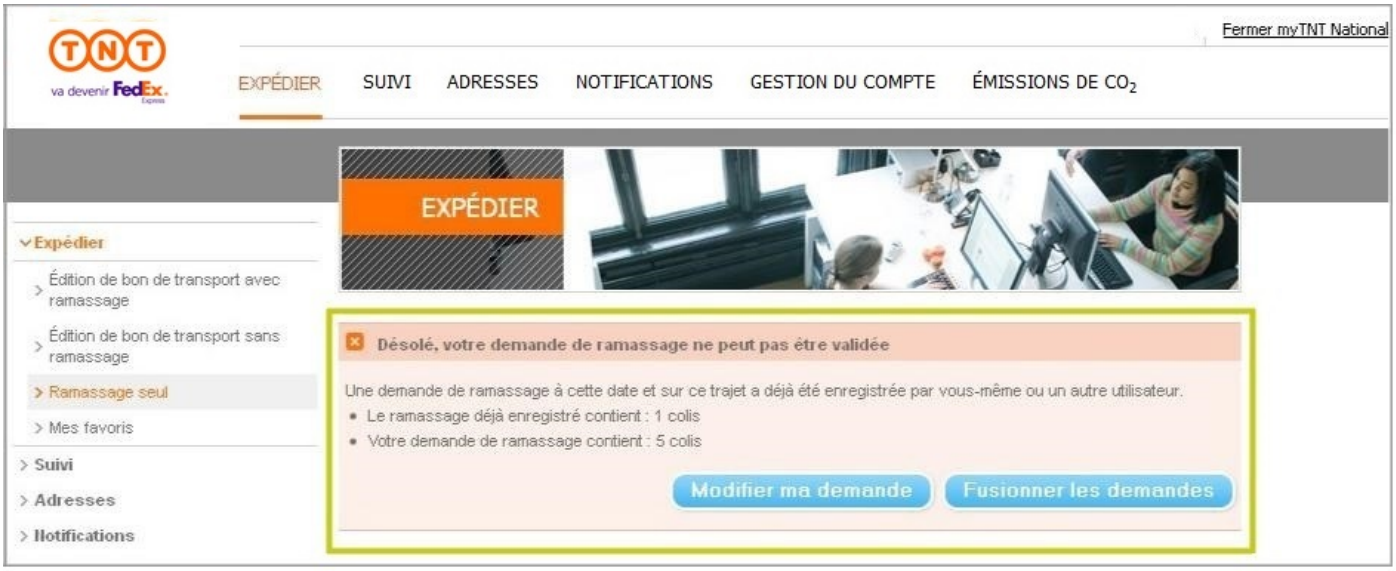
The delivery times indicated may vary in the event of unforeseen circumstances.

TNT General Terms and Conditions of Sale for Europe apply to every delivery and stipulate, in particular, prohibited items for carriage.

According to your route, only the services available are proposed.
Certain services are only available after assessment.
To find out more, get in touch with your sales contact person.

Requesting pick-ups

If you or any of your users have scheduled several pick-ups with a customer account number for an identical route and date, it will be detected, and a warning will be displayed on your screen.



To ensure that the exact number of parcels to be picked up is registered by our driver, you can either:

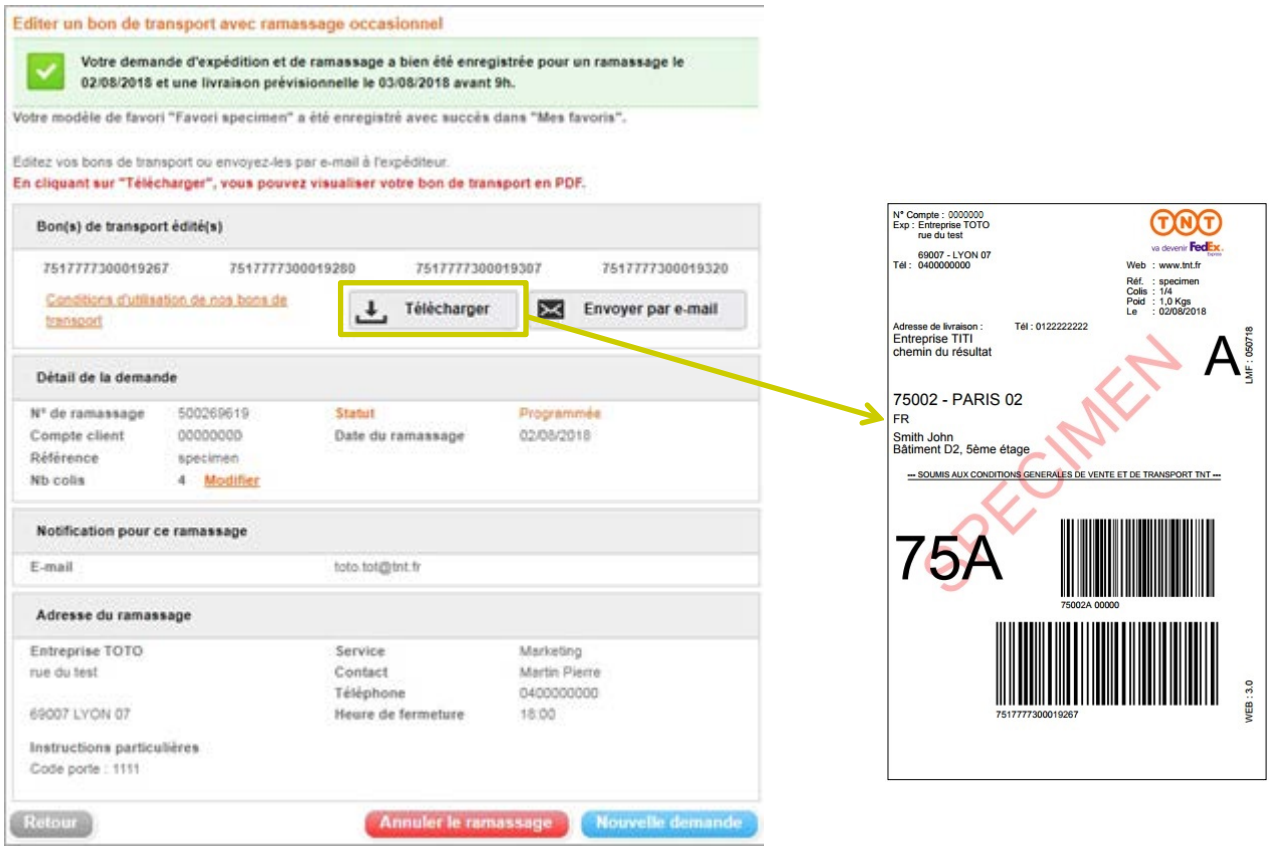
> change your request when you enter the information (date, route, etc.) using the **“Modifier ma demande”** button.

> combine the two requests using the **“Fusionner les demandes”** button.

After they are combined, it will be possible to register the exact number of parcels in a request for a single pick-up (same pick-up number).

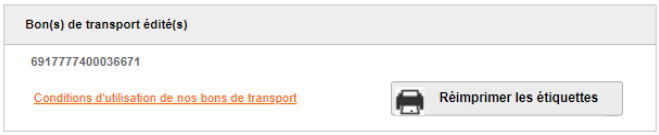
Shipment confirmation

When your shipment is confirmed, myTNT automatically registers your parcels and/or pick-ups.
You can then view the provisional pick-up and delivery dates requested at a glance:



If you generate a consignment note in PDF format, **print or e-mail this document to the sender**, he doesn't need a myTNT login.

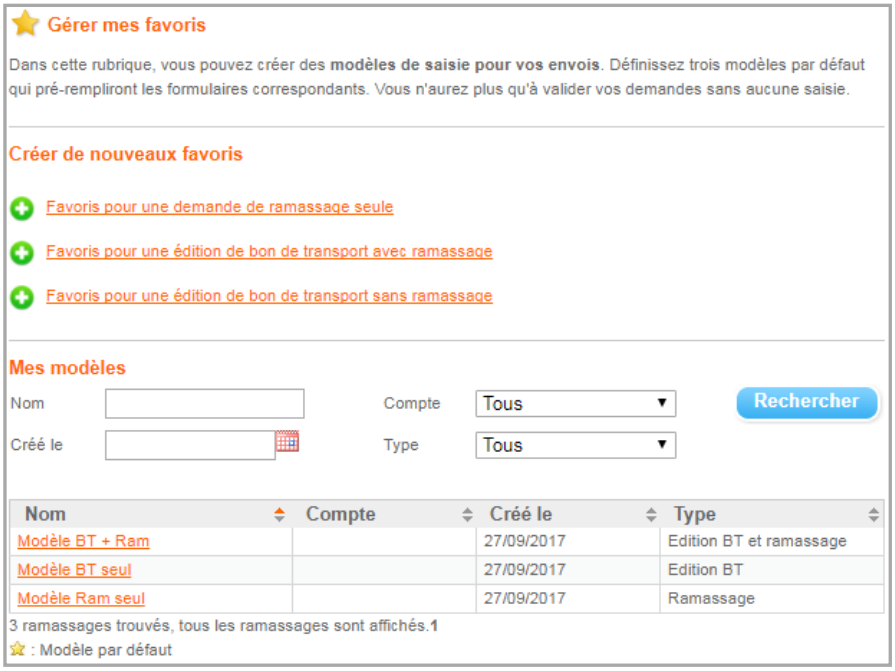
Thermal printing starts automatically. You can restart printing if necessary:



Be sure to print and affix the consignment note to the parcel before the driver arrives! If you wish to cancel a pick-up on the same day, you can do so until the departure of the driver. After that, this option will no longer be available.

Templates (Mes favoris)

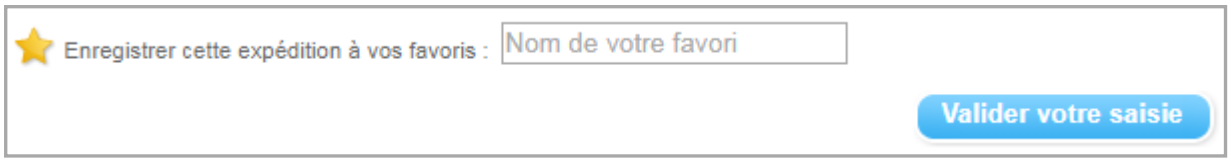
The **Mes favoris** menu memorizes information you use regularly. This will appear **by default** every time you book a shipment, if you so wish.
Save time – it only takes a few clicks to register it!



How do you apply a template?

In the top part of the three shipment forms, a drop-down list allows you to choose the model to apply. A star helps you to find your way around.

How to create a template?



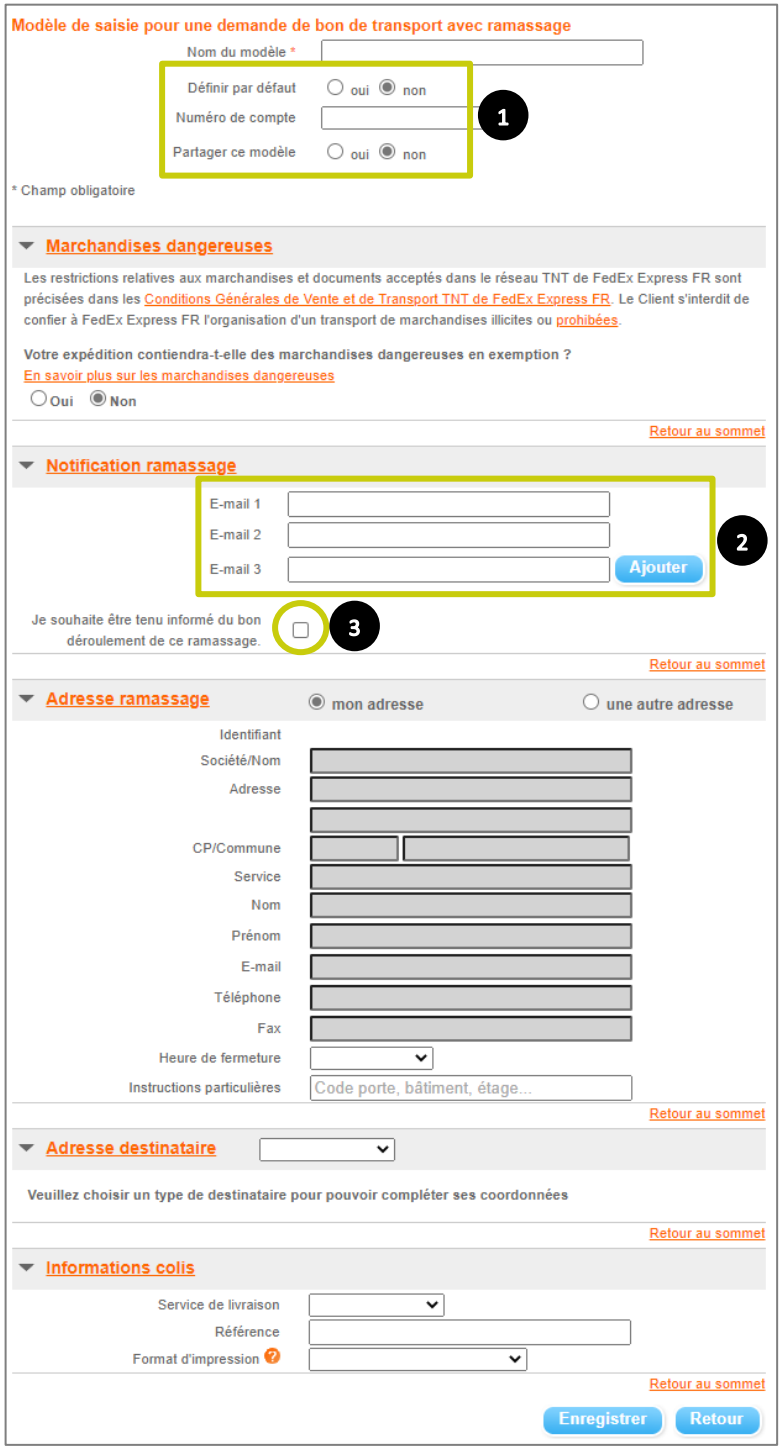
To avoid repeated entries, you can register a template directly when creating a shipment or pick-up request.
At the bottom of the page, **name your template** and **confirm**.

Templates (Mes favoris)

Creating a template

Fill in the required information when creating your shipment model:

> Model parameters
> Pick-up notification
> Addresses
> Information on the parcel



Tips!

1 You set it as your **default** model or **share it with your users** if you are the administrator.

2 Enter up to 10 email addresses through which you can be contacted if there are any problems with the pick-up.

3 You can also receive the pick-up confirmation. **This is handy if the pick-up takes place outside your company offices!**

We may need to **contact you.** Please enter your **name** and **telephone number.**

RECEIVING NOTIFICATIONS (Notifications)

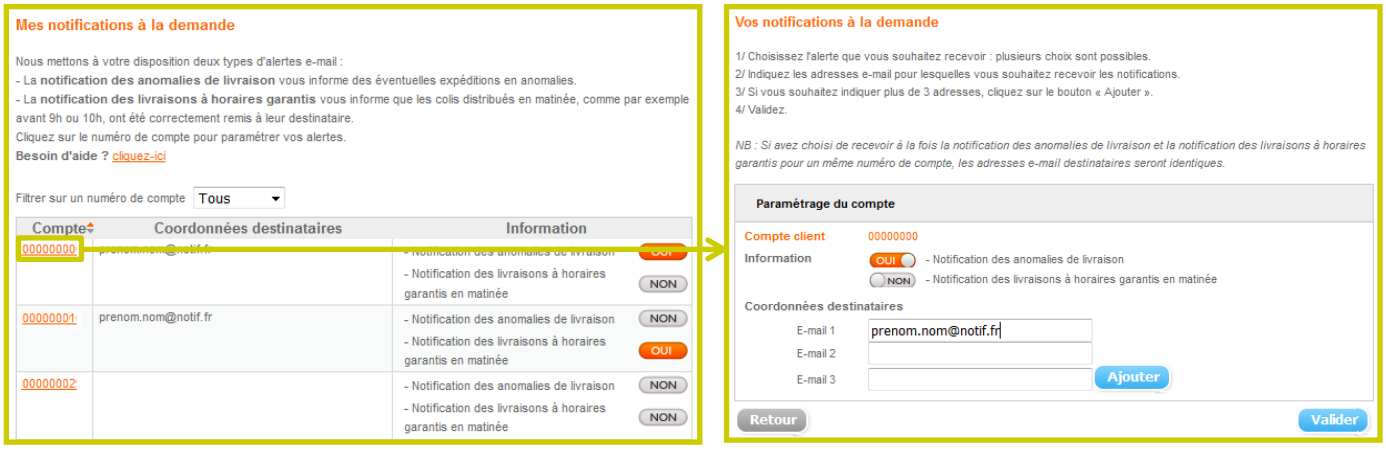
We provide two types of notifications:

> **notifications concerning delivery problems:** these inform you by email of any delivery problems encountered during the day. You can give instructions directly by return of email to organize a new delivery time for your shipments.
> **notifications regarding deliveries at guaranteed times:** these inform you that all the parcels distributed in the morning (e.g. by 9.00 or 10.00 am) have been properly delivered.

To **configure or change a notification**, click on the desired account number.

> Choose the notification you wish to receive

> Add up to 10 email addresses where you wish to receive notifications.



You can also request to **receive notifications concerning your deliveries**. You can receive a notification for your pick-ups or even inform your recipient about the creation of your shipment.
Go directly to the forms in the **Expédier** menu!

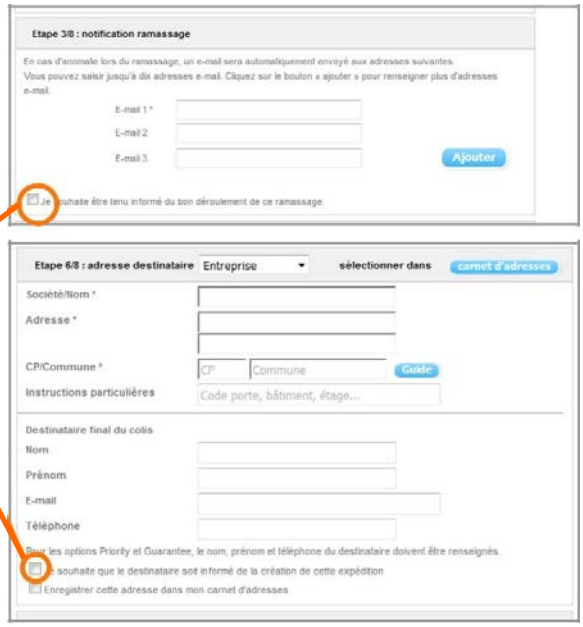
Pick-up notification

For your pick-up requests, enter up to 10 email addresses to be informed on any problem.

Tip! Tick the box to be notified of a successful pick-up.

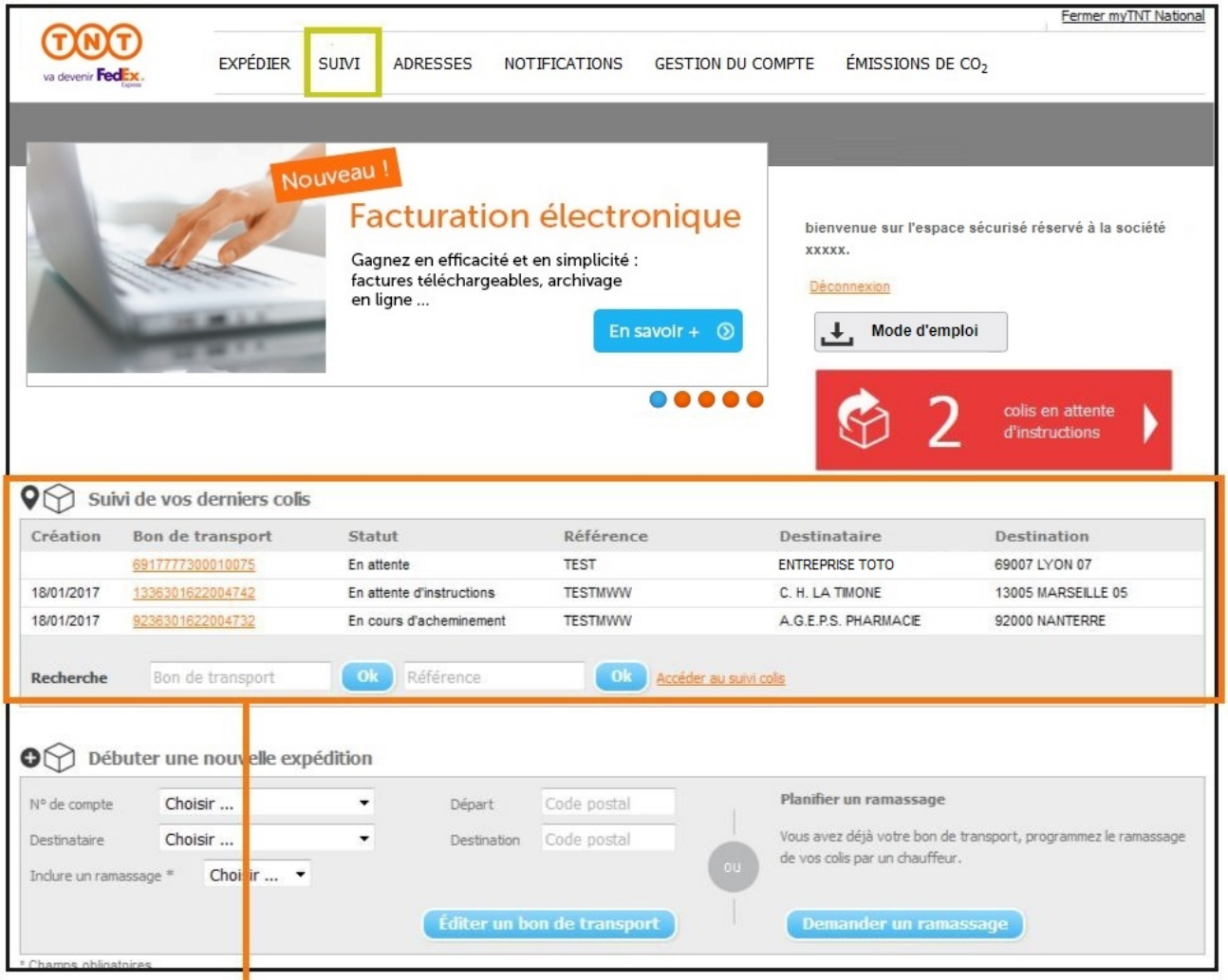
Notification of registration

Inform your recipient that a shipment has been registered in our system.



My Parcels (Mes colis)

The **Suivi** section enables you to monitor:
> all your shipments,
> parcels awaiting your instructions for a new delivery,
> all your pick-up requests.

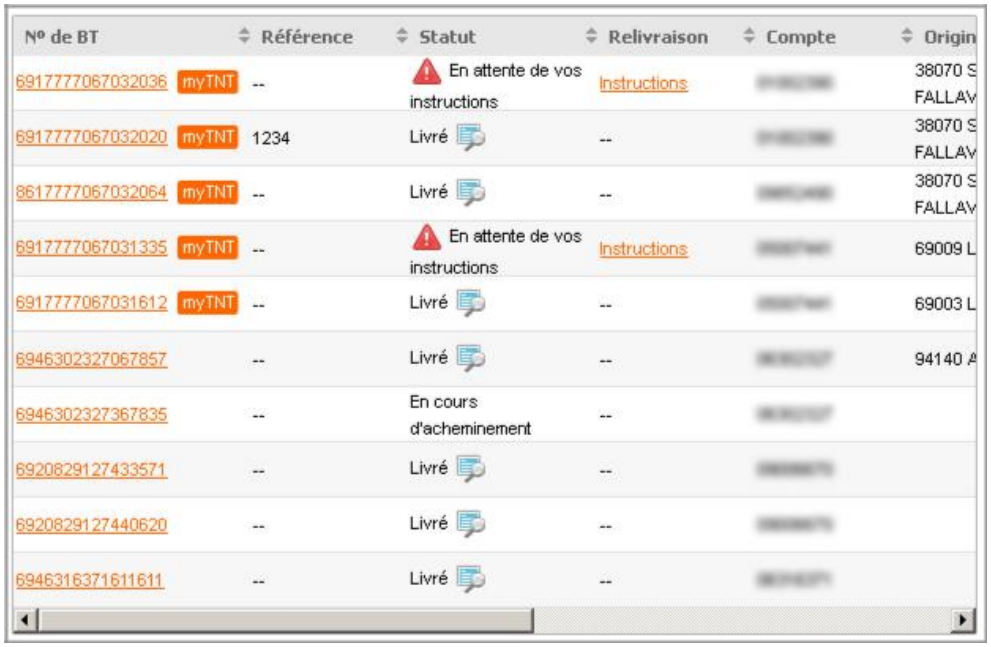


Tip!
You can also view your last 3 parcels from the myTNT homepage.

Parcel details

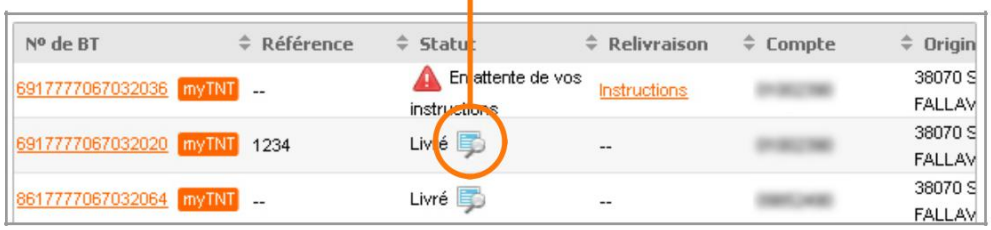
Track all your parcels in real time by:
> using your consignment note number (16 figures),
> using your references for a targeted search,
> launching a multi-criteria search.

Tip! Identify your myTNT parcels with the pictogram.



By clicking on the consignment number link, you can view the details of your parcel.

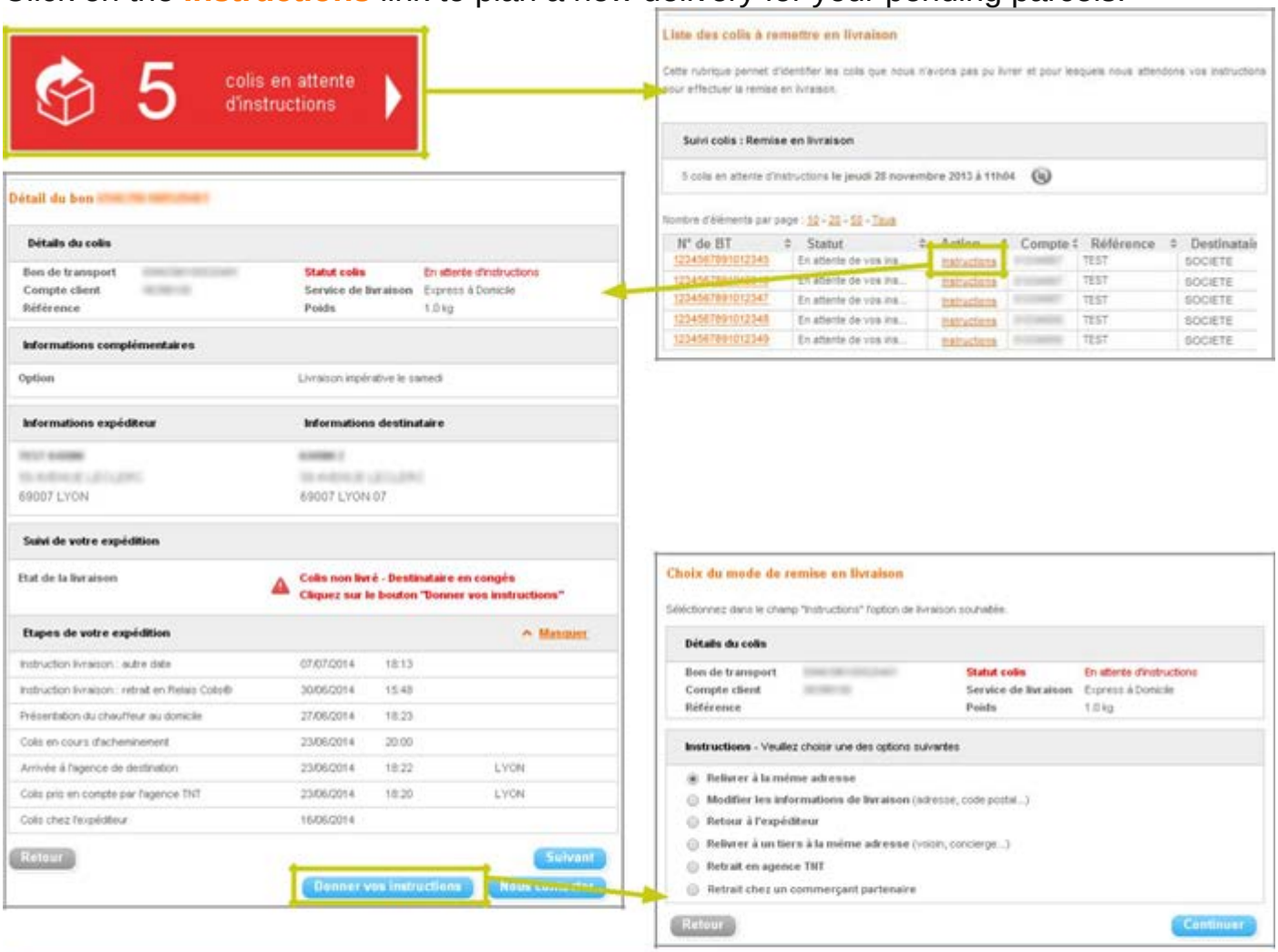
Tip!
Your parcel has been delivered?
View proof of delivery in the list of results or the details of your parcel.



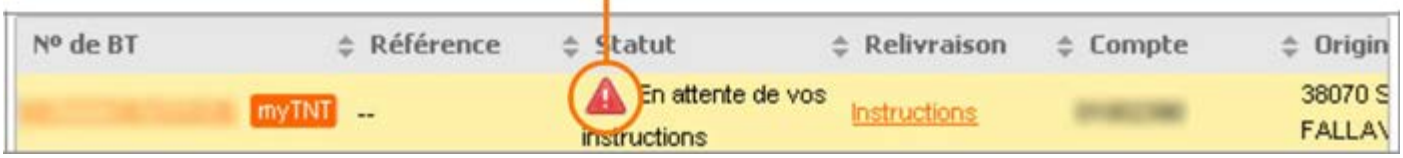
Proof of delivery is available starting from 8.00 am on the day after delivery in France (or the day after that for certain destinations in remote areas).

Parcels awaiting instructions (Remise en livraison)

From the homepage, click on the red insert dedicated to new delivery requests for non-delivered parcels. You can access the list of all your parcels awaiting delivery. Click on the **Instructions** link to plan a new delivery for your pending parcels.



Tip! When tracking your parcels, a warning sign enables you to immediately target shipments awaiting a new delivery request.



If all your parcels are on their way and encounter no problems, this insert is green.

Pick-up requests (Mes demandes de ramassages)

Tracking pick-ups

You can track all your pick-ups, regardless of the method used to create them (myTNT, other digital tools or directly with Customer Service) by:

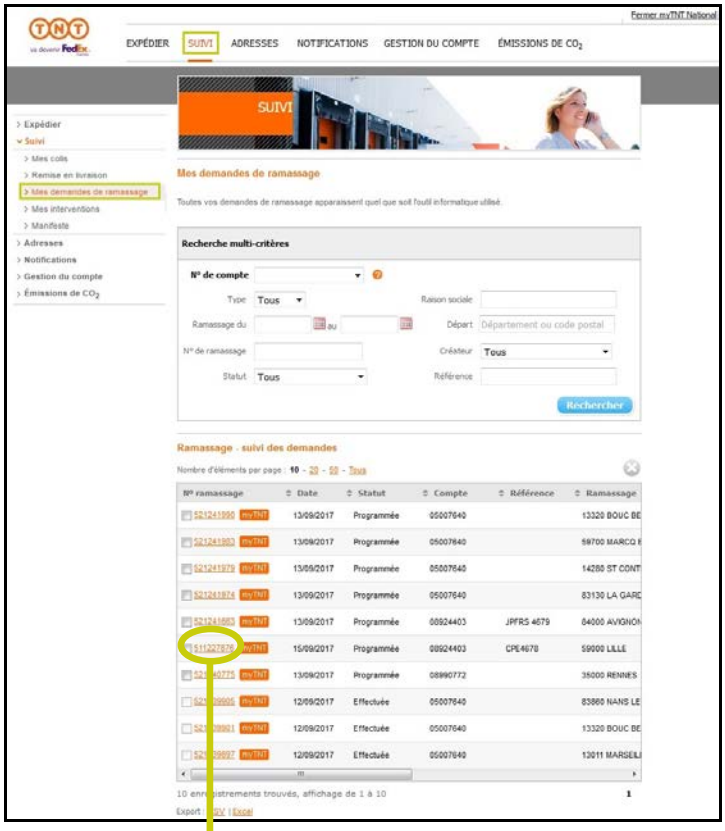
> using your pick-up number (8 figures),

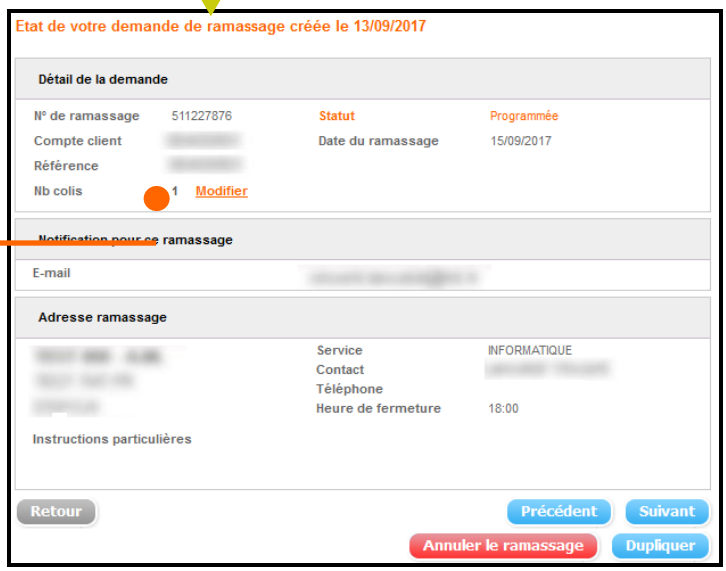
> launching a multi-criteria search.

Tip!

Identify your myTNT pick-ups with the myTNT pictogram

By clicking on the pick-up number link, you obtain the details of your request.



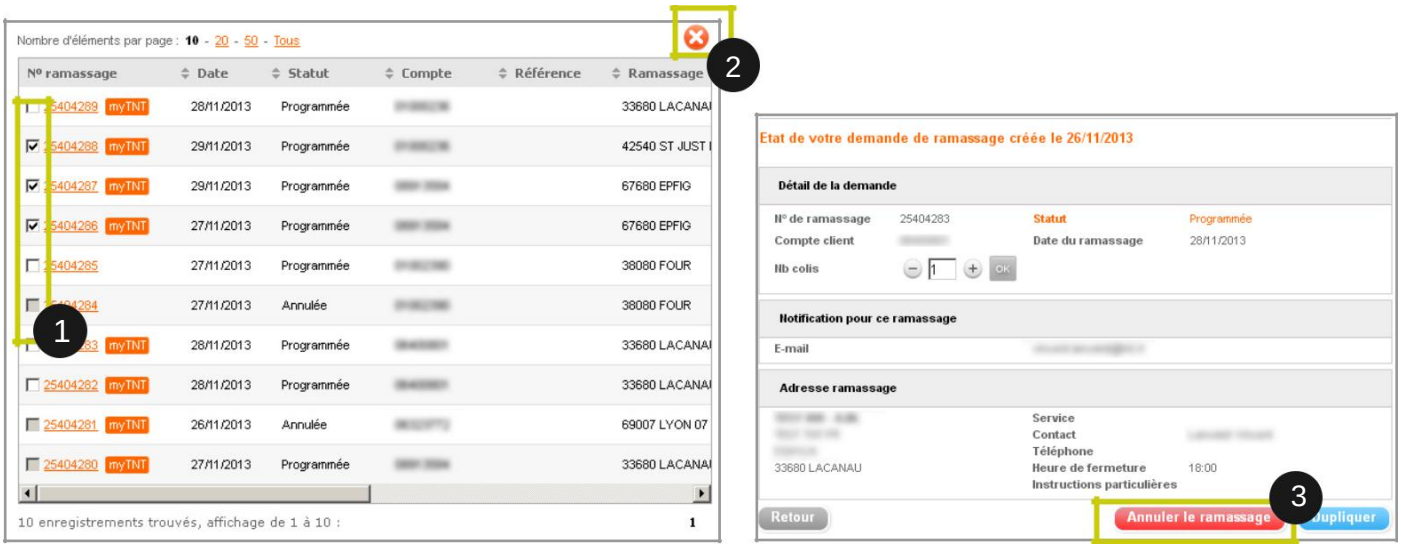


Change the number of parcels to be collected from your pick-up details by clicking on **Modifier**. You will not need to create a new pick-up time to add parcels to your request. This option is available until the driver's departure time, which depends on the city.

Cancelling a pick-up

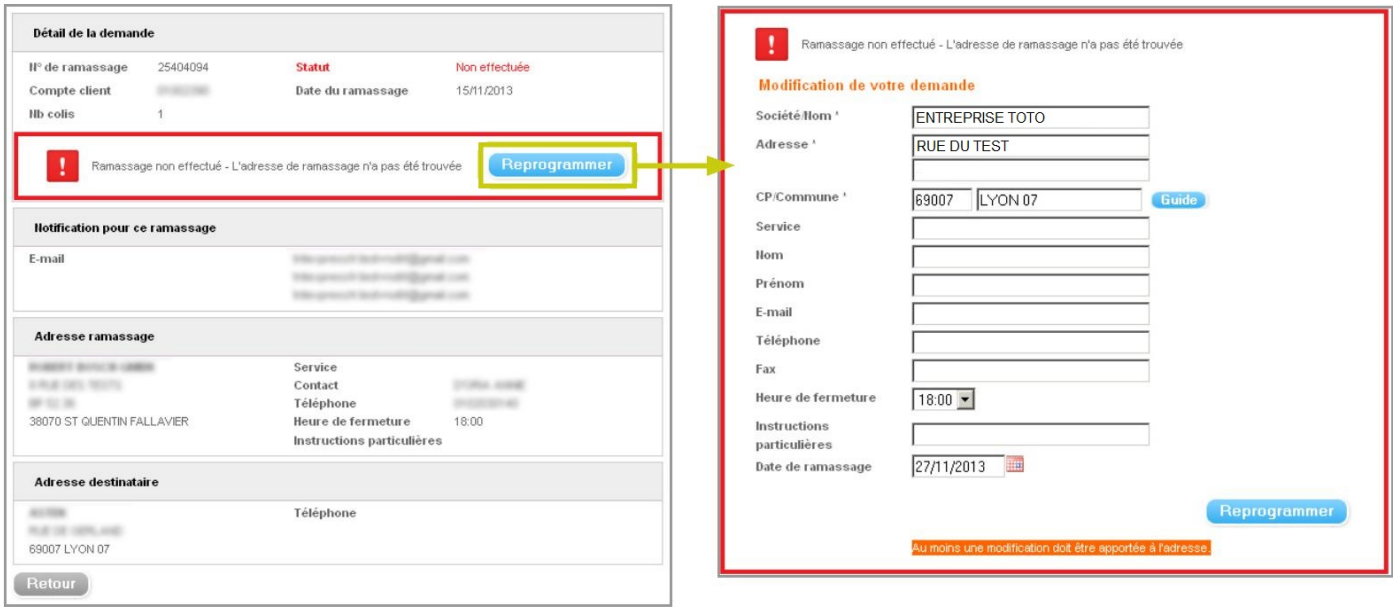
You can cancel a pick-up request until the driver's departure time, which depends on the city. NB: for certain locations you have to cancel your request the day before the scheduled pick-up date.

From your pick-up list, you just need to tick the box/boxes of the pick-ups ❶, then click on the icon ❷ to cancel them.
You can also cancel a pick-up directly from the details section by clicking on the **Annuler le ramassage** button ❸.



Rescheduling a pick-up

For a pick-up that has not taken place yet, it just takes a click to reschedule the driver to come by on the date you choose.
If we don't have enough details for a successful pick-up, we will ask you to provide them. Click on **Reprogrammer** to confirm your request.

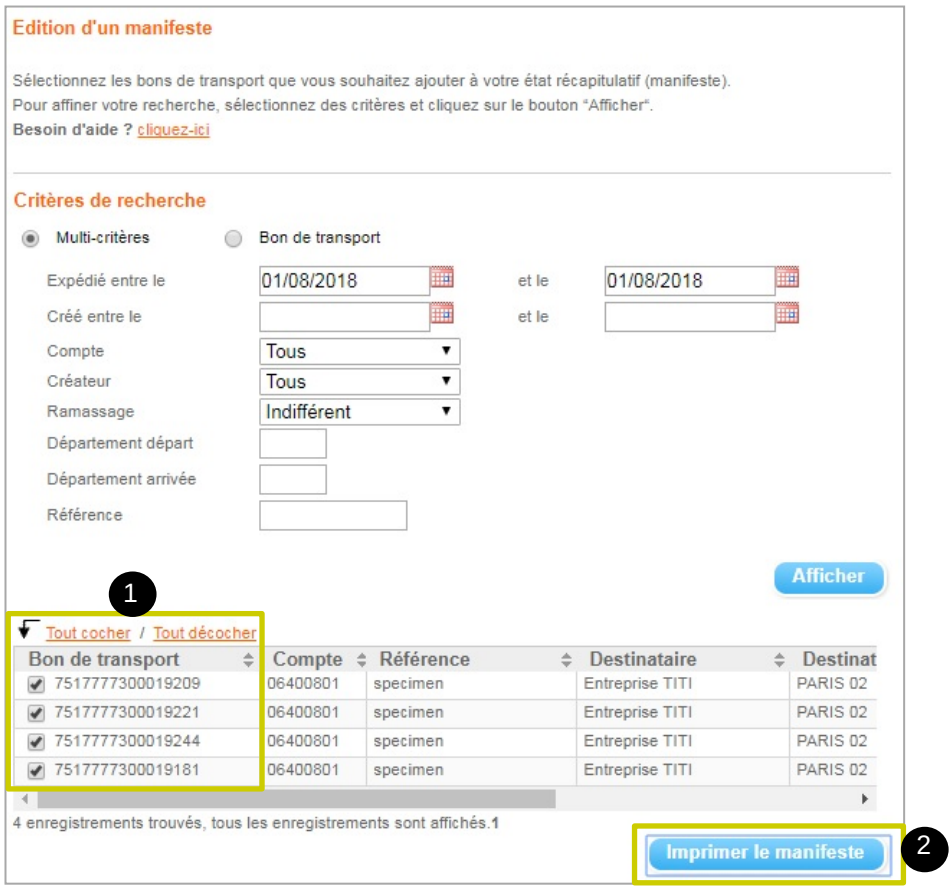


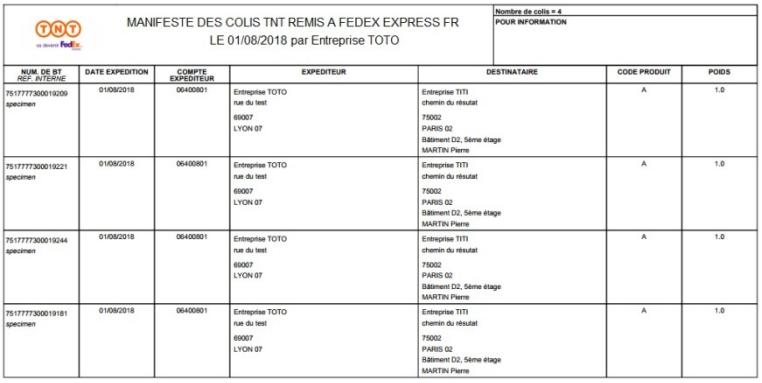
Manifest (Manifeste)

The manifest is a summary for you to view, at the end of the day, the shipments you will be entrusting to us. The parcels already in our network will not appear here.

You will find all the numbers of your consignment notes, the numbers of the accounts from which shipment requests were made, recipients, etc.

Tick the consignment note numbers you wish to add to the manifest of the day ❶ and click on **Imprimer le manifeste** ❷ to print the manifest.





NB:
Printing the myTNT national manifest is **optional** for your shipments in France and is only intended to give you a daily summary.

My address book

With myTNT national, you can manage an address book, which will save you time!

Main functions:

> **Filter** an address with multi-criteria searches 1

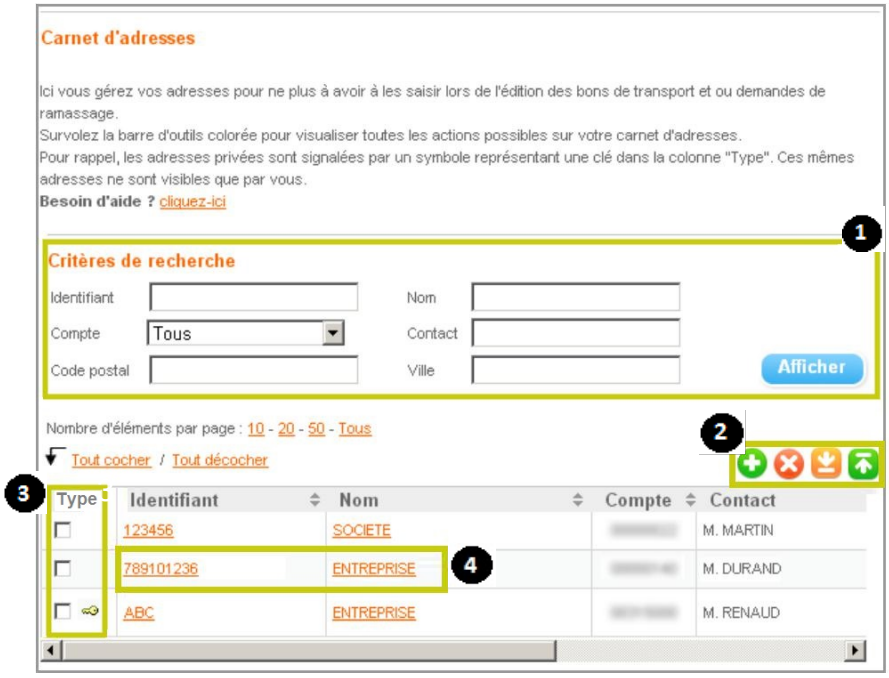
> **Create** a new address: click on the icon 2

> **Import and export many** addresses at once: click on the or icon 2

> **Share** addresses with your users: click on the identifier or name of an address to edit it 4

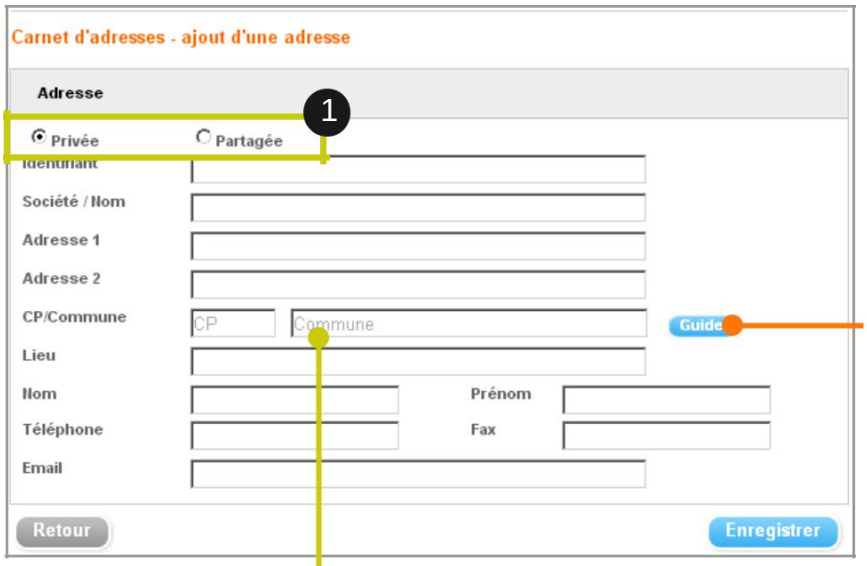
> **Modify** an address: click on the identifier or name of an address to edit it 4

> **Delete** one or more addresses: tick the boxes of the addresses concerned 3 and click on the icon 2



Tip! Registered addresses can be used when you generate consignment notes and pick-up requests by clicking on the **Carnet d'adresses** button.

Creating an address

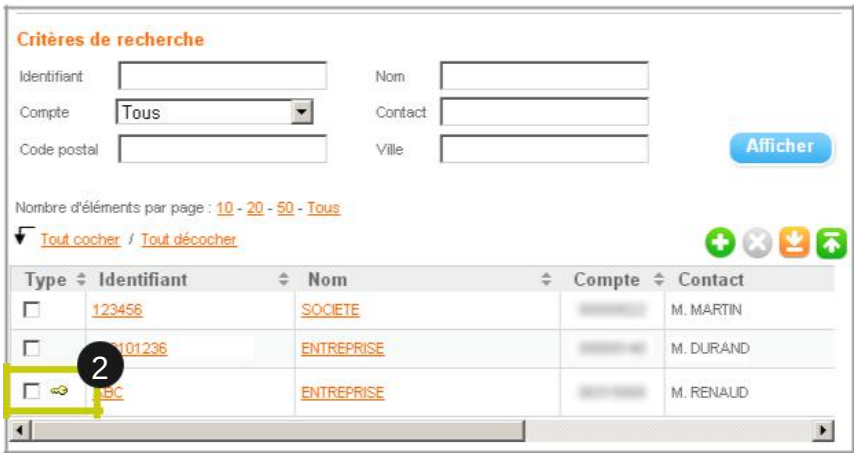


Use the **Guide** button to help you to select the town and relevant postcode.

Never enter an address containing a business zip code in the "Town" field.

You can **share your addresses, or not,** with your users by ticking **Privée** (Private) or **Partagée** (Shared) 1.
An address specified as **Partagée** can be seen by all the users who have access to the same account number.

A **Privée** address, identifiable by the 2 key in the address book, can only be seen by you.



Tip! You can **save** new **addresses used when creating a shipment**

Importing addresses

Create your address book in myTNT national using your own address file in Excel or CSV format.

1 Click on the icon.

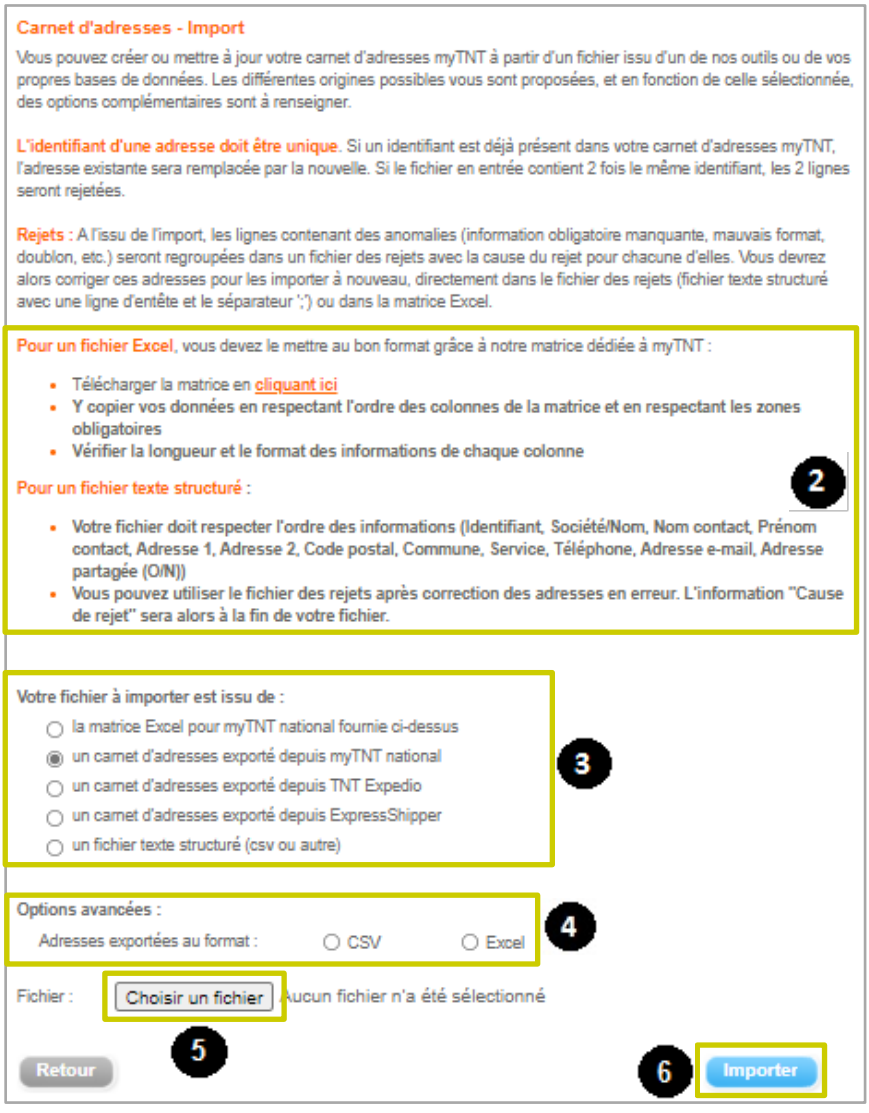
2 If your file is from your own systems in Excel or text format, please format your data by using the Excel matrix provided or as described in the introduction. Respect the mandatory field, as well as the format and order of the information.

3 Choose the format corresponding to your file.

4 According to the format, some advanced options can be requested.

5 Click on **Choisissez un fichier** to find the file to import.

6 Click on the **Importer** button.



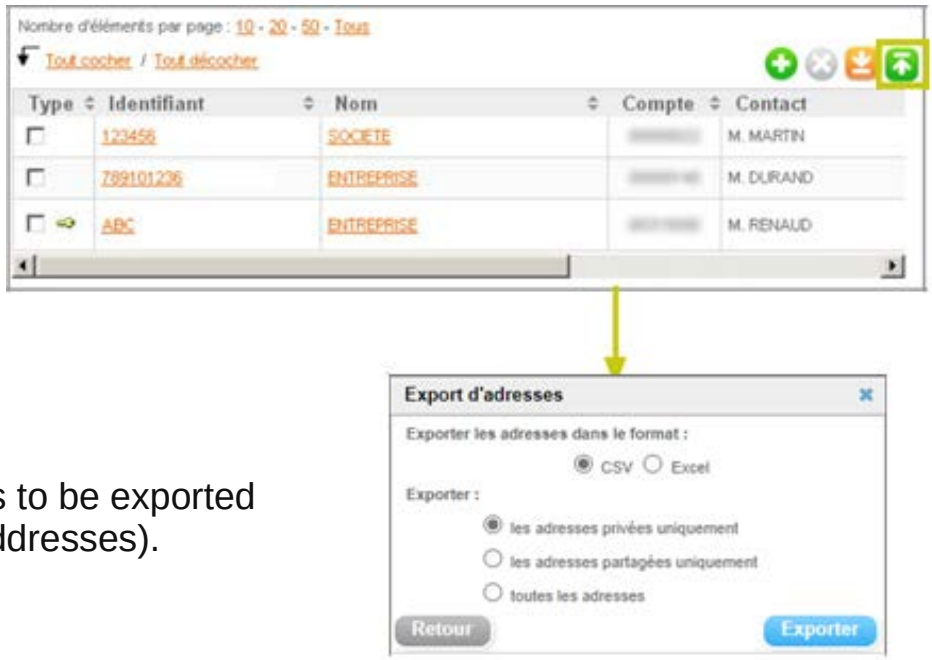
After the import, a report shows how many addresses have been added, how many have been modified, and how many addresses with anomalies could not be imported.
To make things easier for you, you can export the details of addresses with anomalies in CSV format.

Exporting addresses

It is also possible to export your myTNT address book to your own file to harmonise your data.

Bulk export of addresses:

> Click on the icon



> Select the export format.
> Select the type of address to be exported (private, shared or all the addresses).
> Click on **Exporter**

Exporting a selection of addresses of the same type (private or shared):

> Tick the boxes of several addresses
> Click on the icon

> Select the export format.
> Click on **Exporter**

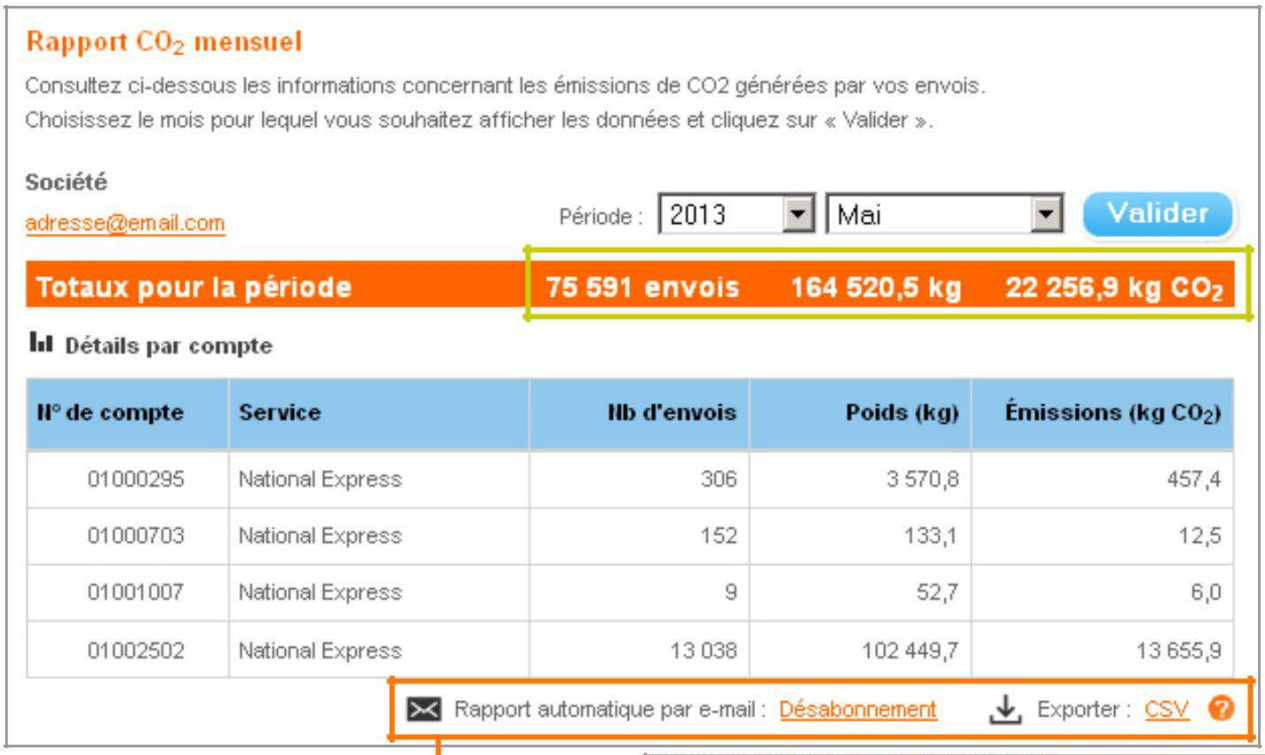
View your CO_2 emissions

This section shows you your CO_2 record over a given period.

> Choose the month for which you wish to display the data

> Click on “Valider” to confirm

> View information concerning the CO_2 emissions generated by your shipments.



Rapport CO_2 mensuel

Consultez ci-dessous les informations concernant les émissions de CO2 générées par vos envois.
Choisissez le mois pour lequel vous souhaitez afficher les données et cliquez sur « Valider ».

Société

adresse@email.com

Période : 2013 Mai Valider

Totaux pour la période 75 591 envois 164 520,5 kg 22 256,9 kg CO_2

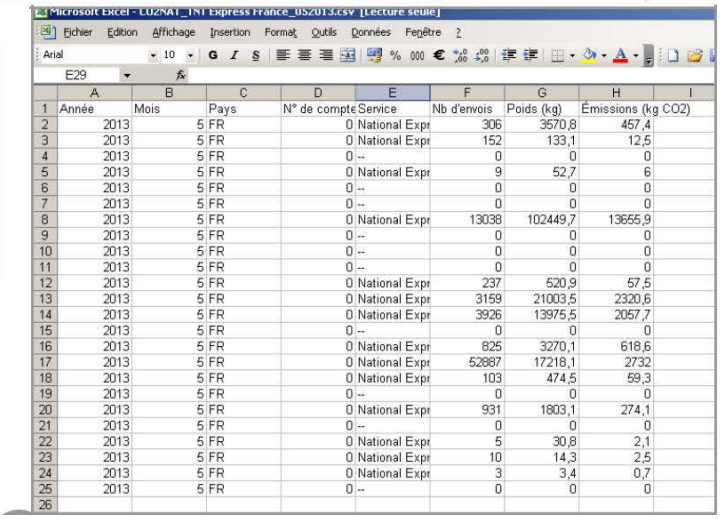
Détails par compte

N° de compte	Service	Nb d'envois	Poids (kg)	Émissions (kg CO_2)
01000295	National Express	306	3 570,8	457,4
01000703	National Express	152	133,1	12,5
01001007	National Express	9	52,7	6,0
01002502	National Express	13 038	102 449,7	13 655,9

Rapport automatique par e-mail : Désabonnement Exporter : CSV

Tip!

You can **edit your CSV report** or **sign up to receive your report** by email each month!



Microsoft Excel - CUZNAT_TNT Express France_052013.csv [Lecture seule]

	A	B	C	D	E	F	G	H
1	Année	Mois	Pays	N° de compte	Service	Nb d'envois	Poids (kg)	Émissions (kg CO2)
2	2013	5	FR	0	National Expr	306	3570,8	457,4
3	2013	5	FR	0	National Expr	152	133,1	12,5
4	2013	5	FR	0	--	0	0	0
5	2013	5	FR	0	National Expr	9	52,7	6
6	2013	5	FR	0	--	0	0	0
7	2013	5	FR	0	--	0	0	0
8	2013	5	FR	0	National Expr	13038	102449,7	13655,9
9	2013	5	FR	0	--	0	0	0
10	2013	5	FR	0	--	0	0	0
11	2013	5	FR	0	--	0	0	0
12	2013	5	FR	0	National Expr	237	520,9	57,5
13	2013	5	FR	0	National Expr	3159	21003,5	2320,6
14	2013	5	FR	0	National Expr	3926	13975,5	2057,7
15	2013	5	FR	0	--	0	0	0
16	2013	5	FR	0	National Expr	825	3270,1	618,6
17	2013	5	FR	0	National Expr	52887	17218,1	2732
18	2013	5	FR	0	National Expr	103	474,5	59,3
19	2013	5	FR	0	--	0	0	0
20	2013	5	FR	0	National Expr	931	1803,1	274,1
21	2013	5	FR	0	--	0	0	0
22	2013	5	FR	0	National Expr	5	30,8	2,1
23	2013	5	FR	0	National Expr	10	14,3	2,5
24	2013	5	FR	0	National Expr	3	3,4	0,7
25	2013	5	FR	0	--	0	0	0

For any technical questions on the software

Please contact our **technical Hotline**:

> by phone, Mondays to Fridays, from 8.30 am to 12.30 pm and 1.30 to 6.00 pm.

0 825 818 626 Service 0,20 € / min + prix appel

> by email: tnt.hotline@tnt.fr

For any questions on shipments

Please contact the **national Customer Service**:

0 825 033 033 Service 0,20 € / min + prix appel