your guide to using

Online Billing

with TNT

TNT

sure *we can*

For any assistance please contact

Email: TH.eInvoicing@tnt.com

Tel: +66 2 257 6274

Contents

welcome

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.

eInvoicing
and
eStatement

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 (Not applicable)

✓ Raise and track the progress of your invoice disputes

logging in

to Online Billing with TNT

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

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

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

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

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

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.

viewing
paid bills

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.

Display Open Items INTERFACE - A A T NORTHERN

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

Payments & Credits

Reference	Reference Date	Document No.	Amount
8000004	05-Mar-2013	1600000294 - Credit memo	GBP 50.00
8000005	11-Mar-2013	1600000295 - Credit memo	GBP 100.00
1	18-Mar-2013	1400000006 - Incoming payment	GBP 5,000.00
1	18-Mar-2013	1400000007 - Incoming payment	GBP 5,100.00
2	18-Mar-2013	1400000008 - Incoming payment	GBP 5,500.00
1	28-Mar-2013	1400000011 - Incoming payment	GBP 5,000.00

Bills

Reference	Reference Date	Document No.	Amount
1	18-Mar-2012	1800000001 - Invoice	GBP 5,500.00
1	18-Mar-2013	1800000000 - Invoice	GBP 5,500.00
7000006	05-Mar-2013	1800000030 - Invoice	GBP 1,050.00
8000009	18-Mar-2013	1800000034 - Invoice	GBP 10,000.00
8000010	18-Mar-2013	1800000035 - Invoice	GBP 10,000.00
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

Payments & Credits — Total: GBP 20,750.00 / EUR 0.00
Balance: GBP 51,300.00 / EUR 2,500.00

Bills — Total: GBP 72,050.00 / EUR 2,500.00

[Detail View]

Terms of use   privacy statement   terms & conditions
Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2011

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

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

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

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

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

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

Registering additioanal 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. Simple 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

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 / Finance login / Landing page / Account maintenance

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)

[Cancel]   [**Add Account**]

Log Out

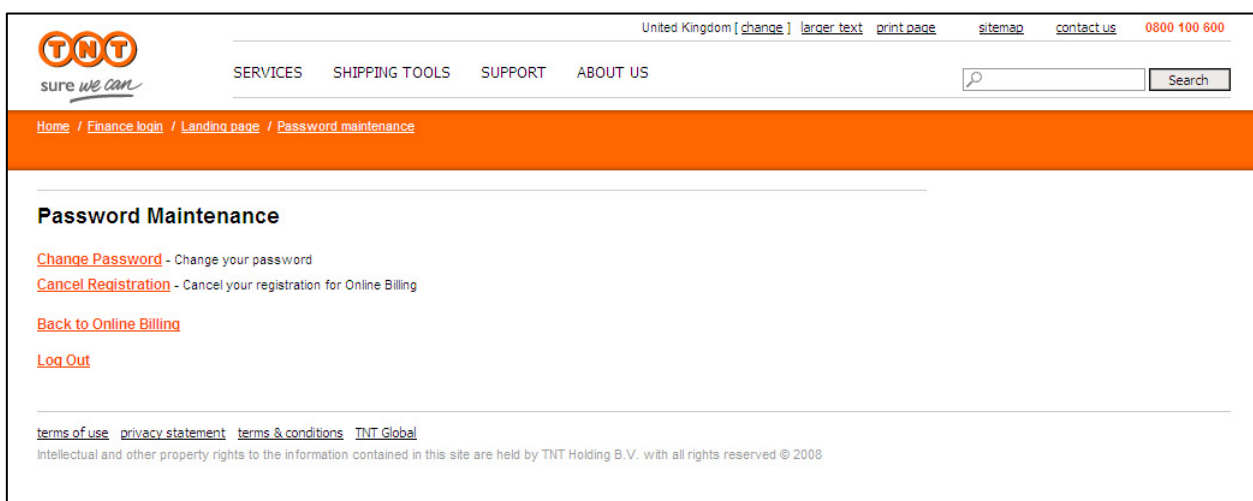terms of use   privacy statement   terms & conditions   TNT Global

Intellectual and other property rights to the information contained in this site are held by TNT Holding B.V. with all rights reserved © 2008

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

Change password

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

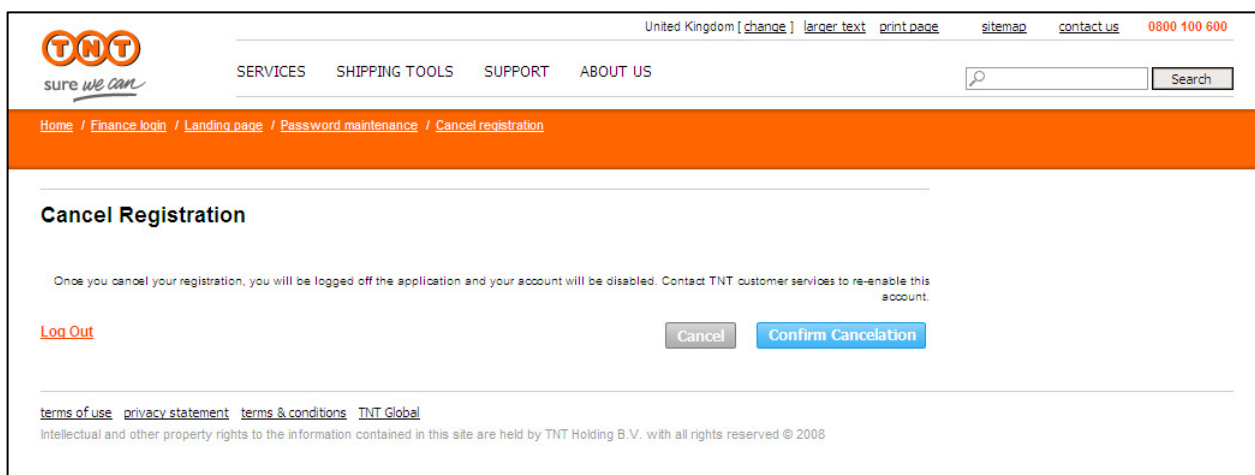Then select 'Change Password'.

changing
your password

Change password

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

Click the Save button.

cancelling

your Online Billing registration

Cancel registration

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

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

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