



# TNT Advance Instruction Manual

**December 2010**

**Version 1.0**



## Background

### What is TNT Advance Program?

TNT has initiated a global purchasing program called Advance\*. The Advance program is designed specifically to help TNT subcontractors to save money with selected fuel companies and vehicle manufacturers.

\* Formally known as Alliance in the UK.

### Who can benefit from TNT Advance Programme?

These benefits are only available to valued TNT subcontractors

### Why has TNT Express initiated the Advance Program?

The Advance program is designed specifically to help TNT subcontractors to save money with selected fuel companies and vehicle manufacturers to help them to improve their cost base.

### Where is TNT Advance Program applicable?

The Advance Program is applicable in Germany, Spain, Italy, Benelux, and United Kingdom. It is our goal to have TNT Advance available to subcontractors globally.

## Fuel category

### What is the application process for a fuel card?

For the application process for a fuel card see [www.tnt.com/advance](http://www.tnt.com/advance) for more details in your country.

### What discounts are offered?

Discounts on diesel at unmanned and manned stations see [www.tnt.com/advance](http://www.tnt.com/advance) for more details in your country.

### How can I contact the fuel supplier for fuel related questions?

Contact local Customer Service Department of fuel supplier:

#### **Esso contact**

for Esso questions, contact:  
[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

#### **fuelGenie contact**

for fuelGenie questions, contact:  
[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)  
[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)  
Tel. 0845 371 2490

### How can I contact TNT for fuel category related questions?

In case of questions, please send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk)

### Who can I advise if I have a query or feedback on Advance (e.g. fuel card application process, service fuel station etc?)

For queries regarding the fuel card you can contact the local Customer Service Department of the fuel company in your country. For queries and suggestions regarding the Advance program or fuel card process you can send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk)

### What do I have to do when my fuel card is stolen, lost, blocked or damaged?

Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can fill out an information form and the supplier will get in touch with you. Make sure you describe your problem or query clearly.

### Where can I address questions regarding a fuel invoice query?

In case of questions regarding your invoice, please send an e-mail to Esso ([ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)) or fuelGenie ([enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)) or go to the supplier

specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can fill out an information form and the supplier will get in touch with you. Make sure you describe your problem or query clearly.

**How can I apply for an additional fuel card?**

Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can fill out a request form and the supplier will get in touch with you to discuss the request. Make sure you describe your request clearly.

**For how long is the fuel card valid?**

Contact local Customer Service Department of fuel supplier:

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

0845 371 2490

**Why is a credit check needed?**

Further information in respect to why a credit check is required, please contact the below.

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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**What entails the credit check for my application?**

Further information in respect to what entails within the application for a credit check please contact the below.

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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**Will TNT act as a guarantor for the subcontractor if the credit check is negative?**

TNT will not act as guarantor for a subcontractor regarding the credit check. The agreement for a fuel card will be an arrangement between the fuel company and the subcontractor. TNT will only facilitate the process.

**Cancel fuel contract**

You can cancel the contract following the details stated in your agreement with the fuel supplier. In the event you are no longer a TNT subcontractor TNT will advise the fuel supplier that you are no longer eligible for TNT Advance programme.

**Can I get other discounts on products or services with my fuel card?**

This differs per supplier. Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance)

See also appendix 3 – Discounts and conditions fuel.

Can I get information on my fuel consumption on a monthly basis?

Contact local Customer Service Department of fuel supplier:

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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Where can I fuel up my vehicles?

Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you will see all details about the supplier and you can also find information about fuel locations.

Can I use my fuel card for private purposes as well?

Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance).

Can I fuel multiple vehicles with the same card within 24hrs?

Contact local Customer Service Department of fuel supplier:

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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Can I apply for multiple fuel cards?

This depends on the supplier. Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can fill out a request form and the supplier will get in touch with you. Make sure you describe your request very clearly.

Can I hand my card over to someone else?

Contact local Customer Service Department of fuel supplier:

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fulegenie.co.uk](mailto:enquiries@fulegenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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I am no longer a TNT subcontractor; can I still enjoy the benefits?

When your agreement with TNT is no longer in force subcontractors can no longer make use of the TNT Advance benefits. Suppliers may get in touch with you to offer you new conditions.

**Can I use my fuel card abroad?**

This depends on the supplier, please contact local Customer Service Department of fuel supplier:

**Esso contact**

for Esso questions, contact:

[ian.hall@exxonmobil.com](mailto:ian.hall@exxonmobil.com)

**fuelGenie contact**

for fuelGenie questions, contact:

[enquiries@fuelgenie.co.uk](mailto:enquiries@fuelgenie.co.uk)

[www.fuelgenie.co.uk](http://www.fuelgenie.co.uk)

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See also appendix 3 – Discounts and conditions fuel.

**Will other fuel suppliers accept my card?**

This depends on the supplier. Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can find more information on the conditions or you can fill out a request form and the supplier will get in touch with you. Make sure you describe your question clearly. See also appendix 3 – Discounts and conditions fuel.

**Where are the 'higher discount' stations located?**

This depends on the supplier. Please go to the supplier specific page on the website [www.tnt.com/advance](http://www.tnt.com/advance). On this page you can find more information on the location of the stations or you can fill out a request form and the supplier will get in touch with you. Make sure you describe your query clearly.

**Vehicles - Vans**

**Which types of discounts are offered?**

Whether you are buying or leasing the vehicle and even if you need additional accessories, you can save up to a third of the list price, depending on the type and vehicle. For detailed information on discounts and conditions, please see [www.tnt.com/advance](http://www.tnt.com/advance) or see appendix 4 – Discounts and conditions vans.

**How can I make use of TNT Advance discounts?**

These benefits are only available to valued TNT subcontractors, in order to make use of these benefits, you will need to identify yourself to the suppliers as a TNT subcontractor; this is done by communicating your unique personal TNT Advance code, when selecting a vehicle. More information can be found on [www.tnt.com/advance](http://www.tnt.com/advance)

**Can I order other vehicle types other than those that have been negotiated by TNT Express?**

TNT has negotiated specific vehicle brands and types. Other than the brands and types offered by the TNT Advance Program no others can be ordered under the Advance prices and conditions.

**How can I contact the vehicle supplier for vehicle related questions?**

You can either get in touch with your nearest vehicle dealer or submit your question via [www.tnt.com/advance](http://www.tnt.com/advance). On the supplier specific page you can fill out an information form that will be sent to the suppliers. They will then get in touch with you. Make sure you describe your question clearly.

**How can I contact TNT for vehicle category related questions?**

In case of questions, please send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk)

Where can I advise queries or feedback (e.g. vehicle ordering process, service dealer etc?)

For queries regarding the vehicle ordering process you can contact the local vehicle dealer in your country. For queries or suggestions regarding the Advance program and vehicle ordering process you can send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk)

If I have a vehicle invoice query where can I direct my questions?

For questions regarding the vehicle invoice you can contact your local vehicle supplier or you can fill out the information form on [www.tnt.com/advance](http://www.tnt.com/advance) and the supplier will get in touch with you. Make sure you describe your question clearly.

Do I have to order the new vehicle with TNT Express livery?

Please refer to the Terms & Conditions of engagement of a TNT subcontractor.

Can I get discount on tyres and maintenance as well?

The Advance program in phase I is focusing on fuel and vehicle categories. It is TNT intention in the future to include other categories that would benefit all TNT subcontractors. If you have any suggestions for the TNT Advance program, please send an email to [advance@tnt.co.uk](mailto:advance@tnt.co.uk)

Can I freely opt for buy, hire, or lease the new vehicle?

Please see [www.tnt.com/advance](http://www.tnt.com/advance) for more details in your country.

Is the discount offered in the TNT Advance Program applicable for leasing?

The discounts offered are also applicable on leasing.

Why are trucks not included in the program?

The Advance program now only focuses on the fuel and van category. TNT is working hard to include Trucks in the Advance program in the beginning of 2011.

Are prices fixed for vehicles or can I still negotiate with the vehicle dealer?

Offered discounts are fixed. You are always free to negotiate with your dealer additional benefits.

Are vehicle accessories included in the program?

Yes, accessories are included in the program. See also appendix 4 – Discounts and conditions vans.

Where do I collect my ordered van?

You can discuss this with the vehicle dealer you choose to buy a van at. TNT has no involvement on this.

Can I go to any dealer?

You are free to go to any dealer to buy a vehicle. Go to [www.tnt.com/advance](http://www.tnt.com/advance) to check for the nearest dealer.

## Finance

Can TNT finance my vehicle?

The negotiation for a new vehicle (i.e. van) will be between the subcontractor and vehicle dealer. Due to legal constraints TNT can not Finance the subcontractor's vehicle.

My dealer does not accept my identification code what can I do?

Please send an email to [advance@tnt.co.uk](mailto:advance@tnt.co.uk). TNT will get in touch with you in order to discuss the matter.

Where can I find a participating dealer?

Please, see the supplier specific pages on [www.tnt.com/advance](http://www.tnt.com/advance) for the nearest dealer or request more information via the information field provided on the supplier pages.

**Mercedes contact**

[www.mbvans.co.uk](http://www.mbvans.co.uk)

[TNT@daimler.com](mailto:TNT@daimler.com)

**Volkswagen contact**

[www.vwn.co.uk](http://www.vwn.co.uk)

**Fiat contact**

[www.fiat.co.uk](http://www.fiat.co.uk)

[fiat.fleet@fiat.com](mailto:fiat.fleet@fiat.com)

Tel. 08433 160312

**I am no longer a subcontractor of TNT Express; can I still enjoy the benefits?**

When your agreement with TNT is no longer in force subcontractors can no longer make use of the TNT Advance benefits. Suppliers may get in touch with you to offer you new conditions.

**Where can I check my discount?**

Please visit the website [www.tnt.com/advance](http://www.tnt.com/advance) and go to the page of your suppliers of choice. You can request details about the discount rates via the information form. Or send an email to [advance@tnt.co.uk](mailto:advance@tnt.co.uk). Make sure you state your question clearly. You may request discount rates from as many suppliers as you wish. See also appendix 3 and 4 – Discounts and conditions fuel and vans.

**How do I receive the discount?**

There are different processes per category and sometimes per supplier in order to receive the discount. Please go to the website [www.tnt.com/advance](http://www.tnt.com/advance) and check the process description. You will find an explanation how you will receive the discounts.

**TNT Advance management**

**How to deal with subcontractors that no longer provide services to TNT.**

If you need to know if a subcontractor is still providing services to TNT, please send an email to [advance@tnt.co.uk](mailto:advance@tnt.co.uk) and ask if the supplier (with his SAP code) is still active for TNT.

**How to deal with new subcontractors.**

A new subcontractor will receive the contract, a copy of the brochure and a copy of the cover letter with his SAP code.

**How to get a subcontractor identification code.**

A new subcontractor will receive a copy of the cover letter with his SAP code.

**Can anybody else other than TNT subcontractors enjoy the discounts of fuel and vehicles?**

These benefits are only available to valued TNT subcontractors.

**Where can I send ideas on how to improve the TNT Advance Program?**

For suggestions regarding the Advance program you can send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk) every suggestion, query or question is welcomed as we are constantly trying to improve our services to you.

**Website**

**Why are there no category prices or discounts being displayed on the website?**

Due to legal constraints it is not allowed for TNT to display any negotiated prices and discounts for subcontractors on the internet site. For detailed information on discounts and conditions, please see [www.tnt.com/advance](http://www.tnt.com/advance) and fill out the information forms on the supplier specific forms that will be sent to the supplier of your preference.

**The website doesn't work**

Please check your connection and see if you have the latest versions of your browser.

Supplier does not respond to my requests?

Please send an e-mail to [advance@tnt.co.uk](mailto:advance@tnt.co.uk).

Why are only these suppliers displayed?

The displayed suppliers are strategic partners with whom TNT have come to an agreement. These suppliers have been selected based on their capabilities, quality and the added value they can create for you.

When I fill out an information form on the TNT Advance internet site, who will answer my question?

Your form will be send to the corresponding supplier. They have to follow up on your request or query. TNT is not handling the supplier specific forms. If you experience problems with the service supplier's offer, please inform TNT via [advance@tnt.co.uk](mailto:advance@tnt.co.uk) so we can discuss this with the suppliers in order to improve our service to you.

### Brochure

How can I receive an extra copy of the brochure?

Ask your local depot contact for an additional copy of the brochure. All information on TNT Advance can be found on [www.tnt.com/advance](http://www.tnt.com/advance).

Can I receive a copy via email?

Please send an e-mail with your request to [advance@tnt.co.uk](mailto:advance@tnt.co.uk) and a digital version of the brochure will be send to you.

How do I become a TNT subcontractor?

For the application process to become a TNT subcontractor see [www.tnt.com/advance](http://www.tnt.com/advance) for more details in your country.