



FREQUENTLY ASKED QUESTIONS

About my move to FedEx:

1. Why am I asked to transfer my TNT account to FedEx Express?

As FedEx Express and TNT continue to integrate, we will gradually migrate TNT customers to FedEx Express. You have been selected to be part of the first phase of migration as your account meets a set of pre-determined criteria. With this change, please enjoy the convenience of shipping through a single platform and benefit from better service with FedEx Express, such as improved pick-up and cut-off times and expanded service coverage in some areas.

The migration will happen in phases and all TNT customers will eventually be migrated to FedEx Express.

2. I was not informed or do not see this migration with TNT accounts we are using in other countries. Why are you migrating TNT account to FedEx Express in the Philippines?

Our integration is executed in phases so the timing for the transition of a TNT account to FedEx Express can vary by country and customer. All current TNT customers will eventually be migrated to FedEx Express.

With this change, you can enjoy the convenience of shipping through a single platform and benefit from better service with FedEx Express, such as improved pick-up and cut-off times and expanded service coverage in some areas.

3. Will there be any immediate impact after I migrate to FedEx Express?

Since you have received your FedEx Express account information, we encourage you to start shipping with FedEx Express.

4. How do I start using FedEx Express services after the migration?

We have created for you a FedEx Express account uploaded with FedEx Express shipping rates comparable to your current shipping spending with TNT. You can immediately use this account to arrange shipping with FedEx Express.

5. Will "MyTNT" be closed and when will my "TNT account" be deactivated?

Yes, your TNT account will be deactivated when your MyTNT account is closed. Once your TNT and MyTNT accounts are deactivated, please use FedEx Express services for your shipping.

Please note that once your My TNT account is closed, you will not be able to access shipping records for your past TNT shipments or your address book.

For inquiries, you may contact FedEx Express Care 1800.10.46.33339 (PLDT, Sun, Smart Subscribers) 1800.8.46.33339 (For Globe Subscribers) 045.4993900 (Other Network Subscribers).

6. My overseas client sent shipments with my TNT account that should have been deactivated. What should I do?

We want to ensure your business is not impacted by the migration. For now, we will have your shipments delivered by TNT as normal or the payment for the invoice can be made through TNT the same as you used to do.

For future shipments, please ensure that your shipments are routed through your new FedEx Express account, you should have already received your account details from FedEx Express via email. You can find and download letter templates for offshore customers at <https://www.fedex.com/en-ph/campaign/migrate.html>, so that you can inform your customers of the change.

I want to know who to contact:

7. Will my current FedEx Express/TNT courier change?

As we integrate our local ground operations, we will integrate our courier teams. FedEx cartage agents in FedEx uniforms will pick up and/or deliver your FedEx Express shipments.

8. Will the current Sales person in charge of my account change?

There is no change to your Sales representative.

9. Who do I contact for FedEx Express service inquiries?

For assistance on FedEx Express shipments, you may contact us by writing to FedEx Express or the chat function at www.fedex.com/ph.

You may also contact your Sales representative or call FedEx Express Customer Care 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers) to schedule shipment pick-up.

10. If I have any questions about my TNT shipments, can I contact FedEx Express?

Please contact TNT Customer Service for questions about TNT shipments.

11. Does it mean my clearance contact will be changed as well?

Yes, FedEx Express will process customs clearance for your FedEx Express shipments.

I want to ship:

12. Can I continue to use my TNT account to create export and/or import shipments?

While we encourage you to start shipping with FedEx Express, you may continue to make shipping arrangements until your TNT account is deactivated.

Once your TNT account has been deactivated, please use FedEx Express services for your shipping.

13. May I schedule a single pickup to collect both FedEx Express and TNT packages?

Currently, to schedule a shipment pick-up, you will need to contact FedEx Express and TNT separately. Once your account has been migrated to FedEx Express (i.e. TNT account has been deactivated), you may call FedEx Express for all your FedEx Express shipments.

14. Can I continue to use the TNT air waybill to ship with FedEx Express after TNT account deactivation/deletion?

For FedEx Express shipments, please use the FedEx Express air waybill.

15. I'm a TNT customer — I don't have any supplies to start shipping with FedEx. How can I get supplies from FedEx?

There are four ways to get supplies for your FedEx Express shipments:

- Order online at fedex.com: <https://www.fedex.com/ph/supplies/index.html>;
- Pick up supplies at a nearby FedEx Express drop-off location: <http://www.fedex.com/ph/dropoff/index.html>;
- Ask your FedEx Express couriers;
- Contact FedEx Express Customer Service.

16. May I use FedEx Express packaging to ship with TNT or TNT packaging to ship with FedEx Express?

When your account has been migrated to FedEx Express (i.e. TNT account has been deactivated), all your shipments will be handled by FedEx Express. So please use FedEx Express packaging or your own packaging when you ship with FedEx Express.

17. After the transition to FedEx Express, can I drop off any of my FedEx Express packages at TNT?

No, please continue to drop off your FedEx Express packages at FedEx Express drop-off locations. It's easy to find FedEx drop-off locations nearby by using the 'Find locations' tool at fedex.com/ph.

18. I have scheduled an import shipment with TNT. Are there any changes to invoicing or customs clearance for my TNT shipments?

Any TNT shipment that has been arranged prior to your TNT account deactivation will be invoiced and shipped to you as per usual process. Once your account has been migrated to FedEx Express (i.e. TNT account has been deactivated), you may call FedEx Express for all your shipments.

You will need to prepare clearance documents as FedEx Express requires. For complete list of documents, please contact your FedEx Express Customer Care at 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers).

I want to know if my services or rates are changing:

19. Will my shipment pick-up or cut-off times be impacted?

Your pick-up and cut-off times will be based on the FedEx Express service available in your area. Please contact FedEx Customer Care at 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers) for further information.

20. Will the delivery time of my import shipment be impacted?

Your shipment will be delivered based on the FedEx Express delivery commitment. Please contact FedEx Express Customer Care at 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers) for more accurate information on your shipment(s) delivery schedule.

21. FedEx Express created new shipping rates for me. Will there be changes to my current rates or terms and conditions?

While we are trying our best to provide you the best offer, you may have different rates and terms and conditions.

Please refer to the details provided in your rates and agreement or please contact your sales representative if you have any questions about your new rates.

22. How are the new rates different from the existing?

Your new rate with FedEx has been calculated based on various factors such as zone, weight band and surcharges. When you look at the total amount payable, this amount should be comparable to the total amount you previously paid to TNT for similar shipments.

23. How is FedEx Express spot rates different from Quote Desk rates?

Spot rates for both TNT and FedEx Express are not contractual rates and if offered, are applicable for a short period of time, and therefore can change throughout the year. For more details, please consult your Sales representative.

24. What does 'TNT comparable rates' mean?

It means when you ship using your new FedEx Express account, the total amount payable to FedEx Express will be similar to the total amount that you would have previously paid to TNT. Your new rate has been calculated based on various factors such as zone, weight band, and surcharges as FedEx and TNT have different rate structures.

25. I actually have a FedEx Express account. Can I use that account for new rates?

While we will try our best to make the transition process as convenient for you as possible, whether the new rates can be applied to your existing FedEx Express account depends on several factors.

Please provide your existing TNT and FedEx Express account numbers and we will get back to you as soon as we can.

I have questions on billing:

26. Why are the freight charges billed to my FedEx Express account higher than what I enjoyed with TNT?

FedEx and TNT have different rate structures. Your new rate with FedEx has been calculated based on various factors such as zone, weight band, and surcharges. Despite the differences in the freight charges, when you look at the total amount payable, this amount should be comparable to the total amount you previously paid to TNT for similar shipments.

27. My overseas clients request to use TNT and pay for it. Can they still use their TNT account to pay the shipment after migration?

Yes, your offshore payer can still use their TNT accounts to ship and pay.

28. My overseas clients ship with TNT and bill to my TNT account. After migration when my TNT account is deactivated, how can they ship with TNT?

Your client can ship with FedEx Express and choose payment options either 'Recipient' or 'Third Party' with your new FedEx Express account number. Or you could arrange for a remote pickup of import shipments from overseas via FedEx Ship Manager at fedex.com or through FedEx Express Customer Care at 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers).

29. I use TNT but bill to the TNT account number of my overseas clients. Will their TNT account be transferred to FedEx Express? If not, can I still bill to their TNT account number to ship with TNT after migration?

Our integration is undertaken in phases so the timing for the transition of a TNT account to FedEx Express can vary by country and customer. After migration, you need to ship with FedEx Express and bill your offshore payer's FedEx Express account if they have one already. If the offshore payer does not have a FedEx Express account, you can ask them to create one by calling their local FedEx Express Customer Care.

If you need to export urgently using their TNT account or the offshore payer still wants you to bill their TNT account, your client can initiate a TNT remote pick-up for your export shipments through local TNT Customer Service or via MyTNT or MyTNT2.

You can also ship with TNT as Guest through TNT Customer Service +632. 551-5632 and bill to your client's TNT account number.

30. Will my shipping payment credit terms change?

Duties and Taxes

Duties and taxes are billed to your FedEx account by default with credit terms of 7days.

Freight

Credit term for freight remains at 30 days. For more information, please call FedEx Express Customer Care at 1800.10.46.33339 (PLDT, Sun, Smart Subscribers), 1800.8.46.33339 (For Globe Subscribers), 045.4993900 (Other Network Subscribers).

31. How will I receive my FedEx Express invoice?

You can receive your invoice by post. You may also choose to check your invoices electronically via FedEx Billing Online at fedex.com/ph.

32. Will FedEx Express and TNT provide separate invoices for their services?

Yes. Until your TNT account is deactivated, you will continue to receive separate invoices from FedEx Express and TNT. Any outstanding payment for TNT invoice(s) should be settled directly with TNT, even after your TNT account is deactivated.

33. Can I still use my FedEx account if I have an outstanding balance or my account is delinquent?

No, delinquent accounts will be deactivated.

I want to track my shipments:

34. Can I track my FedEx Express and TNT shipments on one or both websites?

There are no changes to the applications you use to track packages. FedEx Express shipments can be tracked at www.fedex.com/ph, and TNT consignment tracking is available at https://www.tnt.com/express/en_ph/site/home.html.

I have questions for online shipping:

35. Can I use a TNT booking application or call TNT customer service to send a shipment with FedEx Express? And vice versa?

TNT and FedEx Express shipping applications are not integrated at the moment. If your TNT account is being migrated to FedEx Express, please use FedEx Express shipping tools, including FedEx Ship Manager/FSM at fedex.com to ship.

36. Can I continue to use MyTNT for online shipping?

Once your TNT account is deactivated, the pick-up and shipping functions in MyTNT will also be closed on the same day.

While we support the migration of the address book from MyTNT to FedEx Ship Manager at fedex.com, you would need to verify whether the addresses are all accurate on FedEx Ship Manager at fedex.com.

37. How do I get access to FedEx Express online service and FedEx Ship Manager/FSM at fedex.com?

We have provided you with pre-created FedEx Ship Manager ID and password. With the login information, you can access the full array of FedEx Express online services including rate quotation, transit time, and online shipping tools to help you ship smarter. Go to www.fedex.com/ph/login/index.html to learn more.

38. Can you move my data in MyTNT to my fedex.com?

For your convenience, we have opened a new FedEx Ship Manager/FSM at fedex.com account for you, and helped you transfer your address book for exports from MyTNT.com before your TNT account was deactivated.

For other automation technical support, please contact FedEx Express Customer Technology Helpdesk at 1.800.1441.0830 (PLDT Toll Free) or 1.800.8908.6579 (Globe Toll Free).

39. Why has Express Import Address Book in MyTNT not been transferred to FedEx Ship Manager at fedex.com?

Express Import Address Book in Express Import System (EIS) has been excluded from address book migration due to technical differences between MyTNT and FedEx Ship Manager at fedex.com so as to avoid any errors.

40. How can I save my Express Import Address Book from myTNT?

You can copy and paste the addresses into an Excel spreadsheet or any other format you prefer, then save it. Or you can simply print out the data for record purposes. In this case, please ensure that all addresses are printed out properly.

41. How is FedEx Ship Manager/FSM at fedex.com different from MyTNT?

MyTNT and FedEx Ship Manager/FSM at fedex.com have different shipping interfaces, but they have similar functions to allow shippers to conveniently prepare shipping labels / commercial invoice by smartly using address book and schedule a pickup online. You can also schedule a remote pickup online. In addition, FedEx Ship Manager/FSM at fedex.com can provide rates, transit time, and shipment notification.