



Bringing FedEx Express and TNT together

Discover how the combined services of FedEx Express and TNT can help you book, ship and track your products globally, across Europe and domestically.



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We connect you to more possibilities

At FedEx Express and TNT, we can help you meet all your customer requirements and business demands with our wide range of shipping services, extensive global coverage and unrivalled logistics expertise.

Over the following pages you'll find everything you need to know about shipping with FedEx Express and TNT.

- Discover how coming together means we can offer you a wider choice of products and services.
- Find out how to send a variety of shipments using both of our expansive and diverse portfolios.
- Learn how our intuitive, easy-to-use automated tools streamline your shipping processes, freeing you up to focus on your business.



World's

largest cargo airline and one of the fastest road networks in Europe



>15m

packages shipped daily



>180k

vehicles worldwide



>220

country and territory destinations served



450k

team members worldwide



>72

years of combined experience

The benefits of our combined capabilities

By combining the strength and scale of FedEx Express and TNT, we are delivering a stronger service than ever before, with multiple benefits for your business and for your customers.

Greater connectivity

Together we're delivering more connectivity, giving you access to one of the fastest road networks in Europe and the world's largest air express network.

More options

With the integration of our sales teams, and one sales contact for both portfolios, you can enjoy easier access to the broader product range of both FedEx Express and TNT.

Combined expertise

You can rely on our combined knowledge to direct you to the services and time options that best fit your unique market and business requirements.

Superior service

You benefit from one courier picking up and delivering all your FedEx Express and TNT shipments, as well as an optimized local network for better coverage and improved delivery and pick-up times.*

*In specific zip codes and traffic lanes



Move faster, go further

If you'd like to grow your business domestically and around the world, FedEx Express and TNT can take you there faster, with improved transit times to many destinations, a wide range of delivery options and a large, dedicated team that strives each day to deliver best-in-class service.

Thanks to our global reach, backed by local expertise, we'll connect you to new people and possibilities around the world.



Connecting people and possibilities worldwide

Whether you're looking at Asia, the U.S. or beyond, the combined power of FedEx Express and TNT can take your business to markets around the globe with speed and ease.

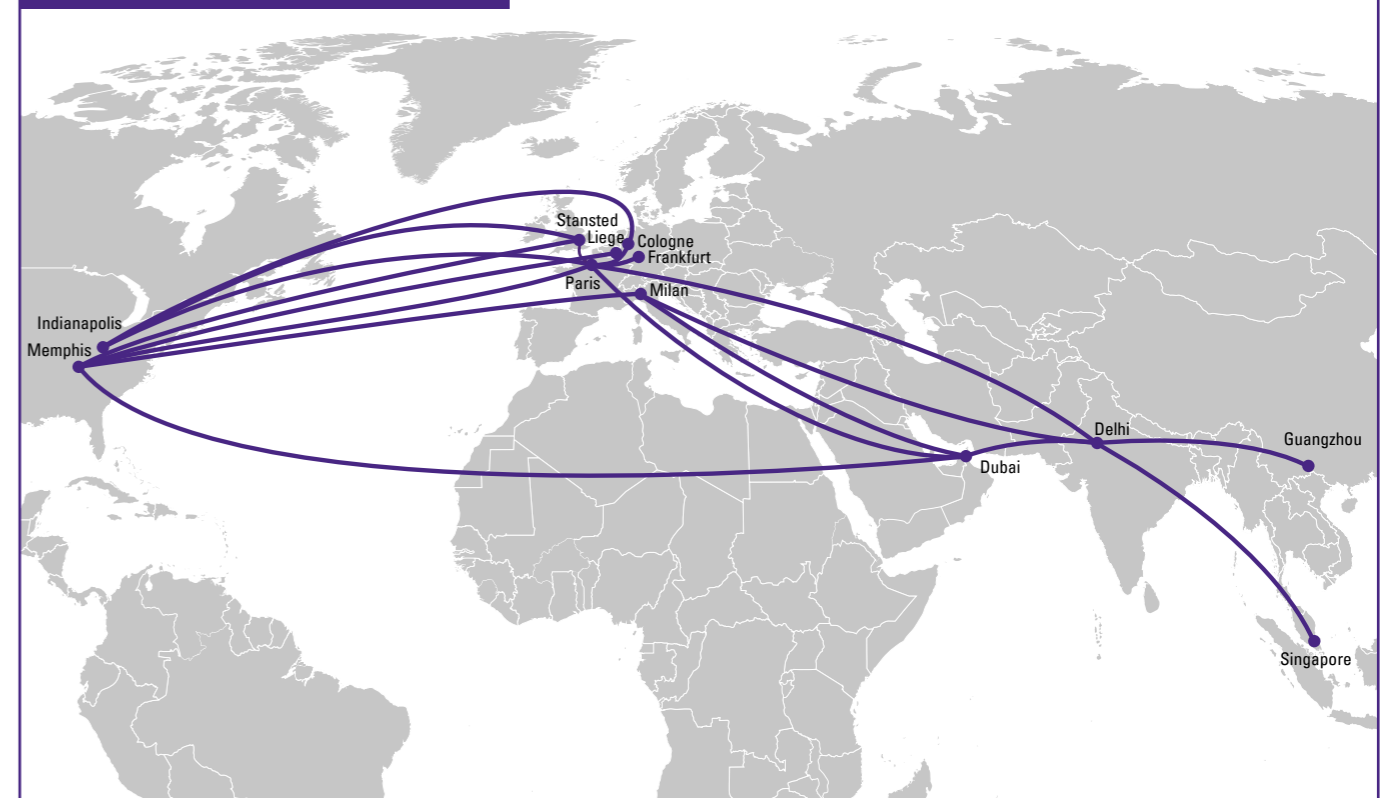
Next day to U.S.: FedEx Express gives you a next day by 10:30 a.m. service to most of the U.S. from Europe.

Reach more of Asia faster: Ship to most of Asia within 2 days and access 125 key Asian cities and commercial centres with our door-to-door services.*

Speed through customs: Accelerate your imports and exports over borders with our decades of global trade experience and customs clearance services.

Gain visibility and control: Book, ship and track your shipment progress in near-real time with intuitive shipping tools from FedEx Express and TNT.

Improved global connections



10:30 a.m.

next-day delivery from Europe to most of the US with FedEx Express



99%

of global GDP reached



650

airports moved through

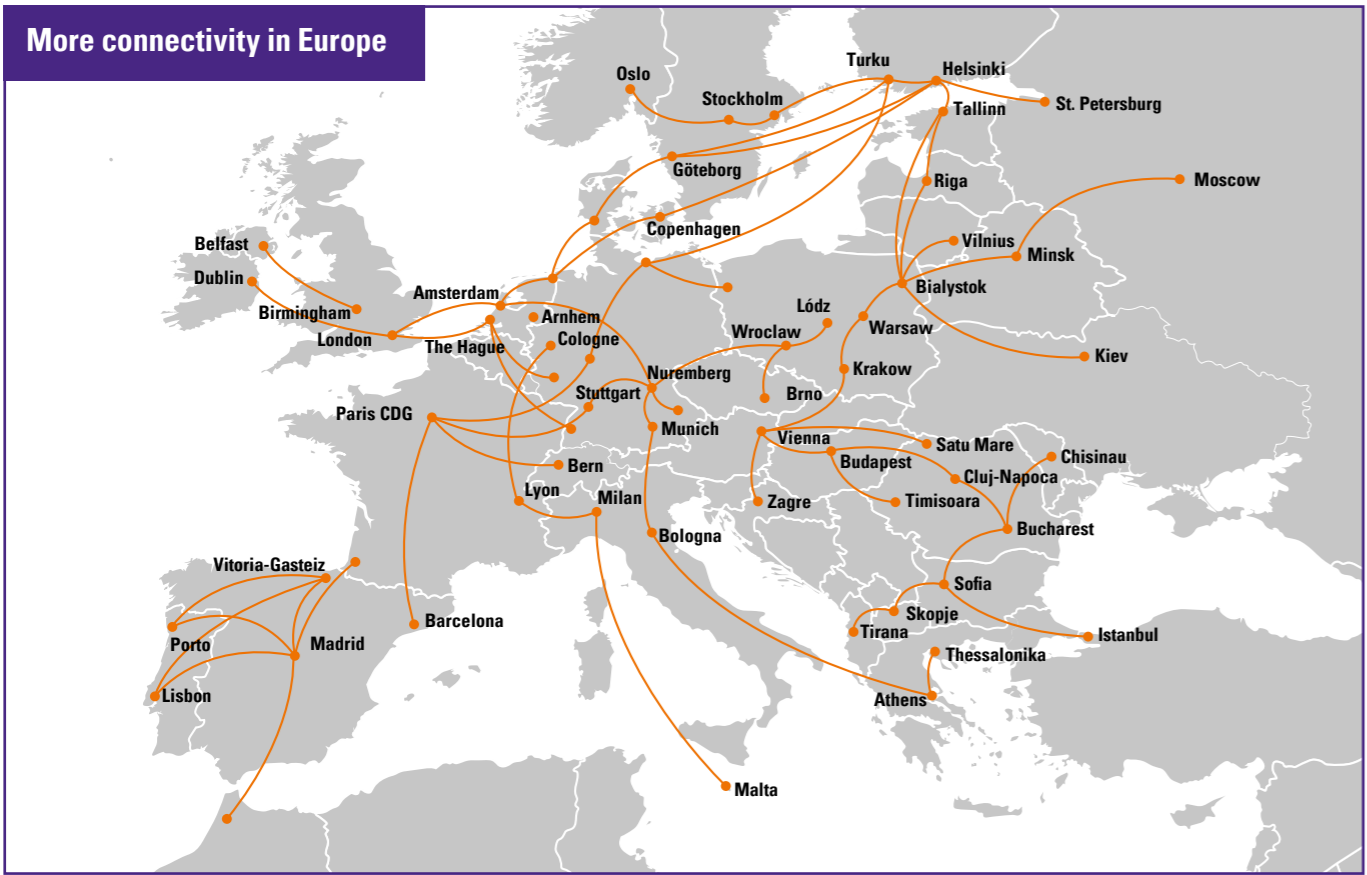
*In specific zip codes and traffic lanes

Taking your business to Europe faster

Send your shipments quickly and easily throughout Europe using our unparalleled European road network and superior air network.

Faster to Europe by road: We offer unmatched connectivity with the TNT European Road Network. One of the fastest in Europe, it allows you to reach more destinations across the continent within 48 hours, and some destinations in only 24 hours.

Faster to Europe by air: Combining air express networks, including the world's largest cargo airline, means better connections and a superior service to more destinations around Europe.





55k
weekly road trips



540
depots



45
countries and territories reached

Delivering a stronger domestic service

With extensive local knowledge and more stations, vehicles and team members, it's never been quicker and easier to reach customers and businesses. Our unique Proximity network gives customers access to more time windows and delivery options than ever before.

Reach over 1,200 locations by 10:00 a.m. the next business day with our Money Back Guarantee.
Deliver to 1,700 locations before 12 noon the next business day with our Money Back Guarantee.

Ship packages nationwide by the next business day.
Economy Express Service to Calabria, Sardinia and Sicily.





1,250
TNT drop-off points



300
locker boxes



96
locations

Our combined services in the world, Europe and Italy

Whether you require an urgent next-day delivery, a bulk shipment or want to cut costs with one of our economy options, our combined portfolio means there's a service to fit your every need.



Speed, certainty and value

When speed and certainty are important for packages up to 68kg. Our time and day-definite Express* and Economy Express* services:

-  Next day by 9 a.m., 10 a.m., 12 noon or end-of-day within Europe and Italy.
-  To U.S. and Canada the next day by 10.30 a.m. and in 2 days for selected zip codes. With Economy in 4 days.
-  To Latin America, Middle East, India and Asia in 2 days. With Economy in 4-7 days.
-  To Africa and Oceania in 2-4 days. With Economy in 3-5 days.

Domestic Express ships to main cities in 1 day. And with Economy in 2-4 days to/ from Calabria, Sicily and Sardinia.

Air and road freight services

For your heavyweight shipments between 68kg-1,000kg:

-  Heavyweight Express by 12 noon or end of day.
- U.S. and Canada in 1-2 days.
- Latin America, Middle East, Africa, Oceania, Asia and India in 2-3 days.
- Domestic by 12 noon or end of day.

Time critical

For your most urgent shipments:

-  **Dedicated Services**
-  **Dedicated Vehicle**
-  **Air Charter**
-  **Next Flight Out**
-  **On Board Courier**

Other services

For your special needs:

-  **Intercontinental Dangerous Goods (Air)**
-  **Intra-European Dangerous Goods (Ground)**
-  **Returns**
-  **International DirectDistribution Solutions**

*FedEx Express and TNT offer a wide range of intercontinental and intra-European time and day-definite services, which include Express and Economy services. For now, depending on the service selection, customers may have to open two separate accounts with FedEx Express and TNT and use two shipping solutions.

Transit times are expressed in working days. Transit times may vary, depending on exact origin, destination location and type of goods.



A closer look at our FedEx Express services

With our unrivalled logistics expertise all over the world, Europe and Italy, FedEx Express has all your shipping needs covered.

Time and Day-Definite services

For your international parcels and heavyweight shipments when speed and certainty are important.

Express services

FedEx Europe First®

For all shipments into or within Europe by 9 a.m., 9.30 a.m. and 10 a.m.

FedEx International Priority®

Express service for documents and boxes delivered the next day, door-to-door across Europe. To the U.S. and Canada next day, to Latin America, Middle East/India and Asia in 1–2 days and to other areas in 2–4 days.

FedEx International First®

Ship to the U.S. and Canada by 8 a.m. or 8.30 a.m. To Latin America and Middle East/India, morning delivery in 2 days.

FedEx International Economy®

Ship to or within Europe in 1–5 days, to the U.S. and Canada, Latin America in 4 days and to other areas in 3–6 days.

Freight services

For your heaviest and bulkiest shipments.

FedEx International Priority® Freight

Door-to-door, door-to-airport, airport-to-airport or airport-to-door options for shipments of 68–1,000kg. A time-definite service delivers the next day to most U.S. destinations and 1–4 days from Europe to other European countries, the U.S., Canada, Latin America and Asia.

FedEx International Economy Freight®

For shipments of 68–1,000kg; a day-definite, worldwide freight solution to most locations within 3–7 days.

Other services

For your special requirements.

Dangerous goods and dry ice

We know the regulations, have dedicated storage facilities on the ground and in the air, and we understand your industry's logistics needs.

High value shipments

Ship with confidence with FedEx Priority Alert™ and SenseAware™.

FedEx International Priority DirectDistribution®

Ship factory direct and get your goods to where they need to be quickly, easily and affordably. It reduces warehouse costs, increases your speed to market and more.

FedEx® Global Returns

Streamline your entire returns process, cut down on costly errors and create a smooth, hassle-free experience for everyone involved. Enjoy ultimate control with this automated, customs-friendly and flexible solution.



A closer look at our TNT services

Benefit from expert customs help and ship seamlessly with TNT's wide range of import and export services, from Economy Express to On Board Courier.

Time and Day-Definite services

For your international parcels and heavyweight shipments when speed and certainty are important.

9:00 Express To major cities across more than 40 countries around the world the next possible business day.

10:00 Express Documents and parcels to 45+ countries the next possible business day and to over 1,200 destinations in Italy.

12:00 Express Documents, parcels and freight to 65+ countries the next possible business day and to over 1,700 Italian destinations.

Express Delivery to 200+ countries by the next possible working day and all over Italy, except Calabria, Sardinia and Sicily.

Economy services

12:00 Economy Express

Parcels and freight in 25 European countries, using our fast and extensive road network in Europe.

Economy Express

Day-specific deliveries of parcels and freight to any country in the world, including Calabria, Sardinia and Sicily for domestic shipments.

Import services

We deliver within Italy including Calabria, Sardinia and Sicily for domestic shipments with the corresponding transit time of the selected service.

Time-critical services

For your most urgent shipments.

Dedicated Services: Tailor-made, door-to-door solution offering pick-up and delivery services.

Dedicated Vehicle: A door-to-door, 24/7 solution so you can always adapt to business demand.

Air Charter: Your own dedicated aircraft for sending bulky, heavy or perishable goods door-to-door quickly.

On Board Courier: Send documents and parcels door-to-door to a named recipient with a dedicated courier on a commercial flight.

Next Flight Out: For urgent air transportation of documents and parcels, we offer a door-to-door service combined with the next available commercial flight.

Freight services

For your heaviest and bulkiest freight shipments.

Air Freight Door-to-door or airport-to-airport for non-urgent heavier shipments. No size or weight limits.

Road Freight Cost-effective option for point-to-point dedicated vehicle, or pay for the volume your shipment occupies.

Other services

For your special requirements.

Special Goods Transport In accordance with international transportation regulations (IATA, ADR, etc.) we can manage special transport and handling services for classified and designated substances and commodities. We can also meet your special handling requirements for dangerous goods and dry-ice-packed goods.

Customs services The TNT customs teams provide you with expert services to ensure your shipments follow a seamless process when it comes to customs clearance activities. Upon the receiver's request, we can perform additional clearance services.

Insurance and enhanced liability You can purchase insurance or enhanced liability to cover the full value of the shipment against all risks.



Taking your business further with our ecommerce capabilities

Whether you're growing your business domestically or globally, our ecommerce capabilities guarantee easy, convenient and flexible processes. We know that when you're making deliveries your brand reputation is in our hands, so we strive to create seamless experiences for your customers.

Global

FedEx Delivery Manager®: The recipient can customize their deliveries to arrive at a convenient time, receive shipping updates via SMS or email and easily change the pick-up point, address or delivery date. They can choose from the following delivery options: deliver to my address on a future date, deliver to my neighbour, deliver to another address, deliver to a pick-up point, deliver as planned, deliver to a safe place.*

Returns: Our state-of-the-art returns experience streamlines the entire returns process. Cut down on costly errors and create a smooth experience for everyone involved with FedEx Global Returns®. Built for ultimate control, this solution is automated, customs-friendly and flexible.

Domestic

Proximity network: Unique to Italy, our network gives recipients access to TNT points, depots and lockers across the country. Offering varied delivery options, more time windows and multiple collection points.

Proximity web integration: Our app seamlessly integrates into your website, providing access to marketing and communication information, as well as a store locator.

Easy returns: Recipients can access our simple and effective returns system through our website or customer service.

Pre-delivery message: Recipients are kept up to date with pre-delivery messages, sent via SMS or email, meaning the delivery date or destination can be easily changed.

SMS alert: Recipients will be sent an SMS with the shipping number, sender company name and tracking status. If there has been a failure to deliver, a second text will follow with a customer service contact.

App: The "TNT Italia" app lets recipients accurately track shipments, access shipping, bookings and transit times, and rearrange deliveries.

Not at home card: If we have been unable to successfully deliver a shipment, one of our drivers will leave a card. The recipient will be able to arrange a new delivery using our website, app, self-service solution or through customer service.

Cash on delivery: The receiver pays the value of the goods once the driver delivers the shipment.



82.5%

of the Italian population is less than 10km from a TNT Proximity point



1,600

points of contact



100%

domestic deliveries made on the first attempt by the Proximity network in Italy

*FedEx Delivery Manager® does not provide hour delivery windows and available options may vary depending on the destination country, shipment value and delivery.

Easy-to-use automated shipping tools from FedEx Express and TNT

Save time on paperwork, get rates and transit times, access billing information and streamline your business processes with intuitive online tools from FedEx Express and TNT.*

Take control of your FedEx Express shipments

Prepare FedEx shipments through a single online gateway.

FedEx Ship Manager® at fedex.com

Manage advanced options and ship multiple packages. A great tool for a medium volume of shipments. Prepare shipments, find rates and transit times and schedule pick-ups.

FedEx Ship Manager™ Lite

Quick and simple, the ideal shipping tool if you're sending 20 or fewer packages a month. From pick-up to delivery, get information instantly, with no need to log in.

FedEx Ship Manager® Software

All the benefits of FedEx Ship Manager™ for high-volume shippers. Includes total access to prices, transit times, billing and previous shipment information.

Reduce the time spent processing FedEx Express documents

A central hub for all your documents.

FedEx Global Trade Manager

Get help finding the right documents for international shipments, and access customs forms and other useful information via this central online hub.

Send shipping documents online with ease.

FedEx® Electronic Trade Documents

Submit important customs documents online so there's no need to print multiple copies, and optimize the customs clearance process with an earlier broker view of your trade documents. Choose to use FedEx-generated documents or electronically send your own.

Simple electronic invoicing that makes life easier.

FedEx Billing Online

Stay on top of payments and spend less time invoicing with FedEx Billing Online. View, pay, dispute and manage invoices without any paperwork, run reports, and access and download relevant data.

Easy-to-use automated shipping tools from TNT

It's simple to book and prepare TNT shipments with our user-friendly online tools.

tnt.it

A digital one-stop shop for shipping, with no need to log in. Get an immediate quote, make a booking and track your delivery.

myTNT

The quickest, easiest option to send regular TNT shipments. Access your own secure area of the website to handle everything in one place.

TNT Ricarica

Buy pre-paid packages and manage your shipments through a dedicated secure area.

myImport

Arrange hassle-free imports with this online system and get billing in your own currency and language for simple comparisons.

Express Connect

Our portfolio of web integration solutions lets you integrate the TNT shipping services into your website and internal business applications.

App 'TNT Italia'

Book, ship, track, pay and rearrange deliveries all through this easy-to-use app for iOS and Android. Manage your booking and receive alerts, even when you're on the go.


Stay on top with online tracking from FedEx Express and TNT

Keep up-to-date with shipments and make fast payments with automated tools from FedEx Express and TNT.


Track your shipments in the way that suits you

FedEx and TNT


Simplicity and convenience

 **Websites** The fedex.com/it and tnt.it tracking tools are built for speed, simplicity and convenience, with shipment updates available in just one click. Track in near-real time without logging in by entering your consignment note number.*

On-the-go updates


 **Apps** You can enjoy all the power of online tracking tools via our smartphone apps. Download the FedEx app or TNT Italia app to receive updates on the go and stay on top of shipments from any location. Follow packages in just one tap and set automatic alerts for extra convenience.

Over-the-phone updates

 **Customer Service** If you need to know where your shipment is and don't have access to the online tools, or would simply prefer to speak to us, please call the FedEx Customer Service on 199 151 119 (€0.10/min, VAT included) or TNT customer service on 199 803 868 (€0.10/min, VAT included).

FedEx Tools

An in-depth tracking experience

 **FedEx Advanced Tracking** Get customised, in-depth tracking with our most powerful tracking tool. Enjoy greater visibility of all your packages, choose from a range of notification options and accelerate your business with essential insights into your shipments.

* Please note, FedEx shipments can only be tracked using FedEx tracking tools, and TNT shipments can only be tracked using TNT tracking tools.





Get in touch

If you have any questions about FedEx Express and TNT, our integration, or any of our world-class services or tools, please get in touch. With outstanding customer service and extensive local and global knowledge, we're here to help you grow your business every step of the way.

FedEx Express

fedex.com/it

Our Customer Service team is available
Monday to Friday 8.00 a.m. – 7.00 p.m.

Contact them on: **199 151 119** (€0.10/min, VAT included)

Chat live at **fedex.com/it/contact**

Follow us on **Facebook** and **Twitter**

– search for **@FedExEurope**

TNT

tnt.it

Our Customer Service team is available
Monday to Friday 8.30 a.m. – 6.00 p.m and
Saturday 8.30 a.m. – 12.30 p.m.

Contact them on: **199 803 868** (€0.10/min, VAT included)

Follow us on **Facebook** and **Twitter**

– search for **@TNTMediaHub**

Search for us on **LinkedIn** and **YouTube**

