

TNT Express Global Core Product Range



		All services are door-to-door, day definite, customs cleared and have full internet Track & Trace and standard packaging available.			
		9:00 Express	12:00 Express	Global Express	Economy Express
Service description including features and	Description	Time guaranteed express delivery before 9:00 am on the next or earliest possible business day	Time guaranteed express delivery before 12:00 noon on the next or earliest possible business day	Express delivery before end of local business hours on the next or earliest possible business day	Economical express delivery for less urgent shipments before end of local business hours on a scheduled business day
	Coverage	Major regional cities (subject to custom clearance)	Major cities world wide (subject to custom clearance)	World wide	World wide
	Pick-up time standard	Within business hours	Within business hours	Within business hours	Within business hours
	Pick-up and delivery time flexibility	Out of business hours pick-up available on request	Out of business hours pick-up available on request	Out of business hours pick-up and delivery available on request at additional charge	Out of business hours pick-up and delivery available on request at additional charge
	Delivery attempts	Two delivery attempts	Two delivery attempts	Two delivery attempts	Two delivery attempts
	Proof of delivery	Automatic proof of delivery is included	Automatic proof of delivery is included	Proof of delivery available on request at no charge	Proof of delivery available on request at no charge
	Money back guarantee	Proactive POD Reactive refund of difference	Proactive POD Reactive refund of difference	No money back guarantee	No money back guarantee
	Prioritised handling	Special prioritised handling included	Special prioritised handling included	Priority handling option available on request at additional charge	Priority handling option available on request at additional charge
	Insurance for non documents	Insurance for non-documents included up to Euro 2,500. Insurance cover above Euro 2,500 available on request at additional charge	Insurance for non-documents included up to Euro 2,500. Insurance cover above Euro 2,500 available on request at additional charge	Insurance available on request at additional charge	Insurance available on request at additional charge
Insurance for documents	Insurance for documents available on agreement at additional charge	Insurance for documents available on agreement at additional charge	Insurance for documents available on agreement at additional charge	No insurance for documents	
Weight & volume restrictions⁽¹⁾	Inside Europe				
	L x W x H (metres)	2.4 x 1.2 x 1.5	2.4 x 1.2 x 1.5	2.4 x 1.2 x 1.5	2.4 x 1.2 x 1.8
	Piece weight (not palletised)	30 kg	70 kg	70 kg	70 kg
	Piece weight (palletised)	30 kg	500 kg	500 kg	1000 kg
	Consignment weight	210 kg	500 kg	500 kg	7000 kg
	Consignment m ³	3 m ³	3 m ³	3 m ³	30 m ³
	Cubic conversion factor ⁽²⁾	200	200	200	250
	Outside Europe				
	L x W x H (metres)	1.0 x 0.6 x 0.7	1.0 x 0.6 x 0.7	1.0 x 0.6 x 0.7	1.8 x 1.2 x 1.5
	Piece weight (not palletised)	30 kg	30 kg	30 kg	70 kg
	Piece weight (palletised)	30 kg	30 kg	30 kg	500 kg
	Consignment weight	210 kg	500 kg	500 kg	500 kg
	Consignment m ³	3 m ³	3 m ³	3 m ³	3 m ³
	Cubic conversion factor ⁽²⁾	200	200	200	200
Division/product codes	G09d & G09n	G12d & G12n	G15d & G15n	G48n	
<p>(1) These are standard limitations on weight & volume. More details and special restrictions can be found in the document <i>Awkward Freight Definition</i> by Product & Network available on http://tpgnet/pmd under "Documentation".</p> <p>(2) The listed cubic conversion factors are minimum standards applicable to new customers. More details can be found in the document <i>Volumetric Policy</i> available on DHO Express Net under "Sales +CS" => "Comm Process+Policy"</p>					

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Options	Description	Available Products			
		9:00 Express	12:00 Express	Global Express	Economy Express
Priority (PR)	Prioritised handling of shipments from pick up to delivery.	No	No	Yes	Yes
Insurance for non docs (IN)	Insurance against loss or damage based on the commercial value of the goods shipped.	Yes, included up to a value of Euro 2,500	Yes, included up to a value of Euro 2,500	Yes	Yes
Insurance for docs (IN)	Insurance against loss, damage or delay based on the incurred cost of reconstruction or loss of bank interest.	Yes	Yes	Yes	No
Increase to Limits of Liability (ITLL)	Increases the amount of compensation customers will receive in cases where TNT is liable for loss or damage. Compensation is based on the weight of the shipment at Euro 45 per kilo with a minimum of 450 Euro per consignment.	Yes (except where insurance applies)	Yes (except where insurance applies)	Yes (except where insurance applies)	Yes (except where insurance applies)
Import Sales/Receiver Pays	Allows customers to arrange for shipment charges to be issued to the receiver between 57 receiver pays countries worldwide.	Yes	Yes	Yes	Yes

Reference Document:

- List of Receiver Pays countries & products (available on PMD Intranet under "Documentation")
- Insurance Reference Guide for document insurance (available on PMD Intranet under "Documentation")

Document details: Version 3.0 File Name: Product Definitions Oct 2002.doc available on <http://tpgnet/pmd> under "Documentation".