

# Document Amendment Record

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SECTION NUMBER	SECTION NAME	REVISION STATUS	DATE OF ISSUE	AUDIT
1	Introduction	1.0	14-Apr-1997	
2	Definitions	1.0	14-Apr-1997	
3	Policy	1.0	14-Apr-1997	
4	Origin Branch/Depot Processes	1.0	14-Apr-1997	
5	Sending Country Billing Process	1.0	14-Apr-1997	
6	Receiving Country Billing Process	1.0	14-Apr-1997	
7	New Import Customers	1.0	14-Apr-1997	
8	Rejected Receiver Pays Consignments	1.0	14-Apr-1997	
9	Incomplete Consignment Data Capture	1.0	14-Apr-1997	
10	Time limits	1.0	14-Apr-1997	
Appx. A	Receiver Pays Countries	1.0	14-Apr-1997	
Appx. B	Receiver Pays Products	1.0	14-Apr-1997	
Appx. C	Customer Exclusions	1.1	24-Jun-1997	
Appx. D	Detailed F&A business procedures	1.0	14-Apr-1997	

## Short Description of Change

Removal of Receiver Pays Customer Exclusion for goods described as Samples.

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(Section below to be completed and kept by the Copy Holder)

Date added to Manual: \_\_\_\_\_

### **Confirmation**

I confirm the above amendments have been received, read and understood. The updated sections have been added into the document and the old pages destroyed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

V1.0:14-Apr-97

**Copy Number:**     |   |   |   |

## **Receiver Pays Policy and Procedures**

Corporate Authorisations:

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Charles Graham	Bob Johnson	Fred Beljaars	Gaynor Edwards
Date:	Date:	Date:	Date:

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# Change Request Form

Submit this form to your **Manager** for approval before sending a copy to Corporate Administration Services, Amsterdam GHO.

Document Change Number: \_\_\_\_\_ (completed by Procedures Manager)

<b>Submitted by:</b> Various persons <small>(Please Print)</small>		<b>Manager Approval:</b> N/A <small>(Please Print)</small>	
<b>Title:</b> Various business functions		<b>Title:</b> N/A	
<b>Location:</b> Various Regions	<b>Date:</b> ____ / ____ / ____ dd / mmm / yy	<b>Location:</b> N/A	<b>Date:</b> ____ / ____ / ____ dd / mmm / yy
<b>Signature:</b> Not relevant		<b>Signature:</b> Not relevant	
<b>Manual Number/Name:</b> HOFAM006: Receiver Pays Policy and Procedures			
<b>Description of Change:</b> Removal of goods described as samples from Customer Exclusions (Appendix C)			
<b>Reason for Change:</b> (attach additional sheets if required) To meet Customer requirements in the most effective method for the business.			

## Authorisation Signatories:

<b>Sales &amp; Services:</b>	/	<b>Document Owner &amp; Business Procedures Manager:</b>	/
<b>Operations:</b>	/		
<b>F&amp;A:</b>	/		

**V1.0:14-Apr-97**

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# 1 Introduction

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**Purpose** This document sets out the policy and business procedures for data processing and invoicing Receiver Pays consignments.

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**Scope** All procedures from consignment data capture to invoice production for Receiver Pays consignments.  
Exclusions from this policy:

- a) Sender Pays consignment processing (described in the BDC Business Procedures)
- b) agreements for special Customer invoicing (Major, Strategic and Corporate Account Customers) which have been formally agreed between Countries and with the Customer
- c) special services arrangements (eg: WEF and WEF Collect)
- d) Charges Forward consignments (described in the Charges Forward Policy and Procedures)
- e) changes to the invoicing option after invoicing (described in the Reverse Invoicing Option Policy and Procedures)
- f) Customer enquiries or corrections after invoicing (described in the Customer Invoice Enquiry and Correction procedures)
- g) import VAT and Duty billing (described in the VAT & Duty Policy and Procedures)
- h) weekly close, exception reports and invoice production.

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**Responsibility** The policy and procedures are relevant to and should be read by all managers and staff who are in contact with Customers and should be aware of the processes by which their Customers will be invoiced by TNT Express Worldwide.

It is the responsibility of all Finance and Administration, Customer Service and Operations staff and managers to adhere to these policies and business procedures in all cases.

It is the responsibility of all Regional Finance Directors to ensure the policy and procedures are distributed to, understood and applied in their Region.

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## 2 Definitions

**Invoicing Options**

**Sender Pays** and **Receiver Pays** are the two standard invoicing options offered on our core global express services.

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**Sender**

The Sender is the Customer which provides us with the consignment for transportation and completes our ConNote.

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**Sending Country**

The Sending Country is the Country in which the Sender is located.

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**Receiver**

The Receiver is the customer to which the consignment has been transported, as stated on the ConNote.

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**Receiving Country**

The Receiving Country is the Country in which the Receiver is located.

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**ConNote**

The Consignment Note or similar label or manifest accepted by Operations for the transportation of the consignment from the Sender to the Receiver.

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**Con Data**

The data captured in our systems relating to a specific consignment.

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### 3 Policy

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**Sender Pays** When the **Sender Pays** invoicing option is selected on the ConNote, the Sending Country will invoice the Sender for our freight charges.

If no invoicing option is selected on the ConNote, the consignment will be invoiced as **Sender Pays**.

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**Receiver Pays** When the Receiver Pays invoicing option is selected on the ConNote, the Receiving Country will invoice the Receiver for our freight charges.

The Receiver Pays invoicing option is offered as specified in:

- a) Appendix A: **Receiver Pays Countries**
  - b) Appendix B: **Receiver Pays Products**
  - c) Appendix C: **Customer Exclusions**
- 

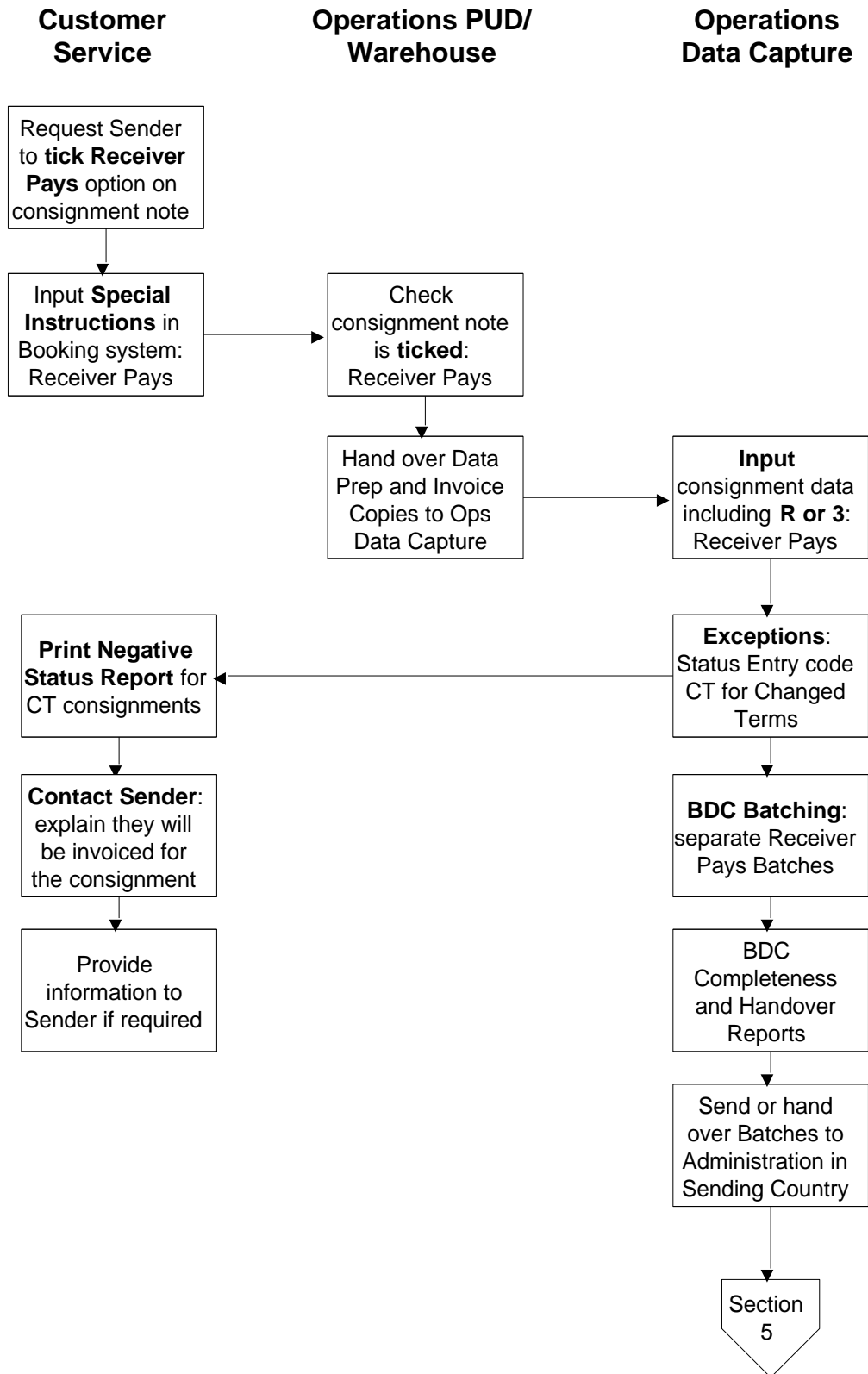
**ConNotes** All ConNotes will be retained in the Sending Country which is responsible for:

- a) completeness and accuracy of Sender Pays and Receiver Pays consignment data made available for rating, except the input of the Receiver's Account Number for Receiver Pays consignments.
  - b) appropriate actions, based on the information provided on the ConNote, to resolve all error and warning messages, except the input of the Receiver's Account Number for Receiver Pays consignments.
  - c) filing, archiving and retrieval of all export ConNotes, for Sender Pays and Receiver Pays.
- 

**Copy ConNotes** ConNotes will not be sent to the Receiving Country to support Customers' Invoice Enquiries, except for the following cases described in the Reverse Invoicing Option Policy and Procedures:

- a) the Sending Country invoiced the Sender in error.
  - b) the Receiver is liable for our freight charges and the collection of amounts due is subject to litigation which requires presentation of the original paperwork for legal reasons.
-

## 4 Origin Branch/Depot Process Overview



## 4 Origin branch/depot processes

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**Responsibility** **Operations** in the origin branch/depot is responsible for the processes summarised below.  
Operations policies and procedures are contained in the Operations Depot Manual and the Operations Job Cards for each Operations role.

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**Summary** The origin branch/depot processes are summarised as:

Step	Action
1	Complete and accurate data capture for all Sender Pays and Receiver Pays consignments exported, including the invoicing option selected by the Customer
2	Branch/depot BDC processing:
2.1	Batch Receiver Pays ConNotes separately from Sender Pays ConNotes and match to Batch Reports
2.2	Check completeness of all data and ConNotes (Sender Pays and Receiver Pays)
2.3	Hand over all batched ConNotes (Sender Pays and Receiver Pays) to Administration for Customer invoicing

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**ConNotes** Operations will hand over (or send) the ConNotes to Administration in the **Sending Country**.

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**Data capture** The **invoicing option** is part of export consignment data capture and is input in the relevant systems including:

- a) Global Link systems (Local Ops, Quantum, Connex):
    - Field name: Terms of Payment
    - Screen description: Terms
    - Receiver Pays value: R = Receiver Pays
  
  - b) European systems (FIS/FAS):
    - Field name: Delivery Condition
    - Screen description: Del Cond
    - Receiver Pays value: 3 = Receiver Pays
-

**Validation** Data capture systems will validate whether Receiver Pays is allowed for the consignment when this invoicing option is input. The validation is based on:

- a) Receiver Pays **Countries** (Appendix A) **and**
- b) Receiver Pays **Products** (Appendix B).

**Exceptions** If **Receiver Pays is not allowed** for a consignment, the following actions will be taken:

**Operations:**

<b>Step</b>	<b>Action</b>
1	Do not hold back the consignment
2	The Data Entry clerk will write " <b>Changed Terms</b> " at the top right corner of the ConNote to record that the invoicing option has been changed from Receiver Pays to Sender Pays during data capture
3	After data uplift to Track & Trace, the Data Entry clerk will input a <b>Status Entry of CT</b> (Changed Terms) for the ConNote
4	During BDC the Batching process, ConNotes marked as "Changed Terms" will be <b>batched separately</b> and "Changed Terms" written on the Batch Detail Report when matched to the ConNote(s)
5	The "Changed Terms" batch (ConNotes and Batch Detail Report) will be sent to Administration in the Sending Country for invoicing with all other batches

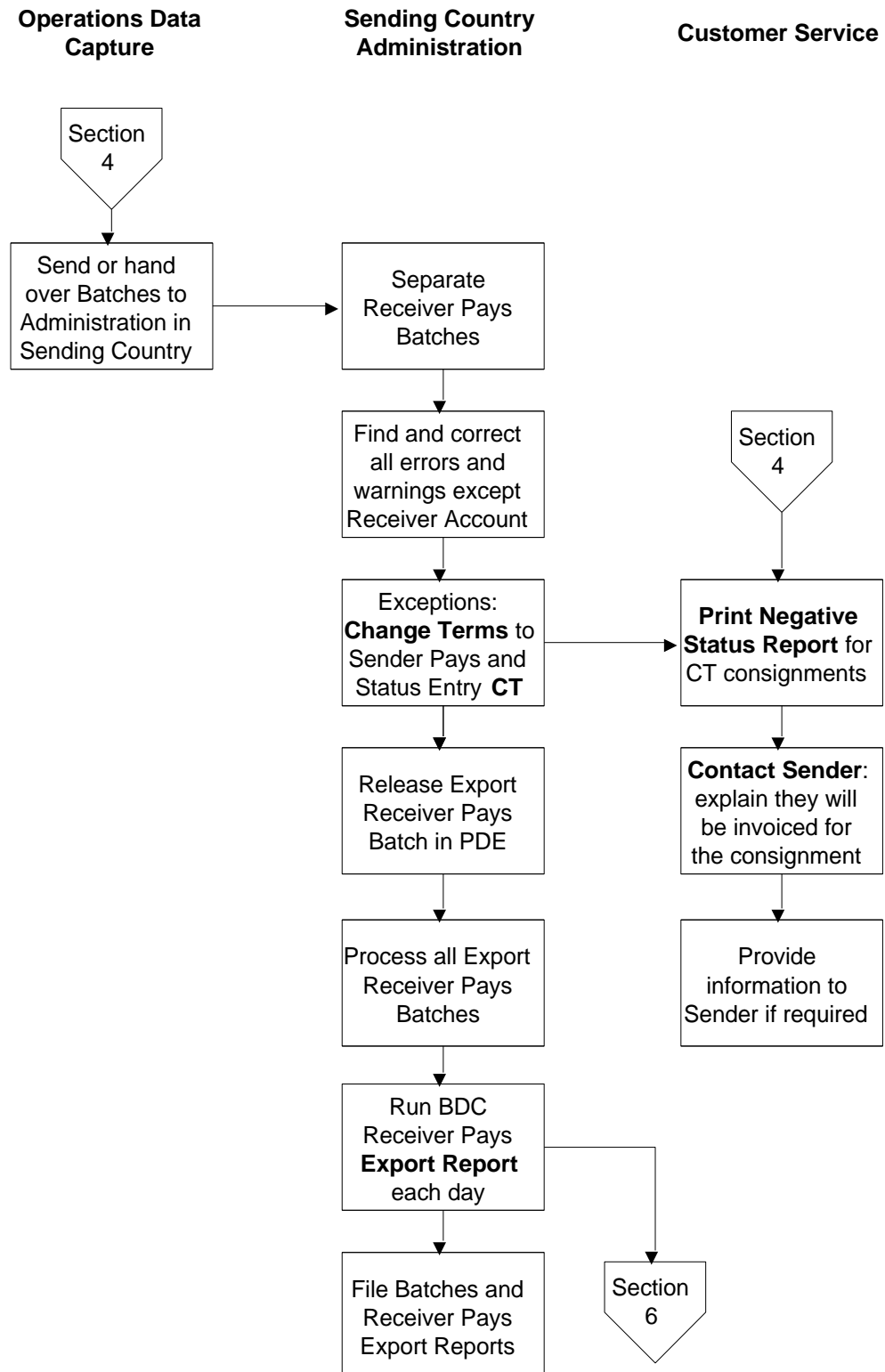
**Customer Service** at the location responsible for the origin branch/depot:

<b>Step</b>	<b>Action</b>
1	Each morning run a Negative Status (ERD) <b>Report</b> for all consignments with the status code <b>CT</b>
2	Use the report to identify the Sender for each consignment
3	<b>Contact the Sender</b> , explain to them that Receiver Pays was not available for the consignment and inform them that they will be invoiced for our freight charges
4	Provide any additional information required by the Sender to explain the availability of Receiver Pays

**Administration** in the Sending Country will **invoice the Sender** for our freight charges.

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## 5 Sending Country Billing Process Overview



## 5 Sending Country Billing processes

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**Receive Batches** Administration in the Sending Country receive all batched ConNotes (Sender Pays and Receiver Pays) from all branches/depots and check their completeness (described in the BDC Business Procedures).

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**Separate Batches** The process for Sender Pays Batches is described in the BDC Business Procedures and is different from the Receiver Pays process.

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**Con Data** Receiver Pays Con Data should have one BDC system error message, to input the Receiver's Account Number. This error message will not be cleared by the Sending Country.

All error and warning messages should be resolved by the Sending Country by reference to the ConNote, except for the Receiver's Account Number which will be input by the Receiving Country.

---

**Receiver Pays Exports** The **Receiver Pays Export process** is summarised as:

Step	Action
1	Process each Receiver Pays Export Batch as follows: <ul style="list-style-type: none"><li>• use <i>List Consignments</i> to find and correct all error and warning messages (except Receiver's Account Number)</li><li>• use <i>PDE Set-up</i> to release the Batch</li></ul>
2	Complete the process for each Batch before starting the next Batch
3	At the end of <b>every day</b> , run the BDC Export Receiver Pays report
4	File and archive the ConNotes, keeping them in their original Batches for future reference if this is possible with local filing systems
5	File the BDC Export Receiver Pays report

These steps are described in more detail in Appendix D: Detailed F&A business procedures.

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**Partial Data Entry** The Sending Country will not perform PDE re-keying of Con Data for export Receiver Pays Batches.

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**Mixed Batches**

The BDC Batch Detail Reports show the invoicing option input for all consignments in the Batch as either Sender Pays (S) or Receiver Pays (R). Mixed Batches should be identified during processing.

If a Batch contains mixed ConNotes (Sender Pays and Receiver Pays) take the following actions:

<b>Step</b>	<b>Action</b>
1	Check whether the data is correct by comparing the BDC Batch Detail Report with the ConNote
2	If the data is incorrect, change the invoicing option using <i>BDC Change of Terms</i>
3	Process the Con Data as appropriate based on the invoicing option selected by the Sender on the ConNote <ul style="list-style-type: none"> <li>rekey the Batch Number in <i>BDC PDE Setup</i> to release the Con Data following the use of <i>BDC Change of Terms</i></li> </ul>
4	Inform the Administration Manager of the branch/depot involved

The Sending Country Administration Manager will communicate immediately with Operations at the origin branch/depot to prevent this recurring.

**Receiver Pays not allowed**

Data captured directly from Client Systems may not contain the same quality of validation as our internal data capture systems. If Con Data is processed with the Receiver Pays option but this is not allowed, an error message will be generated by the BDC system. If this occurs, the following procedures must be followed:

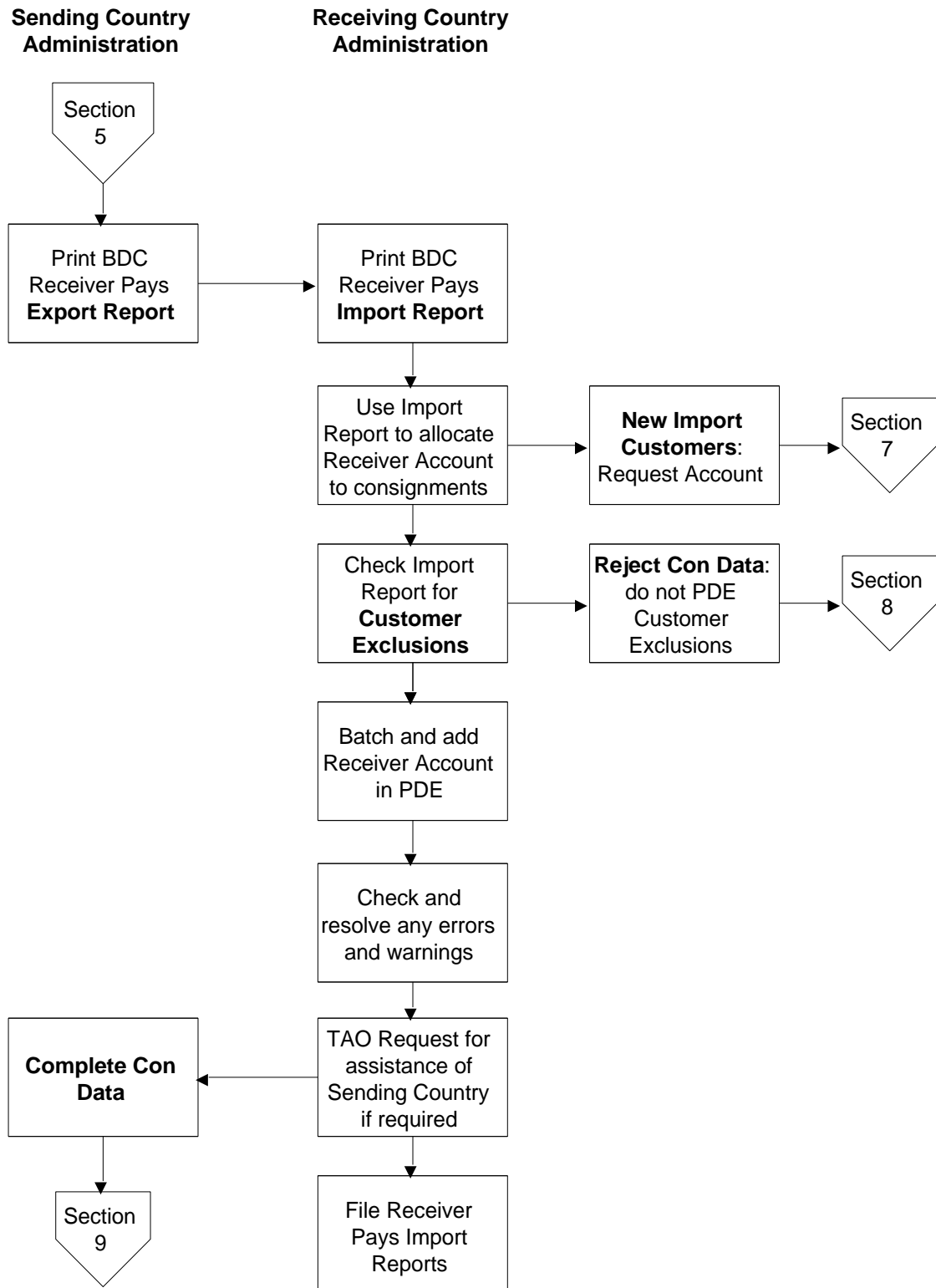
**Administration in the Sending Country must correct this before the Con Data is released in PDE as follows:**

<b>Step</b>	<b>Action</b>
1	Write " <b>Changed Terms</b> " on the ConNote <b>and</b> next to the ConNote number on the BDC Batch Detail Report
2	Change the Con Data to Sender Pays using <i>BDC Change of Terms</i>
3	Input a <b>Status Entry of CT</b> (Changed Terms) for the consignment
4	<b>Invoice the Sender</b> for our freight charges

**Customer Service** at the location responsible for the origin branch/depot:

<b>Step</b>	<b>Action</b>
1	Each morning run a Negative Status (ERD) <b>Report</b> for all consignments with the status code <b>CT</b>
2	Use the report to identify the Sender for each consignment
3	<b>Contact the Sender</b> , explain to them that Receiver Pays was not available for the consignment and inform them that they will be invoiced for our freight charges
4	Provide any additional information required by the Sender to explain the availability of Receiver Pays

## 6 Receiving Country Billing Process Overview



## 6 Receiving Country Billing processes

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**ConNotes** Administration in the Receiving Country will not receive ConNotes from the Sending Country for Receiver Pays imports.

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**Con Data** All import Receiver Pays Con Data:

- a) should have only one error message, to input the Receiver's Account Number, and
- b) has the status of AP (Available for PDE).

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**Import Report** The BDC Receiver Pays **Import Report**:

- a) details all Con Data available to Administration in the Receiving Country for invoicing and sufficient information for the allocation of the Receiver's Account Number.
- b) is **generated automatically** in the BDC system when **the Sending Country** runs the BDC Receiver Pays **Export Report**.

**It is essential that all Countries run the Export Report every day so that their partner Countries receive the Import Report.**

The BDC Receiver Pays Import Report is described in the BDC Receiver Pays User Guide.

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**Receiver Pays Imports** The **Receiver Pays Import process** is summarised as:

Step	Action
1	Print the Receiver Pays <b>Import Report</b> each day
2	Use the Import Report to allocate the <b>Receiver's Account Number</b> for each consignment listed <ul style="list-style-type: none"><li>• use NAD <i>Search</i> and Track &amp; Trace to assist if required</li></ul>
3	Write the Receiver's Account Number on the Import Report <ul style="list-style-type: none"><li>• if a New Account Number is required, follow the process described in section 7: New Import Customers</li></ul>
4	If any consignment on the Import Report is a <b>Customer exclusion</b> (defined in Appendix C), <b>reject the Con Data</b> as described in section 8: Rejected Receiver Pays Imports <ul style="list-style-type: none"><li>• <b>do not process these consignments in PDE</b></li></ul>

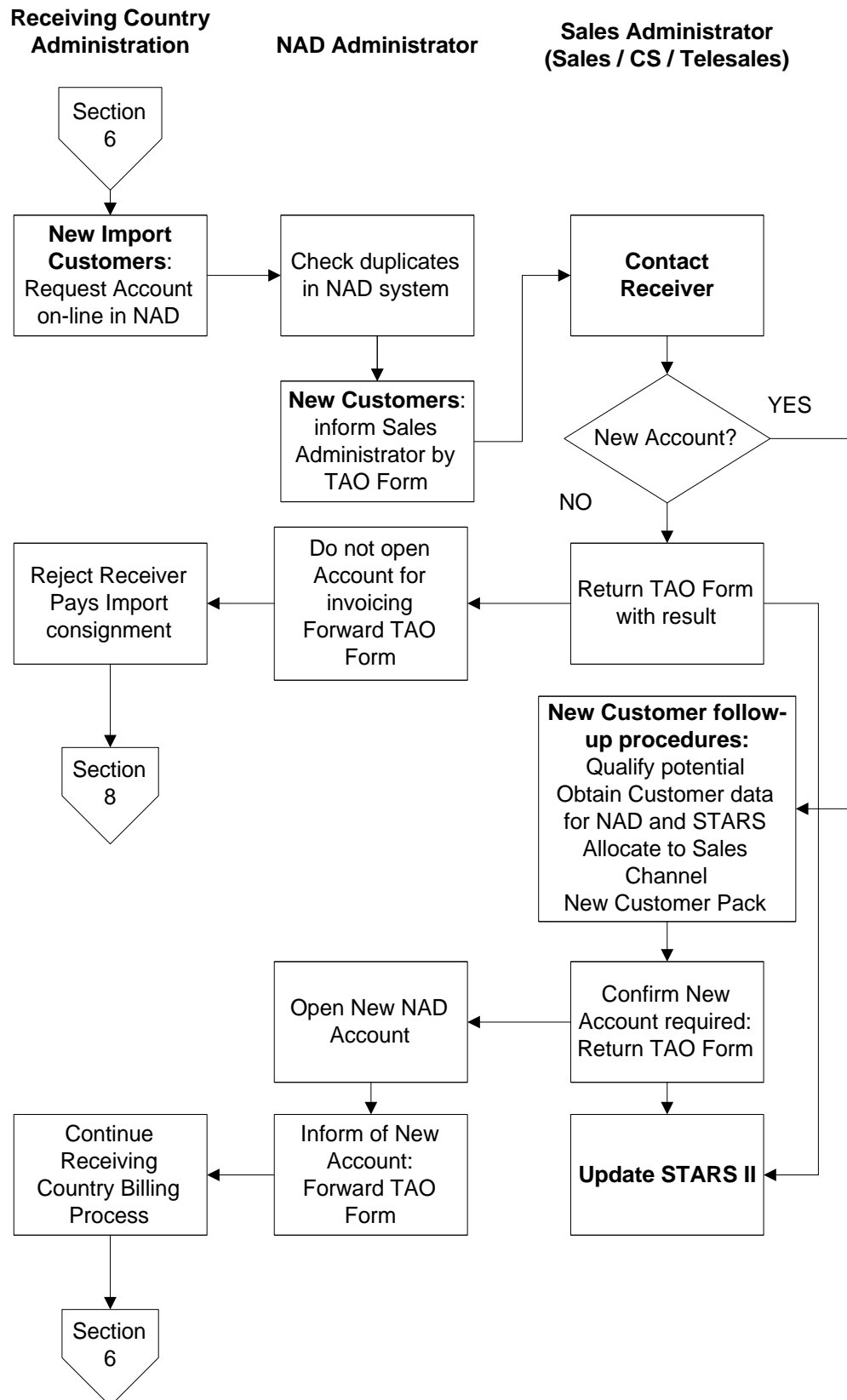
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5	Use the Import Report to <b>Batch</b> the Import Con Data and to input the <b>Account Number</b> in BDC <i>Partial Data Entry</i> . <ul style="list-style-type: none"><li>• write the Receiving Country Batch Number on the Import Report</li></ul>
6	Use BDC <i>List Cons</i> and <i>Change Con</i> to identify and resolve any remaining <b>errors or warnings</b> <ul style="list-style-type: none"><li>• clear the error or warning messages if this is possible</li><li>• request assistance from the Sending Country if the error or warning can not be resolved without the ConNote, as described in section 9: Incomplete Con Data</li></ul>
7	If any instructions for hand-rating have been communicated directly to Administration, input the relevant details
8	Countries in European Regions which are not yet using Global Link systems may also input the Receiver's Account Number in FAS for accruals purposes

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## 7 New Import Customers Process Overview



## 7 New Import Customers

### New Import Customers

Administration in the Receiving Country will identify new Receivers of Receiver Pays Import consignments for which an account is required for invoicing purposes. These are **New Import Customers**.

New Import Customers should receive the same attention and follow-up as any new Customer for Export business. The same procedures should be followed in the Receiving Country.

### New Customers

The process for new Import Customers is summarised as follows:

Step	Action
<b>Administration:</b>	
1	Input the available information required for a new Account to be set up in NAD using the Import Report
2	Raise an on-line NAD Request for the new Account number
<b>The NAD Administrator:</b>	
3	Check NAD Request system in accordance with existing procedures
4	Provide number of the new Account requested to the Sales Administrator using the TAO New Import Customer form
<b>The Sales Administrator</b> (or locally designated person responsible for new Customer follow-up, which may be CS or Telesales):	
5	Contact the Receiver using the information provided from NAD
6	Confirm the Receiver wishes to be given an Account Number: <ul style="list-style-type: none"> <li>• if YES, continue with steps 7 to 12</li> <li>• if NO, take action as described below under <b>Receiver refuses Account</b></li> </ul>
7	Qualify the business potential (Import and Export)
8	Obtain any further information required from the Customer and add this to the new Account in NAD and STARS in accordance with existing procedures
9	Arrange for a new Customer pack to be sent to the Customer, including stationery if required
10	Allocate the new Customer to the relevant Sales channel and contact person for follow-up as appropriate
11	Input the relevant Territory Code in STARS

12	Confirm to the NAD Administrator that the Account number should be opened for invoicing purposes by return of the TAO New Import Customer form
<b>The NAD Administrator:</b>	
13	Open the new Account number for invoicing
14	Inform Administration that the Account number is available by forwarding the TAO New Import Customer form.
<b>Administration:</b>	
15	Continue to process the Con Data to invoice the Receiver <ul style="list-style-type: none"> <li>• see section 6: Receiver Pays Imports.</li> </ul>

**Receiver  
refuses  
Account**

In the event that the Receiver refuses the opportunity to an Account, the following actions should be followed:

Step	Action
<b>The Sales Administrator:</b>	
1	Input the Receiver's comments and result in STARS <ul style="list-style-type: none"> <li>• do not allocate a Sales Territory code</li> </ul>
2	Return the TAO New Import Customer form to the NAD Administrator informing that the Receiver has refused an Account
<b>The NAD Administrator:</b>	
3	Forward the TAO New Import Customer form to Administration <ul style="list-style-type: none"> <li>• do not open the Account for invoicing</li> </ul>
<b>Administration in Receiving Country:</b>	
4	Reject the Con Data for the import consignment <ul style="list-style-type: none"> <li>• follow the procedures set out in section 8: Rejected Receiver Pays consignments</li> <li>• do not process the Con Data in PDE</li> <li>• do not invoice the Receiver</li> </ul>

Administration in the **Sending Country will invoice the Sender** as explained in section 8: Rejected Receiver Pays consignments.

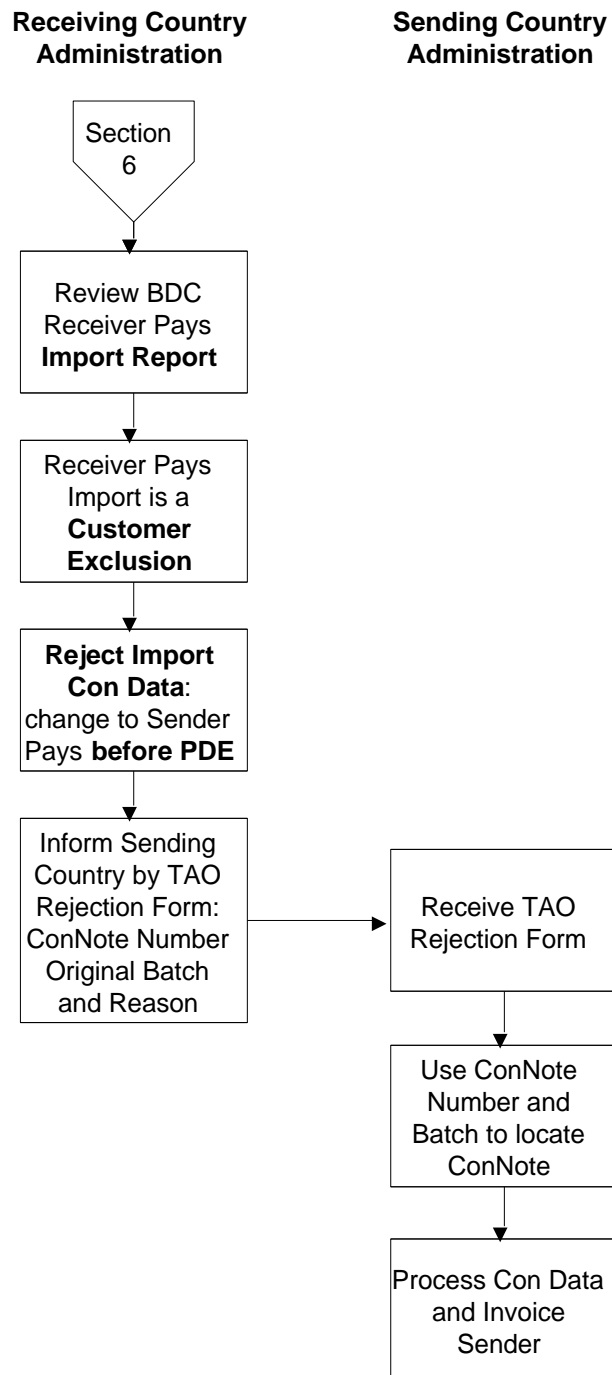
**Sales  
Administrator**

Some Countries may not have a single Sales Administrator responsible for all the procedures listed.

In these Countries, local procedures must be agreed to ensure all relevant individuals are informed to take the relevant actions for the care of New Import Customers.

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## 8 Rejected Receiver Pays Imports Process Overview



## 8 Rejected Receiver Pays Imports

**Customer Exclusions** The Receiving Country will reject Receiver Pays Imports which are Customer Exclusions as defined in Appendix C.

Only **uninvoiced** Receiver Pays Imports can be rejected by the Receiving Country. If a consignment has been invoiced, the Reverse Invoicing Option policy and procedures apply.

**Responsibility** Administration in the **Receiving Country** is responsible for:

- a) identifying all Receiver Pays Imports which should be rejected **before invoicing**, and
- b) **changing the Con Data** to Sender Pays and informing the Sending Country as described below **within 5 working days of the Con Data being available on the BDC Receiver Pays Import Report**.

Administration in the **Sending Country** is responsible for:

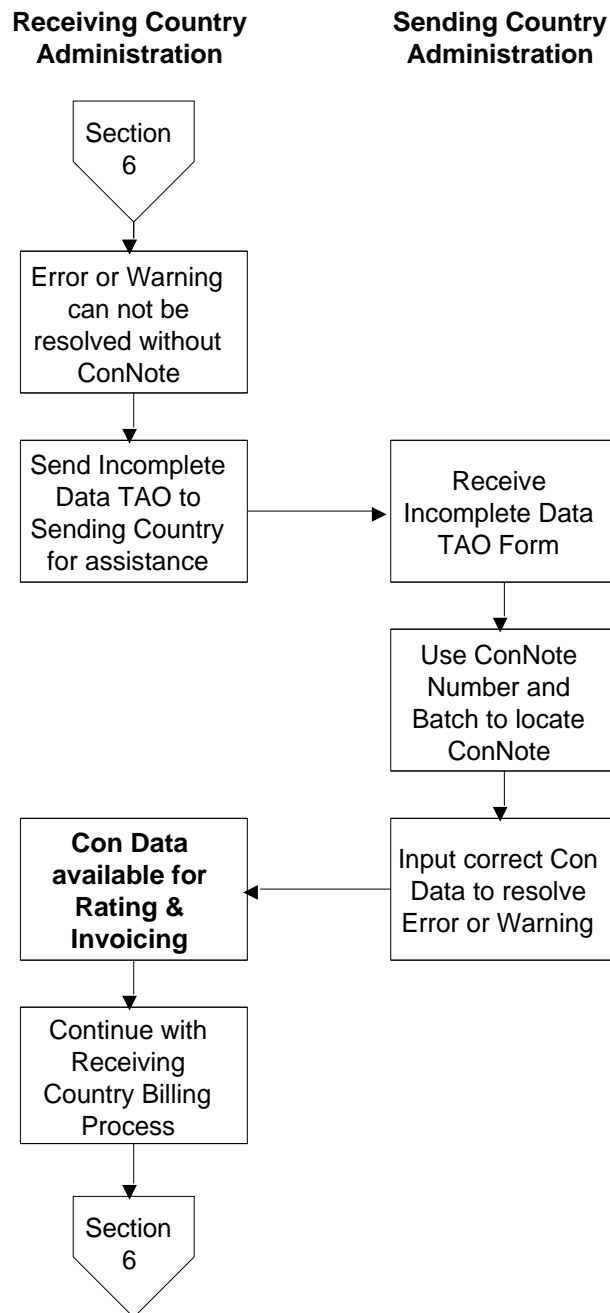
- a) **invoicing the Sender** for any consignment rejected by the Receiving Country in the invoicing **week following rejection** by the Receiving Country
- b) collecting the amounts due for our freight charges from the Sender.

**Rejected Receiver Pays Imports** Administration in the **Receiving Country** process rejected Receiver Pays Imports as follows:

Step	Action
1	Record the reason on the BDC Receiver Pays Import Report
2	Change the Con Data to Sender Pays using BDC <i>Change of Terms</i> <ul style="list-style-type: none"> <li>• do not process the Con Data in PDE</li> <li>• do not allocate the Receiver's Account Number</li> </ul>
3	Send a standard TAO Rejection Form to Administration in the Sending Country providing: <ul style="list-style-type: none"> <li>• the reason for rejection, and</li> <li>• the ConNote number</li> </ul>

Administration in the **Sending Country** will process the rejected Con Data to invoice the Sender.

## 9 Incomplete Con Data Process Overview



## 9 Incomplete Con Data

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**Responsibility** The **Sending Country is responsible for the complete and accurate data capture of all exported consignments** and for clearing all BDC system error and warning messages, except input of the Receiver's Account Number, as described in section 5: Sending Country Billing processes.

If the Receiving Country identifies error or warning messages which have not been resolved, except input of the Receiver's Account Number or warnings linked to the Account Number, the Con Data was not properly completed by the Sending Country in accordance with corporate policy.

If a Receiving Country requests assistance to resolve Incomplete Con Data as described below, the Sending Country will respond and complete the relevant corrective actions required **within one working day** of the request.

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**Incomplete Con Data** The procedure to be followed if Incomplete Con Data is identified in the Receiving Country for Receiver Pays Imports is:

Administration in the **Receiving** Country send a standard Incomplete Data TAO Form to Administration in the Sending Country to request assistance and clear errors and warnings which can not be resolved without the ConNote, including:

- ConNote Number
- Sending Country and Receiving Country Batch Numbers, from the BDC Receiver Pays Import Report.

Administration in the **Sending Country will resolve the error or warning** as follows:

Step	Action
1	Find the original ConNote, using the original Batch Number if this is used for filing and archiving
2	Check the error or warning message in BDC
3	Input the correct data using BDC <i>Change Consignment</i> as required to resolve the error or warning message.

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**ConNote** The Sending Country will not send the ConNote or a copy of the ConNote to the Receiving Country to support enquiries about the validity of Con Data or to resolve error or warning messages.



## 10 Time limits

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### **Sending Country**

The following time limits are the corporate standard for Sending Country processes:

- a) **Receiver Pays Export process** (section 5)
    - complete within 4 days of exporting the consignment.
  - b) **Rejected Receiver Pays consignments** (section 8)
    - invoiced in the invoicing week following rejection by the Receiving Country.
  - c) **Incomplete Con Data** (section 9)
    - all errors and warnings resolved within one working day of the Receiving Country's request for assistance.
- 

### **Receiving Country**

The following time limits are the corporate standard for Receiving Country processes:

- a) **Receiver Pays Import process** (section 6)
  - complete within one working day from availability of Con Data on the BDC Receiver Pays Import report.
- b) **New Import Customers** (section 7)
  - provide information to the Sales Administrator within one working day from availability of Con Data on the BDC Receiver Pays Import Report
  - new Account number open and available for invoicing in the same invoicing week as the new Customer is identified to the Sales Administrator.
- c) **Rejected Receiver Pays consignments** (section 8)
  - rejected within one working day from availability of Con Data on the BDC Receiver Pays Import Report, except consignments to New Import Customers
  - rejected within 5 working days from availability of Con Data on the BDC Receiver Pays Import Report if a New Import Customer refuses to accept the invoice.
- d) **Incomplete Con Data** (section 9)
  - request assistance of Sending Country within one working day from availability of Con Data on the BDC Receiver Pays Import Report.

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## Appendix A: Receiver Pays Countries

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**Unrestricted** The following Countries are allowed to Send (Export) and Receive (Import) Receiver Pays consignments:

**Southern Europe:**

- France
- Italy
- Portugal
- Spain

**Western Europe:**

- Belgium
- Great Britain
- Greece
- Ireland
- Luxembourg
- Netherlands
- Turkey

**Northern Europe:**

- Denmark
- Estonia
- Finland
- Iceland
- Norway
- Russia
- Sweden

**Central and Eastern Europe:**

- Austria
- Czech Republic
- Germany
- Hungary
- Poland
- Slovakia
- Switzerland

**North Asia:**

- Hong Kong
- Japan
- Philippines
- Taiwan

**South Asia:**

- Australia
- Indonesia
- Malaysia
- New Zealand
- Singapore
- Thailand

**Middle East and Africa:**

- Bahrain
- Cyprus
- Egypt
- Kuwait
- Saudi Arabia
- South Africa
- United Arab Emirates

**North America:**

- Canada
- USA

**Latin America and Caribbean:**

- Argentina
  - Brazil
  - Chile
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## Appendix B: Receiver Pays Products

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### Global Express Division

The Receiver Pays invoicing option is available on the following TNT Express Worldwide Global Express (Division G) Products, in combination with any of the listed Options when the services are available:

	Description	Code
<b>Products:</b>	Express Letter <sup>(2)</sup>	81
	Express Document	82
	Express Parcels/Freight <sup>(4)</sup>	83
	Deferred Parcels & Freight 2/3 Days <sup>(3)</sup>	84
	Deferred Parcels & Freight 4/5 Days <sup>(3)</sup>	85
<b>Options:</b>	Euro 1	EU
	Guaranteed	GU
	Elite	EL
	Priority	PR

#### Notes:

- 1 The Descriptions and Codes mentioned above are those used in our core Global Link systems.
- 2 Only from North America.
- 3 Intra-Europe only.
- 4 Includes European World Services: service code 86 in the European Invoicing system.

---

### Domestic

The Receiver Pays invoicing option can be used on all Domestic (Division D) Products.

---

### Other Divisions

The Receiver Pays invoicing option is only available for Products in the Divisions listed above and is not offered by any other Division of GD Express Worldwide N.V.

---

## Appendix C: Customer Exclusions

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### Customer Exclusions

Customers and consignments are excluded from Receiver Pays for the reasons listed below:

a) **Delivery address:**

- is a temporary address for which there is no existing Account number in the Receiving Country (eg: an hotel, conference centre, exhibition or trade fair, ship, etc.)
- is a private individual
- is a post office box number

b) **the Receiver is known to the Receiving Country and:**

- is in liquidation prior to invoicing
- is already blacklisted
- has failed recent credit approval procedures
- has informed the Receiving Country that they will never accept invoices for Receiver Pays Imports

c) **the Receiver is a New Import Customer and:**

- during the New Customer follow-up, refuses to open an Account or states that the invoice will not be accepted
  - can not be located.
- 

### Responsibility

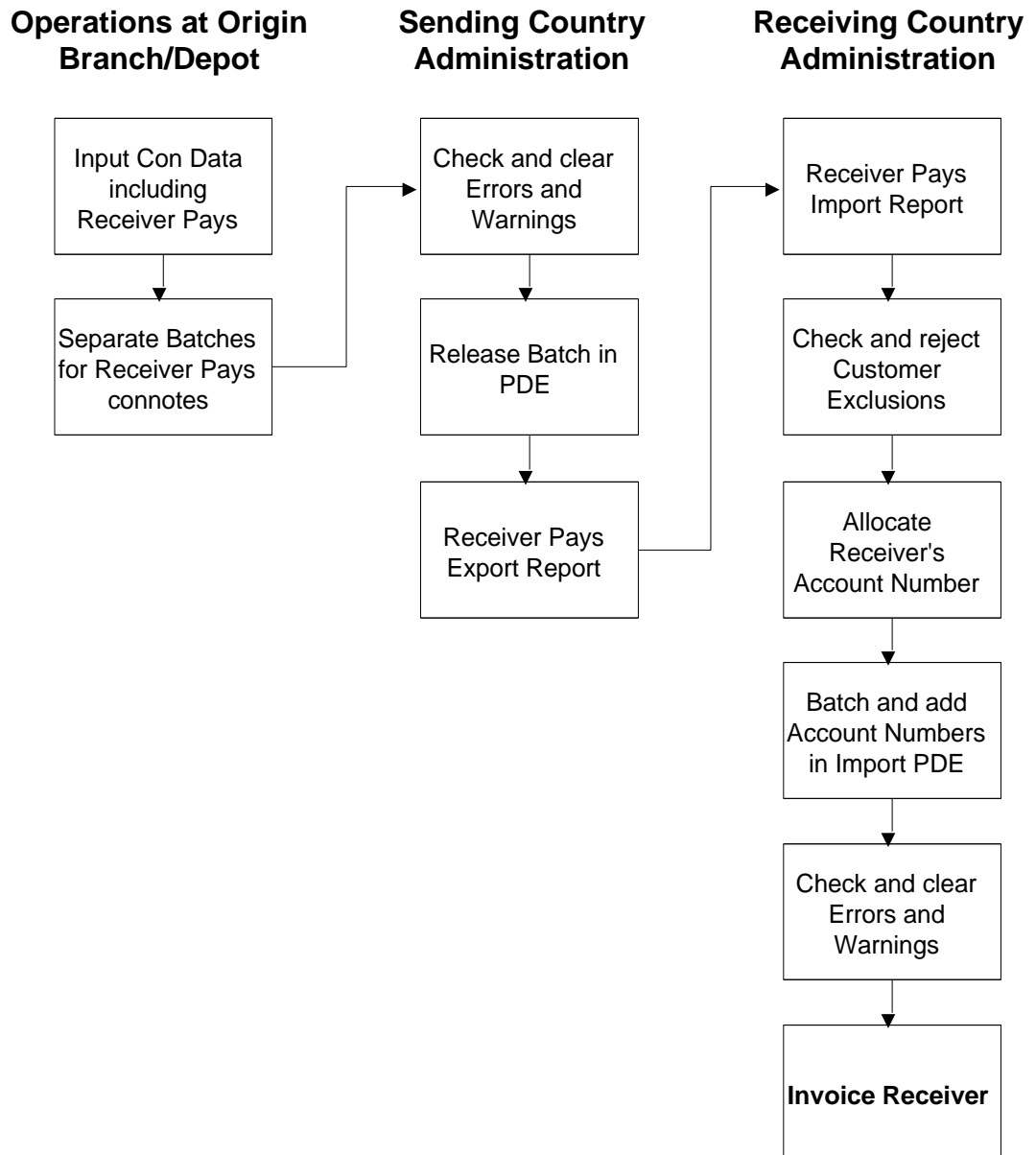
The Receiving Country is responsible for the rejection of any Receiver Pays Import which falls under the Customer Exclusions, which will then be invoiced by the Sending Country to the Sender, as described in section 8: Rejected Receiver Pays consignments.

If the consignment or Customer is excluded from Receiver Pays, the Receiving Country may only continue to invoice the Receiver if written acceptance of our freight charges is provided to us by the Receiver before invoicing.

If the Receiving Country continues to invoice the Receiver for a Receiver Pays Import which falls under the Customer Exclusions, no Reverse Invoicing Option is allowed at a later date, unless the Sender requests this from GDEW in writing.

---

## D Administration Process Overview



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## **Appendix D: Detailed F&A business procedures**

---

**Purpose** This section provides further guidance to Administration staff on the processing of Receiver Pays consignments for invoicing.

The procedures for processing Sender Pays consignments are set out in the Business Data Capture Business Procedures.

---

**Process Overview** The processes are set out for both the Sending Country and the Receiving Country as shown on the overview process map opposite.

Process overview diagrams are provided in each section of the Detailed F&A business procedures.

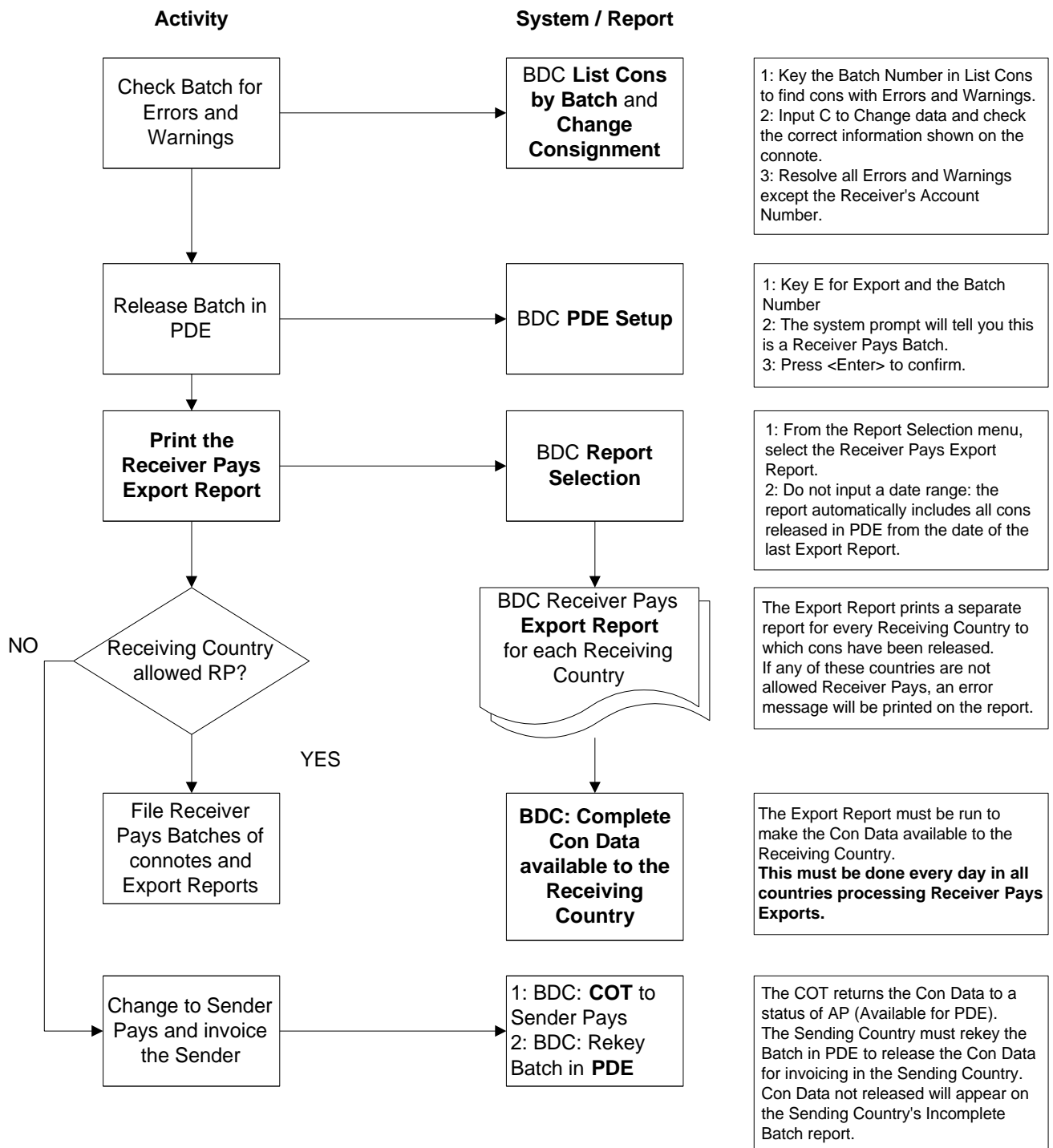
---

**Contents** The Detailed F&A business procedures are set out as follows:

<b>Description</b>	<b>Section</b>
Receiver Pays Export Process	D.1
Receiver Pays Import Process	D.2
Changes to the invoicing option	D.3
TAO Forms	D.4
Interim procedures	D.5

---

## D.1 Receiver Pays Export process overview



## D.1 Receiver Pays Export Process

---

### **Process Overview**

The Process Overview on the opposite page illustrates the actions required by Administration in the Sending Country to process Receiver Pays exports.

---

### **General procedures**

The general procedures for processing all batches are set out in the Business Data Capture Business Procedures and are not repeated in this document. General procedures which are relevant to batches of Sender Pays and Receiver Pays ConNotes include:

- completeness of ConNotes and Batches received from each origin branch/depot in the Sending Country
  - missing Batches of ConNotes not received at the Sending Country Billing Centre
- 

### **Receiver Pays Export Process**

The Sending Country is responsible for the completeness and accuracy of the data made available to the Receiving Country.

Administration in the Sending Country should process Receiver Pays exports as follows:

<b>Step</b>	<b>Action</b>
1	Process Receiver Pays Export Batches
2	Run BDC Receiver Pays Export Report
3	File Receiver Pays Export Batches and Export Report

---

### **Mixed Batches**

The BDC Batch Detail Reports show the invoicing option input for all consignments in the Batch as either Sender Pays (S) or Receiver Pays (R).

All Batch Detail Reports must be reviewed by Administration in the Sending Country to identify Mixed Batches before they are processed.

If a Batch contains mixed ConNotes (Sender Pays and Receiver Pays) take the actions set out in section 5: Sending Country Billing processes.

---

**Partial Data Entry** For Receiver Pays exports, BDC *Partial Data Entry (PDE)* is only available for the release Batches of Con Data.

The system will not allow detailed *PDE* of Receiver Pays exports. When the Batch Number is input in *BDC PDE Setup*, the system will display the total number of Receiver Pays export Con Data records in the category "Not to PDE".

**All Batches must be released** in BDC PDE Setup so that the Con Data is made available to the Receiving Country. Only Con Data which has been released is reported on the BDC Receiver Pays Export Report.

The status of all Receiver Pays export Con Data after the Batch is released in the Sending Country is AP (Available for PDE). The next step in processing the Con Data is *BDC Import PDE* in the Receiving Country.

**Export Report** The BDC Receiver Pays **Export Report**:

1. is requested from the *BDC Report Selection* menu
2. reports all Receiver Pays export consignments which have been released in PDE since the last Export Report was run
3. provides a separate report section for each Receiving Country for which Con Data has been released
4. automatically generates a Receiver Pays **Import Report** in the Receiving Country
5. **must be requested every day** to allow the Receiving Country to access its Receiver Pays import Con Data.

Administration in the Sending Country must review the Export Report to identify any Receiving Country for which Con Data has been released but which is not allowed Receiver Pays. The Receiver Pays Countries are listed in Appendix A.

If any consignments are reported for a Country which is not allowed Receiver Pays, the following actions should be taken:

Step	Action
1	Locate the Batch and ConNote which has been incorrectly processed as Receiver Pays
2	Write "Changed Terms" at the top right corner of the ConNote and next to the ConNote number on the BDC Batch Detail Report
3	Change the Con Data from Receiver Pays to Sender Pays using <i>BDC Change of Terms</i>
4	Rekey the Batch Number in <i>BDC PDE Setup</i> to release the Con Data

---

5	Input the Changed Terms status code "CT" in Status Entry
6	Process the Con Data to invoice the Sender

---

**ConNotes**

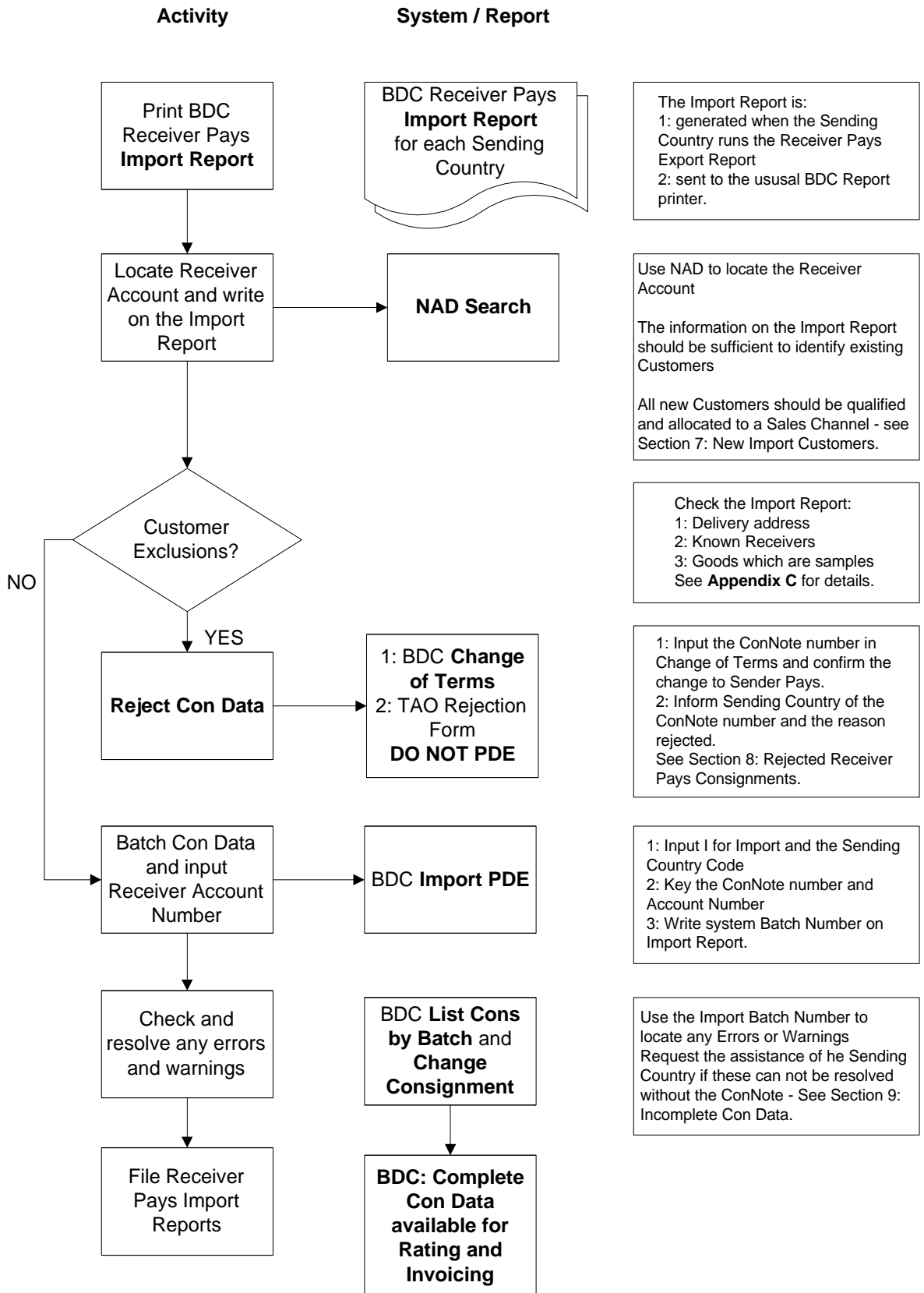
Administration in the Sending Country is responsible for filing and archiving the ConNotes for all Receiver Pays exports. No ConNotes will be sent to the Receiving Country to process Receiver Pays import Con Data or to support Customers' Invoice Enquiries.

The filing system must enable retrieval when required. Subject to the local filing system, the original Sending Country Batch Number should be used if possible. This Batch Number will be quoted by the Receiving Country when assistance is required to resolve error or warning messages which require reference to the ConNote.

ConNotes will only be provided to the Receiving Country for the following cases described in the Reverse Invoicing Option Policy and Procedures:

- a) the Sending Country invoiced the Sender in error:  
In this case, the Receiving Country requires the ConNote to support BDC Batch Data Entry in order to invoice the Receiver.
  - b) the Receiver is liable for our freight charges and the collection of amounts due is subject to litigation which requires presentation of the original paperwork for legal reasons.
-

## D.2 Receiver Pays Import Process Overview



## D.2 Receiver Pays Import Process

---

**Receiver Pays Import Process** The Receiving Country is responsible for invoicing the Receiver using the data provided by the Sending Country.

Administration in the Receiving Country should process Receiver Pays imports as follows:

Step	Action
1	Print BDC Receiver Pays Import Report
2	Use Import Report to: a: find the Receiver's Account Number b: identify any Customer Exclusions
3	Reject any Customer Exclusions
4	Batch Import Con Data and add Receiver's Account Number
5	Find and resolve any system Errors or Warnings: a: use BDC List Consignments to identify Con Data with Errors or Warnings b: input C to access BDC Change Consignment for all consignments which have an Error or Warning c: read the system message and resolve the Error or Warning as appropriate d: request assistance of the Sending Country if it is necessary to refer to the ConNote to resolve the Error or Warning

---

**Import Report** The BDC Receiver Pays **Import Report** is to be used as the source document for processing Receiver Pays import Con Data.

The **Import Report**:

1. is generated automatically in the Receiving Country when the Sending Country requests the BDC Receiver Pays Export Report
    - it is not necessary for the Receiving Country to request the Import Report
  2. is printed on the usual BDC report printer for the Receiving Country Billing Centre
  3. lists the Con Data for all Receiver Pays imports to the Receiving Country which have been released by the Sending Country
  4. provides sufficient information to process the Con Data for invoicing in the Receiving Country
- 
-

**Receiver's  
Account  
Number**

The Receiver's Account Number will not be added to the Con Data by the Sending Country.

Administration in the Receiving Country should use the information on the Import Report to identify the correct Account Number in NAD. This should be written on the Import Report for data entry purposes.

The Receiver's Account should be input during BDC *Import PDE* data processing.

---

**New Import  
Customers**

When no Account Number exists in NAD the Receiver is a potential new Import Customer. The relevant Administration procedures are set out in section 7: New Import Customers. The procedures for New Import Customers must be completed within the time limits set out in section 10.

It is not appropriate for Administration to open the new Receiver's Account without qualification and follow-up by the Sales Administrator. Following this process, Administration will either:

- a) process the Con Data to invoice the Receiver, if an Account was opened for invoicing, or
  - b) reject the Con Data as a Customer Exclusion as described in section 8: Rejected Receiver Pays consignments.
- 

**Customer  
Exclusions**

Administration in the Receiving Country must reject the Con Data for any Customer Exclusions as described in section 8: Rejected Receiver Pays consignments. Customer Exclusions are set out in Appendix C.

Administration in the Receiving Country will identify any Con Data which is a Customer Exclusion through one of the following actions:

- a) review of the Import Report, which provides address details and the description of goods, or
- b) the location of the Receiver's Account Number in NAD, or
- c) the follow-up of new Receivers as described in section 7: New Import Customers.

Administration in the Receiving Country must maintain its own system to identify Receivers which have stated they will never accept Receiver Pays consignment invoices so that these are not processed.

---

---

<b>Import PDE</b>	<p>Administration in the Receiving Country must process all Receiver Pays import Con Data in BDC <i>Import PDE</i> so that the consignments are rated and invoiced.</p> <p>The system will allocate a Receiving Country Batch Number which should be written on the Import Report and immediately used to identify any Errors or Warnings in BDC <i>List Consignments</i>.</p> <p>Administration in the Receiving Country must ensure that the BDC PDE Parameters for each Sending Country are only switched to “YES” for Account Number. No other data should be rekeyed during BDC <i>Import PDE</i> processing.</p>
<b>Errors and Warnings</b>	<p>Administration in the Receiving Country are responsible for identifying any Receiver Pays Import Con Data which contains Error or Warning messages immediately after the Receiving Country Batch Number has been allocated in BDC <i>Import PDE</i>.</p> <p>Any data changes which can be processed by the Receiving Country should be actioned to release the Con Data for rating and invoicing.</p> <p>If it is not possible to resolve Error or Warning messages, the assistance of the Sending Country should be requested as described in section 9: Incomplete Con Data.</p>
<b>Filing</b>	<p>The BDC Import Report used to process the Receiver Pays Import Con Data should be filed in the Receiving Country when the processing is complete.</p>
<b>Exception System</b>	<p>The Exception System functions for Receiver Pays Imports in the same way as for Sender Pays Exports for Con Data which falls within a System or User Exception set up in the Receiving Country.</p> <p>Action should be taken in the Receiving Country to ensure no Con Data is held back from invoicing because of an Exception.</p>
<b>Invoicing</b>	<p>The Invoicing system must be set up by the Receiving Country to produce Receiver Pays Import invoices in the required format, frequency and medium. This includes setting the system to produce the Consignment Detail report for Customers if they have requested attachments.</p>

## D.3 Changes to the invoicing option

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**Change of Terms** BDC *Change of Terms* is the only function which allows the invoicing option to be changed during data processing and is only available **before the Con Data is invoiced**.

---

**User access** The invoicing option of a consignment may be changed by the Sending Country or the Receiving Country.

---

**Sending Country** Administration in the Sending Country will only change the invoicing option to **correct errors**:

- a) when reviewing the BDC Batch Detail Reports, a Sender Pays ConNote is found to be wrongly keyed as Receiver Pays
  - b) when reviewing the BDC Receiver Pays Export Report, a Receiver Pays consignment is found to have been processed to a Country which is not allowed Receiver Pays.
- 

**Receiving Country** Administration in the Receiving Country will only change the invoicing option when Con Data is a Customer Exclusion as described in section 8: Rejected Receiver Pays consignments.

Any consignment changed from Sender Pays to Receiver Pays will be reported on the BDC Receiver Pays Import Report in the Receiving Country.

---

**Change of Terms** The BDC *Change of Terms* function will prompt the user to reconfirm that they wish to change the Receiver Pays Con Data from Receiver Pays to Sender Pays.

---

**Con Data** When the invoicing option is changed, the Con Data is changed as follows:

- a) the F&A status returns to AP (Available for PDE)
  - b) any handrated amount is deleted from BDC
  - c) the Account Number is deleted from BDC
-

**PDE release**      When the invoicing option is changed in the Sending Country from Receiver Pays to Sender Pays, the user must always rekey the original Sending Country Batch Number in BDC *PDE Setup* in order that the Con Data is released for rating and invoicing in the Sending Country.

---

**Reports**            All changes to the invoicing option are reported automatically each day in both the Sending Country and the Receiving Country.

The reports are sent to the usual BDC report printer for the Country Billing Centre.

## D.4 TAO Forms

### Policy

Communication between the Sending Country and Receiving Country should be via the standard TAO Forms mentioned in each section of these procedures.

The standard TAO Forms listed below are only to be updated when authorised in writing by Corporate Administration Services.

Changes to the standard TAO Forms must be requested through your Regional Billing Support contact, who will liaise with Corporate Administration Services for authorisation and communication to all Countries prior to implementation of the change.

### TAO Forms

The Corporate standard TAO Forms for use by Administration in processing Receiver Pays consignments for Customer invoicing are listed below:

TAO Form Name	Purpose	Reference
(Rejects)	Receiving Country informs Sending Country of the reason for a rejected Receiver Pays import	Section 8: Rejected Receiver Pays consignments
(Incomplete Data)	Receiving Country requests assistance of Sending Country to resolve system error or warning message	Section 9: Incomplete Con Data
(New Import Customer)	<ol style="list-style-type: none"> <li>1. NAD Administrator informs Sales Administrator that a new Receiver has been identified for New Customer follow-up</li> <li>2. Sales Administrator informs NAD Administrator whether or not a new Account should be opened for invoicing the Receiver</li> </ol>	Section 7: New Import Customers

---

**How to Use  
TAO Forms**

TAO Forms can be used by taking the following actions:

<b>Step</b>	<b>Action</b>
1	Select B for Bulletin Board from the TAO menu ⇒ the system will show you the Bulletin Board directory
2	Type "FORMS" and press <ENTER> ⇒ TAO will search for this section in the Bulletin Board ⇒ TAO will display FORMS as the first item on the list ⇒ the standard TAO Forms are described as "CORPORATE ELECTRONIC FORMS"
3	Type "L" for LIST next to CORPORATE ELECTRONIC FORMS and press <ENTER> ⇒ TAO will display the names of all corporate standard Forms in the system
4	Type the name of the Form you require and press <ENTER> ⇒ TAO will display the requested Form at the top of the list
5	Type "U" for USEFORM next to the name of the Form you require ⇒ you can now use the Form and send in the same way as any other TAO E-mail communication.

---

**Country  
Contact  
Names**

The contacts for each Receiver Pays Country's Administration team are contained in the TAO Name List: (Administration?).

All TAO Forms should be sent to the relevant Country contact shown on this list.

The Administration team in every Receiver Pays Country is responsible for reading the TAO Forms sent to this contact name at regular intervals every day, to ensure that all messages are received and actioned in accordance with the time limits set out in section 10.

---

**TAO User  
Manual**

Further information on how to use the TAO Forms is contained in the TAO User Manual, a copy of which can be obtained from your Local or Regional IS department.

This page is not used.

## D.5 Interim procedures

---

### **Purpose**

The corporate business procedures set out in the preceding sections are to be followed in all cases where practicable.

In a small number of cases, it is not possible to apply the corporate standard procedures immediately when new Countries participate in Receiver Pays.

Exceptions to the corporate standard procedures are only to be applied for those cases identified in the interim procedures set out below. In all Country-level cases, the interim procedures are temporary and relate to business issues for which a plan has been agreed with Country and Regional management to address the underlying issues in the short term.

No exceptions should be made for cases not specified in these interim procedures.

Interim procedures have been agreed for the following exceptions which are set out in more detail below:

<b>Interim Procedure</b>	<b>Section</b>
Product and Option Changes	D.5.a
Off-line Receiver Pays Countries	D.5.b

## D.5.a Product and Option changes

---

### Receiver Pays Products and Options

The Receiver Pays Products and Options are listed in Appendix B.

As far as possible the Receiver Pays Products and Options are those related to global core services, therefore are used in both the Sending Country and the Receiving Country. Not all Receiver Pays Products and Options meet this criteria. The exceptions are:

1. **Product 81: Express Letter** is only available in North America.
  2. **Option GU: Guaranteed** is available in North America, Latin America & Caribbean and all European Regions.
  3. **Option EL: Elite** is available in MEARO and Asia.
- 

### Corporate Commercial Policy

The corporate Commercial policy is:

1. the Customer must not be invoiced with a Product or Option which is not available in the Receiving Country
  2. rates must not be loaded in the Country's rating system for a Product or Option which is not available in the Receiving Country.
- 

### Impact

Receiving Countries using the **European Invoicing** system are not impacted. The Product and Option codes will be converted to the relevant service codes in the interface from Global Link to the invoicing system.

Receiving Countries using **Global Link** Rating and Invoicing must change the relevant Product and Option codes using the BDC system before rating and invoicing the Con Data.

---

### Interim Procedure

Administration in the **Receiving Country** must change the Con Data before the Con Data is rated and invoiced.

The Products and Options which must be changed are those which are not available with the Sender Pays invoicing option in the Receiving Country.

---

### Supporting tools

The BDC Receiver Pays **Import Report** includes the Division, Product and Options for every Receiver Pays import consignment.

---

**Impact on Import Process**

The Receiving Country will identify changes required to Products and Options during the Receiver Pays Import Process as described below (**modifications to the Import Process are printed in bold**)

<b>Step</b>	<b>Action</b>
1	Print BDC Receiver Pays Import Report
2	Use Import Report to: a: find the Receiver's Account Number b: identify any Customer Exclusions <b>c: identify Products and Options which require Change</b>
3	Reject any Customer Exclusions
4	Batch Import Con Data and add Receiver's Account Number
5	Find and resolve any system Errors or Warnings: a: use BDC List Consignments to identify Con Data with Errors or Warnings b: input C to access BDC Change Consignment for all consignments which have an Error or Warning <b>and for consignments which have a Product or Option which requires Change</b> c: read the system message and resolve the Error or Warning as appropriate <b>or change the relevant Product or Option as required</b> d: request assistance of the Sending Country if it is necessary to refer to the ConNote to resolve the Error or Warning

It is essential that the changes are made in accordance with the workflow summarised above to prevent changes to Con Data which is later rejected and returned to Sender Pays.

## D.5.b Off-line Receiver Pays Countries

---

### Off-line Receiver Pays Countries

The Receiver Pays Countries are listed in Appendix A.

All Receiver Pays Countries should use global core systems which enable complete and accurate data capture in compliance with corporate data standards to support Track & Trace and Business Data Capture.

Not all Receiver Pays Countries meet this criteria. The Off-line Receiver Pays Countries for which consignment data is not available for Business Data Capture are **Cyprus, Egypt and Kuwait**.

All other Receiver Pays Countries provide consignment data to their partner Countries to support processing and Customer invoicing.

---

### Impact: Receiver Pays Exports

The Track & Trace, BDC and Invoicing systems do not contain the data required to support the Import process in any Country which has Receiver Pays consignments **from** the Off-line Receiver Pays Countries.

In order to process these consignments for Customer invoicing, all the Receiving Countries must input the data in BDC Batch Data Entry. This will only enable invoicing and will not achieve:

- a) provision of data to Track & Trace
  - b) the data printed on the Consignment Detail report attached to the Customer invoice
  - c) provision of data for on-line Invoice Enquiry and Correction.
- 

### Impact: Receiver Pays Imports

The Off-line Receiver Pays Countries have access to mainframe systems and will use the standard BDC and Invoicing systems to process Receiver Pays imports in the same way as all other Receiver Pays Countries.

---

### Interim procedure

The Off-line Receiver Pays Countries will send the ConNotes for all Receiver Pays exports to the MEARO Office, Dubai.

**Interim  
procedure  
(continued)**

The **MEARO Office** will:

<b>Step</b>	<b>Action</b>
1	Sort the ConNotes of each Sending Country by Receiving Country
2	Send the Data Prep and Invoice Copies of the ConNotes to each Receiving Country each week in appropriate pouches and as system consignments
3	Send a TAO Prealert to each Receiving Country informing them of the consignment number for tracking
4	Maintain copies of the ConNotes and make these available to the Receiving Country if the consignment/pouch is lost.

Administration in the **Receiving Country** will:

<b>Step</b>	<b>Action</b>
1	Ensure all pouches of ConNotes are received according to the TAO Prealert
2	Input the Con Data in BDC Batch Data Entry
3	Invoice the Receiver, using the Invoice Copy ConNote as an attachment to the invoice
4	File the Data Prep copy ConNote to support Customers' Invoice Enquiries
5	Pursue collection of the amount due from the Receiver