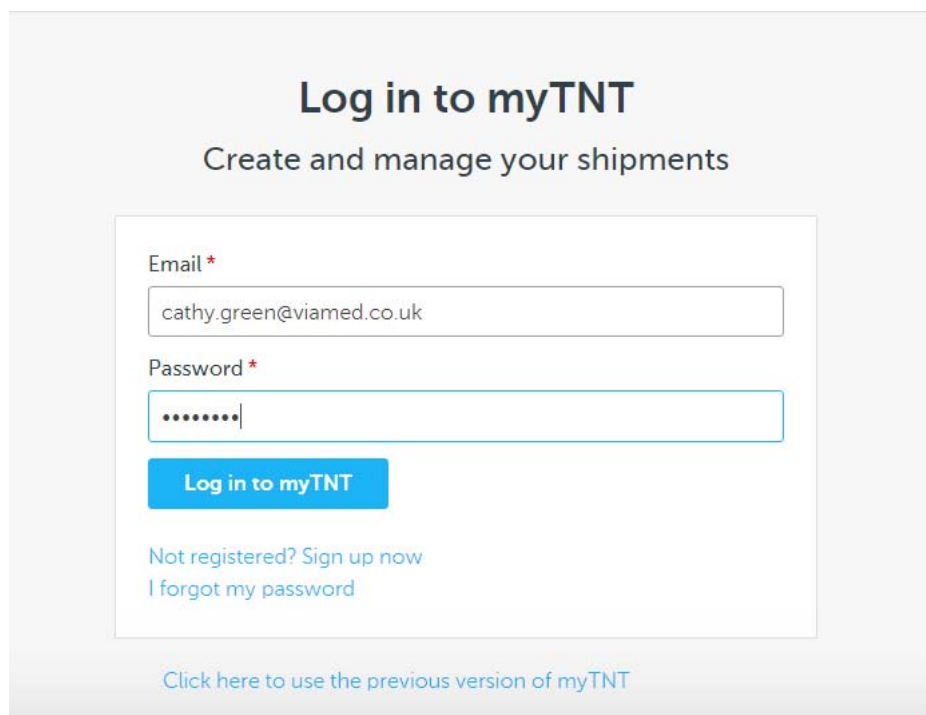# VM3COP20.81 How to Book Online Collection Requests for TNT and DHL
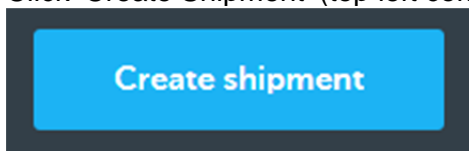
When completing an order which is to be sent via a customer's TNT or DHL account you need to follow the following procedure.

TNT Shipments

1. Complete order and invoice as per VM3COP03.03.

2. Log on to www.tnt.com with the following login details:

   - Email: cathy.green@viamed.co.uk

   - Password: medical1

3. Click 'Create Shipment' (top left corner of the screen).

4. Fill in customer details as per the invoice, you **must** also add the customer's email address to the delivery address section.
   Email address can be found in Intrastats CRM:
   i. Lookup, Contacts
   ii. Type the full account number i.e. 00007586.
   iii. Click the company, this will take you to the companies contact page.
   iv. Scroll down to see a list of employees and their emails/telephone details.

    v. Underneath this it will show who placed the ORD, the email address can be found above.

5. Fill in weights, dimensions and quantity of boxes.

 Should you be sending multiple boxes of different sizes you will need to add these individually. Click Add another package and repeat this step.

6. 'Goods Description': Medical Products

7. 'Value': Value of goods only as per the invoice (remember to change the currency in the dropdown menu).

Value * ⓘ

	GBP ⌄

8. 'Customer Reference': This can either be the customers purchase order number (customer ref on the invoice) or if we have used a date for their reference, insert the invoice number.

9. 'Billing Information': Viamed usually do not pay for these sorts of shipments. You will be able to confirm this by reviewing the invoice. If Viamed are to pay, a value with show against the carriage line.

 Select the customer/receiver to pay from the dropdown menu. The customers TNT account number should then appear underneath.

✅ Billing information

Who will pay for the shipment? * ⓘ

I.M.T.C Ltd ⌄

TNT account number of receiver *

000021066

 Please make sure you check the TNT account number against the number provided on the invoice. If this is different, please make sure you amend accordingly.

10. Click 'Show rates and times', this should show you the services available.
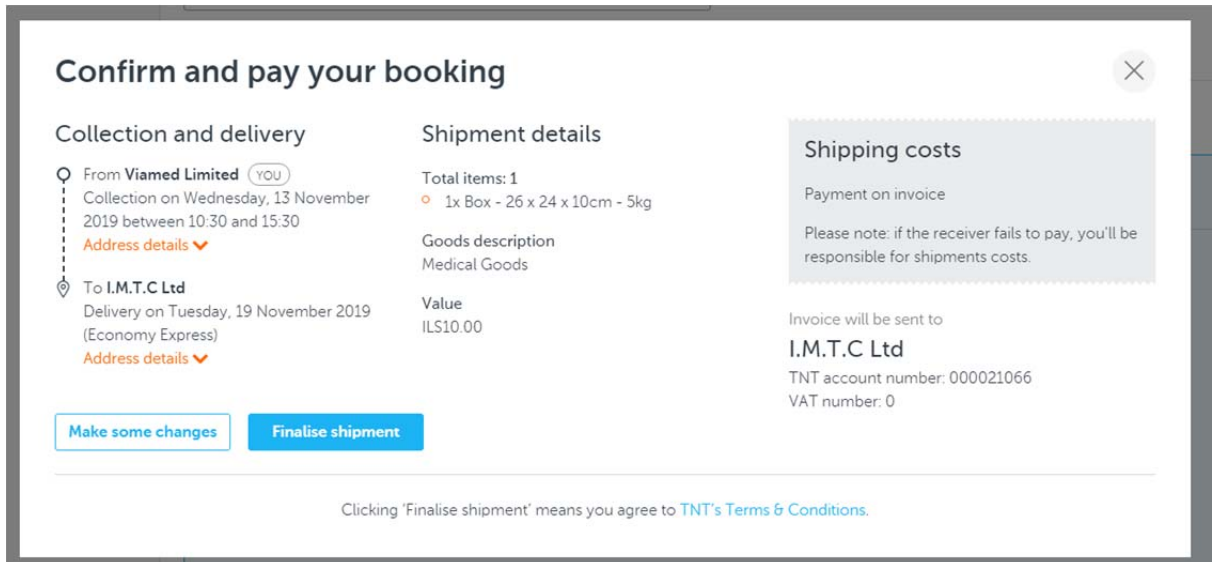
Please choose a service

Collection date in cross hills *

Today ⌄

	Delivery date	Service	Booking
◯	17 Nov 2019	Express (FASTEST)	🕐 Book before 14:30
◯	19 Nov 2019	Economy Express	🕐 Book before 14:30

Select the service which has been requested by the customer, shown on the invoice.

If no service is shown on invoice, select 'Economy Express'.

11. Times will automatically be added as a collection window, you do not need to amend these as booking collections should only be done once the order has been picked, packed and invoiced.

12. Click 'continue to summary'.

13. Check all details shown on the pop-up window.

14. Should you need to make any changes, click 'Make some changes'.

15. Once happy with all information being present and correct, Click 'Finalise Shipment'.

16. Print Shipping Documents: Shipping Label, Detailed manifest, Consignment note.

   Click 'generate documents' and then click 'shipping documents' (which will open a separate tab) then press print.

17. You do NOT need to create the commercial invoice on the TNT website.

18. Scan barcode to Intrastats picking screen as usual using the correct drop down.

<u>Reminder</u>

Europe

Consignment note goes into a C5 documents enclosed envelope and stuck to the parcel. The rest of the paperwork is left with the parcel for the driver to sign.
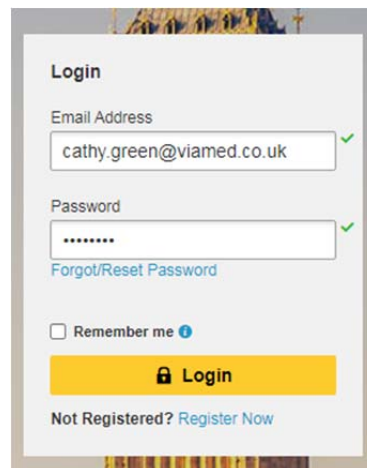
Outside of Europe

Consignment note plus 4 copies of signed, stamp with Viamed company circular stamp and date each invoice. These should be put in the C5 documents enclosed envelope and stuck to the parcel. The rest of the paperwork is left with the parcel for the driver to sign.
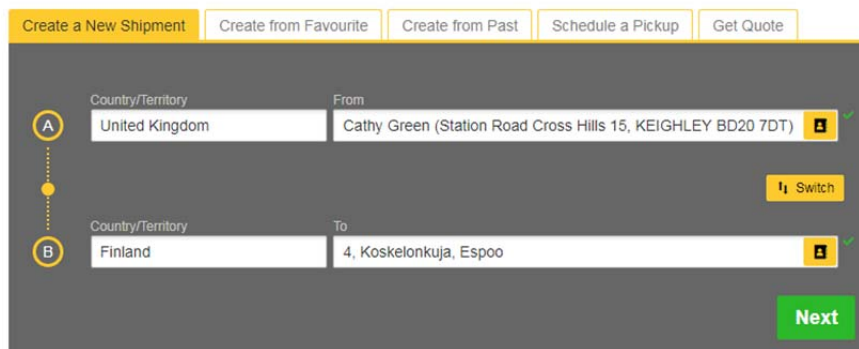
DHL Shipments

2. Complete order and invoice as per VM3COP???

   - Log on to https://mydhl.express.dhl/ with the following login details:

   - Email: cathy.green@viamed.co.uk

   - Password: Medical1!

3. Click 'Create a New Shipment', type the country and delivery address as per the invoice. If we have shipped to them before, it may be saved in the address book, please do not use this option and input all information as per the invoice.

4. Click Next

5. Fill in customer details into the 'To' section as per the invoice, you **must** also add the customer's email address and telephone to the delivery address section. Also include the VAT number if available.

   - Email address can be found in Intrastats CRM:

      i. Lookup, Contacts
      ii. Type the full account number i.e. 00007586.
      iii. Click the company, this will take you to the companies contact page.
      iv. Scroll down to see a list of employees and their emails/telephone details.
      v. Underneath this it will show who placed the ORD, the email address can be found above.

6. Shipment Details: Packages should automatically be selected.
   If the package is to be sent out of the EU select 'Use my own invoice'

7. Summary of contents: Medical Products

8. Shipping Reference: This can either be the customers purchase order number (customer ref on the invoice) or if we have used a date for their reference, insert the invoice number.

9. 'Value': Value of goods only as per the invoice (remember to change the currency in the dropdown menu).

10. Select Packaging:
    Packaging: Dropdown menu, select My Own Packaging
    Fill in weights, dimensions and quantity of boxes.

    Should you be sending multiple boxes of different sizes you will need to add these individually. Click 'Add another package', to add another package and repeat this step.

11. 'How would you like to pay': Viamed usually do not pay for these sorts of shipments. You will be able to confirm this by reviewing the invoice. If Viamed are to pay, a value with show against the carriage line.

    Select 'Alternate DHL Account Number' to pay from the dropdown menu and fill in the customers DHL account number as per the invoice.

    If shipping outside of the EU, you must select 'Select customs terms of trade', select EXW – Ex Works.

12. The available collection dates will then appear below.

    Select the service which has been requested by the customer, shown on the invoice.

    If no service is shown on invoice, select 'Economy'.

13. 'Do you need a courier pickup?', select Yes.
    Make sure you amend the latest time that the courier is allowed to collect from Viamed. To be on the safe side, put 5pm, using the slider bar.

14. 'Where should the courier pick up…' select Other and put 'Goods In' in the field below.

15. Click 'Accept and Continue.

16. Print Selected Documents: Shipping Label, Receipt.

17. Scan barcode to Intrastats picking screen as usual using the correct drop down.

<u>Reminder</u>

Europe

Consignment note goes into a C5 documents enclosed envelope and stuck to the parcel. The rest of the paperwork is left with the parcel for the driver to sign.

Outside of Europe

Consignment note plus 4 copies of signed, stamp with Viamed company circular stamp and date each invoice. These should be put in the C5 documents enclosed envelope and stuck to the parcel. The rest of the paperwork is left with the parcel for the driver to sign.