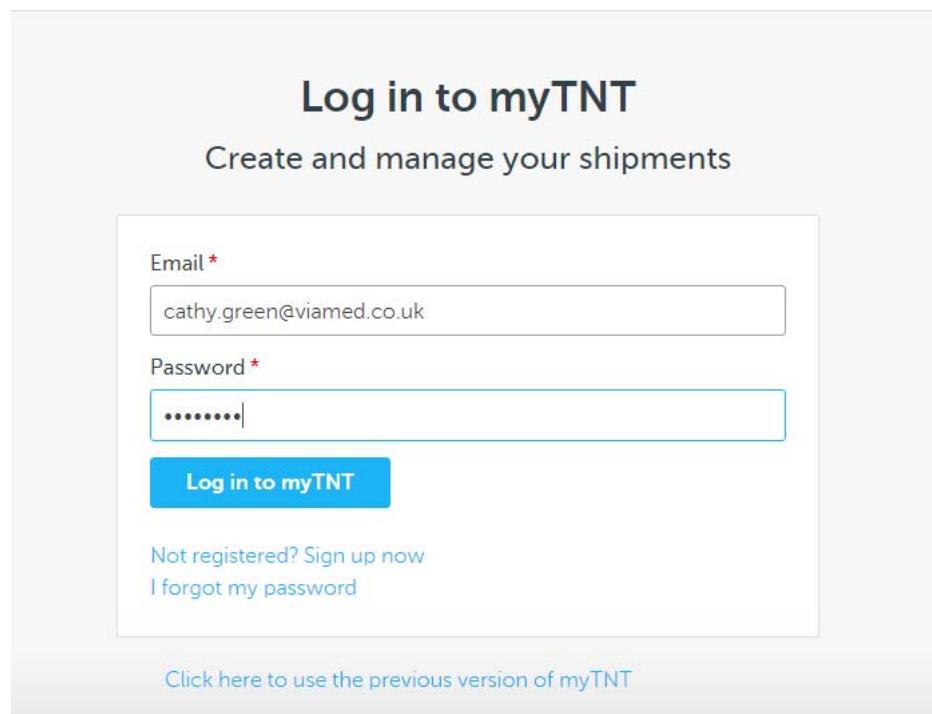


## **VM3COP20.81 How to Book Online Collection Requests for TNT and DHL**

When completing an order which is to be sent via a customer's TNT or DHL account you need to follow the following procedure.

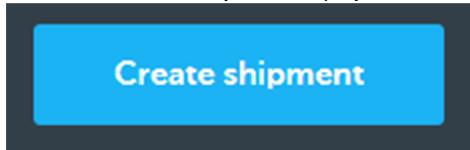
### **TNT Shipments**

1. Complete order and invoice as per VM3COP03.03.
2. Log on to [www.tnt.com](http://www.tnt.com) with the following login details:
  - Email: [cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)
  - Password: medical1



The screenshot shows the TNT login interface. At the top, it says 'Log in to myTNT' and 'Create and manage your shipments'. Below that is a form with 'Email \*' and a field containing 'cathy.green@viamed.co.uk'. Underneath is a 'Password \*' field with '\*\*\*\*\*' in it. A blue 'Log in to myTNT' button is below the fields. At the bottom of the form, there are links for 'Not registered? Sign up now' and 'I forgot my password'. At the very bottom of the screenshot, there is a link 'Click here to use the previous version of myTNT'.

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 
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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 									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Delivery date</th> <th style="width: 35%;">Service</th> <th style="width: 50%;">Booking</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> 17 Nov 2019</td> <td>Express </td> <td> Book before 14:30</td> </tr> <tr> <td><input type="radio"/> 19 Nov 2019</td> <td>Economy Express</td> <td> Book before 14:30</td> </tr> </tbody> </table>	Delivery date	Service	Booking	<input type="radio"/> 17 Nov 2019	Express 	 Book before 14:30	<input type="radio"/> 19 Nov 2019	Economy Express	 Book before 14:30
Delivery date	Service	Booking							
<input type="radio"/> 17 Nov 2019	Express 	 Book before 14:30							
<input type="radio"/> 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.

**Confirm and pay your booking**

**Collection and delivery**

- From Viamed Limited **(YOU)**  
Collection on Wednesday, 13 November 2019 between 10:30 and 15:30
- Address details**
- To I.M.T.C Ltd  
Delivery on Tuesday, 19 November 2019 (Economy Express)
- Address details**

**Shipment details**

- Total items: 1
  - 1x Box - 26 x 24 x 10cm - 5kg
- Goods description  
Medical Goods
- Value  
ILS10.00

**Shipping costs**

- Payment on invoice
- Please note: if the receiver fails to pay, you'll be responsible for shipments costs.

Invoice will be sent to  
**I.M.T.C Ltd**  
TNT account number: 000021066  
VAT number: 0

**Make some changes** **Finalise shipment**

Clicking 'Finalise shipment' means you agree to [TNT's Terms & Conditions](#).

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.

### **Reminder**

#### **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.

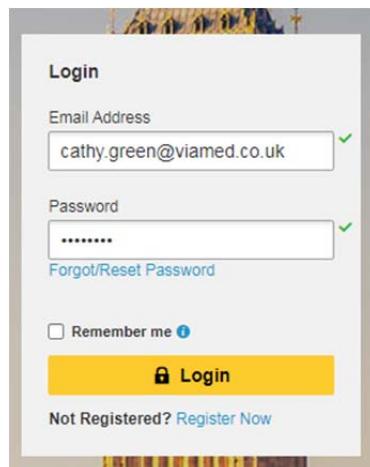
#### **Outside of Europe**

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

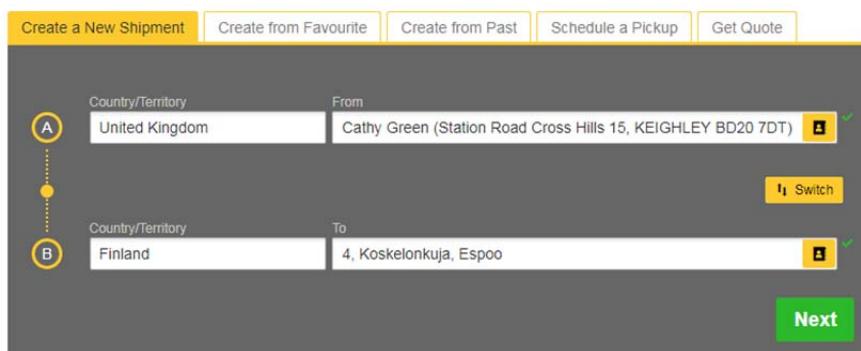
2. Complete order and invoice as per VM3COP???

- Log on to <https://mydhl.express.dhl/> with the following login details:
- Email: [cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)
- Password: Medical1!



The image shows the DHL Login screen. It has a 'Login' title at the top. Below it are fields for 'Email Address' (cathy.green@viamed.co.uk) and 'Password' (displayed as '\*\*\*\*\*'). There is a 'Forgot/Reset Password' link and a 'Remember me' checkbox. At the bottom are 'Login' and 'Not Registered? Register Now' buttons.

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.



The image shows the 'Create a New Shipment' screen. At the top are buttons for 'Create a New Shipment', 'Create from Favourite', 'Create from Past', 'Schedule a Pickup', and 'Get Quote'. Below are two sections for 'From' and 'To'. Section A (From) shows 'Country/Territory: United Kingdom' and 'From: Cathy Green (Station Road Cross Hills 15, KEIGHLEY BD20 7DT)'. Section B (To) shows 'Country/Territory: Finland' and 'To: 4, Koskelonkuja, Espoo'. A 'Switch' button is between the sections. At the bottom is a 'Next' button.

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 will 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.

## **Reminder**

### **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.