

# Rates March 2010

Business products and services



## Published by

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## Rates as of 1 January 2010

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General Terms and Conditions

Mandatory services based on the Dutch Postal Act are carried out under the latest version of the General Conditions for the Universal Postal Service (AVP).

Unless stated otherwise under specific product information, the terms and conditions of the AVP apply to all products and services in this brochure.

Additional general terms and conditions that may apply are the latest versions of the:

- General Conditions for the Conveyance of Bulk Letterbox Mail (AVPB)
- General Conditions for the Transport of Goods (AVG)
- General Conditions for PO Boxes
- General Conditions for the Business Reply Service
- General Conditions for the Collection and Delivery Services
- Terms of Delivery for the Distribution of Unaddressed Mail by TNT Post
- General Conditions for the Conveyance of Guarantee Mail
- General Conditions for Recipient Services (AVO)

Please call the following number for information on or to request a copy of the specific conditions that apply to the various products and services:

- TNT Post Business Service 076 527 2727
- [www.tntpost.nl](http://www.tntpost.nl)

All conditions and amounts stated in this brochure are subject to change, and no liability is accepted for printing errors. In the case of any conflict between the terms and conditions stated in this brochure and those of the General Conditions, the latter will be binding.

# Products and services

To go directly to the information you are looking for simply click the subject of your choice below or the related page number.

Information	Domestic	International
<b>Product information (domestic and international)</b>	<b>Sending mail</b>	<b>Sending mail</b>
Postal products 5	Letterbox mail 19	Letterbox mail 30
Parcel products 7	Bulk Mail Postage Paid Mixed 20	Extra cover 31
Services 9	Bulk Mail Letters and Letterbox Packets 21	Extra fast 32
	Bulk Direct Mail 22	Bulk Mail Postage Paid Mixed 33
	Bulk Mail Periodicals 23	Bulk Direct Mail 34
<b>Good to know</b>	Extra cover 24	
Size and shape 10	Extra fast 25	<b>Sending parcels</b>
Additional information for international mail 10		International Parcel Basic 35
	<b>Sending parcels</b>	International Parcel Plus 35
<b>Sending bulk mail</b>	Basic Parcel 26	Extra fast 36
Terms and conditions 13	Extra Cover Parcel 26	Delivery times 37
Delivery times 14	COD Parcel 26	
	TNT Parcy 26	<b>Business services</b>
<b>Discounts</b>		International Business Reply Service (IBRS) 39
Rates 15	<b>Business services</b>	
Domestic 15	Collection and Delivery Services 27	
International 15	Change-of-address service for businesses 27	
Discounts 16	Holding service for businesses 27	
Special situations 17	Forwarding service for businesses 27	
	PO Box 28	
	Business Reply Service 28	
	Direct Mail services 28	

# You can expect more from us

Mail is important to your business. That's why you count on receiving the highest quality. We have our performance measured on a continuing basis by an external agency. Because we want to know for certain that we are – at all times – the best performing postal company.

# Product information (domestic and international)

## What are the different mail products?

### Letterbox mail

Letterbox mail consists of mail items not exceeding 38 x 26.5 x 3.2cm in size and weighing no more than 3kg. Extra cover is not available for letterbox mail.

### Letters

Letters are mail items not exceeding 38 x 26.5 x 3.2cm in size and weighing no more than 3kg consisting of written messages directed to specific individuals. Invoices and payment/giro forms are generally also classified as letters. To be sent as bulk mail, letters must be identical in appearance and fall in the same weight category.

### Letterbox packets

Packets not exceeding 38 x 26.5 x 3.2cm in size and weighing no more than 3kg (no more than 2kg for international letterbox packets) that contain goods such as DVDs, CDs or books are considered letterbox packets. Mail items with an extra layer of protective packaging (including polystyrene or plastic packaging, bubble wrap, corrugated or regular card or other forms of cushioning or padding) are considered letterbox packets. A consignment of letterbox packets that are identical in appearance and fall in the same weight category can be sent as bulk mail letterbox packets. Otherwise, they can be sent as Postage Paid Mixed.

### Postage Paid Mixed

Consignments of mail of varying weights and sizes can be tendered at the same time. You will pay an average rate for all items, based on the total weight and number of items in a consignment. The individual items may not be larger than 38 x 26.5 x 3.2cm or weigh more than 3kg. Consignments must be split into domestic and international mail. You can read more about international mail on page 11.

### Direct Mail

Direct Mail is defined as communications comprised exclusively of advertising, marketing or publicity material with an identical message, with the exception of the name, address and identification number of the addressee or other changes that do not alter the message itself.

Direct Mail includes, in addition to mailshots and advertising leaflets, printed matter without variables, newspapers and magazines. Direct Mail with "gadgets" can also be sent at the Direct Mail rate, regardless of the packaging. Gadgets are small items of little value that are added to the postal item in order to increase the attention value with the recipient. To be sent as bulk mail, all items in a Direct Mail consignment must also be identical in appearance and weight.

TNT Post checks the contents of the mail on a random sample basis to determine the correct product type.

### Samples

Samples are examples or parts of a commodity offered free of charge to potential customers. Samples may be sent at the Direct Mail rates, regardless of the packaging. To be sent as bulk mail, all items in a consignment of samples must be identical in appearance, content and weight.

### Regional mail

Bulk Mail Letters, Postage Paid Mixed and Direct Mail are all available in a regional form as well. Regional mail is mail that is tendered and sent to addresses within the same regional postcode area as the sender. Visit [www.tntpost.nl](http://www.tntpost.nl) to find a list of the regional areas.

### Postcards

#### A postcard must be:

- sufficiently sturdy (use at least 170gsm paper)
- flat
- rectangular or square
- not larger than A5 size (148 x 210mm)

You can read about the minimum and maximum size of a postcard on page 10 of this rates brochure. Postcards that do not meet the criteria stated above must be sent in a rectangular or square envelope.

### Periodicals

Periodicals are newspapers and magazines with a circulation of at least 250 copies that meet a number of specific criteria, e.g. they have an independent editorial team, and regularly provide news and information of a social nature. In general, that applies to popular magazines, newspapers (weeklies and dailies), professional journals on request (by subscription) or club/association newsletters/magazines of non-commercial clubs/associations. You must first have a written contract with TNT Post, which can be arranged by calling TNT Post Business Service on 076 527 2727. Periodicals that have a domestic licence can also be sent to a large number of European countries. To be sent as bulk mail, all periodicals in the consignment must be identical in appearance, content and weight.

### Braille items

Mail items comprising exclusively Braille items may be sent free of charge. This applies equally to audiotapes and similar items if sent by or to a recognised institute for the blind. The mail item must be unsealed and weigh no more than 7 kilograms. The Standard service is used for sending Braille items abroad, and a special Braille sticker (P-4530) must be affixed.

### Extra certainty within the Netherlands

#### Registered

Registered mail is suitable for sending valuable letters or parcels, or documents of a legal nature. Registered items, which are recorded (registered) and processed in a secure channel separately from the rest of the mail, are delivered Monday to Friday. You will receive a proof of posting receipt and, on request, a copy of the signature on delivery. You can track your registered mail item via [www.tracktrace.nl](http://www.tracktrace.nl).

Compensation for registered mail in the case of loss or damage is a maximum of €50. To increase this up to a maximum of €5,500, a surcharge applies for the "declaration of value/insured conveyance" service. In the case of damage, the material value must be shown by means of an invoice, valuation report or other form of independent proof. Contact TNT Post Business Service on 076 527 2727 for more information. Cash, cheques, jewellery, admission tickets and other valuables must be sent in a Sealbag®, which can be purchased for €2 (including VAT) at a TNT Post in-store post office (for locations visit [www.tntpost.nl](http://www.tntpost.nl)). When a franking machine and the Port betaald postage paid impression is used for registered domestic mail a registered mail barcode label ("R" label) must be affixed and the registration booklet must be filled in. The maximum size for registered mail is 100 x 50 x 50cm with a maximum weight of 10 kilograms.

#### Guarantee Mail

When you use the Guarantee Mail service, your letter or parcel will be delivered the next working day – guaranteed, or you get your money back. Mail items sent on Saturday will be delivered the following Tuesday. Compensation in the case of loss or damage is a maximum of €50, however, using the optional service "declaration of value/insured conveyance" cover can be increased to up to a maximum of €5,500. In the case of damage, the material value must be shown by means of an invoice, valuation report or other form of independent proof. For more information see Registered mail (domestic).

### Extra certainty outside the Netherlands

You can of course also use the registered mail service for your important international mail, but there are some differences with registered items sent within the Netherlands. You will not be able to track your registered mail item, for example, and the maximum value for "declaration of value/insured conveyance" will differ according to country. Compensation in the case of loss or damage is a maximum of €50, however, using the optional service "declaration of value/insured conveyance", for a surcharge cover can be increased to up to a maximum of €5,500. In the case of damage, the material value of your registered consignment must be shown by means of an invoice, valuation report or other form of independent proof. Contact TNT Post Business Service on 076 527 2727 for more information. Cash, cheques, jewellery, admission tickets and other valuables must be sent in a Sealbag®, which can be purchased for €2 (including VAT) at a TNT Post in-store post office (for locations visit [www.tntpost.nl](http://www.tntpost.nl)). You can frank your international registered mail items using regular stamps, Digital Stamps, a franking machine or the Port betaald postage paid impression. Always used the "R" label, and read about addressing and layout on page 12 of this booklet. The maximum weight for this product is 2 kilograms, the maximum length is 60cm and the sum of the length, width and height may not exceed 90cm.

### Unaddressed distribution

This concerns the door-to-door distribution of unaddressed items, such as leaflets, printed matter and samples. You can even have them delivered to selected areas of your choosing and, if you would like to exclude the addresses of your present customers or subscribers, you can ask your account manager about CombiMail, or call TNT Post Business Service on 076 527 2727. You can create a distribution plan and calculate the costs using the distribution wizard at [www.verspreidwijzer.nl](http://www.verspreidwijzer.nl). You can find more information on unaddressed distribution in the Terms of Delivery for the Distribution of Unaddressed Mail by TNT Post, and at [www.tntpost.nl](http://www.tntpost.nl).

#### \* Extra cover

*In the case of loss or damage, the actual damage (based on the purchase price stated on the invoice, excluding VAT) will be paid to a maximum of €500 per parcel. A proof of posting receipt must be produced when requesting compensation. This does not apply to shipments of cash, cheques, jewellery, admission tickets and other valuables, which must be sent registered in a Sealbag® with declaration of value/insured conveyance in order to qualify for compensation.*

## What are the different parcel products?

### Domestic parcels

Domestic parcels are all domestic items that cannot fit through a standard letterbox (38 x 26.5 x 3.2cm) or items that are heavier than 3kg. Parcels may not weigh more than 30kg and may not be larger than 140 x 78 x 58cm. Parcels can be tracked within the Netherlands via [www.tracktrace.nl](http://www.tracktrace.nl). A second delivery attempt will be made if the first is not successful, and after two unsuccessful delivery attempts the parcel will be brought to a postal outlet where it will be available for collection by the addressee for a period of three weeks.

We offer a number of options for sending domestic parcels, as shown below:

#### Basic Parcel

This is a basic service which does not allow for the use of any optional services. Payment on account is an option for business customers, in which case the General Conditions for the Transport of Goods (AVG) will apply and VAT will be charged.

#### Extra Cover Parcel

This service includes a proof of posting receipt, signature on delivery and extra cover\* for up to €500. Extra Cover parcels must be accompanied by completed dispatch document PS-6077.

#### COD (Cash on Delivery) Parcel

A COD parcel will only be handed over to the addressee after the amount stated (up to a maximum of €1,000) has been paid. A COD parcel may not be addressed to a PO Box. This service includes a proof of posting receipt, signature on delivery and extra cover\* up to €500. COD parcels must be accompanied by completed dispatch documents PS-6077 and PS-6080.

#### TNT Parcy

TNT Post offers you the option of handing over a parcel for delivery right from your doorstep. You simply log in at [www.parcy.nl](http://www.parcy.nl), enter the requested information and pay for the service online via iDEAL. After you receive your order confirmation by e-mail all you have to do is wait for us to come and pick up your parcel. And you won't have to wait long either: parcel pick-ups requested by 10pm are picked up the next day (except on Sunday). This service includes a proof of posting receipt, signature on delivery and extra cover\* up to €500.

### International parcels

International parcels are international items that cannot fit through the slot (38 x 26.5 x 3.2cm) of a TNT Post streetside postbox. There are three options for sending international parcels:

#### International Parcel Basic

International Parcel Basic can be used to send international items weighing up to 2kg to international destinations. A customs declaration may be required for an international parcel; more information is provided on page 12. No special dispatch documents are required for International Parcel Basic. The maximum weight for this product is 2 kilograms, the maximum length is 60cm and the sum of the length, width and height may not exceed 90cm. International Parcel Basic parcels cannot be tracked via Track & Trace and, in general, there is no compensation for loss or damage. You can send your valuable packets using the registered mail service (see page 7), in which case the same size restrictions apply.

#### International Parcel Plus

The maximum weight is 30kg for zones EU 1 and EU 2; for ROW 1 and ROW 2 this is 20kg. See pages 37 and 38 for a list of countries and their zone classifications. The longest side may not be more than 150cm, and the combined length and girth must not exceed 300cm.

– EU 1 and EU 2 (within the European Union)

International Parcel Plus can be used to send international items weighing up to 30kg to destinations within the EU. This product includes extra cover\* up to €500. Parcels can be tracked via Track & Trace at via [www.tracktrace.nl](http://www.tracktrace.nl), and the recipient signs to accept delivery. The latest version of the General Conditions for the Transport of Goods (AVG) applies to International Parcel Plus consignments weighing between 20 and 30 kilograms; for parcels weighing under 20 kilograms the General Conditions for the Universal Postal Service apply.

\* Extra cover

*In the case of loss or damage, the actual damage (based on the purchase price stated on the invoice, excluding VAT) will be paid to a maximum of €500 per parcel. A proof of posting receipt must be produced when requesting compensation. This does not apply to parcels containing cash, cheques, jewellery, admission tickets and other valuables, which must be sent registered in a Sealbag® with declaration of value/insured conveyance in order to qualify for compensation.*

When sending an International Parcel Plus parcel to a destination within the EU you will need to complete a P-2322 dispatch document (P-2329 for parcels

addressed to a PO Box).

– ROW 1 and ROW 2 (outside the European Union)  
International Parcel Plus can be used to send international items weighing up to 20kg to destinations outside the European Union. This product includes cover of up to €146, depending on the weight. The recipient signs to accept delivery. You can track your International Parcel Plus parcel to the major destinations outside the EU via Track & Trace. When sending an International Parcel Plus parcel to a destination outside the EU you will need to complete a P-2320 dispatch document.

#### TNT Easy Express International

All your urgent shipments weighing up to 30kg are delivered to their destination as fast as possible – anywhere in the world. See pages 37 and 38 for a list of delivery times. You can track your parcel worldwide via Track & Trace.

## What are the different business services?

### Collection and Delivery Services

If you like, we can bring the mail from your PO Box directly to your office or business on working days, and you can also have us collect your outgoing mail on these days. You choose the days and time slot for delivery of your PO Box mail and/or collection of your mail. We can also deliver and pick up your mail whenever you request it. For more information call TNT Post Business Service on 076 527 2727.

### Change-of-address service for businesses

With our change-of-address service for businesses, we ensure that all the mail (with the exception of parcels) tendered to TNT Post for delivery to your old address is delivered to your new address. The change-of-address service for businesses applies to all mail tendered to TNT Post for delivery to your business address or PO Box (including business reply mail delivered to your PO Box). This service also covers mail with optional services, such as registered mail and Guarantee Mail items.

### Forwarding service for businesses

With our forwarding service for businesses we will ensure that all mail (with the exception of parcels) tendered to TNT Post for delivery to your business address or PO Box is delivered to a different address of your choice. This can be a private address, a temporary business address or a PO Box. Your mail will be forwarded from the starting date to the ending date you specify, after which time it will be delivered to your regular address.

### Holding service for businesses

TNT Post offers its holding service for businesses for those times when no one in your company or organisation is available to receive your mail. TNT Post securely holds your mail at one of its sites for a period of your choosing (to a maximum of fourteen weeks). The holding service for businesses applies to all addressed mail (with the exception of parcels) tendered to TNT Post for delivery to your business address during the period specified by you, after which time it will be delivered to your regular address.

### PO Box

After paying a one-off registration fee when you sign your contract, you can start using your PO Box to take delivery of just about every sort of mail, including parcels. Your mail will be available as early as 7.30 in the morning, depending on the location of your PO Box, and with more than 900 PO Box locations nationwide there is always a post office box close by. You can request a PO Box online. For more information on this product visit the TNT Post website, or see TNT Post's General Conditions for PO Boxes.

### Business Reply Service

With a business reply number your customers can respond without having to pay any postage. All sorts of mail, from business reply cards and envelopes to parcels and registered mail, can be delivered using your business reply number. You pay for all business reply items that use your business reply number, with the exception of items for which the sender requests an optional service like "registered" when sending the item, in which case the sender must pay the full rate. The size and shape for business reply items are the same as those for letterbox mail and parcels. You can use your business reply number for both domestic and international business reply items. Business reply items weighing up to 50 grams can be received from all countries. Specific layout conditions apply to business reply items. You can request a business reply number online. For more information on this product visit the TNT Post website or see TNT Post's General Conditions for the Business Reply Service.

### Direct Mail services

We offer solutions to make your Direct Mail campaign easier, more effective or less expensive. Do you want to attract new customers? Try out our new and improved online address service at [www.tntpost.nl](http://www.tntpost.nl). Do you want a quick and easy way to generate a mailing of postcards or letters? Come and visit our online card service and print service at [www.tntpost.nl](http://www.tntpost.nl). Use our Easy Response Card, a mailing and response card combined in one, to get high reach at an advantageous price. Or do you want a mailing customised to your exact needs? We'll get it done. For more information call TNT Post Business Service on 076 527 2727.

# Good to know

## Size and shape of letterbox mail

Except in the special cases mentioned on pages 5 to 7, the minimum size for domestic and international letterbox mail is 14 x 9cm and the maximum is 38 x 26.5 x 3.2cm (the size of the opening of a TNT Post streetside postbox). All domestic letterbox mail must be rectangular or square. For other sizes for international letterbox mail see the General Conditions for the Universal Postal Service (AVP).

## Weight categories

The rates stated in this brochure apply to individual items (also in the case of bulk mail), in each case up to and including the second weight indicated. For example, "20 – 50g" means that the item weighs more than 20 grams and is not heavier than 50 grams. If only one weight is indicated (i.e. up to 20kg) this means up to and including the weight indicated.

## VAT

The Dutch Postal Act requires TNT Post to provide certain services to the public. No VAT is charged for these services. Unless stated otherwise, all rates and other amounts quoted in this brochure are exclusive of VAT. This brochure states wherever a product is VAT exempt.

## Franking machine

You qualify for a lower rate when you use a NetSet™ franking machine, saving 9% over the standard stamp rate for local letter mail and 3% on registered mail and various types of international mail. Your mail is franked at the rate for a regular stamp and your NetSet™ savings are deducted on the monthly invoice. You may also qualify for a revenue related discount; see page 17 for more information.

## Tracking via barcodes

For mail items with a TNT Post barcode, you can check the delivery status via [www.tracktrace.nl](http://www.tracktrace.nl) or call 0900 0570 (€0.45 p/m). This applies to domestic mail, International Parcel Plus EU zone items and TNT Easy Express items.

## Additional information for international mail

### Rate zones

#### Letterbox mail, International Parcel Basic and registered mail

TNT Post distinguishes two pricing zones for these types of mail: Europe and outside Europe. The lists below show which countries are included in which zones.

### Customs

Within Europe, for customs purposes a distinction is made between inside and outside the European Union.

### Europe

European Union

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (incl. Monaco), Germany, Greece, Hungary, Ireland (Republic of), Italy (excl. San Marino and Vatican City\*), Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and United Kingdom (excl. Gibraltar\*).

\* These areas are not part of the European Union; a customs declaration form is required for goods being sent to these areas.

For a full list of exceptions visit the Dutch Customs website at [www.douane.nl](http://www.douane.nl) (click on English and enter "exceptional areas" in the search box).

Outside the European Union

Albania, Andorra, Belarus, Bosnia-Herzegovina, Canary Islands, Channel Islands, Croatia, Faroe Islands, Gibraltar, Greenland, Iceland, Liechtenstein, Macedonia, Moldova, Montenegro, Norway, Russia (incl. Asian part), San Marino, Serbia, Switzerland, Turkey (incl. Asian part), Ukraine and Vatican City. For a full list of exceptions visit the Dutch Customs site at [www.douane.nl](http://www.douane.nl) (click on English and enter "exceptional areas" in the search box).

### Outside Europe

All other countries.

## Additional information for international mail

### Service level

Some bulk mail products offer two service levels: Priority or Standard. The rate for sending your item depends in part on the service level (i.e. speed of delivery) you choose. Single-item mail can only be sent using the Priority service.

### Priority

Priority mail receives preferential handling over Standard mail, meaning it gets to its destination faster. You can find the estimated delivery times for a number of destinations in the table to the right. Parcels with goods may face delays due to customs procedures. A Priority item must bear the Priority logo, either on a stamp or sticker, or printed onto the item. You will find a digital version of the Priority logo at [www.tntpost.nl](http://www.tntpost.nl), and you can ask for the stickers free of charge at the post office, or order the stamps through [ww.mailorder.nl](http://ww.mailorder.nl).



Size: 1.5 x 5 cm. Affix the priority sticker in the upper right-hand corner next to the stamp, or use your franking machine to print it along with the postage.

### Delivery times

Delivery times vary according to the destination country and the selected service level. The most common destination countries are listed in the following table with the estimated delivery time (number of working days). See pages 37 and 38 for International Parcel Plus and TNT Easy Express International delivery times. Parcels may face delays due to customs procedures. Additional information for each country is available from post offices, TNT Post Business Service and at [www.tntpost.nl](http://www.tntpost.nl).

Approximate delivery time*	In working days
Priority	
Europe	
Belgium	2 – 3
Denmark	2 – 3
Germany	2 – 3
Finland	2 – 4
France	2 – 3
Greece	3 – 6
Ireland	2 – 3
Italy	3 – 5
Luxembourg	2 – 3
Norway	2 – 4
Austria	2 – 3
Poland	4 – 6
Portugal	3 – 5
Russia	8 – 15
Spain	3 – 5
Czech Republic	3 – 5
United Kingdom	2 – 3
Sweden	2 – 3
Switzerland	2 – 3
Outside Europe	
Australia	5 – 8
Brazil	6 – 12
Canada	3 – 7
Hong Kong	4 – 6
Japan	4 – 7
Israel	4 – 5
Netherlands Antilles	4 – 6
Singapore	4 – 6
Surinam	5 – 8
United States	3 – 6
South Africa	5 – 8

\* For International Parcel Plus and TNT Easy Express International see pages 37 and 38.

Keep in mind that public holidays in other countries may not be the same as in the Netherlands.

### Franking

Letterbox mail, International Parcel Basic parcels and registered mail may be franked using regular stamps, Digital Stamps or the NetSet™ franking machine. It's always a good idea to make sure your mail has sufficient postage: mail with no or insufficient postage will be returned to the sender.

## Additional information for international mail

### Addressing and layout

#### General

The country of destination must be stated in Dutch, French or English, and the country and town or city must be written in block capitals. Other address details such as the name of the addressee and the street address may be written in the local language. If a country uses postcodes you must include the postcode in the address. The address of the sender (including country) must be printed in the upper left-hand corner of the side bearing the destination address or on the back of the envelope.

#### International registered with advice of receipt

Affix an "R" label. Mark the item with the letters A.R. (in bold capitals) below the sender's address in the upper left-hand corner on the side bearing the destination address and include an advice of receipt card (P-2162).

#### International registered with declaration of value/insured conveyance

Affix an "R" label. Mark "Valeur Déclarée", along with the amount in euros (written in figures and in words in English) and the weight of the item in grams, below the sender's address in the upper left-hand corner on the side bearing the destination address. Affix the Valeur Déclarée label (P-4527). Mail items with a declaration of value must be sent in a Sealbag®, which can be purchased at a TNT Post in-store post office (for locations visit [www.tntpost.nl](http://www.tntpost.nl)).

### Goods and customs

The customs declaration form CN22 is required when sending letterbox mail, International Parcel Basic parcels and registered mail items containing goods to countries outside the European Union. The customs declaration form CN23 is required for mail exceeding €425 in value.

For International Parcel Plus, customs declaration form CN23 is part of the dispatch document (P-2320).

Dispatch documents and customs declaration forms are available from TNT Post outlets. You can also download the electronic version of the CN22 form at [www.tntpost.nl](http://www.tntpost.nl). Many countries restrict the import of certain goods, such as food items. You can request detailed information on which goods may be sent to which countries from TNT Post Business Service, or visit [www.tntpost.nl](http://www.tntpost.nl).

Registered with declaration of value/insured conveyance is required when sending cash, cheques, jewellery, admission tickets and other valuables. Goods that are deemed to pose a danger to air transport (such as cigarette lighters) may not be sent by mail.

#### Status enquiries

If an item you have posted has failed to reach its destination, you can contact TNT Post Business Service. If you have sent an item registered or using International Parcel Plus, TNT Post will try to find out what has happened to it.

#### More information

[www.tntpost.nl](http://www.tntpost.nl)

TNT Post Business Service 076 527 2727

# Sending bulk mail

Mail in large quantities being sent locally or internationally can be sent as bulk mail. The most important conditions for the use of bulk mail are described below.

## Conditions for sending domestic and international bulk mail

### Addressing instructions

The full address of the addressee and the full address of the sender, including the postcode, must be printed on all items in a consignment. The full address of the sender must be printed in the upper left-hand corner of the side bearing the destination address or on the back of the envelope. For international mail also see page 12.

### Franking using TNT Post Port betaald

Mail items that comprise a bulk-mail consignment are franked with the postage paid impression *TNT Post Port betaald*. For international mail use *TNT Post Port betaald/ Port Payé Pays-Bas/ Postage Paid The Netherlands*.

### Franking using a franking machine

A franking machine can be used to frank consignments of domestic letters and domestic Direct Mail. You frank your mail items using the rate for letterbox mail. When you tender these mail items separately as a bulk-mail consignment to the TNT Post business counter and if your consignment meets the bulk-mail requirements you will be entitled to the lower bulk-mail rate and your account will be automatically credited for the amount you overpaid at the franking machine rate. For additional information on franking with a franking machine, visit [www.tntpost.nl](http://www.tntpost.nl) or call TNT Post Business Service on 076 527 2727.

### Tendering instructions

Consignments of letters and Direct Mail must be tendered in countable bundles of, for example, 25, 50 or 100 items, with all items oriented the same way (with address the same way up and facing towards you). When tendering consignments of Direct Mail, samples or periodicals, an extra, non-addressed sample must be included for inspection.

International bulk-mail consignments may contain both Priority and Standard mail items, but the items in the consignment must be split by service level (Priority and Standard), and by general destination (Europe and outside Europe).

### Sorting bulk mail

Consignments of more than 5,000 items of Bulk Mail, Periodicals, Direct Mail and/or gadgets and/or polywrapped items may be tendered pre-sorted. When consignments of 5,000 periodicals or more are tendered pre-sorted a lower rate may apply. For more information on sorting guidelines visit [www.tntpost.nl](http://www.tntpost.nl) or call TNT Post Business Service on 076 527 2727.

### Sending a pre-alert

To ensure you get the service that meets your needs, we advise that you notify us in advance when you plan to send a large consignment of letterbox mail. A special "pre-alert form" is available for sending notification of large consignments; you can find this at [www.tntpost.nl](http://www.tntpost.nl).

Size	Send notification for
C5 or smaller	consignments above 25,000 items
Larger than C5	consignments above 10,000 items
Letterbox packets	consignments above 2,000 items
Thicker than 7mm	consignments above 2,000 items

## When will your consignment be delivered?

Tendered to TNT Post on	Delivered on	
	24-hour service	48-hour service
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Saturday*
Friday	Saturday*	Tuesday

\* Registered mail and Guarantee Mail items are not delivered on Saturday.

TNT Post always aims to achieve the stated delivery times, but offers no guarantees. For international mail see page 11. If you have large consignments of mail that do not need to get there quite so quickly, you can take advantage of a different service level at a lower price. Visit our website or contact TNT Post Business Service on 076 527 2727 for more information.

### Tendering locations

Tendering should preferably take place at a TNT Post Business Point or business counter. This is required for Postage Paid Mix.

To qualify for revenue related rates and discounts consignments must be tendered to a TNT Post business counter. You can also use the TNT Post Collection Service. Regional mail and small consignments can also be tendered at post offices, however regional mail must be tendered in the regional mail area of the sender. Visit [www.tntpost.nl](http://www.tntpost.nl) to find a list of the regional areas and a TNT Post outlet close to you.

### Order forms and product codes

Completed order forms must be presented when tendering consignments of bulk mail. Order forms are available from TNT Post Business Points and business counters, TNT Post Business Service and at [www.tntpost.nl](http://www.tntpost.nl). For additional information on creating electronic order forms, visit [www.tntpost.nl](http://www.tntpost.nl) or call TNT Post Business Service on 076 527 2727. The product codes can be found at the top of the rate tables shown in this rate guide.

### Method of payment

Bulk-mail consignments should preferably be paid on account. Payment on account is always required when tendering:

- Postage Paid Mixed
- Periodicals

Payment on account is required in order to qualify for revenue related rates and discounts. Cash payment is possible at a TNT Post business counter. You can pay for a bulk-mail consignment at the post office or a Business Point on account or using a single direct debit mandate.

### Minimum quantity/order amount per service

There are a number of bulk mail services, which are based on the type and number of items, the desired delivery time and the distribution area. A minimum consignment size or minimum order amount applies to each of these bulk-mail services. The applicable minimum quantity or amount can be found in the rate table for the relevant service. It is possible to tender fewer items of mail than those specified for a bulk-mail consignment, in which case TNT Post will charge you for the applicable minimum quantity/minimum order amount.

# Discounts

## Rates and discounts

In addition to the standard rates, TNT Post also offers revenue related rates (RRR). The applicable rate depends on your annual expenditure (annual revenue) with TNT Post. In addition, you may also be eligible for a number of other discount options. These are applied to the standard as well as the revenue related rates. In order to make use of revenue related discounts or other reduced rates, you must first have a contract with TNT Post. These rates and discounts do not apply to parcels and registered items.

## International

For information on discounts and revenue related rates for international mail contact TNT Post Business Service on 076 527 2727.

## Domestic

### Revenue related rate (RRR)

The applicable rate depends on your annual expenditure (annual revenue) for a certain product group: the higher the annual revenue, the lower the applicable rate for the products in the product group. The revenue threshold may differ per product group.

Bulk mail product group	Products	Revenue related rate from minimum annual revenue*
All destinations in the Netherlands (ADN)	Bulk Mail Letters, Postage Paid Mixed, Bulk Direct Mail, Samples and Periodicals	€25,000
Regional mail	Bulk Mail Letters, Postage Paid Mixed, Bulk Direct Mail, and Samples	€15,000
Business reply items Letters		€20,000

\* excluding VAT

**Time/place discount ADN**

The time/place discount is subject to the following:

- You meet the annual expenditure threshold stated on page 15
- You tender your mail to a sorting centre agreed in advance
- Discount of 2% when tendered by 4pm (CET)
- Only applies to bulk mail sent to "All destinations in the Netherlands".

**KIX® discount**

The KIX® discount is subject to the following:

- When a special barcode (KIX®) is printed with the address
- A discount of 0.5% applies
- You meet one of the annual expenditure thresholds stated on page 15. Periodicals are not subject to an expenditure threshold
- The KIX® discount does not apply to sorted consignments
- The KIX® discount applies to regional bulk mail and bulk mail sent to "All destinations in the Netherlands".

**Volume discount**

The volume discount is subject to the following:

- A consignment of at least 5,000 items is tendered to a pre-agreed TNT Post location
- Does not apply to unsorted consignments of polywrapped Direct Mail, samples or Direct Mail with gadgets or to unsorted periodicals
- Does not apply when payment is made in cash.

Number of items per consignment	Volume discount
5,000 - 10,000	1%
10,000 - 25,000	2%
25,000 - 50,000	3%
50,000 - 100,000	4%
100,000 or more	5%

**Discounts on business reply letters\*****Volume discount**

You may qualify for a volume discount when you receive 100 or more items weighing up to and including 2kg each at your business reply number within one month.

No. of items per business reply number per month	Volume discount
100 - 1,000	1%
1,000 - 5,000	5%
5,000 - 10,000	10%
10,000 - 50,000	15%
50,000 - 100,000	20%
100,000 - 200,000	25%
200,000 or more	30%

**Discount on machinable mail**

From 25,000 items per month per business reply number, business reply cards/envelopes that TNT Post can process by machine are eligible for a discount of 5% on the relevant rate.

\* When rates or discounts are dependent on volumes or revenue, the General Conditions for the Conveyance of Bulk Letterbox Mail (AVPB) apply and VAT will be charged.

### FIM/KIX® discount

The FIM-/KIX® discount may apply to your consignment if:

- You use the FIM and KIX® codes (see page 16) on pre-printed business reply items that can be automatically sorted by TNT Post sorting machines
- The items weigh no more than 50 grams.

A discount of €0.01 per item when both codes are used. FIM and KIX® codes can be downloaded at [www.tntpost.nl](http://www.tntpost.nl).

### Discount on 48-hour processing

A 2% discount will apply if you achieve annual revenue of €20,000 for business reply items with an item weight up to and including 2kg and you opt for delivery on the second working day after posting by the recipient, rather than the standard first working day after posting.

### Revenue related discount when using a franking machine\*

A revenue related discount may apply to domestic letterbox mail, domestic registered mail and domestic parcels franked using a franking machine. The discount percentage depends on the annual net revenue generated with these products.

Revenue group (€)	Discount
1,000 - 10,000	1%
10,000 - 50,000	2%
50,000 or more	3%

To qualify for a revenue related discount, you must have a contract with TNT Post for “franking machine with revenue related discount” and, in a calendar year, you will need to spend at least €1,000 in franking charges for the products listed above. International products do not qualify for this discount.

*\* If you make use of the revenue related discount for your mail and parcels franked with your franking machine, VAT will apply.*

### Exceptional circumstances

TNT Post has special products, rates, discounts and conditions for mailings sent under exceptional circumstances, which may take into account:

- other service levels/delivery time
- non-standard volumes
- revenues
- logistical features, special conditions
- term of your contract
- certainty of your mail volume and how well this can be planned.

In these circumstances TNT Post may be able to offer you a special contract. It is advisable in any case to contact TNT Post if you wish to tender:

- consignments of more than 5,000 items
- mail amounting to more than €25,000 (excl.VAT) in one product group
- consignments for which a large portion (e.g. more than 90%) of the items are to be delivered to addresses in one specific area.

You can find more information on the possibilities and conditions for signing a special contract with TNT Post at [www.tntpost.nl](http://www.tntpost.nl). You can also call TNT Post Business Service on 076 527 2727 or contact your account manager.

Every day, we deliver more than 16 million items of mail throughout the Netherlands. Always delivered on time and to the right address, from the islands up north to the southernmost tip, by bike or by boat, whatever the situation calls for. And at a competitive price. We're also the only ones to deliver six days a week. That's what you can expect from us.

**Letters, Direct Mail, letterbox packets, cards and postcards**

Franking	<ul style="list-style-type: none"><li>• Stamp</li><li>• Digital Stamp</li></ul>	NetSet™ franking machine*
VAT	VAT exempt	VAT exempt
Currency	€	€
0 - 20g	0.44	0.40
20 - 50	0.88	0.80
50 - 100	1.32	1.20
100 - 250	1.76	1.60
250 - 500	2.20	2.00
500 - 2kg	2.64	2.40
2 - 3	2.64	-

\* You receive a 9% NetSet™ saving when you use your NetSet™ franking machine. The NetSet™ franking machine prints the rate for a regular stamp and your NetSet™ savings are deducted on the monthly invoice.

For mail items larger than 38 x 26.5 x 3.2cm see Basic Parcel on page 26.

## Bulk Mail Postage Paid Mixed

## 24-hour service

	Regional mail				All destinations in the Netherlands					Regional mail				All destinations in the Netherlands					
	Up to 100g		Heavier than 100g		Up to 100g		Heavier than 100g			Up to 100g		Heavier than 100g		Up to 100g		Heavier than 100g			
Minimum order/quantity	€15	€15	500 items	1,000 items	€15	€15	100 items	250 items	Minimum order/quantity	€15	€15	100 items	250 items	€15	€15	100 items	250 items		
Product code	1087	1078	1096	1097	Product code	1087	1078	1096	1097	Product code	1087	1078	1096	1097	Product code	1087	1078	1096	1097
VAT	Excl.	Excl.	Excl.	Excl.	VAT	Excl.	Excl.	Excl.	Excl.	VAT	Excl.	Excl.	Excl.	Excl.	VAT	Excl.	Excl.	Excl.	Excl.
Currency	€ ct	€ ct	€ ct	€ ct	Currency	€ ct	€ ct	€ ct	€ ct	Currency	€ ct	€ ct	€ ct	€ ct	Currency	€ ct	€ ct	€ ct	€ ct
Average item weight*	Average price per item in € ct*				Average item weight*	Average price per item in € ct*				Average item weight*	Average price per item in € ct*				Average item weight*	Average price per item in € ct*			
5g	32.2	39.8	38.1	37.1	101g	56.2	122.5	99.3	80.1	10g	33.6	41.2	39.5	38.0	125	62.7	131.8	107.7	87.9
10	33.6	41.2	39.5	38.0	150	69.6	141.5	116.5	96.1	15	35.0	42.7	40.8	38.9	175	76.4	151.2	125.2	104.2
15	35.0	42.7	40.8	38.9	200	83.2	160.9	134.0	112.3	20	36.6	48.3	45.2	41.6	225	90.0	170.6	142.8	120.4
20	36.6	48.3	45.2	41.6	250	96.9	180.3	151.6	128.6	25	38.5	57.7	51.5	46.0	300	108.0	192.0	164.5	144.5
25	38.5	57.7	51.5	46.0	300	119.1	203.9	177.6	160.5	30	40.3	67.1	57.8	50.3	350	119.1	203.9	177.6	160.5
30	40.3	67.1	57.8	50.3	350	130.1	215.8	190.6	176.4	35	41.5	73.5	63.9	54.7	400	130.1	215.8	190.6	176.4
35	41.5	73.5	63.9	54.7	400	141.2	227.7	203.7	192.4	40	42.6	79.3	67.7	57.1	450	141.2	227.7	203.7	192.4
40	42.6	79.3	67.7	57.1	450	152.2	239.6	216.7	208.3	45	43.7	85.1	71.5	59.5	500	152.2	239.6	216.7	208.3
45	43.7	85.1	71.5	59.5	500	-	241.5	217.9	209.9	50	44.9	91.0	75.3	62.0	600	-	241.5	217.9	209.9
50	44.9	91.0	75.3	62.0	600	-	242.9	219.2	211.2	55	47.1	102.6	82.8	66.8	700	-	242.9	219.2	211.2
60	47.1	102.6	82.8	66.8	700	-	244.3	220.5	212.5	60	49.3	110.5	88.4	70.7	800	-	244.3	220.5	212.5
70	49.3	110.5	88.4	70.7	800	-	245.7	221.8	213.8	70	51.5	114.3	91.9	73.8	900	-	245.7	221.8	213.8
80	51.5	114.3	91.9	73.8	900	-	247.1	223.1	215.1	80	53.7	118.2	95.4	76.8	1,000	-	247.1	223.1	215.1
90	53.7	118.2	95.4	76.8	1,000	-	250.6	226.4	218.4	90	55.9	122.1	98.9	79.8	1,250	-	250.6	226.4	218.4
100	55.9	122.1	98.9	79.8	1,250	-	254.1	229.6	221.6	1,500	-	-	-	-	1,500	-	254.1	229.6	221.6
					1,500	-	257.6	232.9	224.9	1,750	-	-	-	-	1,750	-	257.6	232.9	224.9
					1,750	-	261.1	236.1	228.1	2,000	-	-	-	-	2,000	-	261.1	236.1	228.1
					2,000	-	268.1	242.6	234.6	2,500	-	-	-	-	2,500	-	268.1	242.6	234.6
					2,500	-	275.1	249.1	241.1	3,000	-	-	-	-	3,000	-	275.1	249.1	241.1
					3,000	-	-	-	-										

\* The Postage Paid Mixed (PPM) rate and the product number of your PPM consignment are based on the number of items and average weight (i.e. the total weight of the consignment divided by the number of items).

TNT Post Marketing & Sales BV's General Conditions for the Conveyance of Bulk Letterbox Mail apply.

# Bulk Mail Letters and Letterbox Packets

## 24-hour and 48-hour service

Minimum quantity Product code • Letters • Letterbox packets VAT Currency	24 hours	All destinations			48 hours		
	Regional mail 100 items	in the Netherlands			in the Netherlands		
		250 items	500 items	500 items	2,000 items	5,000 items	
		Excl.	Excl.	Excl.	Excl.	Excl.	
		€ ct	€ ct	€ ct	€ ct	€ ct	
0 - 20	33.2	38.4	37.4	36.4	35.2	32.7	
20 - 30	39.8	46.4	45.2	44.0	42.5	39.6	
30 - 40		48.9	47.6	46.3	44.8	41.2	
40 - 50		51.6	50.3	48.9	47.3	42.9	
50 - 60	49.6	55.2	53.8	52.2	50.5	45.3	
60 - 70		58.0	56.5	54.9	53.1	47.1	
70 - 80		61.5	59.9	58.2	56.4	48.9	
80 - 90		64.5	62.7	60.9	59.0	50.7	
90 - 100		67.3	65.5	63.6	61.6	52.5	
100 - 125	72.1	69.4	67.6	65.6	63.6	55.3	
125 - 150		76.5	74.5	73.0	70.0	59.0	
150 - 175		84.1	81.8	80.2	77.0	62.7	
175 - 200		91.5	89.1	87.4	83.8	66.5	
200 - 225		99.2	96.6	94.7	90.9	70.3	
225 - 250		106.8	104.0	102.1	97.8	74.1	
250 - 300	121.9	118.0	114.9	112.9	108.1	78.8	
300 - 350		133.2	129.6	127.4	122.0	85.9	
350 - 400		148.3	144.4	142.0	135.8	93.1	
400 - 450		161.7	157.4	154.7	148.1	100.8	
450 - 500		176.4	171.8	168.7	161.6	107.8	
500 - 1kg		-	189.5	184.5	179.1	173.5	115.5
1 - 2	-	199.4	194.1	190.9	182.6	126.2	
2 - 3	-	213.6	207.9	204.6	195.6	140.3	

24-hour and 48-hour service

Minimum quantity Product code • Direct Mail • Polywrapped Direct Mail and/or Direct Mail with gadgets and/or with Samples*	24 hours Regional mail				48 hours All destinations in the Netherlands		
	100 items	250 items	500 items	2,000 items	500 items	2,000 items	5,000 items
	2008	2204	2009	2319	2011	2321	2431
VAT	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.	Excl.
Currency	€ ct	€ ct	€ ct	€ ct	€ ct	€ ct	€ ct
0 - 20g	29.6	37.9	36.9	35.9	34.2	32.3	28.8
20 - 30	35.7	45.8	44.6	43.3	37.3	34.9	31.1
30 - 40		48.2	47.0	45.7	40.0	37.2	32.7
40 - 50		51.0	49.6	48.3	42.8	40.3	34.6
50 - 60	45.6	54.5	53.0	51.5	46.0	43.2	36.5
60 - 70		57.3	55.7	52.8	50.0	47.3	37.5
70 - 80		60.7	59.1	56.1	53.5	50.5	40.0
80 - 90		63.6	61.9	58.7	56.8	53.9	42.0
90 - 100		66.4	64.6	61.2	59.5	56.7	43.8
100 - 125	71.1	68.5	66.7	63.3	64.3	60.7	47.7
125 - 150		75.5	73.5	69.7	71.5	67.8	52.0
150 - 175		83.0	80.7	76.6	78.6	74.6	55.1
175 - 200		90.3	87.9	83.4	85.7	81.2	59.1
200 - 225		97.9	95.3	90.4	92.9	88.1	63.0
225 - 250		105.4	102.6	97.3	100.0	94.9	67.2
250 - 300	120.9	116.4	113.4	107.5	110.6	104.9	72.7
300 - 350		131.4	127.9	121.3	124.9	118.4	80.2
350 - 400		146.3	142.5	135.1	139.1	131.9	87.1
400 - 450		159.5	155.3	147.3	151.7	143.9	94.3
450 - 500		174.1	169.4	160.8	165.4	157.0	100.7
500 - 1kg	-	187.0	182.0	172.7	174.4	167.2	107.9
1 - 2	-	196.7	191.5	181.7	187.1	177.5	117.9
2 - 3	-	210.8	205.1	194.6	200.5	190.2	130.9

\* For polywrapped Direct Mail and/or Direct Mail with gadgets and/or with Samples\*:

- a 6% surcharge applies to consignments of up to 5,000 items;
- consignments of more than 5,000 items may also be tendered sorted.

The product code for 24-hour service is 2604 and for 48-hour service 2606. For unsorted consignments a surcharge of 12% applies and the product code for the 24-hour service is 2704 and for the 48-hour service 2706. TNT Post checks the contents of the mail on a random sample basis to determine the correct product type.

TNT Post Marketing & Sales BV's General Conditions for the Conveyance of Bulk Letterbox Mail apply.

## 24-hour and 48-hour service

Minimum quantity	24 hours		48 hours	
	250 items	5,000 items	250 items	5,000 items
Sorting	Unsorted	Sorted	Unsorted	Sorted
Product code	2720	2790	2721	2791
VAT	Excl.	Excl.	Excl.	Excl.
Currency	€ ct	€ ct	€ ct	€ ct
0 - 20g				
20 - 30				
30 - 40	31.6	29.1	27.1	24.1
40 - 50				
50 - 60	32.5	29.9	28.0	24.9
60 - 70	33.6	31.1	28.8	25.9
70 - 80	34.7	31.9	29.8	26.7
80 - 90	35.7	33.0	30.7	27.5
90 - 100	36.9	34.3	31.6	28.2
100 - 125	38.6	35.4	33.1	29.5
125 - 150	41.4	38.1	35.6	31.5
150 - 175	43.9	39.7	37.7	33.1
175 - 200	46.6	42.3	40.1	35.3
200 - 225	49.0	44.6	42.2	37.4
225 - 250	51.5	47.3	44.6	39.5
250 - 300	55.6	50.8	48.0	42.7
300 - 350	60.6	56.4	52.5	47.4
350 - 400	65.9	61.4	57.1	51.6
400 - 450	71.3	67.1	61.8	56.3
450 - 500	76.4	72.2	66.4	60.5
500 - 550	79.9	75.7	69.4	63.7
550 - 600	85.2	80.6	74.0	67.6
600 - 650	90.1	85.7	78.4	71.9
650 - 700	94.4	89.6	82.0	75.3
700 - 750	99.5	94.4	86.5	79.5
750 - 800	104.5	99.4	91.0	83.6
800 - 850	108.4	103.1	94.3	86.8
850 - 900	113.6	108.0	98.9	90.9
900 - 950	118.4	112.9	103.2	95.1
950 - 1 kg	123.6	117.6	107.4	99.0

TNT Post Marketing & Sales BV's General Conditions for the Conveyance of Bulk Letterbox Mail apply.

Registered				Guarantee Mail	
	Extra certainty from dispatch to receipt*			Guaranteed delivery on next working day*	
Franking	<ul style="list-style-type: none"> <li>Registered stamp</li> <li>Stamp</li> <li>EasyStamp</li> </ul>	NetSet™ franking machine**	TNT Post Port betaald postage paid impression*** + "R" label for registered mail	Guarantee Mail service stamp	TNT Post Port betaald postage paid impression*** + "R" label for registered mail
Minimum quantity	1 item	1 item	10 items	1 item	10 items
Product code	-	-	1410	-	1499
VAT	VAT exempt	VAT exempt	Excl.	Excl.	Excl.
Currency	€	€	€	€	€
0 - 5kg	7.00	6.79	5.69	7.56	7.23
5 - 10	8.50	8.25	6.98	9.96	9.62
<b>Surcharge for advice of receipt</b>					
Product code	-	-	1411	-	1555
	1.15	1.12	1.15	1.15	1.15
<b>Surcharge for declaration of value/insured conveyance****</b>					
Product code	-	-	1414	-	1553
Extra cover up to €5,500	3.00	2.91	1.50	3.00	1.50
<b>Surcharge for declaration of value/insured conveyance and advice of receipt****</b>					
Product code	-	-	1417	-	1561
Extra cover up to €5,500	4.15	4.03	2.65	4.15	2.65

\* Maximum compensation for damage or loss of registered items €50.

\*\* You receive a 3% NetSet™ saving when you use your NetSet™ franking machine. The NetSet™ franking machine prints the rate for a regular stamp and your NetSet™ savings are deducted on the monthly invoice.

\*\*\* Must be accompanied by a completed registration booklet. TNT Post Marketing & Sales BV's General Conditions for the Conveyance of Bulk Letterbox Mail apply.

\*\*\*\* The surcharge for declaration of value/insured conveyance is exempt from VAT.

TNT Post Marketing & Sales BV's General Conditions for the Conveyance of Guarantee Mail apply to Guarantee Mail.

For detailed information on registered mail and Guarantee Mail see page 6 of the "Product information (domestic and international)" section.

## Guarantee Mail

**'Delivered the next working day – guaranteed!'**

**TNT Easy Express National****The affordable alternative to a courier, for example**

Delivery time	Working days by 10.30am	Working days by 12 noon	Saturday by 10.30am
VAT	Excl.	Excl.	Excl.
Currency	€	€	€
Individual service stamp for up to 10kg	22.06	20.11	31.19
Multipack of service stamps (5 stamps)	88.24	80.44	124.76

Visit [www.tntpost.nl](http://www.tntpost.nl) to find out how you can order your TNT Easy Express service stamps quickly and easily so that you have these on hand whenever you need to send an item (weighing up to 10kg) urgently to an address in the Netherlands.

	Basic Parcel*	Extra Cover Parcel**	COD Parcel***
Franking	<ul style="list-style-type: none"> <li>• Basic Parcel stamp</li> <li>• NetSet™ franking machine</li> <li>• Digital Stamp</li> </ul>	<b>Extra cover with signature on delivery</b> <ul style="list-style-type: none"> <li>• Extra Cover Parcel stamp</li> </ul>	<b>Payment at the door (cash only)</b> <ul style="list-style-type: none"> <li>• Extra Cover Parcel stamp</li> <li>• COD service stamp</li> </ul>
VAT	VAT exempt	Excl.	Excl.
Currency	€	€	€
0 - 10kg	6.75	7.44	13.94
10 - 30	-	11.09	17.59

\* Maximum size: 100 x 50 x 50cm.

\*\* Extra Cover Parcels must be accompanied by completed dispatch document PS-6077. The rate includes the extra cover service at €1.30 (VAT exempt).

\*\*\* COD Parcels must be accompanied by completed dispatch document PS-6077 and COD form PS-6080. The rate includes the Extra Cover stamp and the COD service stamp (at €6.50, VAT exempt). TNT Post will transfer the amount collected to the sender after first deducting the 1% surcharge.

For mail items smaller than 38 x 26.5 x 3.2cm see Letterbox Mail on page 19.

Extra Cover Parcels and COD parcels are subject to the General Conditions for the Transport of Goods of TNT Post Pakketservice Benelux BV. Basic Parcels are subject to the General Conditions for the Universal Postal Service (AVP) of Royal TNT Post BV.

## TNT Parcy

**‘Need to send a parcel? Just stay home and we’ll come and pick it up, no matter where you live. Check it out at [www.tntparcy.nl](http://www.tntparcy.nl).’**

# Services for the business market

Delivery Service		Collection Service	
VAT	Excl.	VAT	Excl.
Currency	€	Currency	€
Monthly subscription fee*		Monthly subscription fee*	
Time slot:		Time slot:	
0.5 hours	123.15	0.5 hours	123.15
1 hours	111.75	1 hours	111.75
1.5 hours	100.60	1.5 hours	100.60
2 hours	89.40	2 hours	89.40
Per roll container per day	5.18	Per roll container per day	5.18

\* 5 days a week, 1 mailbag per day.

These products are subject to TNT Post Marketing & Sales BV's General Conditions for the Collection and Delivery Services.

## Collection and Delivery Services

**'Too much mail to bring it yourself? We'd be happy to come and pick it up.'**

Change-of-address service for businesses		Holding service for businesses		Forwarding service for businesses	
VAT	Excl.	VAT	Excl.	Visit <a href="http://www.tntpost.nl">www.tntpost.nl</a> to find the latest rates and conditions.	
Currency	€	Currency	€		
Netherlands		Registration fee*	24.50		
3 months	117.50	Each additional week	12.25		
6 months	200.00	Holding service subscription**	159.25		
12 months	380.00				
Within and outside Europe					
See <a href="http://www.tntpost.nl">www.tntpost.nl</a>					

\* The registration fee includes the service for the first two weeks.

\*\* A holding service subscription applies only to mail conveyed by TNT Post. Your mail will be held for you during those times when no one in your company or organisation is available to receive your mail. With a holding service subscription you are covered for 7 periods covering a maximum of 14 weeks.

The change-of-address service, forwarding service and holding service for businesses are subject to TNT Post Marketing & Sales BV's General Conditions for Recipient Services (AVO).

# Services for the business market

PO Box		Information on PO Boxes	
VAT Currency	Excl. €	VAT Currency	VAT exempt €
Per year Registration fee	127.00 37.00	Per requested address	0.88

The PO Box product is subject to TNT Post Marketing & Sales BV's General Conditions for PO Boxes.

## PO Box

**'Practical and professional'**

Business Reply Service			Unaddressed distribution	Direct Mail services				
VAT Currency	Letters VAT exempt €	Parcels Excl. €	More information on page 7. Rates available on request.	Check page 9 for a selection of our solutions. For extensive information on what we offer in Direct Mail services and the related rates visit <a href="http://www.tntpost.nl">www.tntpost.nl</a> .				
0 - 20g	0.52	7.29						
20 - 50	0.83							
50 - 100	1.20							
100 - 250	1.67							
250 - 500	2.47							
500 - 1kg	2.76	9.53						
1 - 2	3.16							
2 - 5	-							
5 - 10	-							
10 - 20	-		11.10					
20 - 30	-	13.28						

Annual subscription fee €122 excluding VAT

The Business Reply product is subject to TNT Post Marketing & Sales BV's General Conditions for the Business Reply Service. Letters are subject to the General Conditions for the Universal Postal Service (AVP). When rates or discounts are dependent on volumes or revenue, the provisions of the General Conditions for the Conveyance of Bulk Letterbox Mail (AVPB) apply and VAT will be charged. For parcels, the holder of the business reply number chooses either the General Conditions for the Business Reply Service (up to 30kg, subject to VAT) or the General Conditions for the Universal Postal Service (up to 10kg, VAT exempt).

## Business Reply Service

**'Customer-friendly and it will boost your response rate'**

We have been the most reliable postal company in Europe for years. This did not just happen by chance: large or small, a little or a lot, from Afghanistan to Switzerland, our approach to your mail is always 'handle with care'. With TNT Post you know that your mail will get there, when you want it to. And what a difference that makes!

**Letters, Direct Mail, letterbox packets, cards and postcards**

Franking	* Stamp * Digital Stamp	NetSet™ franking machine*
Service level	Priority	Priority
Product code	6000	-
VAT	VAT exempt	VAT exempt
Currency	€	€
<b>Europe</b>		
0 - 20g	0.77	0.75
20 - 50	1.54	1.49
50 - 100	2.31	2.24
100 - 250	3.08	2.99
250 - 500	6.16	5.98
500 - 2kg	9.24	8.96
<b>Outside Europe</b>		
0 - 20g	0.95	0.92
20 - 50	1.90	1.84
50 - 100	2.85	2.76
100 - 250	5.70	5.53
250 - 500	10.45	10.14
500 - 2kg	19.95	19.35

Larger than 38 x 26.5 x 3.2cm: see *International Parcel Basic*, page 35.

Over 2kg: see *International Parcel Plus*, page 35.

\* You receive a 3% NetSet™ saving when you use your NetSet™ franking machine. The NetSet™ franking machine prints the rate for a regular stamp and your NetSet™ savings are deducted on the monthly invoice.

Please note: When using the NetSet™ franking machine, when you set the product you want to frank on the machine you can be certain that you are using the right postage and that the NetSet™ savings will be applied. If you enter the postage directly into the franking machine yourself this can result in insufficient postage and you will also lose out on the NetSet™ savings. So, to be sure that your mail always shows the correct amount of postage just enter your choice of product into the franking machine.

**Letterbox mail**

**‘The trusted service of TNT Post around the globe’**

**Registered****For your important letters, valuable goods and documents of a legal nature**

Franking	<ul style="list-style-type: none"> <li>* Stamp</li> <li>* Digital Stamp</li> </ul>	NetSet™ franking machine*
Service level	Priority	Priority
Product code	6030	-
VAT	VAT exempt	VAT exempt
Currency	€	€

**Europe**

0 - 500g	7.70	7.47
500 - 2kg	12.32	11.95

**Outside Europe**

0 - 500g	10.45	10.14
500 - 2kg	21.85	21.19

**Surcharge for advice of receipt**

Product code	6034	
	1.40	-

**Surcharge for declaration of value/insured conveyance**

Product code	6036	
up to €5,500	3.00	-

**Surcharge for declaration of value/insured conveyance and advice of receipt**

Product code	6037	
up to €5,500	4.40	-

Heavier than 2kg: see *International Parcel Plus*, page 35.

\* You receive a 3% NetSet™ saving when you use your NetSet™ franking machine. The NetSet™ franking machine prints the rate for a regular stamp. NetSet™ savings are deducted on the monthly invoice

Please note: When using the NetSet™ franking machine, when you set the product you want to frank on the machine you can be certain that you are using the right postage and that the NetSet™ savings will be applied. If you enter the postage directly into the franking machine yourself this can result in insufficient postage and you will also lose out on the NetSet™ savings. So, to be sure that your mail always shows the correct amount of postage just enter your choice of product into the franking machine.

**Registered**

**‘Extra certainty from handover to delivery’**

**TNT Easy Express International****Pre-franked envelopes**

Zones	Zone 1 Belgium, Germany Luxembourg	Zone 2 Rest of EU	Zone 3 Rest of Europe	Zone 4 North America Asia	Zone 5 Rest of World (ROW)
VAT Currency	Excl. €	Excl. €	Excl. €	Excl. €	Excl. €
Individual envelopes for up to 10kg	39.19	45.86	49.76	57.97	64.64
Multipack of 3 envelopes (3 items)	111.70	130.71	141.82	165.21	184.22

Visit [www.tntpost.nl](http://www.tntpost.nl) to find out how you can order your pre-franked TNT Easy Express envelopes quickly and easily.  
See pages 37 and 38 for a list of delivery times, or visit [www.tnteasyexpress.nl](http://www.tnteasyexpress.nl).

**Postage Paid Mixed**

Service level	Priority	
	Europe	Outside Europe
Minimum order amount	€10	€10
Product code	6090	6091
VAT	VAT exempt	VAT exempt
Currency	€	€
Average item weight*	Average rate per item*	
10 g	0.688	0.880
15	0.703	0.930
20	0.761	1.025
25	0.946	1.164
30	1.132	1.383
35	1.317	1.603
40	1.395	1.732
45	1.472	1.861
50	1.550	1.990
60	1.704	2.247
70	1.859	2.505
80	1.985	2.738
90	2.083	2.943
100	2.181	3.149
125	2.425	3.663
150	2.670	4.177
175	2.914	4.692
200	3.159	5.155
225	3.404	5.619
250	3.648	6.082
300	4.163	7.009
350	4.678	7.936
400	5.193	8.863
450	5.708	9.790
500	6.223	10.717
600	6.687	11.953
700	7.151	13.189
800	7.614	14.425
900	8.078	15.661
1,000	8.541	16.897
1,250	8.799	17.927
1,500	9.056	18.957
1,750	9.314	19.987
2,000	9.571	21.017

\* The rates stated on this page are average rates. The Postage Paid Mixed International rate is calculated on the basis of the number of items and average weight (i.e. the total weight of the consignment divided by the number of items).

If you plan to send many and/or large bulk-mail consignments, contact TNT Post Business Service on 076 527 2727 to learn more about our economical rates.

Direct Mail from 100 items			Direct Mail from 500 items			
Service level	Priority Europe	Outside Europe	Priority Europe	Outside Europe	Standard Europe	Outside Europe
Product code	6110	6110	6100	6100	6102	6102
VAT	VAT exempt	VAT exempt	VAT exempt	VAT exempt	VAT exempt	VAT exempt
Currency	€	€	€	€	€	€
0 - 10 g	0.674	0.818	0.550	0.612	0.527	0.556
10 - 20	0.700	0.872	0.570	0.637	0.556	0.586
20 - 30	0.883	1.079	0.688	0.740	0.647	0.718
30 - 40	1.102	1.368	0.758	0.868	0.695	0.844
40 - 50	1.255	1.612	0.845	0.996	0.760	0.920
50 - 60	1.500	1.820	0.904	1.123	0.805	0.982
60 - 70	1.635	2.029	0.994	1.251	0.867	1.053
70 - 80	1.747	2.300	1.084	1.378	0.946	1.162
80 - 90	1.833	2.502	1.173	1.506	1.025	1.271
90 - 100	1.919	2.740	1.251	1.634	1.103	1.379
100 - 125	2.134	3.187	1.404	1.973	1.248	1.612
125 - 150	2.349	3.634	1.530	2.312	1.392	1.844
150 - 175	2.565	4.082	1.710	2.651	1.536	2.077
175 - 200	2.780	4.485	1.890	2.990	1.680	2.309
200 - 225	2.995	4.698	2.070	3.329	1.824	2.542
225 - 250	3.210	5.119	2.250	3.668	1.968	2.774
250 - 300	3.663	6.052	2.610	4.346	2.256	3.239
300 - 350	4.117	6.985	2.971	5.024	2.544	3.703
350 - 400	4.570	7.918	3.331	5.702	2.832	4.168
400 - 450	5.080	8.851	3.691	6.381	3.120	4.633
450 - 500	5.507	9.784	4.051	7.059	3.408	5.098
500 - 600	5.885	10.811	4.579	8.208	3.778	5.871
600 - 700	6.435	11.839	5.106	9.357	4.147	6.644
700 - 800	6.853	12.866	5.634	10.506	4.517	7.418
800 - 900	7.270	13.894	6.161	11.655	4.886	8.191
900 - 1,000	7.687	14.921	6.688	12.805	5.256	8.964
1,000 - 1,250	7.919	15.910	6.959	13.726	5.446	9.722
1,250 - 1,500	8.150	16.898	7.229	14.646	5.635	10.480
1,500 - 1,750	8.382	17.886	7.500	15.567	5.825	11.238
1,750 - 2,000	8.614	18.874	7.770	16.488	6.014	11.996

If you plan to send many and/or large bulk-mail consignments, contact TNT Post Business Service on 076 527 2727 to learn more about our economical rates.

## Direct Mail

**‘Finding, gaining and retaining customers – over the border too’**

**International Parcel Basic**

Franking	<ul style="list-style-type: none"> <li>• Stamp</li> <li>• Digital Stamp</li> <li>• NetSet™ franking machine</li> </ul>
Service level	Priority
Product code	6300
VAT	VAT exempt
Currency	€

**Europe**

0 - 500 g	6.16
500 - 2 kg	11.55

**Outside Europe**

0 - 500 g	10.45
500 - 2 kg	19.95

Heavier than 2kg or larger than maximum size: see International Parcel Plus.

Smaller than 38 x 26.5 x 3.2cm: see letterbox mail, page 30.

See page 11 for a list of delivery times.

**International parcels**

*‘Choose the parcel that fits your needs’*

**International Parcel Plus**

**European Union\***

**Up to 20kg**

Franking	<ul style="list-style-type: none"> <li>• Digital Stamp</li> <li>• Franking label</li> <li>• NetSet™ franking machine</li> </ul>	
	EU 1	EU 2
VAT	VAT exempt	VAT exempt
Currency	€	€
0 - 2kg	13.10	18.80
2 - 5	19.50	24.50
5 - 10	25.20	30.80
10 - 20	34.10	39.80
Return service	free	free

**From 20 up to 30kg\*\***

Franking	<ul style="list-style-type: none"> <li>• Franking label</li> </ul>	
	EU 1	EU 2
VAT	Excl.	Excl.
Currency	€	€
20 - 30kg	34.10	39.80
Return service	free	free

European Union: extra cover up to a maximum of €500.

Outside the European Union: cover of up to €146, depending on the weight.

**International Parcel Plus**

**Outside the European Union**

**Up to 20kg**

Franking	<ul style="list-style-type: none"> <li>• Digital Stamp</li> <li>• Franking label</li> <li>• NetSet™ franking machine</li> </ul>	
	ROW 1	ROW 2
VAT	VAT exempt	VAT exempt
Currency	€	€
0 - 2kg	18.80	24.10
2 - 5	25.00	34.20
5 - 10	31.20	57.10
10 - 20	41.30	104.10
Return service	17.50	37.50
Customs clearance service***	5.00	5.00

\* European destinations Cyprus, Greece and Malta fall under zone ROW 1.

\*\* This product is subject to VAT and to the General Conditions for the Transport of Goods (AVG). A franking label must be used for parcels weighing from 20 up to 30kg.

\*\*\* Export forms are required for certain types of goods. You can use the customs clearance service for this purpose.

**TNT Easy Express International****Up to 30kg**

Zones	Zone 1 Belgium, Germany, Luxembourg	Zone 2 Rest of EU	Zone 3 Rest of Europe	Zone 4 North America, Asia	Zone 5 Rest of World
VAT Currency	Excl. €	Excl. €	Excl. €	Excl. €	Excl. €
Parcels up to 30kg from	40.54	47.53	70.46	79.94	88.52

*To send goods using the services of TNT Express, visit your local post office where you will be given the TNT Easy Express International consignment note (T203) to complete. The charge for sending your shipment, which should preferably be tendered unsealed, will need to be paid in cash. For more information contact TNT Express on 0800 1234.*

Delivery times	International Parcel Plus (European Union)	TNT Easy Express International
EU 1	Delivery time (in working days)*	Delivery time (in working days)*
Belgium, Luxembourg	1 – 2	1 – 2
Denmark (excl. Faroe Islands and Greenland)	2 – 3	1 – 2
Germany	2 – 3	1 – 2
France (incl. Corsica and Monaco)**	2 – 3	1 – 2
Italy (excl. San Marino and Vatican City)**	3 – 5	1 – 2
Austria	2 – 4	1 – 2
Spain** (incl. Balearics, excl. Canary Islands)	3 – 5	1 – 2
United Kingdom (excl. Gibraltar and Channel Islands)	2 – 4	1 – 2
Sweden	2 – 4	1 – 2
EU 2		
Bulgaria	4 – 7	1 – 2
Estonia	4 – 6	1 – 2
Finland	3 – 5	1 – 2
Hungary	3 – 5	1 – 2
Ireland	2 – 4	1 – 2
Latvia	4 – 6	1 – 2
Lithuania	4 – 6	1 – 2
Poland	3 – 5	1 – 2
Portugal (incl. Azores and Madeira)**	4 – 6	1 – 2
Romania	4 – 7	1 – 2
Slovenia	4 – 6	2 – 3
Slovakia	3 – 5	1 – 2
Czech Republic	3 – 5	1 – 2

\* These are estimated delivery times only.

\*\* Include the telephone number of the addressee to speed up delivery.

See page 11 for delivery times for International Parcel Basic.

Delivery times	International Parcel Plus (Outside the European Union)	TNT Easy Express International
ROW  *	Delivery time (in working days)**	Delivery time (in working days)**
Albania	7 – 9	2 – 3
Andorra	3 – 4	2 – 3
Bosnia-Herzegovina	7 – 9	1 – 2
Canary Islands	6 – 8	2 – 3
Cyprus	5 – 7	1 – 2
Faroe Islands	2 – 3	2 – 3
Gibraltar	4 – 6	2 – 3
Greece	5 – 7	1 – 2
Greenland	2 – 3	2 – 3
Iceland	4 – 5	2 – 3
Channel Islands	6 – 7	2 – 3
Croatia	7 – 9	1 – 2
Liechtenstein	3 – 4	1 – 2
Macedonia	7 – 9	2 – 3
Malta	5 – 7	1 – 2
Moldova	10 – 12	1 – 2
Montenegro	7 – 9	2 – 3
Norway	3 – 4	1 – 2
Ukraine	10 – 12	2 – 3
San Marino	5 – 7	2 – 3
Serbia	7 – 9	2 – 3
Turkey	8 – 10	1 – 2
Vatican City	5 – 7	1 – 2
Belarus	10 – 12	2 – 3
Switzerland	2 – 3	1 – 2
<b>ROW 2</b>		
All other countries, including:		
Australia	6 – 8	3 – 4
Brazil	6 – 9	3 – 4
Canada	5 – 6	2 – 3
China	8 – 15	3 – 4
Hong Kong	5 – 7	2 – 3
Israel	4 – 5	3 – 4
Japan	4 – 5	2 – 3
Morocco	7 – 8	2 – 3
Netherlands Antilles	4 – 8	3 – 4
New Zealand	6 – 8	3 – 4
Surinam	5 – 8	3 – 4
United States	4 – 8	2 – 3
South Africa	8 – 10	3 – 4

\* ROW = Rest Of World

\*\* These are estimated delivery times only.

See page 11 for delivery times for International Parcel Basic.

## Services for the business market

### International Business Reply Service (IBRS)

	Mail from abroad	Subscription
VAT	VAT exempt	Excl.
Currency	€	€
0 - 20g	0.75	122 per year*
20 - 50	1.11	
50 - 100	1.63	
100 - 250	2.37	

\* This fee is not charged if you already have a subscription for the domestic business reply service.

Contact TNT Post Business Service on 076 527 2727 for more information.

### International Business Reply Service (IBRS)

**'Receive return mail without fuss from abroad'**

You can use the following index to find information on our products and services quickly and easily.

Want to know more? You can reach TNT Post Business Service on 076 527 2727, or check out [www.tntpost.nl](http://www.tntpost.nl).

	Information	Domestic	International	
<b>A</b> Addresses, Direct Mail and database services		9	28	
	Advice of receipt	6	24	
<b>B</b> Basic Parcel		7	26	
	Basic, International Parcel	8	-	
	Business Reply Service	9	28	
	Business Reply Service, international	9	-	
	Business counters and Business Points	14	-	
	Braille items	6	-	
	Bulk mail	13	20, 21, 22, 23	
<b>C</b> Change-of-address service for businesses		9	29	
	COD Parcel	7	26	
	COD service stamp	-	26	
	Combi Mail	7	-	
	Collection Service	9	27	
	Customs clearance service for International Parcel Plus	-	-	
<b>D</b> Declaration of value/insured conveyance		6	26	
	Delivery Service	9	27	
	Delivery times	11, 14	-	
	Digital Stamp	-	19, 24, 26	
	Direct Mail services	9	28	
	Direct Mail	5	22	
	Discounts	15	-	
	Discount: 48-hour processing	17	-	
	Discounts on business reply mail	16	-	
	Discount on machinable mail	16	-	
	Discount: time/place	16	-	
	<b>E</b> Easy Express		8	25
		Extra Cover	7, 8	-
Extra Cover Parcel		7	28	
<b>F</b> FIM discount		17	-	
	Forwarding service for businesses	9	27	
	Franking machine	10	19, 24, 26	
	Franking	11	19, 24, 26	
<b>G</b> Gadgets		5	22	
	General Terms and Conditions	0	0	
	Guarantee Mail	6	24	
	Guarantee Mail with advice of receipt	6	24	
	Guarantee Mail with insured conveyance	6	24	
	Guarantee Mail with insured conveyance and advice of receipt (AR)	6	24	

	Information	Domestic	International
<b>H</b> Holding service for businesses	9	27	-
<b>I</b> Information on PO Boxes	9	28	-
Insured conveyance	6	-	31
International Business Reply Service (IBRS)	9	-	39
International Parcel Basic	8	-	35
International Parcel Plus	8	-	35
<b>K</b> KIX® discount	16	-	-
<b>L</b> Letters	5	19, 21	30, 33
Letterbox mail	5	19	30
Letterbox packets	5	20, 21	-
<b>M</b> Mailing	5, 9	22	34
Mailorder	11	-	-
<b>N</b> NetSet™ franking machine	10	19, 24	30, 31, 35
<b>O</b> Order forms	14	-	-
<b>P</b> Parcels	8	26	35, 36
Parcel Stamp	8	24	-
Parcel Plus	-	-	35
Periodicals	6	23	-
Plus, International Parcel	8	-	35
Postage Paid Mixed	5	20	33
PO Box	9	28	-
PO Boxes (info)	9	28	-
Postcards/cards	5	19	-
Postcard mailing	9	22	-
Priority	11	-	30, 31, 33, 34, 35
Product codes	-	20, 21, 22, 23	33, 34

	Information	Domestic	International
<b>R</b> Rate zones	10	-	37, 38
Rate zones for International Parcel Plus	8	-	37, 38
Regional mail	5	19, 20, 21, 22	-
• Letters	5	19, 20, 21	-
• Direct Mail	5	22	-
• Samples	5	22	-
• Postage Paid Mixed	5	22	-
Registered	6	24	31
Registered with advice of receipt (signed delivery confirmation)	6	24	31
Registered with declaration of value/insured conveyance	6	24	31
Revenue related discount	15	17	
Revenue related rates	15	17	
<b>S</b> Samples	5	22	-
Sealbag®	6	-	-
Service, Extra Cover	8	-	-
Signature on delivery	6, 8	24, 26	31
Sorting	13	-	-
• Samples and Direct Mail	5, 13	-	-
• Periodicals	6	-	-
Stamps	-	19, 24	30, 31, 35
Standard	11	-	34
<b>T</b> Time/place discount	16	-	-
Track & Trace	8	-	-
<b>U</b> Unaddressed distribution	7	28	-
Unaddressed distribution (door-to-door)	7	28	-
<b>V</b> VAT	10	-	-
Volume discount	16	-	-

# We are happy to be of service

You can reach TNT Post  
Business Service on +31 (0)76 527 2727  
or visit [www.tntpost.nl](http://www.tntpost.nl) for more information

