

FedEx Acquisition of TNT

Customer Service Employee Communications Pack

What do I need to know? What do I need to do?

This briefing pack is ALSO applicable to FedEx APAC Post Sales Solutions

This briefing pack is NOT applicable to Australia, New Zealand, Pacific Islands and Argentina

Welcome!



Together, we have an important role to deliver a **superior customer experience**

What is **my role** as of Day One* and beyond?

- For our customers, there are no immediate changes so please **continue** to deliver them a **great FedEx and TNT experience**.
- Your important role and the activities you perform each day will include:
 - **Reassuring** customers that there are currently **no changes** to our service
 - **Supporting** customers with their **questions** or **issues** regarding the **combined companies**
 - **Capturing** any customer feedback about the combined companies

By the end of this briefing...
you will know what you need to do
so we continue delivering great service

*Day one is the day on which FedEx acquires TNT. You will receive communications informing you when this has taken place.

What will we cover **today**?

- How our **customers** are being **informed** about the acquisition
- How you act on customer **questions** about the **combined companies**
- How you act on customer **questions or issues** about **TNT**
- How you capture **customer feedback**
- Where to find **information & tools**
- What happens next

How our **customers** are being **informed** about the
acquisition

How our **customers** are being informed about the acquisition

1 Customer Letters*

Letters and emails, in local language, are being sent to FedEx & TNT customers

- To **inform** customers of the acquisition
- To **reassure** them that there are currently no immediate changes to how they receive our services
- To **share** the link to our webpage on fedex.com for more information on the acquisition (see next)

Within Customer Service, requestEkit@fedex.com (replace xxx with region; NA / EU / MEISA / LAC / APAC) is equipped with an email version of the letter that they can personalize and send to customers who may not have received the letter.

2 Our Websites

Dedicated pages on fedex.com country websites will feature:

- Key facts & figures about the combined companies
- Questions & Answers (Q&A)
- Contact points for each entity
- Website: fedex.com/gb/connect

Replace by the 2 letter country code of your country

- Note: TNT should refer customers to this FedEx website

3 Customer Presentation*

A **PowerPoint slide deck** will be used by **Sales** to introduce FedEx to TNT customers and vice-versa

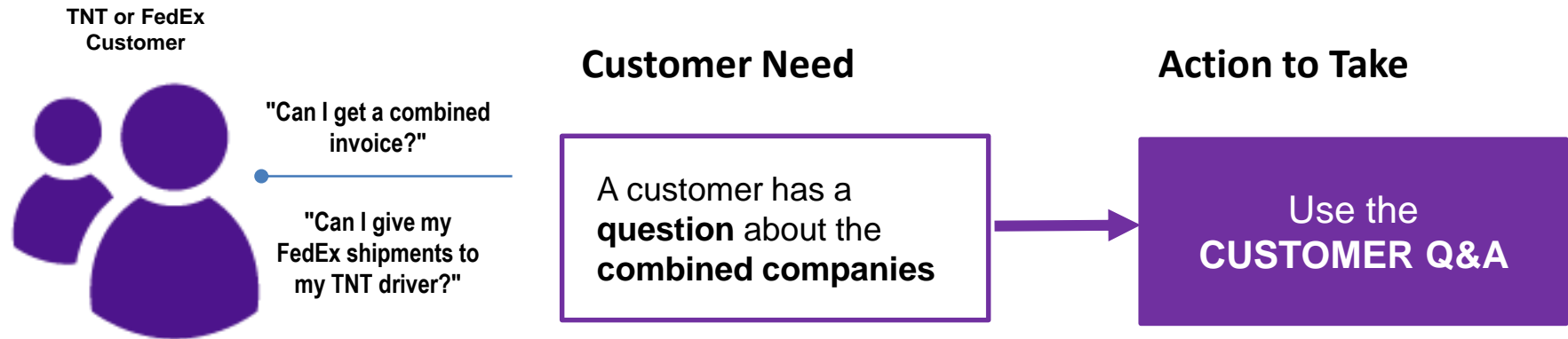
This contains more detail on service coverage and customer benefits

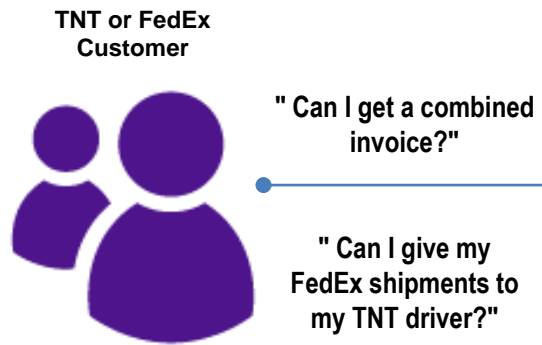
Note: This presentation is **only** for use **by Sales** with customers. Please do not send it to customers.

* These customer materials will be available on the [FedEx intranet](#) as of Day One

How you act on a customer **question**
about the **combined companies**

How you act on a customer **question** about the **combined companies**





Customer Need

A customer has a **question** about the **combined companies**

Action to Take

Use the **CUSTOMER Q&A**

There is a **Customer Q&A*** to help you give the customer the correct answer

- **Find** the answer to the customer's question in the **Customer Q&A**
- **Give** the customer the correct answer

To help you find a question **quickly**, they are grouped in **these categories**:

- FedEx and TNT coming together
- Account & Contract
- Physical Shipping Services
- Customs Clearance
- Customer Technology
- Payment

If you cannot find the answer to a question:

- **Advise** the customer that you will need to find out the answer
- **Ask** for their contact details so you can respond once you have the answer
- **Ask** your **team leader** or **manager** for their help to find the answer
- Once your team leader or manager provides you with the answer, **contact** the customer

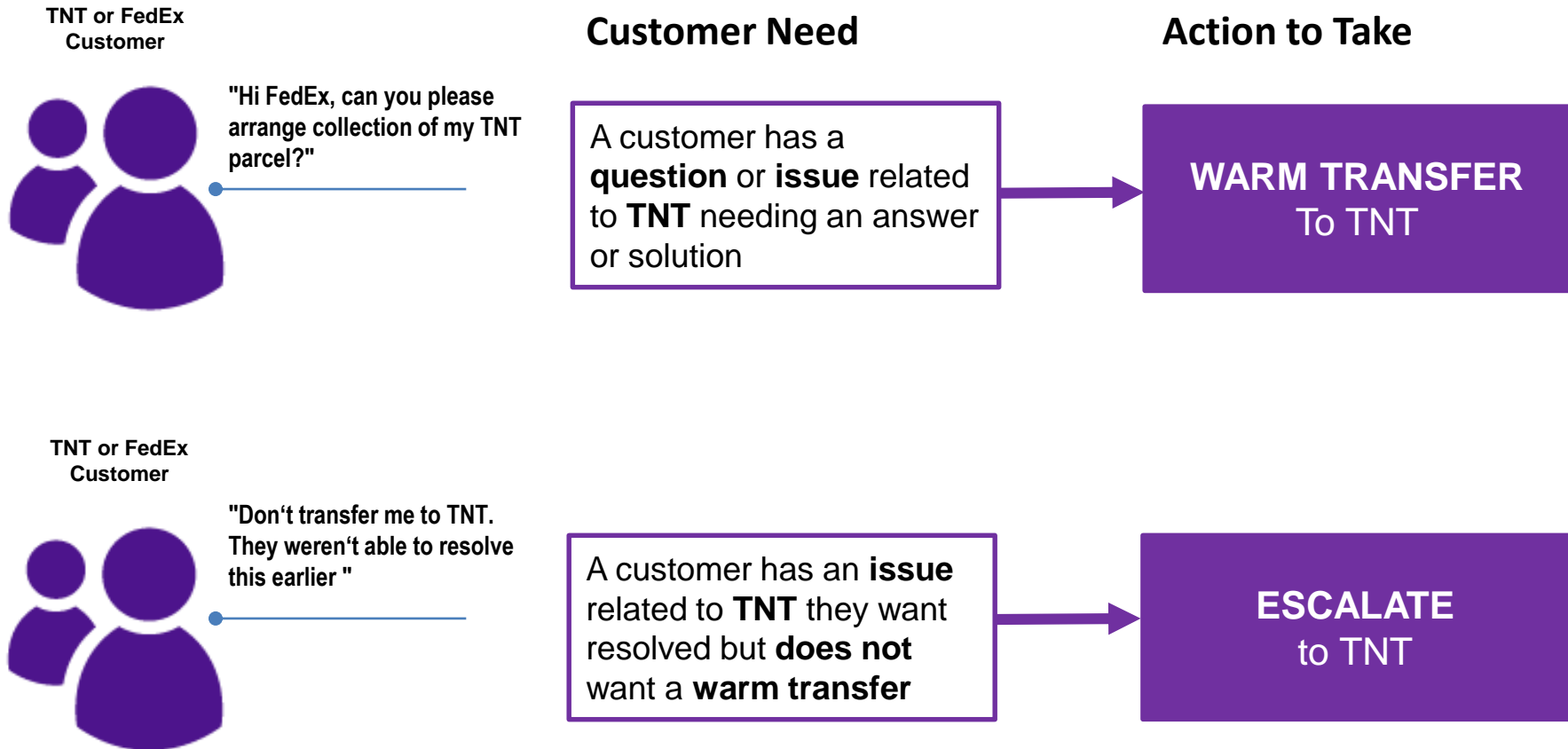
For **non-customer** related questions:

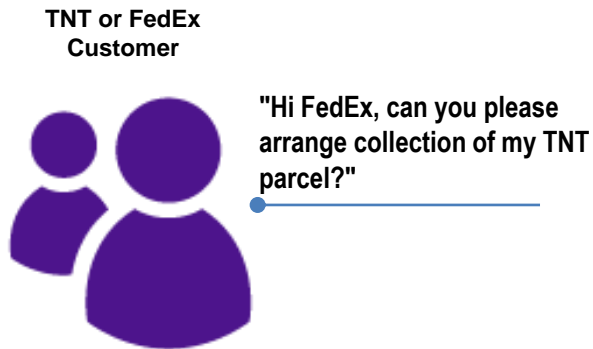
1. Refer to the **General Q&A***
2. Refer to the **Internal Customer Service Q&A***
3. Ask your **team leader** or **manager**

* Available on the [FedEx intranet](#) as of Day One

How you act on a customer **question or issue**
about **TNT**

How you act on a customer **question** or **issue** about TNT





Customer Need

A customer has a **question** or **issue** related to **TNT** needing an answer or solution

Action to Take

WARM TRANSFER
to TNT

Warm transfer this customer to TNT

1. **Explain** that while their question or issues is important to us, you are unable to answer or resolve it
2. Offer to **transfer** the customer to TNT, who can assist them
3. **Find** the telephone number using the **Warm Transfer Contacts List** *
4. **Call** and **introduce** yourself to your colleague and **share** all the available information
5. **Transfer** the call

If the call is **not** answered within **10** seconds:

- Give the customer the option to call/email the other entity and provide the telephone number or email
or
- Offer the customer a **priority call back** from TNT
- Using the email address in the **Warm Transfer Contacts List***, send an email with all necessary information. Put '**call back**' in the email subject

Important!

- **For India, Namibia and China (Guangzhou)** there is **no warm transfer via telephone – only via email**
- There is **no warm transfer or email transfer with FedEx GSPs or TNT Associates**

* Available on the [FedEx intranet](#) as of Day One

Customer Need

A customer has a **question** or **issue** related to TNT needing an answer or solution

Action Taken

WARM TRANSFER
to TNT

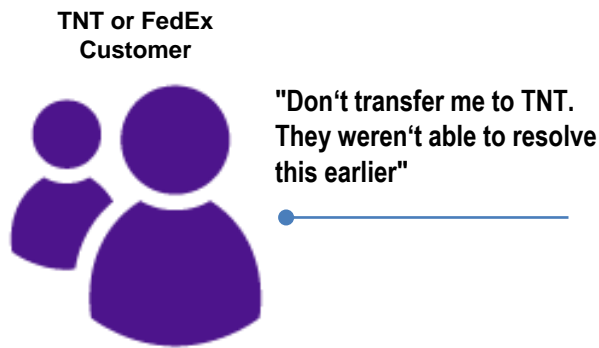
Action to Take

Receive
WARM TRANSFER
from TNT

When you **receive** a warm transfer from a TNT colleague

1. **Introduce** yourself to your TNT colleague
2. **Listen carefully** to the details provided and thank your TNT colleague for calling you
3. Once the call is transferred, **greet the customer** by name and introduce yourself
4. Thank them for the question **or** apologise for the issue (as applicable)
5. **Repeat back** the key details to the customer and ask them if you understand their need correctly
6. **Take ownership** and **service the customer** as needed

Note: If you receive an **email** from **TNT** with header '**call back**', please call back the customer **as soon as possible** (treat it as a matter of priority)



Customer Need

A customer has an **issue** related to **TNT** they want resolved but **does not** want a **warm transfer**

Action to Take

ESCALATE
to your manager

Pass the customer's details to **your team leader / manager**, who will be responsible for its **escalation**

1. **Understand** the nature and urgency of the issue and **capture** all the details
2. **Tell** the customer that providing an answer or resolving their issue is important to you
3. **Explain** to the customer that you will escalate this to your team leader or manager. Reassure the customer that they will hear back from a team leader or manager within **one hour** to discuss next steps.
4. **Escalate** by sharing all the available information with your team leader/manager (*in the same way that you would today*)

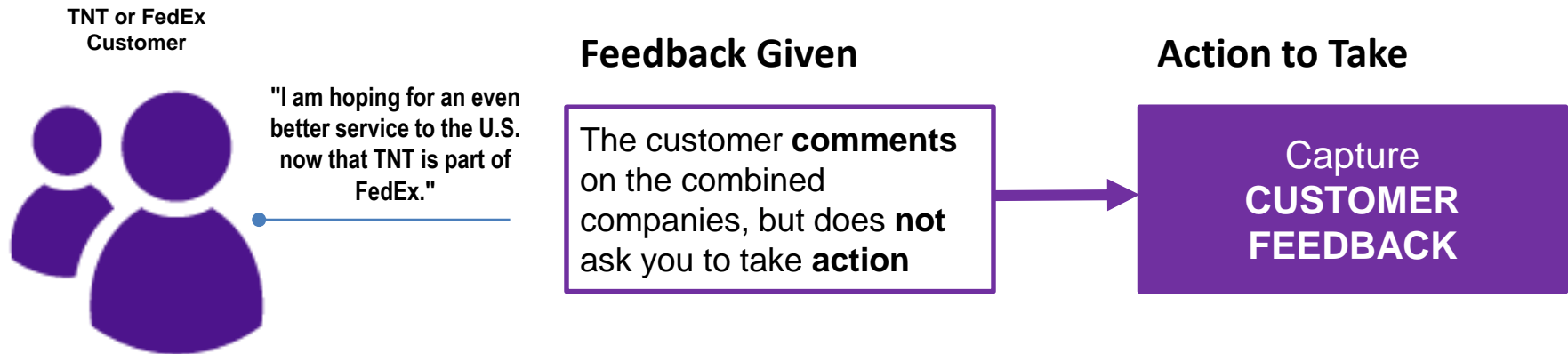
Important to highlight to your team leader or manager, when:

- The customer is **at risk** (i.e. they may stop doing business with TNT)
- The customer is **unhappy** with any aspect of the TNT service

You are **not** required to **call back** the customer. Your team leader or manager will take ownership of this issue

How you capture **customer feedback**

How you capture **customer feedback**



TNT or FedEx
Customer



"I am hoping for an even better service to USA now that TNT is part of FedEx."

Feedback Given

The customer **comments** on the combined companies, but does **not** ask you to take **action**

Action to Take

Capture
**CUSTOMER
FEEDBACK**

Capture any feedback offered by the customer

1. **Capture** as much information from the customer as possible
2. **Open** the Customer Feedback form* and include details
3. **Thank** the customer for their feedback and advise that this feedback will be shared so we continue to improve our customer experience

Information to capture

- The customer's name & organization
- Their account number
- Their contact details
- Overview of the customer's feedback

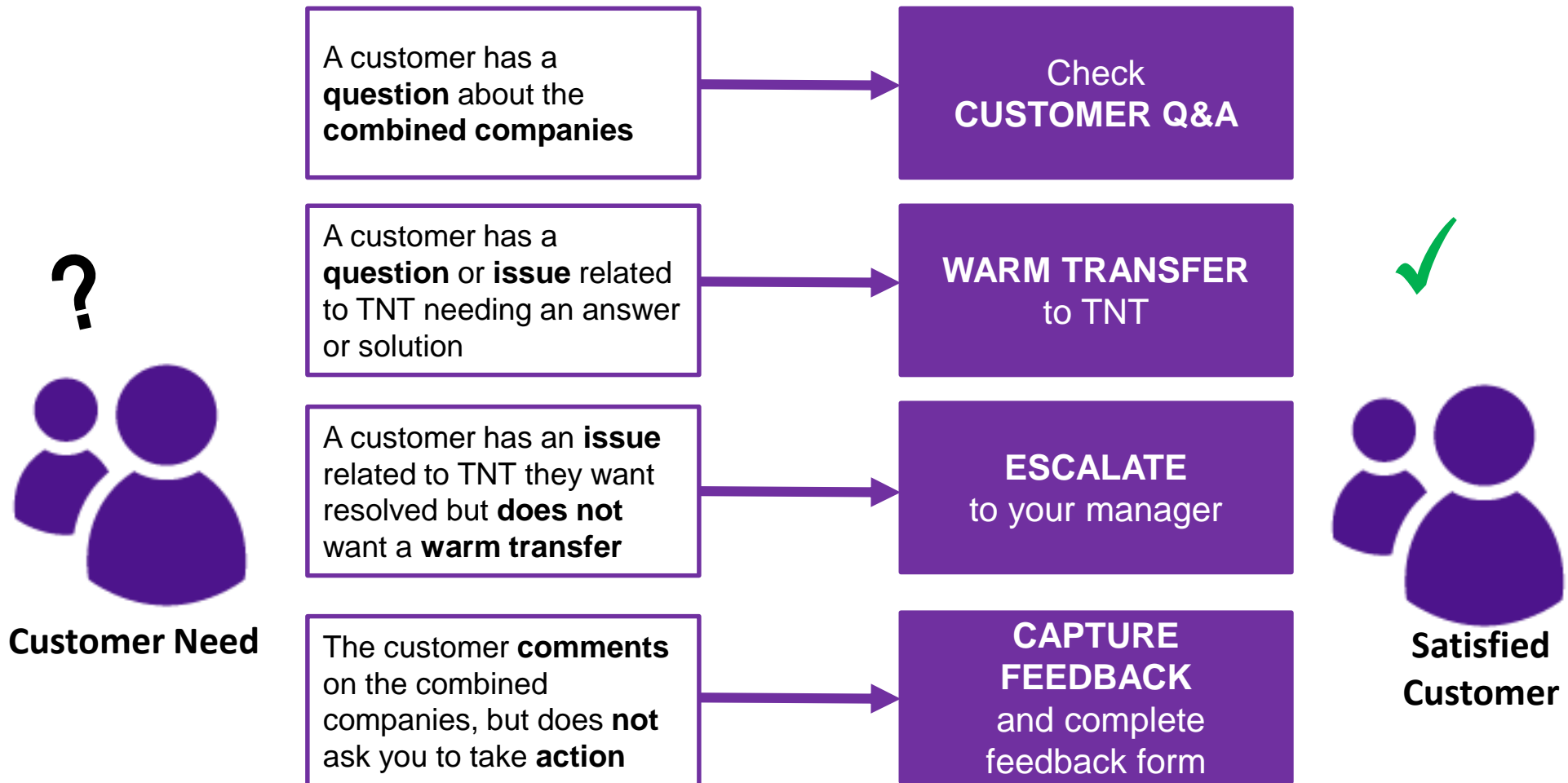
Please provide in **English** (if possible)

All customer feedback will be globally consolidated and used to continue to **improve our service** to customers

* Available on the [FedEx intranet](#) as of Day One

Let's Recap

Let's Recap

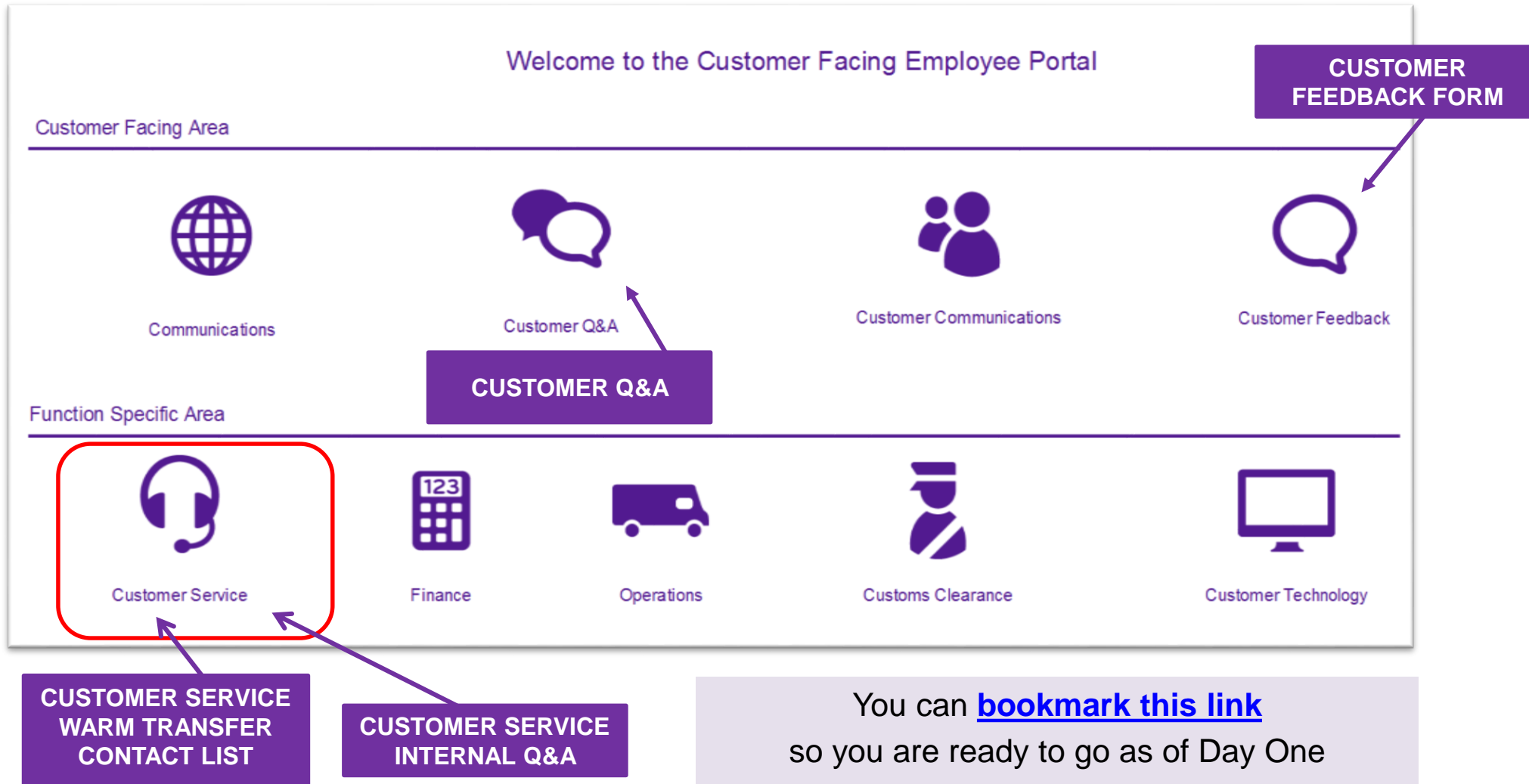


Important: The time you spend on these tasks should have no impact on your standard performance or productivity target. Warm transfer as well as escalation are already part of your current daily activity with the only difference that you perform this within FedEx.

Where to find **information & tools**

Where to find information & tools

You will be able to access the latest information & tools **on Day One** on this [Customer Facing Employee Portal](#) on the FedEx intranet





Where to find information & tools

QUICK REFERENCE GUIDE

Customer Service Quick Reference Guide FedEx Acquisition of TNT

For our customers: there are no immediate changes, please **continue** delivering them a **great experience**.
Your crucial role and the activities you perform each day also remain **unchanged**.
Reassure • Support • Capture feedback

Always	Use the CUSTOMER Q&A
<p>TNT or FedEx Customer</p>  <p>"Can I get a combined invoice?" "Can I give my FedEx shipments to my TNT driver?"</p>	<ul style="list-style-type: none">Find the answer in the Customer Q&A*Provide the correct answerIf you cannot find the answer to a question, please ask your team leader or managerRecord the customer's contact details so you can revert once you have the answer
When required	A. Make a WARM TRANSFER
<p>TNT or FedEx Customer</p>  <p>"Hi FedEx, Can you please arrange collection of my TNT parcel?"</p>	<ul style="list-style-type: none">Explain that you are unable to answer/resolve their question/issueOffer to transfer the customer to FedEx or TNTFind the telephone number in the Warm Transfer Contacts List*Call your colleague and share all informationTransfer the call
<div><ul style="list-style-type: none">India, Namibia and China (Guangzhou): no warm transfer via telephone; only via emailThere is no warm transfer via telephone or email with FedEx GSPs or TNT Associates</div>	<div><h3>B. Receive a WARM TRANSFER</h3><ul style="list-style-type: none">Listen carefully to the details providedAfter transfer: greet the customer by name, introduce yourselfRepeat back key details to the customer to check your understanding of their needsTake ownership</div>

What happens **as of Day One?**

What happens as of Day One?

You will receive general communications to announce that FedEx has acquired TNT

You will receive **instructions** from your manager or team leader letting you know when you can start following the actions outlined in this briefing. **Do not start before this.**

The Customer Facing Employee Portal on the [FedEx intranet](#) will go live. Visit this portal to see where you can find all the information you need and get familiar with the content of these documents.

Let's work together



Together, we have an important role - to deliver a **superior customer experience**

How confident are you?

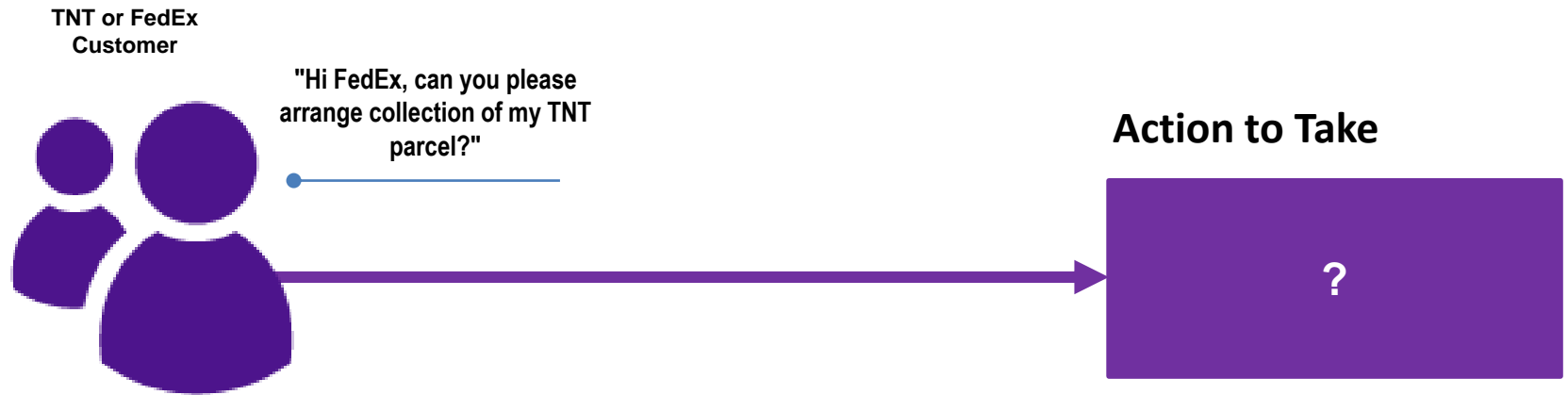
**“I know what I need to do to service our customers
as of Day One and beyond”**



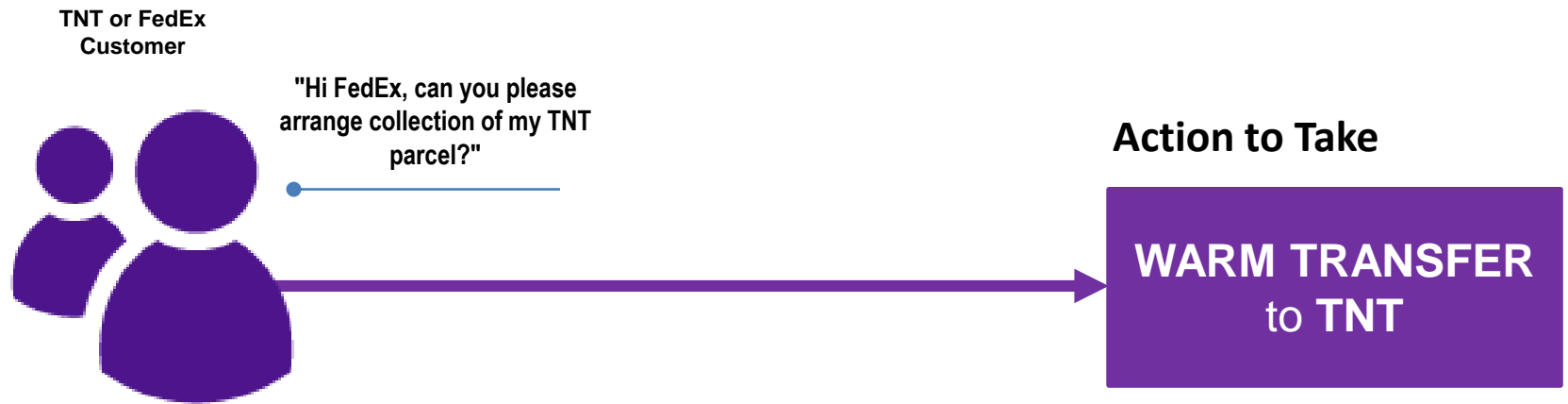
QUIZ

What action should I take?

What action should I take?



What action should I take?



What action should I take?



What action should I take?



What action should I take?



What action should I take?



What action should I take?



What action should I take?

