

Customer Service Reps

Quick Reference Guide

FedEx Acquisition of TNT Express

For our customers, it is **business as usual** so please **continue** delivering a **great experience** to them.
Your important role and the activities you perform each day remain **unchanged**

Always

Transfer to TNT FAQ CAT

TNT or FedEx
Customer



"Can I get a combined
invoice?"

"Can I give my
FedEx shipments to
my TNT driver?"

If the caller's concern is a general question, or to offer general feedback, warm transfer the caller to the special Customer Advocate Team (CAT) team established to answer TNT questions. This team will be listed in the Phone Book as TNT FAQ CAT.

(877.365.2203)

When required

WARM TRANSFER to TNT

TNT or FedEx
Customer



"Hi FedEx, can you please
arrange collection of my TNT
parcel?"

If the call is regarding anything involving the movement of a package, scheduling a TNT pickup or anything regarding shipping with TNT, apologize to the caller and warm transfer to TNT. Listed as TNT Warm Transfer in the Phone Book.

(866.466.1790)

or

Email the customer's shipping question to:
na.customer.service@tnt.com

DO

- Do continue to give our customers a great experience

DON'T

- Don't guess the answer to a question you don't know
- Don't worry if you don't know an answer as the CAT team is here to help.

Your Role = **Reassure** customers + **Support** customers + **Capture** customer feedback