# TNT EXPRESS AUSTRALIA

*User Guide*

## *Overview*

This extension is for use with TNT Express Australia only. It cannot be used in other countries.

*"TNT is one of the world's leading providers of business-to-business express delivery services. TNT is able to offer its customers an extensive domestic and international network, integrated with the latest technology. This allows TNT to provide a unique combination of on-demand, time-sensitive, door-to-door services within Australia and around the world."*

The TNT Express Australia for Magento 2 extension calculates the shipping price to deliver the items in the shopping cart to the customer. The extension gets the shipping rate by using the following information: the origin of shipment, weight of the products in the cart, and the destination address.

### *TNT Australia's Rated Transit Time (RTT)*

The extension uses TNT Australia's Rated Transit Time (RTT) web service to get the shipping rates in real time. You will need to have a valid account with TNT Australia and be registered to use the RTT service. A username and password will be assigned by TNT, which you will use to authenticate with TNT's API.

To register for the RTT service with TNT, please go to:

http://www.tntexpress.com.au/interaction/userregistration.aspx

The username and password for RTT will be used for configuring the extension. Please contact TNT Australia's CIT helpdesk via citservicedesk@tnt.com.au for assistance with registration / authentication details. Please mention that you need a username and password for using the RTT web service.

The username will be in the following format: CIT00000000000012345

## *Installation*

Please refer to the Installation Guide on how to install the TNT Express Australia shipping extension for Magento 2 on your website.

## *Configuration*

SALES

- Sales
- Sales Emails
- PDF Print-outs
- Tax
- Checkout
- Shipping Settings
- Multishipping Settings
- Shipping Methods
- Google API
- Payment Methods

SERVICES

ADVANCED

### TNT Express Australia

| | |
|---|---|
| Enabled [website] | Yes |
| Licence Key [store view] | ********** |
| Method Name [store view] | TNT Express |
| TNT Username [store view] | CIT00000000000012345 |
| TNT Password [store view] | ********** |
| TNT Account No. [store view] | 12345678 |
| Services Allowed [store view] | Sameday Domestic<br>9:00 Express<br>10:00 Express<br>12:00 Express<br>Overnight Express<br>Road Express<br>Fashion Express<br>Technology Express - Sensitive Express<br>Technology Express - Express Premium<br>ONFC Satchel |
| Send Goods As Document [store view] | No |
| Dangerous Goods? [store view] | No |
| Default Package Length [store view] | 10 |
| Default Package Width [store view] | 10 |
| Default Package Height [store view] | 10 |
| Handling Fee [store view] | 2 |
| Handling Type [store view] | Fixed Amount |
| Display Delivery Estimate [website] | Yes |
| Days Before TNT Collection [store view] | 1<br>Leave empty for same day collection |
| Show Method If Not Applicable [website] | Yes |
| Error Message [store view] | This shipping method is not available. To use this shipping method, please contact us. |

*Figure 1 - Configuration*

## *Required Information Before Configuration*

Before configuring the TNT Express Australia shipping extension for Magento 2, you will need a valid Licence Key for using the extension and the following information about your TNT Express Rapid Transit Time account:

- TNT Account Number
- RTT Username
- RTT Password

## *Licence Key*

See the **Reference Manual** on how to obtain your Licence Key.

## *Accessing the Configuration*

After installing the module, you can configure the extension by following these steps:

- Go to Stores > Configuration > Shipping Methods
- Click on the 'TNT Express Australia' shipping methods to expand the view (see Figure 1)

## *Configuration Fields*

The following explains the purpose of each field in the configuration section.

- Enabled – set to 'Yes' to activate the extension. To disable the extension set to 'No'.
- Licence Key – please see the **Reference Manual** on how to obtain your Licence Key. A valid Licence Key is required when the 'Enabled' field is set to 'Yes'.
- Method Name – this is the Title of the shipping method which will appear in the checkout process.
- TNT Username – this will be provided to you when you register for RTT. The username should start with CIT000000000000.
- TNT Password – enter the password provided to you by TNT for accessing RTT.
- TNT Account Number – enter your TNT Account Number to receive the correct shipping rates from your account.
- Services Allowed – select the TNT Express services you use to ship your products to your customers. You can select multiple services by holding down the Ctrl/Cmd key and clicking on the required services.
- Send Goods as Documents – set this to 'Yes' if you are selling Documents. Set this to 'No' if you will send Non-Documents to your customers.

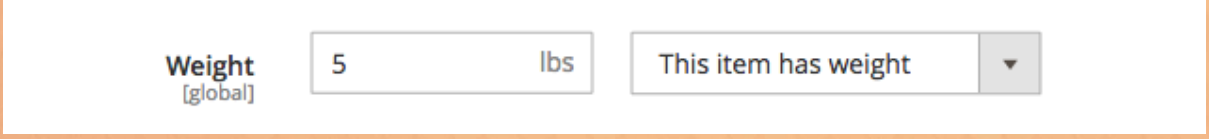
- Dangerous Goods – set to 'Yes' if you will send goods qualified as Dangerous Goods through TNT.
- Default Package Length – set the length of your smallest shipping package (in cm).
- Default Package Width – set the width of your smallest shipping package (in cm).
- Default Package Height – set the height of your smallest shipping package (in cm).
- Handling Fee – if you want to charge a handling fee on top of the shipping rate charged by TNT, set it here. Leave blank for not adding a handling fee. Please enter numbers only (without currency symbol).
- Handling Type – Choose if the handling fee is a Fixed amount or a Percentage of the shipping rate.
- Display Delivery Estimate – select 'Yes' if you want to display an ETA for the delivery with the shipping rate in the frontend.
- Days Before TNT Collection – set the number of days before orders are despatched to customers. This field is used to calculate the delivery estimate. Set to '1' for next day despatch or leave empty for same day despatch.
- Show Method if Not Applicable – set to 'Yes' if you want to display error messages to the customer if the shipping rate cannot be calculated (recommended).
- Error Message – set the error message to display if TNT Express cannot be reached.

*Product Weight*

The final step is to set the weight of all your products so that TNT can calculate the shipping rates. Without product weight, the extension will not work.

Enter the package weight of each item as the product weight (not the weight of the item without packaging)

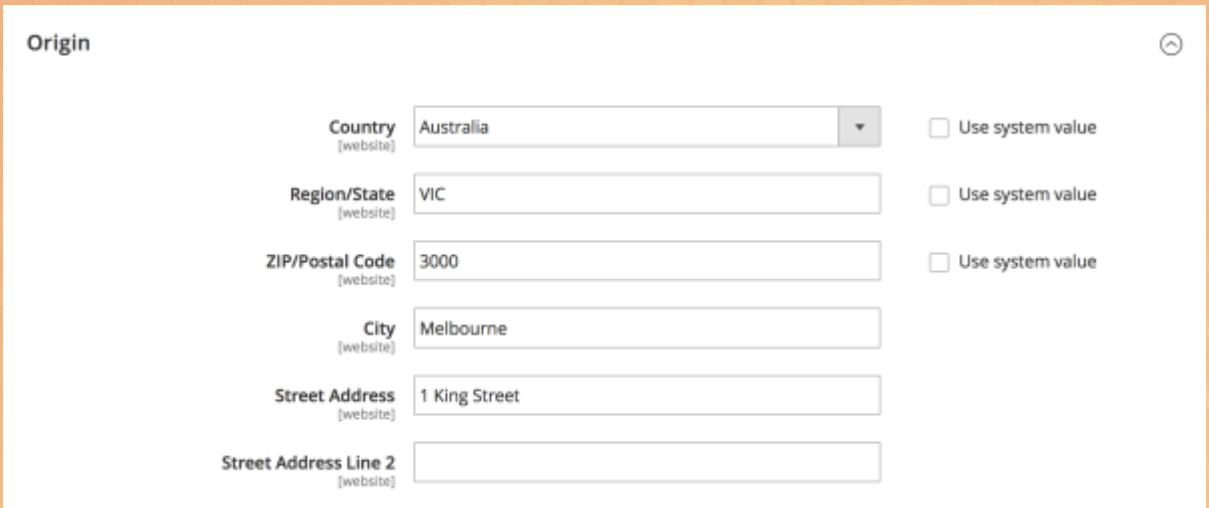
To enter the weight for a product, go to Products > Catalog from the admin interface and edit the desired product. Set the weight of the shipping package of the product in the Weight field and ensure that the dropdown option 'This item has weight' is selected.




The weight can be in pounds (lbs) or kilograms (kg). The extension will convert the weight to kilograms when sending this information to TNT.

## *Set Despatch Origin*

In order for TNT to calculate the shipping cost, TNT will need to know from where the goods will be despatched. To set the despatch origin, go to Stores > Configuration > Shipping Settings. Change the default address to your despatch address by unticking the first checkbox 'Use system value':

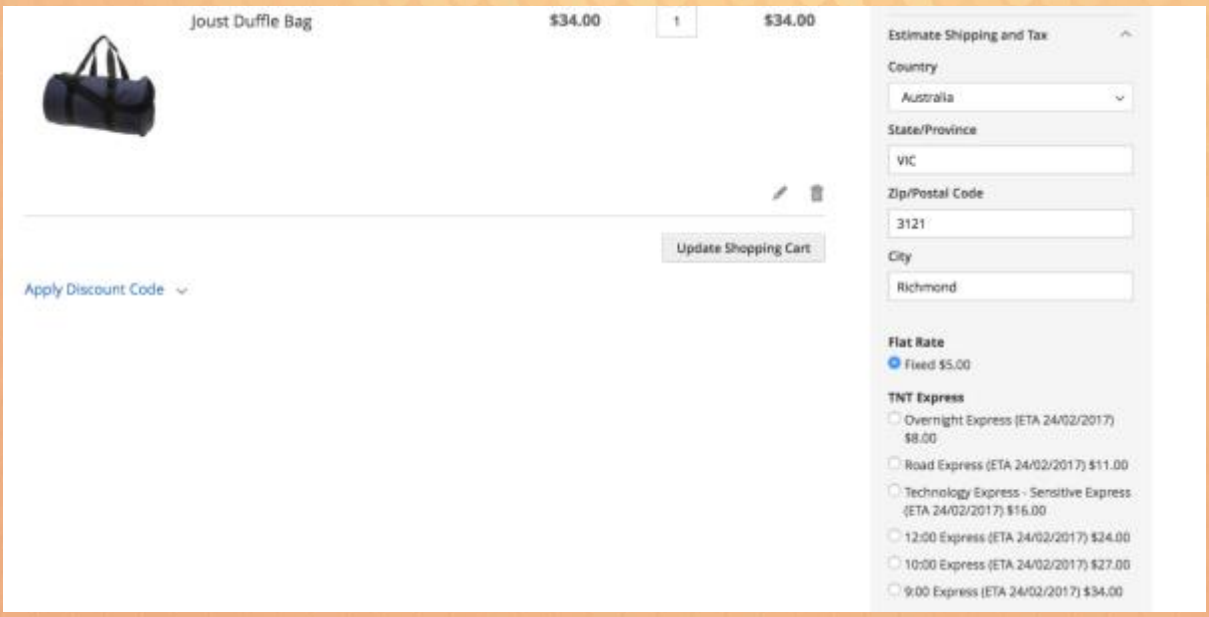



## *Testing*

To test the extension, please set the weight for an item as instructed above.

Add the product to the cart and go to the Shopping Cart page. Enter the address as in the screenshot below.

If you fill the TNT Username, Password, Account Number, and enter a valid licence key, you will be able to see TNT Express shipping rates as follows (depending on the selected services):



## *Support*

If you have any issue with the extension, please contact us at:

support@magextensions.com.au

Please provide the following information so that we can check the issue:

- Site's URL
- Admin URL
- Admin username and password
- FTP host, port, username and password

We endeavour to fix all issues within 48 hours.

Our business hours are as follows (Australian Eastern Standard Time):

- Monday – Friday: from 9am to 5pm
- Saturday: from 9am to 1pm