Online Consumables Form
Frequently Asked Questions

FedEx ®

Can I place an order for delivery to a PO Box Address, RMD or RMS Address? No, FedEx Couriers can only deliver orders to a street address.

How can I place an order for additional Customer Technology (CT) products once I have reached my daily order limit? Please call the CT Service desk on **1300 851 131** for assistance.

If I made a mistake and the order has been submitted, how can I cancel my order? You will need to call the Customer Service team on **13 11 50**, quote your order reference number / account number and request the cancellation of the order.

How do I return goods that were incorrectly ordered? Please call the Customer Service team on **13 11 50** to arrange a FedEx Courier to pickup the goods to be returned to a FedEx station.

How do I place an order for blank consignment notes? After entering your delivery address details, click on the 'Consignment Notes' link and enter a 'Quantity' against the product type required. Press the 'Submit' button to complete your order.

How do I place an overprint order for Domestic Consignment Notes? After entering your delivery address details, click on the 'Consignment Notes' link and enter a 'Quantity' against the product type required. Then click on 'Overprinting Details' link. In the Domestic tab, enter your required 'overprint' details and press 'OK'. Press the 'Submit' button to complete your order.

How do I place an overprint order for International Consignment Notes? After entering your delivery address details, click on the 'Consignment Notes' link and enter a 'Quantity' against the product type required. Then click on 'Overprinting Details' link. Click on the International tab, enter your required 'overprint' details and press 'OK'. Press the 'Submit' button to complete your order.

How can I order International packaging? For International packaging, you need to order via the FedEx Supplies Request Form using your FedEx account. If you are not sure what the account number is or do not have a FedEx account, please contact Customer Service on **13 11 50**.

What do I do if I have any special delivery instructions? You will need to contact the Customer Service team on **13 11 50** to place your order.

How do I include a reference number on my overprinted consignment notes? You will need to contact the Customer Service team on **13 11 50** to place your order.

If the wrong account number is entered, how do I correct? If the order has not been submitted, just click on the F5 key to refresh. If the order has been submitted, you will need to contact the Customer Service team on **13 11 50** to cancel your order.

How many orders can I place in a day? You can place one order per product per day.

How do I know what is the quantity limit for a product? Use your mouse to hover over the quantity field to see the product's limit.

What do I do if the account number entered shows an error message? Check the message that appears on the screen for further details. Otherwise call the CT Service Desk on**1300 851 131** for assistance.

The service field is greyed out against the consignment note product and is not selectable. What does this mean? When the service field is greyed out for a product it means there are no service options available.

What is 'Remember My Delivery Details'? The 'Remember My Delivery Details' field is ticked when you want the Order form to remember your last order details. The next time you go to place an order for your account, your Delivery details will automatically appear on the screen.

Can multiple users use an existing account number to place orders? Yes they can, but if the same delivery address details are entered and an order has been placed earlier in the day, a message will appear on the screen notifying them the order cannot be saved as the daily order limit has been reached.

What does "Do you want to retrieve your last order details" mean? When you select 'yes', the online form will retrieve your last Product order details (including any Overprinting details). If there are no changes to be made to your order, all you need to do is press the "Submit" button to complete your order.

What Internet Browsers can I use? You can use Microsoft Edge, Chrome, Safari and Firefox browsers.

What do I do if my preferred suburb is not available in the drop-down list? TNT can only deliver to valid Australia Post suburbs. Please select a valid suburb from the drop-down list

What is 'Clear all order details'? If you need to change any or all of your previous product order details, you can click on this link to clear these details.

How do I view an image of the product I wish to order? When you click on the product stock code, a thumbnail size picture of the product will appear on the screen.

Is there a charge / fee for using this facility? No, there are currently no additional charges or fees for using the Online Consumables form.

How long should it take to deliver my order? Please allow up to 3 business days for delivery.

What products can be ordered online? You can order Consignment Notes (except for Prepaids), CIT Products, Satchels & Cartons and Operational Labels. Click on the various links in the form for further details.

If you have any questions about creating an order, please call the Customer Service team on **13 11 50**.

If you are experiencing any technical issues, please contact the CT Service Desk on **1300 851 131** for assistance.