

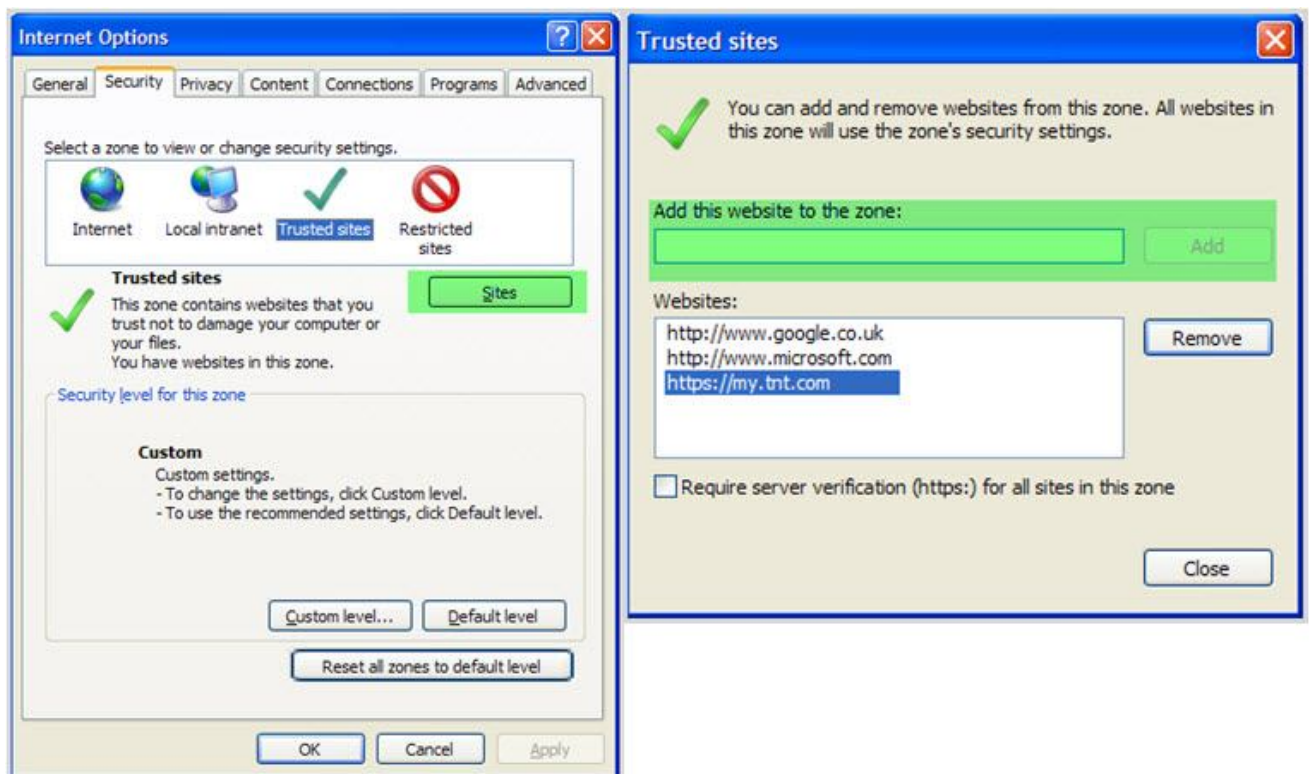
## Internet Explorer Browser Troubleshooting

Customers utilising Internet Explorer may see the report download start and then disappear. This is due to the settings in Internet Explorer.

Other browsers such as Firefox and Google Chrome do not have this issue. Please follow the following instructions to resolve this issue.

Add <https://my.tnt.com> to your list of trusted sites.

1. Open Internet Explorer
2. Click 'Tools' -> 'Internet Options..'
3. Click the 'Security' tab
4. Click on 'Trusted sites'
5. Click on 'Sites'
6. Add <https://my.tnt.com> in the 'add this website to the zone' field
7. Click 'Add'
8. Click 'Close'.



*Note: Some users may not be able to make these changes themselves. Please seek the assistance of your system administrator.*

If you have any further issues, please contact your local TNT Customer Service.  
Best regards, TNT Express.