

## 8 May 2025: TNT/FedEx Booking Issue - Fully Resolved

**As of 14 May, 3:34PM**

### **TNT Domestic**

Collections with TNT Domestic has been **fixed since 12 May**.

### **FedEx International**

Collections with FedEx International has also been **fixed since 12 May**.

The error, "ERR: INVALID.INPUT.EXCEPTION" has also been **fully fixed today**.

Please note the following important guidelines when ***shipping to the United States***:

- For shipments with a value **under \$800 USD**, a harmonised code is **not required** at the time of booking.
- For shipments **over \$800 USD**, the customer **must provide a 10-digit harmonised code**. Failure to do so will result in the shipment being held at customs.
- **Customers are responsible** for entering the correct harmonised code. Harmonised codes in Webship must be **exactly 10 digits**.
- **Important:** The harmonised code must accurately match the description of the goods being shipped. If the code does not correspond to the item description, FedEx will reject the shipment.

If you have any questions or need assistance, please don't hesitate to reach out to your dedicated freight consultant.

**As of 12 May, 10:55AM**

### **TNT Domestic**

Collections with TNT Domestic has been **fixed**.

### **FedEx International**

Collections with FedEx International has also been **fixed**.

However, the error "ERR: INVALID.INPUT.EXCEPTION - Invalid field value in the input" when booking **FedEx International shipments** may still occur intermittently. FedEx continues to fix this. If you encounter this error while booking a FedEx International shipment, please contact your ***dedicated Freight Consultant***.

Thank you very much for your patience.

**As of 9 May, 10:52AM**

**TNT Domestic**

Collections with TNT Domestic appears to have been fixed but TNT is yet to send official communications on this. For the meantime, if you have urgent domestic shipments that need to be dispatched today and you do not have daily pick-up arrangement, please contact your **dedicated Freight Consultant**.

**FedEx International**

Users will see the error "ERR: INVALID.INPUT.EXCEPTION - Invalid field value in the input" when booking FedEx shipments. FedEx is looking into this and we will advise once fixed. If you have any FedEx shipment to book, please contact your **dedicated Freight Consultant** as they can manually arrange this for you.

Thank you very much for your patience.

**As of 8 May, 3:18PM**

We have been informed by TNT that there has been an ongoing issue with their booking system that occurred late yesterday, briefly fixed earlier today, and has once again occurred this afternoon.

**TNT have advised the following:**

*"We experienced an outage with a component of our web services yesterday which prevented some shipments from being finalised. In addition bookings were not making it through to our operations teams in some cases. The services have been restored this morning however were receiving feedback that some web services are degraded in some cases."*

In light of this, please monitor TNT Domestic bookings and services—both recent and upcoming—if any irregularities or issues please notify your Freight Consultant. We will continue to provide updates as more information becomes available. Thank you.