



A flexible application.

When **Congleton borough council** wanted to distribute 10,000 new bus applications to local residents, they turned to TNT Post and its PremierSort Flex service to provide collection, sortation, transport and delivery.

Martin Simpson, the council's principle benefits officer tasked with implementing the pilot scheme, has nothing but good things to say about the quality of service provided by TNT Post.

Mr Simpson explains: "The council is in the process of introducing new bus passes with photographic identification. We approached TNT Post because we already had an established working relationship with their parcel division. Following initial discussions with our account manager we decided to use the bus pass pilot to introduce TNT Post, distributing 250 letters per day over a 2 month period.

It's easy to switch

The ease of switching from Royal Mail was a key factor in Martin's decision in employing TNT Post.

Martin commented "The initial set-up was simple and we were closely assisted by our account manager in completing the relevant paperwork. Our account was up and running with the minimum of fuss and everything about the postal service has been excellent."

The elimination of franking, delivery reliability and cost savings were some of

the other determining factors in Martin's decision to switch to TNT Post. In fact Martin was so happy with the pitch by TNT Post that he decided not to invite other service providers to tender for the pilot.

Martin continued "The flexibility and reliability of collection has enabled me to improve the productivity of the department and removed the need to frank letters which obviously takes time. Our delivery driver even calls to let us know if he's stuck in traffic – that attention to detail and customer-first approach has really impressed me. We are also making considerable savings which is important because as a council we always have to be mindful of the need to maximise efficiency and spend public funds wisely. We have a reputation to maintain, and TNT is helping us eliminate complaints by providing a high quality public service.

"I would be delighted to recommend TNT Post to other local borough councils!"

Customer

Congleton Borough Council

Location

Congleton, Cheshire

Manager

Martin Simpson

TNT Post Account Manager

Mike Gratton

Primary Business

Public Services

Service provision

Mail collection, sortation, transportation & delivery

Main benefits

- *Responsive and flexible service*
- *Improved delivery reliability*
- *Cost savings*
- *Improved public perception*
- *Increase in departmental productivity*

For further information about TNT Post mail services:

Call Customer Services on 0808 262 0808

Text TNT Post to 60123

E-mail enquiries@tntpost.co.uk

www.tntpost.co.uk

It's our business to deliver yours