



Why npower switched its postal delivery supplier

Energy company **npower** is a major mailer, sending out around 250,000 items of transactional and direct mail every day.

In September 2005, with a view to cutting costs, it appointed TNT Post as its consumer postal services partner

“We were aware that we could make substantial savings on our postal costs, which was the initial driver for making a switch,” explains **npower** logistics manager Hilary O’Grady. “But price wasn’t the only factor. We felt TNT ticked all the boxes and had the right culture for working with us.”

npower involved its two fulfilment houses in the tendering process so that any shortcomings could be identified and addressed before the move. The switch was phased, at **npower’s** request, because it has inherited different mail systems from the various companies it has acquired over the years.

O’Grady says he is ‘very pleased’ with the service. All the benefits promised by TNT have materialised and the quality targets **npower** set have been surpassed.

npower uses TNT Post Premier and PremierSort services; both 2 day, day definite services offering faster, more reliable and more cost effective delivery of pre-sorted bulk and unsorted mail respectively. Premier is TNT Post’s alternative to Mailsort 1 and 2 for all sortation outputs: 120, 700 and 1400. PremierSort is a consolidation alternative to standard tariff for machineable mail.

A clear account-handling structure has also made it easy for **npower** to contact the right person to speak to about any issues.

“It used to be that when we handed mail over to Royal Mail it disappeared into a black hole. Now we have traceability into inward mail centres and we know where the mail is much further down the line,” says O’Grady.



Customer

npower

Location

Worcester

Manager

Hilary O’Grady

TNT Post Account Manager

Nick Watts

Primary Business

Energy supplier

Service provision

Mail collection, sortation, transportation and delivery

Main benefits

- Quality of service
- Substantial savings
- Clear account-handling structure
- Traceability
- Empathetic business culture

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

