



Customer
Past Due Credit

Location
Glasgow, Scotland

Director
Caroline Grant

Primary Business
Debt collection

Service provision
PremierSort Flex

Main benefits

- *Flexible – scaleable systems in line with varying mailing volumes*
- *Cost-effective – competitive pricing structure reduced costs*
- *Responsive – resources and infrastructure to cope with any demand*
- *Supportive – excellent customer support from knowledgeable account managers*
- *Reliable – commitment to quality for complete peace of mind*

Credited with excellent service.

Past Due Credit – a debt collection company based in Glasgow – was set up in October 2005 and now employs 13 people. TNT Post was recommended to **Past Due Credit** by another business in the industry that had already signed up to its postal services.

Past Due Credit appointed TNT Post in November 2006 to handle its mail via TNT Post PremierSort Flex. PremierSort Flex is a day-definite mailing solution designed specifically to benefit local businesses sending over 250 unsorted mail items per day, or have weekly, monthly or irregular mailshot requirements. Since **Past Due Credit** mail out varying volumes, this service perfectly fitted the needs of the debt collection company.

Caroline Grant, Director of **Past Due Credit** comments: “Each week is different in terms of the volumes we mail. Earlier in the year we were sending anything between six hundred and six thousand items a week. More recently we sent close to fourteen thousand. We therefore needed a postal partner that could be flexible – TNT Post provides this at a competitive price.”

Past Due Credit's relationship with TNT Post was further strengthened because the company had experienced poor service from a mailing house. The mailing house failed to send their mail on time on a number of occasions and attempted

to cover this up, but TNT Post quickly stepped in to ensure these items were mailed on time.

Caroline explains: “We’ve had real trouble with mailings in the past, a mailing house we used to use really let us down and jeopardised a big contract. It was at this point that TNT Post stepped in and saved the day – without their team’s professionalism it’s likely we would have lost the contract. We can now be confident the letters we mail will be sent on time and as expected. For us trust is a big part of our relationship with our postal provider, and we know we can rely on TNT Post.”

Past Due Credit has been delighted with the standard of service from the TNT Post team and the reliability of the company overall.

Caroline concludes: “The TNT Post team in Scotland offer the full package – they are competitive on cost, flexible, professional and trustworthy. We would recommend TNT Post to other businesses in Scotland that are looking for more from their postal provider.”

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