



Finding fulfilment in post.

Helping improve service levels and cost savings has enabled **Romax** – a bulk mail, DM, print and fulfilment provider – to find fulfilment in post.

Romax has established an excellent reputation within the market for its flexible approach and quality service. Consequently **Romax** was seeking a postal partner that was able to maintain its reputation for providing reliable, cost-effective postal solutions.

Robin Sumner, Managing Director explains: “**Romax** has a significant level of postal output, averaging over 100,000 items a day with maximum capacity of around 250,000 items a day. With such high daily postal volumes, **Romax** must rely on efficient delivery channels to ensure maximum effectiveness and customer satisfaction.”

Ninety per cent of **Romax's** output is DM related, so it is essential that its customers can be certain their mailings will be delivered on time. This ensures each campaign can be closely tracked and resources put in place to manage response.

Robin continues “Many postal suppliers we have used in the past have lacked a strong customer focus and as a result our business can suffer. After all, it's our reputation at stake here. TNT Post has been our main partner for mail collection, sortation and

delivery for the past year and they have rarely let us down.”

Following **Romax's** decision to appoint TNT Post, it has seen numerous time and cost savings.

TNT Post's Premier service, a 2 day-definite service, has eradicated late deliveries and its automated tracking system has instilled confidence both within **Romax** and amongst its customers.

As a result, **Romax** is able to keep customers fully informed on the status of their mail and ensure customers receive quality service.

Robin Sumner comments: “The transition to TNT Post was extremely smooth. Our account manager and his team dealt with all the documentation, supervised collection and delivery for the first few weeks and allowed the department to continue its daily operations with the minimum of disruption.

“Collection of our mail is flexible but always on time and we are now able to better plan our resource requirements.

We are so pleased with TNT Post that I would recommend their service to anyone considering an upgrade in their postal service.”

Customer

Romax

Location

Greenwich, London

Managing Director

Robin Sumner

TNT Post Account Manager

David King

Primary Business

Direct Marketing, Data, Print & Postal Solutions

Service provision

Premier & PremierSort Flex

Immediate benefits

- *Improved efficiency*
- *Reliable on time deliveries*
- *Improved control with track and trace*
- *Flexible collection times*
- *Reduced costs*
- *Improved data management*
- *Increased productivity*

Long term benefits

- *Improved service levels*
- *Improved reputation*
- *Reduction in costs*
- *Increased 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