



## TNT Post Delivers Outstanding Productivity

In the UK, nearly a fifth of all mail that drops through a letter box is processed by TNT Post. TNT Post is part of PostNL, headquartered in the Netherlands and employing around 77,000 people in the UK, Benelux, Germany and Italy. With a turnover in excess of 4.3 billion Euros, the group is a formidable postal operator.

TNT Post is well established in the UK providing services that include collecting, sorting and transporting letters, packets and parcels as well as providing services in the area of data and document management and direct marketing and fulfilment.

The Head Office of TNT Post is based in Marlow, Buckinghamshire and operates as a shared service centre for 11 TNT companies, accommodating Finance, Payroll, HR, Marketing, IT and Customer Services. Finance Controller Greg Wigmore heads up a team responsible for all transactional finance including payroll, accounts payable, accounts receivable and banking.

"TNT Post has grown rapidly in recent years", says Greg, "four years ago we had 500 staff, now we have more than 1200. The old finance management system was creaking at the seams so we replaced it with SAP to deal with the increasing volume of transactions".

However, there was still a problem with employee expenses which were being submitted on paper and then manually checked and entered into the purchase ledger. This was a hugely time consuming task and Accounts Payable Manager Jean Bentley was struggling to keep up with the workload.

"I joined TNT Post just before we implemented SAP", recalls Jean, "I was responsible for 9 purchase ledgers and all of the expenses. The expenses were my worst nightmare! Claims arrived in different formats, receipts were missing and often VAT calculations were incorrect. My desk was swamped and then, just before pay day, hundreds more claims would suddenly arrive".

Accountants from each individual business had to apply coding before the claims could be keyed into SAP and it was difficult to meet payment deadlines. Clearly, automation was the answer and Greg began to investigate possible solutions.

One option was to extend the scope of SAP. However, this was discounted for reasons of cost and the extended lead times necessary to configure and deploy the software. Eventually Greg turned to Expense On Demand, a cloud company that specialises in automating employee expenses.

Expense On Demand is a hosted software solution for managing and tracking employee expenses and time sheets. Using a web browser, employees complete electronic forms that then follow an automated process for online approval and payment

The solution was configured within a week and, following a 15 day pilot, rolled out across the entire organisation. "We introduced Expense On Demand to our staff at three presentations held in depots around the country", explains Jean, "and within two months we were fully operational".

"When we went live it was a revelation", continues Jean, "within days my desk was clear and I had time to add value to the process, rather than just enter claims". Expense On Demand incorporates a configurable CSV interface which is used to exchange data with other systems. At TNT Post this interface sends a single file directly to SAP.

"Before we had Expense On Demand, I would often be here late at night keying in claims", says Jean, "but now the electronic file loads in minutes. And since all the coding is applied automatically, it's always correct and there are no bottlenecks around the business".

# Expense OnDemand

“Without Expense On Demand we would need two more full time staff just to process claims”, continues Greg. “There have been other benefits too. With more time in the department, we have been able to centralise AP with no additional staff costs. This has given us more control, better purchasing power and clear visibility of spend across the group”.

“The other big benefit for us is HMRC compliance. We now reclaim at least 50% more VAT relating to expenses, mainly from mileage claims and correctly submitted VAT receipts. Also, we can run P11D reports in minutes, whereas previously this was a complex and laborious job. Above all, I know that we are fully compliant and nothing is being incorrectly managed”.

TNT Post UK was recently judged to be the most efficient TNT finance department in the world.