BUSINESS CHALLENGE

TNT faced a number of business challenges, including the need to quickly introduce an electronic invoicing solution to meet global demand, stop the manual preparation of customer billing data, and integrate with existing TNT billing systems. The new solution also had to support multiple countries, languages and currencies. It was also necessary to comply with local country regulations regarding the use of digital signatures and reduce costs by driving down print and mail volumes year on year.

TRANSFORMATION

TNT rolled out a global eInvoicing solution from Macro 4 to automatically prepare and deliver electronic invoices and billing data to business customers in over 55 countries. The initiative raised customer service standards and delivered print and postage cost savings.

> Macro 4 has provided TNT with a highly scalable, global solution that has enabled us to roll out eInvoicing to over 55 countries without disruption to our core billing systems. It automates the invoice preparation and delivery process, helping us to comply with international digital signature regulations and intelligently ensures customers receive invoice documents and data in a suitable electronic format.

**Robert Hitchens,
Lifecycle Manager (Channels), TNT**

TNT – SWIFTLY DELIVERING GLOBAL EINVOICING

TNT is one of the world's largest express delivery companies. On a daily basis, TNT delivers close to one million consignments ranging from documents and parcels to palletized freight.

The company operates road and air transportation networks in Europe, the Middle East and Africa, Asia–Pacific and the Americas. TNT took a strategic decision to introduce a global system that would deliver invoices electronically to corporate customers, as well as automate the process of preparing and distributing billing data.

In addition to driving up service and efficiency, a key business objective was to achieve cost savings by printing fewer paper invoices.

BUSINESS BENEFITS

INCREASED CUSTOMER SATISFACTION AND LOYALTY
customers save time and effort by receiving their invoices and billing data electronically

SIGNIFICANTLY REDUCED PRINTING AND POSTAGE COSTS
over 65% of corporate customers have switched to electronic invoices

INCREASED PRODUCTIVITY
by automating the preparation and delivery of invoicing data (in a range of formats)

ENHANCED REPUTATION
a smooth and swift implementation has enhanced the reputation of TNT as a global market leader

THE CHALLENGE:

"Several years ago, we started to supply corporate customers with their billing data, in addition to the usual paper invoices. This was great for our customers because it meant they could cut out manual effort completely by uploading financial data directly into their own business systems," said Robert Hitchens, Lifecycle Manager (Channels) at TNT.

However, this process was very labor intensive. "Every customer requested their data in a different layout and format, so it was time consuming to prepare manually, and someone then had to press a button to send it out. With customer demand for electronic invoicing on the increase, we wanted to streamline the process – and build loyalty by making it an even better experience for our customers, wherever they are in the world."

Given the growing customer demand for electronic invoicing, it was essential to find a low-risk solution that could be implemented quickly, without making changes to TNT's core billing systems.

"With customer demand for electronic invoicing on the increase, we wanted to streamline the process - and build loyalty by making it an even better experience for our customers, wherever they are in the world." said Robert Hitchens.

As TNT planned to roll out electronic invoicing in all its locations worldwide, the solution had to be easy to use, with minimal need for training. Critically, any new system needed to handle the complexities of a large-scale, global invoicing operation, including multiple languages, multiple currencies, high volumes and a range of local regulations regarding digital signatures.

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> It's been a successful initiative that has enhanced customer service, freed up staff time and produced savings in paper, printing and postage.
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> **Robert Hitchens,**
> **Lifecycle Manager (Channels), TNT**
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THE SOLUTION:

TNT chose the Columbus eInvoicing solution from Macro 4. The new system was quick and easy to deploy, as it fitted seamlessly into the TNT billing operation and required no modifications to the existing billing systems. It met all of the key selection criteria for TNT, as Robert Hitchens explained:

"Invoicing is business critical – and sits right in the public eye – so it was vital to choose a stable, well supported product that we can rely on. We also have to manage regional variations and scale up our operations to meet customer demand. Macro 4's eInvoicing solution met all of these requirements."

Now TNT customers receive their invoices by email, and can log onto a secure web portal to download their invoice data in a range of formats, including CSV, Excel and XML. Alternatively, they can choose to receive their documents and data via File Transfer Protocol (FTP). Customers can also download their own historical copy invoices from the web portal. Manual effort is completely eliminated, as the Macro 4 software automates the entire process of capturing, formatting and distributing invoice data and documents.

As part of this process, the Columbus system analyzes the customer data and uses business rules to apply individual customer preferences. Country-specific rules are also applied to ensure that the PDF invoices include, where required, the appropriate time-stamped digital signatures to comply with local regulations.

Files are also stored within TNT in an online archive for long-term compliance. The web portal is integrated with TNT's wider customer service suite using single sign-on, providing convenient self-service access to a variety of other online services. TNT finance personnel can also use the Macro 4 eInvoicing system, to assist with credit management:

"We can see which invoices have been viewed online by customers, giving credit control staff visibility about which customers might need a reminder call," said Robert Hitchens.

For Australian customers there are additional links to the TNT delivery tracking system, the Proof of Delivery documentation and a payment system – all of which helps to speed up payment.

THE BENEFITS:

"Macro 4's eInvoicing system represents a major improvement in our provision of electronic invoice data and documents and customers are happier as a result. Delivering this kind of excellent service to customers strengthens our reputation as a market leader and we believe it will help us to continue building customer loyalty," said Robert Hitchens.

All of the manual work involved in extracting invoice data from the invoice system and emailing it to customers has been eliminated. Invoice data now reaches customers faster and the system is very easy to use, saving time and effort. Over half of all TNT customers receive electronic invoices, with the Macro 4 system now delivering approximately one million invoices per month.

The availability of electronic invoices is a particular advantage for countries where the postal service is unreliable. Even for customers who still rely on postal invoices, when an invoice goes missing in the post, they no longer need to request another copy.

"Customers have online access to invoices for the previous 26 weeks so we are receiving fewer requests for copy invoices. All this has reduced the workload in our billing centers and freed up staff to work on other tasks. Ultimately we have reduced the cost of servicing our customers' needs for invoicing information," said Robert Hitchens.

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THE NEXT STEP

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