



TNT SHOWCASE

INDUSTRIAL MANUFACTURER

A German multinational engineering company



THE PEOPLE NETWORK

A COMPLEX DELIVERY PROCESS TO MULTIPLE EUROPEAN DESTINATIONS

THE CHALLENGES



The range of products, manufactured at various locations in Germany, has a diverse delivery profile



The company employs complex distribution processes with multiple decoupling points served by multiple suppliers per lane



Multiple touch points in the delivery process are vulnerable to disruption with limited visibility and control over supply chain

TNT'S UNRIVALLED SERVICE POWERS DISTRIBUTION



End-to-end delivery service across Europe for all types of shipments

TNT DELIVERS SIGNIFICANT BENEFITS TO OUR CUSTOMER

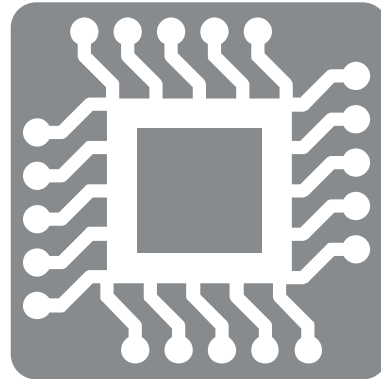
REDUCED INVENTORY
in-transit pipeline costs by **€0.55m per year** due to shorter delivery time



OVERALL SUPPLY CHAIN
cost saving of €0.8m euro per year



IMPROVE SERVICE PERFORMANCE by **6%** by reducing the number of touch points with different carriers



REDUCE ADMINISTRATION COSTS by 0.5 FTE



REDUCE LOSS OF SALES by improving product availability though better service performance



IMPROVED SHIPMENT VISIBILITY, proactive monitoring and deviation planning



WITH A COMPLETE SHIPMENT SOLUTION

1

...

TNT collects shipments from 3 customer logistics centres in Germany

**2**

...

Shipments are consolidated at the TNT hub and sorted for final delivery

**3**

...

When more urgency is required, or shipment weight profile doesn't fit the TNT network, the dedicated customer service team arranges direct delivery

**4**

...

A dedicated customer service team monitors delivery and proactively activates a deviation plan if necessary

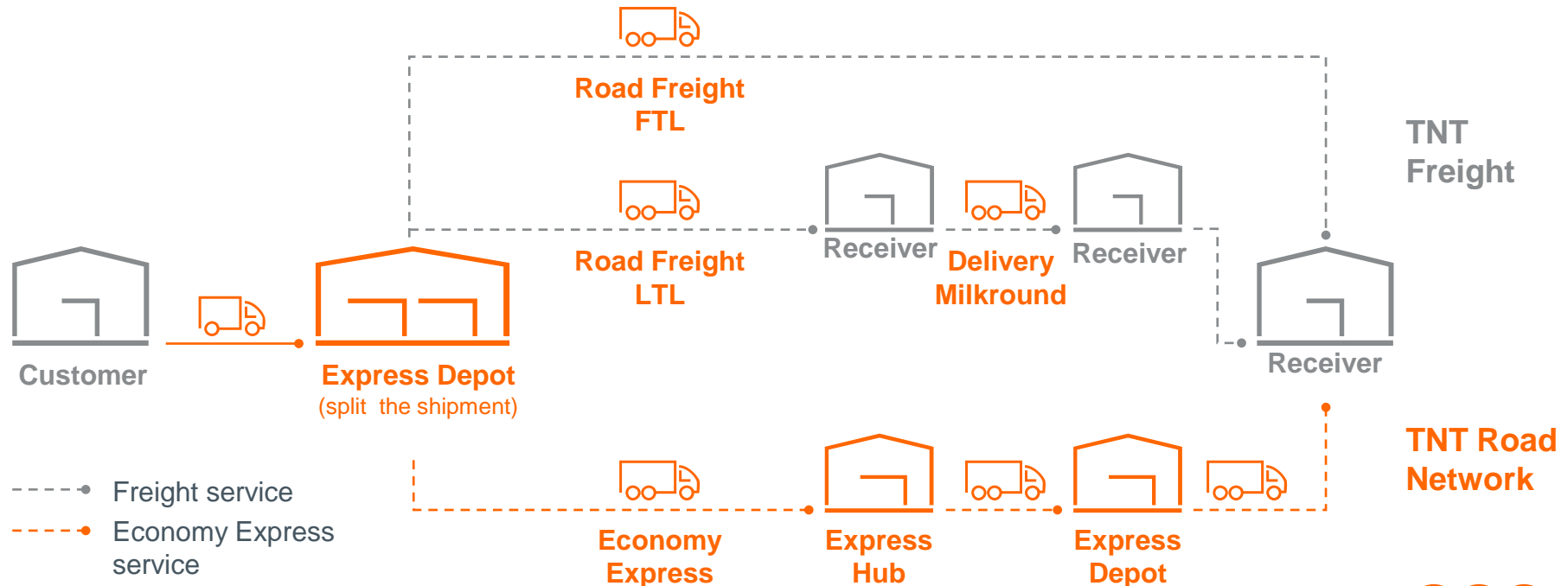


POWERED BY OUR UNRIVALLED NETWORK AND DEDICATED CUSTOMER SUPPORT



- > A dedicated customer team offers **one single point** of contact with TNT
- > The team **proactively monitors** shipments from collection to delivery, **activates service recovery** if necessary and **provides customer with complete visibility** over the shipping process
- > TNT collects shipments daily, delivering them to hundreds of our customer's clients to **ensure their production lines keep running**
- > TNT is able to proactively offer **in-transit service upgrades** when more urgency is required

TNT HELPS ITS CUSTOMER TO OPTIMISE ITS SUPPLY CHAIN AND DELIVER SEAMLESS SERVICE TO ITS OWN CUSTOMERS





THE PEOPLE NETWORK

THANK YOU