

## TNT PHILIPPINES

# CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS

### CUSTOMER STORY

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#### SUPPORTING AN INTERNATIONAL CHURCH

Alain Tagpuno's job is a potentially complex one: shipping robes and garments to the church's far-flung locations around the world. Although many of the shipments go to other parts of Asia, some go as far as South Africa, Ghana and even Azerbaijan.

Although the volumes are relatively small, the sheer number of locations means the process could prove to be a difficult one.

It's for that reason that the church has been working with TNT for the past seven years.

"We are a family orientated church and being partnered with TNT is like (being with) family," says Mr Tagpuno.

"I've been asked many times by my manager why I'm so inclined to use TNT for my shipments. I told him that TNT is very reliable, they are there [for me] all the time."

He gives one example of a shipment of seven pallets that was due to be sent to

Japan via sea freight. At the last moment, a request came through to expedite the shipment which means it had to be sent by air instead.

Fearing the short notice would prove to be a challenge, he got in touch with TNT, "and to my amazement TNT did it so well," recounts Mr Tagpuno. TNT Philippines was able to reschedule, pick up the shipments and deliver them to meet the new deadline through its competitive express delivery option.

He also cites the convenience of myTNT, the shipping provider's online service account for customers, something that makes his job easier. myTNT allows Mr Tagpuno to track his shipments in real time via the online service, manage his paperwork as well as complete his shipping requests.

"I have been enrolled in myTNT website for two years and since then I've been using it to book my shipments. When I need to track my shipments, I just go to the website and everything I need is there at the push of a button."

On those rare occasions where the answers he needs are not available on the myTNT website, Mr Tagpuno simply calls TNT to get the relevant information. "It makes my job so easy," he says. "The service, the response, everything in a single package."

#### ABOUT TNT EXPRESS

TNT Express, a FedEx company, is one of the world's largest express delivery companies. On a daily basis, TNT Express delivers close to one million consignments ranging from documents and parcels to palletised freight. The company offers road and air delivery services in Europe, the Middle East and Africa, Asia-Pacific and the Americas. TNT Express made €6.9 billion in revenue in 2015.



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