



CASE STUDY: TUI CREDIT AUTO REPLENISHMENT

Background

TUI, the world's largest tourism and services group, deposits thousands of payments each week.

Head Office manually replenished credit books as they were requested by each of their 750 branches.

It was also a difficult task to accurately track which branches were depositing which monies.

Requirement

A secure system that automatically replenishes credit books to each branch on a just in time basis before existing stocks become exhausted.

To replace existing credits with a specially printed alternative that carries a reference number unique to each branch.

Overview

The Customer Auto Replenishment Service (CARS) went live in May 2005 and since then TUI has received in excess of 35,000 credit books.

Each day the bank generates an electronic statement detailing the deposits that have been made during the previous days banking. The unique reference codes enable the CARS software to identify the credit slips that have been used for banking, recalculate stock levels by branch and issue the required orders for the day.

The flexibility of the system means that different minimum stock levels can be set for each branch to accommodate varying usage levels.

Comprehensive management reports are generated at agreed times, which keep TUI up to date on the activity of each branch.

The unique reference codes also enable the accounts team to track deposits made by each branch and more easily reconcile their bank accounts.



Commenting on the system a year after it was implemented Tracy Kirby, Retail Support Team Leader at TUI said:

“Our bank introduced us to Checkprint’s Auto Replenishment Service and we are already benefiting from the new system.”

“The service is providing us with a very efficient system for replenishing over 750 of our branches nation-wide.’

Outcome

TUI now has a more efficient system for the replenishment of credit books to their retail branch network.

Deposits are being reconciled more easily and management teams receive regular, in-depth, reports.

With this labour intensive task streamlined the accounts team also has more time to address other responsibilities.