**Internship TNT Express Revenue Management, Network usage & optimization**

“Capturing the optimal value of delivering the right service to the right customer at the right time using the right asset and for the right price”

**Context:** The development of Revenue Management is one of the strategic projects of TNT Express. In the Integrator industry Revenue Management is not widely adopted. Main competitors do not have a fully developed RM discipline like the hotel and airline industry. TNT recognizes that developing these capabilities ahead of the market will bring sustainable competitive advantage.

For this journey we are looking to enlist the enthusiasm, scientific skills and curiosity of an Operational Research or Econometrics Student. We offer the opportunity to conduct your thesis with TNT in an intern position.

**TNT Express:**

TNT Express is a publically listed logistics integrator which operates in a B2B, door to door, express parcel market. The TNT network has a worldwide reach and is a mix of owned assets like aircrafts, trucks and warehouses, and subcontracted network items like trucks and small pick-up and delivery vehicles. Part of the network is fixed and part of the network is variable and can be sources on a short term notice. Domestic Markets is the segment which focuses on the countries with a domestic (not cross border) network; UK, France, Italy, Brazil, Chile, Australia.

For this Domestic Markets segment we are looking to develop the Revenue Management way of working. Today prices are negotiated for a year where the price discount level is related to the customers expected revenue. Tomorrow we want to be able to optimize based on accurate forecasting of demand, price elasticity and network capacity.

**Internship assignment:** Revenue Management, Network usage and optimization

The network of TNT is made up by various elements that can be constrained on volume (truck), weight (aircraft) or pieces (warehouse). At this moment there is very limited visibility of what part of the network a parcel has actually used at any given time.

To arrive at a forecasted and eventually optimized network we need to create insight in:

- What traffic (freight) is currently on the network:
  - per date, time, vehicle id, etc
  - weight, volume, dimensions, consignment, items,
  - associated products, services, O&D, customers
  - Freight rate, surcharges
- Determine the maximum fixed network capacity (the inventory) and identify variable network capacity
- Determine historic bottlenecks and available capacity in the network by location, time and network element
- Forecast the bottlenecks and available capacity in the network
Based Revenue Management principles propose tactics to optimize revenue with fixed network on a short and medium term. And simulate potential revenue gain based on proposed tactics.

Activities will include:
- Gather, clean, prepare data from various sources and disciplines within TNT
- Create a method to combine traffic and network data
- Forecast network usage based on historic data
- Identify the significant optimization opportunities for Domestic market

Revenue Management Team TNT Express

You will be based in the Hoofddorp Head Office. Some international travel may be required. You will be guided and supported by the Revenue Management team with extensive experience in RM in other industries (Hotels and Cargo carrier) and TNT business experience.

Gwen Roelofs  Industrial Design Engineering, University of Delft

Air France KLM Cargo: 13 years in Revenue Management responsible for design and implementation of processes, tools and reports supporting Revenue Management. Later on responsible for the revenue optimization of the cargo capacity of the flights from Asia and the America's to Europe.

1 year with TNT

Sigrid Geldermans-Smits, Education Graduated from Hotelschool The Hague, Hospitality Business School Marriott International: 15 years in the Revenue Management contributing to the development of the scope, processes, systems and impact of Revenue Management both at Head office and BU level.

Essent 2 years as Manager Commercial Development & Reporting for the B2B market initiating database marketing, performance culture, pricing and deep competitive insights.

1 year with TNT

Giorgio Guarnieri, Education BsC foreign trade, University of Turin

TNT, 8 years initially with Pricing and Commercial team in Italy supporting Major and Key Account pricing. Moved to head office in 2009 supporting Strategic Account as commercial manager for the Automotive vertical market. Joined the revenue management team in September 2014.

To apply please send your application to;

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