

KFC (YUM)

Case Study



KFC UKI (YUM) is a billion-pound business with over 950 restaurants run by over 28,000 restaurant team members, with almost 300 equity restaurants supported by the teams at Woking. With circa 220 of their employees driving on behalf of the business, their objectives were to increase compliance, streamline the process for the driver and save costs.

Mileage Capture, Fuel and Audit

YUM went live with The Miles Consultancy (TMC) for mileage capture back in 2011 to digitalise the business mileage logging process. For their employees, a simple web-platform allows them to log details of their business-related journeys and a closing vehicle odometer reading each month. TMC's mobile app followed, giving employees a way to log their mileage and fuel expenditure on-the-go.

TMC were able to overlay this data with the employees' Barclaycard fuel spend, automatically fed, to create and provide a monthly payroll file to the client to detail the private fuel cost for their company car and cash allowance drivers. TMC were also able to shoulder some of the administrative burden on behalf of the client when it came to things such as the ordering of new cards, cancelling of cards for leavers and PIN reminders.

When the client changed fuel card providers to Allstar the payroll process was unaffected; TMC were still able to load the driver fuel card spend automatically and produce the same payroll data for private deductions and reimbursements.

The introduction of electric vehicles to the fleet was no bother to TMC, who added an EV actual cost scheme to the account to allow employees using a fully electric car to be fairly reimbursed for their home charging and relative business mileage.

In terms of looking to reduce costs for the client, this comes from the audits. TMC's dedicated team carry out advanced audits on mileage and fuel spend throughout each month to help make savings and improve driver behaviour. Drivers receive a real time notification when their account is flagged in relation to their fuel card spend and TMC support are able to follow up and verify the transactions that have flagged. TMC may also verify details of logged mileage to correct discrepancies, deter misuse and encourage better practice.

“ ”

“Our administrative burden has reduced from using three companies to one, compliance visibility has increased and costs have reduced, so all objectives met.”

***Alison Spear
RSC Payroll Manager***

Striving for Compliance

In November 2023, YUM added a suite of Compliance+ modules to their TMC stack to team up with the already-successful mileage capture service. The client's drivers complete DVLA licence checks and vehicle document checks to declare that they and their vehicle are safe and legally allowed to drive for business purposes.

This covers all driver profiles, meaning that whilst some don't drive-for-business or aren't required to log business mileage, they may still complete the checks to help the business with meeting their duty of care obligations.

Just like with the mileage capture, the road risk services are technology-based and easy to use for the driver. The mobile app allows you to scan and upload a photo of the licence card and/or insurance document, whilst the web platform allows you to run your licence information through the DVLA server and upload a photo or file for the insurance document to be reviewed by the specialist TMC team.

The Fleet Manager Perspective

All recorded data is easily reported back to the fleet manager via their own personalised dashboard. This gives them a summary of live users per scheme and their DVLA check completion rate as well as a more comprehensive reporting suite, allowing for a deeper dive into their valuable fleet data. The dashboard allows the client to run their own reports or alternatively use the interactive data analysis elements for mileage, compliance, EV reporting and carbon reporting to gain insights into how their fleet is performing and how compliant they really are.

YUM used to use another provider for their licence and document checks and since moving to TMC, have found it so much easier to access all of the data from one place, namely the fleet manager dashboard. The client also appreciate the risk alert aspects of the services and that the compliance is linked to mileage capture, so all checks have to be completed before mileage can be submitted.



The switch over from the previous suppliers was straight-forward and has made my life much easier! I was kept up to date of the implementation progress and all the communications to drivers were dealt with which was extremely helpful.

