

**Founded in 1899, Miele are a high-end domestic appliance manufacturer represented by its own sales subsidiaries in nearly 50 countries/regions.**

Miele began by completing a six-month trial, starting in September 2023. The aim for TMC? To deliver seamless mileage capture, taken on administrative duties for payroll and provide comprehensive reporting to help Miele make sense of their own fleet data for better decision making.

The trial involved 28 company car drivers with HSBC fuel & charge cards who logged their trips using the Mileage Track app. The card spend was fed through automatically to TMC systems, overlaid with the recorded mileage data. TMC have the capability to work with multiple fuel providers and extract the transaction data seamlessly.

During the trial, TMC were made aware that telematics were already installed in Miele company vehicles. So, we began to extract the trip data from the telematics provider Webfleet via API to further simplify the process for the drivers. They only needed to classify the trips to business or private via our website or mobile app and log their tariff information and kWhs used for home charging, if applicable, before submitting each month at close-off.

TMC provide a payroll output to the client, ideal for reimbursing or deducting drivers at actual cost by accurately factoring in any home, public and office charging, employee or employer funded. We aggregate all costs incurred and combine with the captured trip data to identify the business and private proportions.

*“From a Miele perspective, TMC have eliminated a lot of the time-consuming processes related to mileage audits and have allowed us to implement a fair business cost reimbursement policy.*

**James Walkington**  
**Fleet Co-Ordinator**

## Audits

One of TMC’s valuable strengths is the ability to conduct audits on the data we receive. This proves to be useful to correct discrepancies, deter potentially fraudulent claims and verify the data that we receive, all in effort to help the client achieve overall savings.

The first thing for the team to audit is the classified trips pulled through by the telematics. TMC’s dedicated team are able to pick up on any irregularities and logging errors, present them back to the employee and work with them to ensure the correct information is submitted. Analysis on each vehicle’s pence per mile vs the benchmark identifies why drivers may be averaging a high or low cost and confirms the type of mileage that they complete, be it in rural areas or city centres for example. It’s also beneficial to validate the driver’s occupation and whether they are required to carry any stock or equipment.

TMC also manage what is called velocity audits, which focuses on fuel & EV charge card transactions. This works particularly well to help in making huge administrative savings for the client by simply verifying card purchases, correcting discrepancies, deterring misuse and encouraging better practices, such as looking for the cheapest or more cost effective public filling stations and avoiding premium or motorway stations.

Electric vehicle drivers are required to upload information concerning their home charging tariff with a supporting document or bill. TMC stretch the audit to this area for the client and approve/reject accordingly to make sure that the reimbursements that the drivers are receiving for home charging are accurate and according to their actual tariff.

## Reporting

All mileage, vehicle emission and fuel & EV charge activity is easily accessible to the client via the interactive fleet manager dashboard. Here, the client can identify trends, analyse the pence per mile value for each vehicle within their fleet and have visibility of how each employee's card spend impacts the running costs. The client also has sight of all employee response to TMC contact, resolved and escalated cases and any risk alerts that have flagged both real-time and historically.

TMC hold regular strategic reviews with the client and have the support of a dedicated account manager, on hand to help with day-to-day queries, discuss key topic areas and make recommendations on how to best run the account.

## To The Present...

Miele were pleased with the trial results of the complete mileage capture and audit solution. As a result, in March 2024, they signed up for two further years and added 30 more company cars including ICE vehicles, five pool vehicles and 130 vans to the TMC system. The actual cost deduction through payroll works the same for the ICE vehicles as it does for the electric vehicles but using the fuel card spend instead.

The van population are all fitted with trackers as well and the drivers have fully expensed fuel cards, paying the BIK tax scale charge as per HMRC guidelines. Looking to the future, TMC may be able to look at the potential to extract further savings, by working with the client to identify if fully expensed is the correct scheme for each employee or if deducting the private element can be beneficial for both the employee and the employer.

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***Utilising the trip data from our telematics supplier has reduced the amount of time a driver needs to claim business miles and provides me, as a Fleet Manager, an easy platform to work with.***

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Reach us via:

t: +44 (0) 1270 525 218 e: [reply@tmc.co.uk](mailto:reply@tmc.co.uk) w: [www.tmc.co.uk](http://www.tmc.co.uk)

**tmc**  
The Miles Consultancy