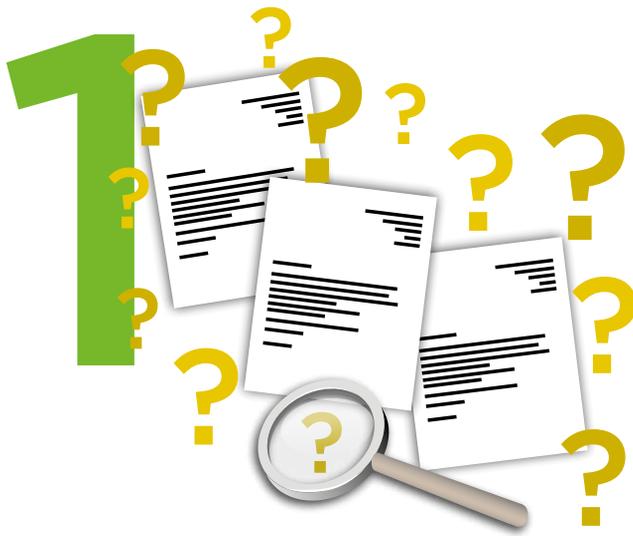


7

Signs

You Have Seriously Flawed Mail Processes

7 of the most common incoming mail problems faced by businesses today and how it is possible to solve them.

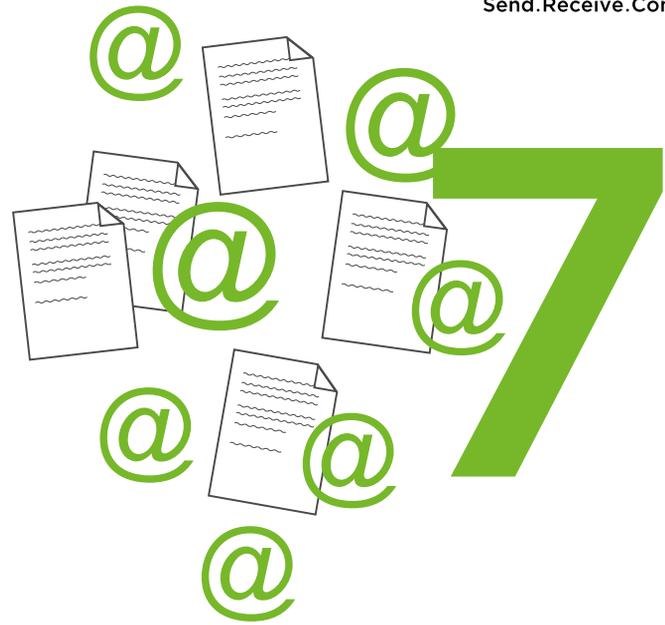


7 Signs You Have Seriously Flawed Mail Processes



How many of the seriously flawed mail processes, shown in this brochure, seem very familiar to the way you deal with your incoming mail?

Find out how Neopost solutions can improve the way you manage incoming mail in a seamless process from opening to distribution, processing and storage.





Lost documents

Losing and misfiling documents is commonplace in many businesses. It means important information is often lost, it takes longer to retrieve items and can also lead to extra costs resulting from more printing and even compliance fines.

In an IDC study, participants found an average ROI of 400%+ after five years of adopting an EDM.

What's the solution?

Electronic Document Management (EDM) solutions bring speed and efficiency to incoming mail processes, scanning documents easily and safely storing them for fast retrieval.

Even our small business solutions offer massive capabilities.

Search engine to find documents	First page image for fast recognition	Stores 3 million black & white single pages
50 page automatic feeder	2,000 pages scanned per day	Remote access for full control

Paper files taking up space... and time!

Storing all of your documents is rarely practical and on the whole inefficient. Physical storage, whether this is on or off premises carries with it additional costs, such as taking up valuable office space or fees from a storage company.

Physical storage also means more effort is needed to retrieve documents and can create security risks if storing sensitive data.

Say hello to digital options

The birth of Electronic Document Management however has brought more modern options to businesses, options that provide:

- More convenient, instantly accessible document storage and reduced handling
- Faster, easier retrieval with features such as 'search'
- More cost effective options thanks to space saved and no fees for physical storage

Even our smallest EDM solution can store up to 3 million documents. This would take up 3,000 storage boxes and could cost over £1000 per month!

5

250 storage boxes could cost around £100 per month – that's £1200 a year before retrieval costs are added!





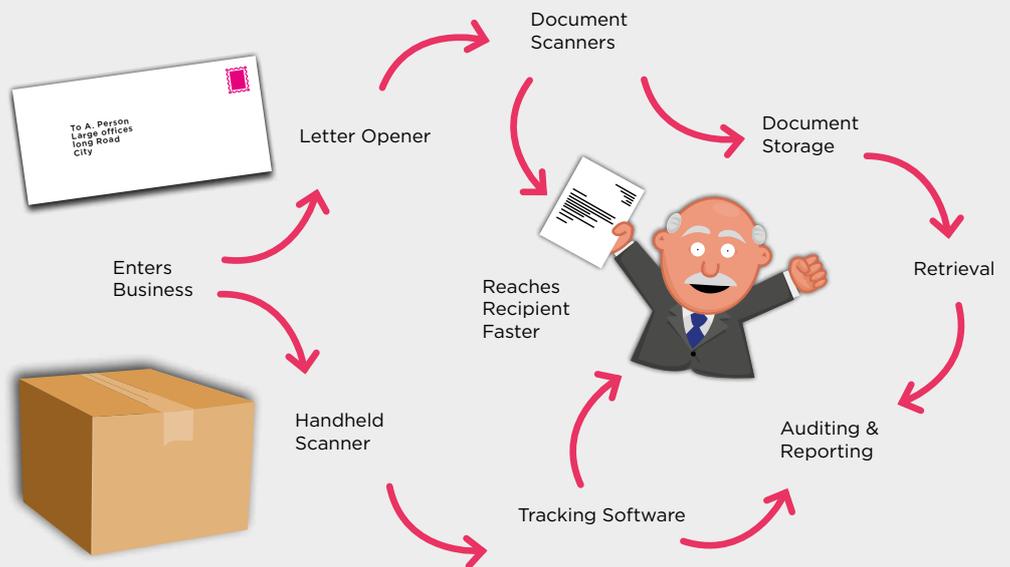
Slow mail processing

Delays in mail handling can mean slow response times which in turn leads to frustrated stakeholders and dissatisfied customers.

It can also result in important documents such as sales orders, invoices and cheques not being dealt with quickly enough.

Forget handling at a snail's pace

Modern solutions for handling mail are multifaceted and can greatly speed up the way mail enters and is distributed across your business.



Uncollected packages

Are packages, important letters and documents clogging your reception? Are you finding them stacked in the aisles? Are they failing to reach their destinations meaning frustrated internal customers? It is almost certainly time to look into the options for improving the way your business handles packages.

This should include gaining insight into how packages are accepted and how SLA performance is managed and accounted for.

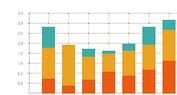
Leverage the power of intelligence

Use modern technology to record and track delivery status and signatures, from arrival at your premises to receipt by the addressee. Automated alerts keep the addressee informed.

A properly managed process and accurate reporting help to identify opportunities for improvement.

As a result packages are delivered to recipients faster and with more information at hand. They no longer get lost, meaning happier stakeholders and an easy method to manage and control your parcel operation.

7. Search the data to locate specific packages or process bottlenecks



6. Advanced reporting allows you to identify efficiency improvements in the process

5. Location of packages are tracked and traced to the recipient



2. Data enters system, email alerts are sent now and at each stage



1. Packages are scanned & logged



3. A PDA is prepared for deliveries



4. Proof of delivery is taken, by signature, photo or ID scanning



3 Overflowing in-trays



When you're drowning in a sea of paper, with documents stacking up and seemingly being just shifted around the office, it's clear that the way you manage incoming mail and documents is no longer fit for purpose.

Going digital offers the perfect answer

Ignoring the benefits of electronic document management risks continuing to be swamped by paperwork, the right solution however offers:

- Online distribution of documents for instant sharing and no need to lug all that paperwork around the office. For instance, multiple users can have remote access to predefined workflows for the distribution, processing and approval of documents.
- An audit trail that identifies the location of documents and who is responsible for that stage of processing.

Our small business EDM system scans up to 2,000 pages per day and stores and manages them digitally.

7 Unmanaged emails

Email has rapidly become one of the most important communication mediums for any business but do you really have any processes in place to manage it?

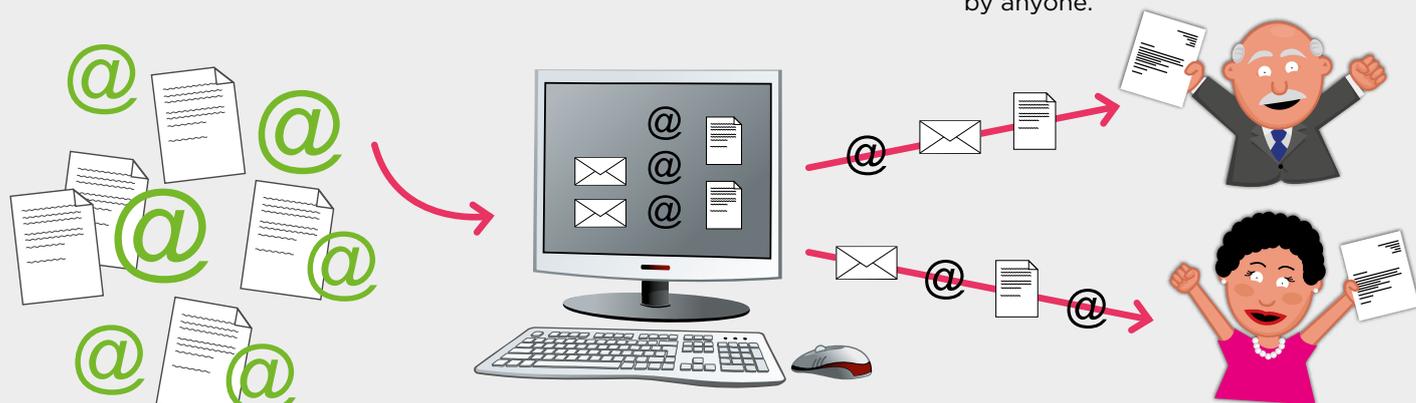
Just as with physical mail, the way email is handled can have a significant impact on operations. It is easy for important emails to be left in someone's inbox, missed and even deleted, the results can be poor customer service and missed opportunities.

Bringing order to your email and more...

Neopost offer document management solutions that scan and extract data and automate the routing of both physical mail and email into business workflows giving

a clear path for all correspondence and an auditable trail along which to trace it.

All post, email and faxes are automatically tracked, archived, and routed to the correct people. They're also linked to back end systems so they can be found by anyone.



Opening mail by hand takes time!



Does opening the morning mail tie up staff and take too long?

Is manual opening creating a bottleneck right at the entry point into your business?

Are problems being experienced further down the line such as slow processing and response because of delays in opening mail?

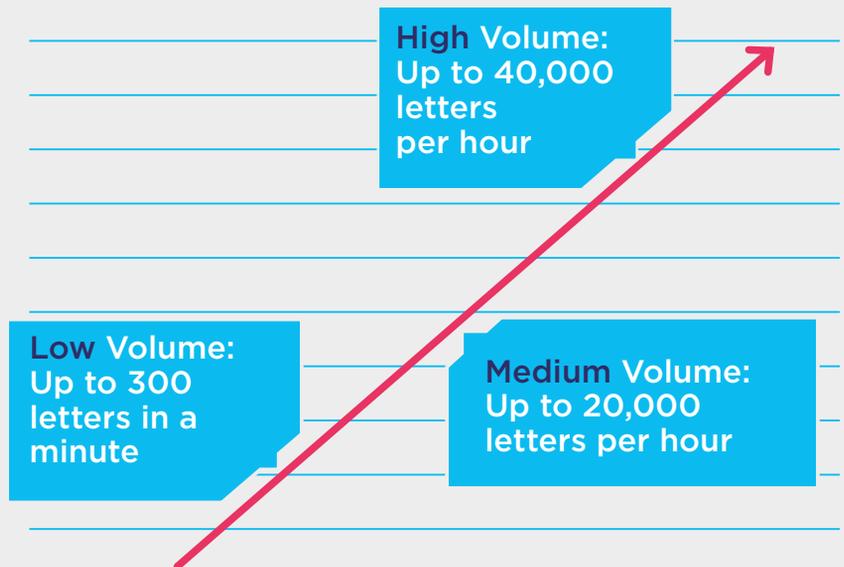
All are clear signs to any business that opening your incoming mail by hand is no longer feasible, or practical.

Using an automated solution

Change from manually opening the mail and consider automated letter openers that offer greater speed, efficiency and don't damage the mail. Choosing one depends on the volumes of incoming mail you are handling.

By opening mail faster, the knock-on effects for a business can be:

- Mail reaching the recipient quicker
- Faster responses to queries and orders
- Improved customer satisfaction



What to do next

If you've experienced any of the problems outlined in this guide and want to change the way that you handle incoming mail, then you may be interested in our FREE consultation.

Applying for your FREE consultation is easy and will give you:

- Expert advice and guidance from our experienced account managers and product specialists
- A local demonstration, either on-site or at one of our regional offices

Contact us now to book your Free Consultation

 **Call: 08000 323 490**

 **Email: sales@neopost.co.uk**

To learn more about mailroom automation and digital processing, view our new video at www.neopost.co.uk/imsp



How we have helped our customers



INVOICES

Scan invoices for easy on-line processing in a predefined workflow.

"We have moved all our accounts paperwork onto the system - scanning things like supplier invoices and receipts."

Marina



SALES LEADS AND ORDERS

Faster opening, distribution and processing of sales opportunities helps build revenue.

"Potential customers who received a query within the first hour were seven times more likely to convert than calling just one hour later."

salesforce.com



CHEQUES AND REMITTANCES

Improve cashflow by automating envelope opening and processing cheques digitally.

"The entire process per cheque from opening to validation takes about 50% of the previous time."

Neopost case study



CUSTOMER COMMUNICATIONS AND COMPLAINTS

Responding quickly builds customer satisfaction and loyalty.

"As a result of using the three IM-75's, we can process our incoming mail 33% faster. This increase in process speed benefited our business substantially in both cost and time savings and the quality of service we provide to our customers."

Homeserve

Find out more about incoming mail

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When you have finished
with this please recycle it



FS 618692 EMS 618693 OHS 618694

We are ISO 9001, ISO 14001 and OHSAS 18001 certified and Neopost offers you the highest process, quality, safety and environmental standards.

