Discover hidden nuggets of savings in your mailing/shipping operation

Achieve complete visibility, control and savings, enterprise-wide.
Tom started with Pitney Bowes in 1984. Over the past 34 years, Tom’s roles have ranged from customer service to sales with increasing responsibilities.

He is currently responsible for managing the Carrier Management Solutions product group for the North American field organization and Inside Sales Channels.

In addition to his current role, Tom also sits on several postal, education & development and direction committees within the organization, conducts client educational webinars throughout the year on behalf of Pitney Bowes and also speaks at various Postal Customer Council events, ALA events as well as industry trade shows.

He was one of the country’s first Certified Postal/Package Consultants (CPPC) with Pitney Bowes.
• What’s changed at **UPS, FedEx, and USPS** in 2018/2019

• Why your **2019 parcel spend** might be more than the carriers’ average increases

• **Strategies to mitigate** the carrier service and surcharge changes, while making carrier and postage management easy, eliminate the maze!

• Q and A
The Parcel World Today is about continued growth...

- The Pitney Bowes Parcel Shipping Index for 2017, released on August 23rd 2018, states that parcel shipping generated $279 billion in revenue last year, an increase of 11 percent over 2016.

- The United States ranks highest in parcel shipping revenue at $107 billion.

- Parcel volumes globally grew 17 percent last year to 74.4 billion parcels, up from 63.6 billion in 2016.

- On average, there were 22 parcels shipped per person globally, and 2,300 parcels shipped every second.

- Management of parcels, both inbound and outbound, is a challenging opportunity for all involved.

Average shipping price increases continue recent trends.

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Average Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPS</td>
<td>4.9%</td>
</tr>
<tr>
<td>FedEx</td>
<td>4.9%</td>
</tr>
<tr>
<td>USPS</td>
<td>5.9%</td>
</tr>
</tbody>
</table>

Effective December 24, 2018

Effective January 1, 2019

Source: Historical & Current USPS, UPS, and FedEx Rate Analysis

- Delivery area surcharge 10-year increase, 2007-2017
- Residential delivery surcharge 10-year increase, 2007-2017

- Address correction fees 10-year increase, 2007-2017

Source: Historical & Current USPS, UPS, and FedEx Rate Analysis
FedEx Changes

**Effective September 7, 2018**

- **Additional Handling Surcharge** for packages that weigh greater than 70 lbs. increased from $12 per package to $20 per package.

- **The Ground Unauthorized Package Charge** increased from $300 per package to $675 per package.
  - Over 150 lbs.
  - Length over 108 inches
  - Length & Girth greater than 165 inches combined

**Effective January 7, 2019**

- FedEx Express package and freight standard list rates **increased an average of 4.9 percent** for US, US export and US import services.

- FedEx Ground and FedEx Home Delivery standard list rates **increased an average of 4.9 percent.**

**Surcharges will increase a lot more than 4.9%**

- **Delivery Area Surcharges** Commercial
  - Ground 5.8 percent
  - Express 5.5 percent

- **Residential Delivery charge**
  - Ground 5.8 percent
  - Express 6 percent

- **Large Package charge** 96 inches in length or 130 inches in length plus girth increased **12.5 percent** to $90

- **Address correction surcharge increased (6.7%)** to $16.

- Print a Return Label **100% increase** to $1.00
UPS Changes

Effective June 4, 2018, Shipping Charge Correction Audit fee was added:

- The Audit Fee will be assessed if the average shipping charge correction in an invoice week is more than $5.00.
- The Audit Fee will be the greater of $1.00 per package subject to a shipping charge correction, or 6% of the total amount of shipping charge corrections during the applicable invoicing period.

Effective July 8, 2018 additional surcharge increases

- Large package surcharge for any US domestic package delivered to a residential address will increase 12 percent to $90.
- Additional handling surcharge for any US domestic package exceeding 70 pounds in actual weight increased 58 percent to $19.00.

Effective October 22, 2018, the Shipping Charge Correction Audit fee will be modified

- The Shipping Charge Correction Audit Fee will be assessed when the average shipping charge correction during an invoice week is more than $2.00.
- The Audit Fee will be the greater of $1.00 per package subject to a shipping charge correction or 6% of the total amount of shipping charge correction during the applicable invoicing period.

Effective December 26, 2018

- The rates for UPS® Ground, UPS Air and International services will increase an average net 4.9%.
- UPS SurePost, economy ground service for delivery to residences will increase 9%
- Fuel surcharges will apply to Additional Handling, Over Maximum Limits, Signature Required and Adult Signature Required
- A processing fee of $2.00 per package will be charged when Package Level Detail (PLD) is not provided to UPS prior to delivery.

Surcharges increases

- Additional Handling charge for US package greater than 70 lbs. 21% increase to $23.
- Large package 96 inches in length or 130 inches in length plus girth
  - Residential increased 28% to $115
  - Commercial increased 19% to $95
- Over Maximum over 150 lbs. or length over 108 length 31% to $850
- Delivery Area Surcharge Ground Residential 9% to $3.80
- Residential Delivery charge Ground 10% to $3.95
USPS Changes for 2019

Effective January 27, 2019
rate and surcharge increase

Priority Mail Express Commercial average increase of 3.9 percent

Priority Mail Commercial average increase 5.9 percent

Priority Mail Express® (PME) includes Retail and Commercial price categories

- Commercial priced on average save 15 percent (on average for packages 1 to 10 LB.)

Priority Mail® (PM) also includes Retail and Commercial price categories

- Commercial Base offers an average save 24 percent (on average for packages 1 to 10 LB.)

High volume customers can continue to seek deeper discounts through negotiated service agreements.

Effective January 27, 2019
Other notable domestic rate changes

First-Class Package®

Presently First Class Parcel is rated only on weight.

In 2019 the charge will be based on both weight and zone

Commercial: 11.9 percent price increase

ZIP Codes must be entered on Mail Machine now

Still a value in light weight packages as compared

First-Class Package® Commercial price on average saves 38.4 percent over Retail Rates

Balloon pricing currently applying to Retail and Commercial Priority Mail Zones 1 – 4 and to Commercial Parcel Select will be eliminated.

Effective June 23, 2019
Other notable domestic rate changes

USPS Dimensional Weight will apply to all zones (Was Zones 5-9)

Dim Divisor will move down to 166 from 194.
Once again in 2019 the actual increase for carriers will vary by zone and weight

**USPS Priority Mail 2019 Commercial Base Rate Price Change**

- The largest increases are for lighter shipments to local zones
- 1 pound shipments have increased to all zones but 9
- 5 pound shipments only zone 1 & 2 saw an increase
- All shipments over 10 pounds will see a decrease

<table>
<thead>
<tr>
<th>Weight (lbs.)</th>
<th>Zones 1 &amp; 2</th>
<th>Zone 3</th>
<th>Zone 4</th>
<th>Zone 5</th>
<th>Zone 6</th>
<th>Zone 7</th>
<th>Zone 8</th>
<th>Zone 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$0.40</td>
<td>$0.28</td>
<td>$0.39</td>
<td>$0.45</td>
<td>$0.47</td>
<td>$0.49</td>
<td>$0.49</td>
<td>($0.11)</td>
</tr>
<tr>
<td>2</td>
<td>$0.32</td>
<td>$0.36</td>
<td>$0.48</td>
<td>$0.35</td>
<td>$0.23</td>
<td>($0.06)</td>
<td>$0.06</td>
<td>($0.16)</td>
</tr>
<tr>
<td>3</td>
<td>$0.41</td>
<td>$0.31</td>
<td>($0.13)</td>
<td>$0.00</td>
<td>($0.36)</td>
<td>($0.05)</td>
<td>($0.06)</td>
<td>($0.22)</td>
</tr>
<tr>
<td>4</td>
<td>$0.40</td>
<td>$0.15</td>
<td>$0.12</td>
<td>($0.31)</td>
<td>($0.43)</td>
<td>($0.48)</td>
<td>($0.54)</td>
<td>($0.27)</td>
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<tr>
<td>5</td>
<td>$0.40</td>
<td>($0.17)</td>
<td>($0.25)</td>
<td>($0.32)</td>
<td>($0.48)</td>
<td>($0.55)</td>
<td>($0.63)</td>
<td>($0.31)</td>
</tr>
</tbody>
</table>
### First-Class 2019 Commercial Parcel and Retail Parcel Rates

#### Zones 1 & 2

<table>
<thead>
<tr>
<th>Weight not over (Oz.)</th>
<th>Commercial rate (CR)*</th>
<th>Retail rate**</th>
<th>Savings with CR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2.66</td>
<td>3.66</td>
<td>37%</td>
</tr>
<tr>
<td>2</td>
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<td>37%</td>
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<tr>
<td>3</td>
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<td>3.66</td>
<td>37%</td>
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<tr>
<td>4</td>
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<td>37%</td>
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<tr>
<td>5</td>
<td>3.18</td>
<td>4.39</td>
<td>38%</td>
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<tr>
<td>6</td>
<td>3.18</td>
<td>4.39</td>
<td>38%</td>
</tr>
<tr>
<td>7</td>
<td>3.18</td>
<td>4.39</td>
<td>38%</td>
</tr>
<tr>
<td>8</td>
<td>3.18</td>
<td>4.39</td>
<td>38%</td>
</tr>
<tr>
<td>9</td>
<td>3.82</td>
<td>5.19</td>
<td>35%</td>
</tr>
<tr>
<td>10</td>
<td>3.82</td>
<td>5.19</td>
<td>35%</td>
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<td>11</td>
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<td>5.19</td>
<td>35%</td>
</tr>
<tr>
<td>12</td>
<td>3.82</td>
<td>5.19</td>
<td>35%</td>
</tr>
<tr>
<td>13</td>
<td>4.94</td>
<td>5.71</td>
<td>16%</td>
</tr>
<tr>
<td>14</td>
<td>4.94</td>
<td>7.35</td>
<td>49%</td>
</tr>
<tr>
<td>15</td>
<td>4.94</td>
<td>7.35</td>
<td>49%</td>
</tr>
</tbody>
</table>

#### Zones 8 & 9

<table>
<thead>
<tr>
<th>Weight not over (Oz.)</th>
<th>Commercial rate (CR)*</th>
<th>Retail rate**</th>
<th>Savings with CR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3.09</td>
<td>4.06</td>
<td>31%</td>
</tr>
<tr>
<td>2</td>
<td>3.09</td>
<td>4.06</td>
<td>31%</td>
</tr>
<tr>
<td>3</td>
<td>3.09</td>
<td>4.06</td>
<td>31%</td>
</tr>
<tr>
<td>4</td>
<td>3.09</td>
<td>4.06</td>
<td>31%</td>
</tr>
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<td>5</td>
<td>3.63</td>
<td>4.81</td>
<td>32%</td>
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<tr>
<td>6</td>
<td>3.63</td>
<td>4.81</td>
<td>32%</td>
</tr>
<tr>
<td>7</td>
<td>3.63</td>
<td>4.81</td>
<td>32%</td>
</tr>
<tr>
<td>8</td>
<td>3.63</td>
<td>4.81</td>
<td>32%</td>
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<tr>
<td>9</td>
<td>4.33</td>
<td>5.66</td>
<td>31%</td>
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<tr>
<td>10</td>
<td>4.33</td>
<td>5.66</td>
<td>31%</td>
</tr>
<tr>
<td>11</td>
<td>4.33</td>
<td>5.66</td>
<td>31%</td>
</tr>
<tr>
<td>12</td>
<td>4.33</td>
<td>5.66</td>
<td>31%</td>
</tr>
<tr>
<td>13</td>
<td>5.53</td>
<td>6.27</td>
<td>13%</td>
</tr>
<tr>
<td>14</td>
<td>5.53</td>
<td>12.20</td>
<td>120%</td>
</tr>
<tr>
<td>15</td>
<td>5.53</td>
<td>12.20</td>
<td>120%</td>
</tr>
</tbody>
</table>

#### Priority Mail Retail

- 1 Pound Zone 1 – $7.35
- 1 Pound Zone 9 – $12.20

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*An IMpb solution is required to qualify for Commercial Rates; up to 16 oz.*

**Retail Rates require Label 400; maximum weight 13 oz.*

Commercial Rate is 38% less on average than Retail.
Avoid 2018 FedEx or UPS surcharges with USPS® Priority Mail or First-Class Parcel

Avoid surcharges by selecting USPS.

<table>
<thead>
<tr>
<th>Service</th>
<th>FedEx</th>
<th>UPS</th>
<th>USPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Delivery Surcharge</td>
<td>+$3.80</td>
<td>+$3.95</td>
<td>Zero</td>
</tr>
<tr>
<td>Delivery Area Surcharge Residential</td>
<td>+$3.65</td>
<td>+$3.80</td>
<td>Zero</td>
</tr>
<tr>
<td>Delivery Area Surcharge Extended Residential</td>
<td>+$4.65</td>
<td>+$4.85</td>
<td>Zero</td>
</tr>
<tr>
<td>Fuel</td>
<td>Approx. 7.5% of shipping costs</td>
<td>Approx. 7.75% of shipping costs</td>
<td>Zero</td>
</tr>
<tr>
<td>Address delivery correction fees</td>
<td>$16.00</td>
<td>$16.40</td>
<td>Zero</td>
</tr>
<tr>
<td>*Dimensional rating for zones 1-4</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Package tracking detail</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>**Weight by ounce up to 16 oz.</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Avoid surcharges by selecting USPS.

Dimensional (DIM) weighing adds further complexity.

<table>
<thead>
<tr>
<th>Ground</th>
<th>UPS</th>
<th>FedEx</th>
<th>USPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2lb Zone 2</td>
<td>$8.65</td>
<td>$8.52</td>
<td>$7.10</td>
</tr>
<tr>
<td>DIM</td>
<td>139</td>
<td>139</td>
<td><strong>194</strong></td>
</tr>
<tr>
<td>10x10x10 Box</td>
<td>$10.43</td>
<td>$10.43</td>
<td>$7.10</td>
</tr>
<tr>
<td>Residential delivery charge</td>
<td>$3.95</td>
<td>$3.80</td>
<td>0</td>
</tr>
<tr>
<td>Delivery area surcharge</td>
<td>$3.80</td>
<td>$3.65</td>
<td>0</td>
</tr>
<tr>
<td>Ground fuel surcharge*</td>
<td>$1.41</td>
<td>$1.34</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td>$19.59</td>
<td>$19.22</td>
<td>$7.10</td>
</tr>
</tbody>
</table>

*Ground Fuel Surcharge UPS 7.75%, FedEx 7.50%
IMpb tracking label provides detailed information for shippers since January 2015.

Two approaches

SendPro Enterprise® generated label

- Commercial Base (CBP) rates
- Significantly less cost than Retail
- Free insurance: $50
- Automated free tracking for Priority Express®, Priority & First Class Parcels®
- Key name of recipient to look up shipment delivery status.

OR

Pre-printed label provided by USPS

- Retail rates (no Commercial Based discount, pay penalty rate for None IMpb Compliance )
- Free insurance
  "if it is scanned at Post Office retail counter"
- Postage meter for postage evidence
- To track shipment, need to log recipient name next to the tracking number.
USPS delivery times compare favorably to other national carriers’ ground services.

USPS Priority Mail® delivered within 1-3 days anywhere across the country.

UPS and FedEx delivery varies from 1-7 days.

[Map of the US showing delivery times]

Local Delivery Detail

https://www.usps.com/priority-mail/map/
Carrier Strengths

- First Class Parcel is the cost leader for parcels under a pound
- Most aggressive rates are to zones 1 to 4 and under 5 pounds
- Faster delivery times on ground services 1 to 3 days nationally
- No delivery surcharges to residences
- Only carrier that can deliver to a PO box or mail box
- Out of the way destinations
- Free daily package pick up
- Free boxes for Priority Mail/Express
- Flat rate Priority Mail/Express) box, up to 70 pounds, to any state
- Delivers ground shipments on Saturday at no additional charge
- No additional charges assign during the holiday delivery period
- Improved tracking with the introduction of the Intelligent Mail Parcel Barcode
Carrier Strengths

- Same day or next day delivery
- Heavier shipments better pricing
- Shipments greater than 70 pounds
- Day specific delivery
- Flat rate boxes (FedEx One Rate) for express services under 50lbs
- Many services that provide a delivery guarantee
- No additional charge for Saturday Ground & Ground Home deliveries to over 80% of the US population

- Same day or next day delivery
- Heavier shipments better pricing
- Shipments greater than 70 pounds
- Day specific delivery
- Many services that provide a delivery guarantee
- No additional charge for Saturday Ground deliveries, available to 4,600 cities
- Has more than double the number of locations as FedEx
For most shippers there is very little correlation between the carriers’ announced average increase and their actual increase.

The impact to your parcel budget can be significantly different from the announced average increase.

The devil is in the details.
Factors to consider to mitigate the 2019 increases

Every service selection decision impacts the bottom line for your clients or the house/orphan account of the firm.

Who should you partner with in 2019, UPS, FedEx, USPS?
The answer is likely all three

Best carrier based on parcel weight, zone and shipment dimensions

Service level based on delivery objectives

Commercial or residential destination
Review your carrier bills

Both UPS & FedEx provide weekly bills in a CSV format that can be sorted by class of service, billed and actual weight, zone, surcharges, list and negotiated rate

Or you can get shipping data by accessing FedEx Reporting Online or UPS Billing Center.

• How may express shipments do you send to local zones?
  – FedEx and UPS Ground offer guaranteed next day services to zone 2, and 2 or 3-day delivery zones 3 to 5.

• How many 1 pound ground shipments do you ship locally to zone 2?
  – Both UPS & FedEx have a 1 pound minimum contract exclusion. This means that you receive less of a discount if the net charge is below the zone 2 minimum ($7.57)

• What percent of your Ground Residential shipments are between 1 and 5 pounds?
  – With USPS Priority Mail you could see significant savings with similar delivery objective especially for shipments to zones 1 to 4

Do you know what you are paying in assessorial (surcharges)?
• Common surcharges: residential, delivery area and address correction
• Oversize, special handling and declared value

What percent of your carrier bill is adjustments?
• A change to the billed weight (DIM adjustment) is one of the most common.
• Commercial to Residential surcharge
Ways to lower shipping Costs

Negotiate carrier rates and surcharges frequently.
• Compare your actual increase against the announced average increases.
• Both base rates and surcharges are negotiable.
• You can negotiate a competitive minimum reduction or consider USPS.
• Late Delivery Refunds

Review the packaging you use.
• Is there an opportunity to add to your inventory of box sizes to prevent utilizing cartons that are too big with a great deal of air space?
• Can you change packing material to reduce box size?
• What percent of your express letter packs on your carrier bill are rated at 1 pound?

Make use of a single shipping solution to manage your shipping needs if you are using multiple solutions, or one that does not Smart Shop for low cost service based on delivery objectives.
We recognize the outside factors that impair cost control, while using multiple disparate systems limit visibility and management for your organization.

Multiple methods for mailing and sending

Multiple Carriers

- United States Postal Service
- UPS
- FedEx
- DHL
- LSO
- deliv

National

Freight
Regional
Same Day

Meter Vendors, Online Systems, Carrier Systems

Meter Lease Obligations

Increasing Volumes in the Digital Age

Source: Historical & Current USPS, UPS, and FedEx Rate Analysis
Multiple disparate applications pose compliance risk, limit efficiencies and drive cost up.

- **Compliance risk**
  - Improperly managing certified return receipt green cards.
  - Lack of standardizing workflow and different carrier user interfaces places businesses out of compliance, open to risk and costing more money.

- **Drive up manual labor and errors**
  - Capturing shipping and mailing costs for client matter bill back through manual data entry is labor-intensive and prone to inaccuracies.

  - Lack of visibility to all carrier costs cause billing reconciliation challenges and lack of total cost capture. *(surcharges: residential, fuel, address, delivery area, etc.)*

- **Missed opportunities to reduce costs and save**
  - Inability to shop and compare rates based on delivery objective.
  - Data silos yields inability to harness all costs throughout your enterprise.
  - Inability to mandate business rules to ensure employee compliance to carriers of choice.
### Retail Rates

<table>
<thead>
<tr>
<th>Zones</th>
<th>L, 1 &amp; 2</th>
<th>Zone 3</th>
<th>Zone 4</th>
<th>Zone 5</th>
<th>Zone 6</th>
<th>Zone 7</th>
<th>Zone 8</th>
<th>Zone 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6.70</td>
<td>7.15</td>
<td>7.30</td>
<td>7.45</td>
<td>7.60</td>
<td>7.85</td>
<td>8.45</td>
<td>10.60</td>
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<tr>
<td>2</td>
<td>7.25</td>
<td>7.70</td>
<td>8.75</td>
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<td>11.80</td>
<td>12.90</td>
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<td>11.10</td>
<td>12.15</td>
<td>14.30</td>
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<td>28.45</td>
<td>38.40</td>
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<td>11.45</td>
<td>13.50</td>
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<td>23.90</td>
<td>27.50</td>
<td>30.05</td>
<td>35.40</td>
<td>47.80</td>
</tr>
<tr>
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<td>12.65</td>
<td>15.60</td>
<td>18.95</td>
<td>25.95</td>
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Traditional Manual Return Receipt
“Green card” R.R.

Prepare.
- Fill out hard copy Return Receipt, front and back.
- Apply portion of barcode label.

Send.
- Apply Certified Mail label.
- Apply Return Receipt card and apply postage.
- Drop in mail. Take to USPS® if proof of mailing is needed.

Deliver.
- Return Receipt and USPS PS Form 3849 are signed by recipient.
- Signed return receipt is mailed back to sender.
- Green card returned to originator and filed. Are there:
  - Missing cards?
  - Non-returned cards?

File.
Close the compliance loop with SendPro® Enterprise with e R.R.

- Save $1.20 per piece with USPS® eRR.
- Store eRR information digitally.
- Eliminate hand written, manual processes or expensive labels.
- Transmit electronic eRR information to stakeholders quickly and efficiently.

ERR is the cost effective, secure way to process Certified Mail® returns.
The modern mobile and agile *legal world today* complicates postage and carrier expense management.

With many locations to oversee, from the mail center, to the office, to satellite locations and remote employees, maintaining cost controls over your Certified Return Receipt, shipping and mailing can be challenging.

- Manually tracking carrier invoices and costs
- Using Multiple systems to process packages and letters

**Remote Employees**

- Client matter code errors
- No attention to cost, only to convenience
- Lack of business rules on carrier usage

**Mail Center Employees**

- Manually doing USPS RR
- No attention to cost, only to convenience
- Lack of business rules on carrier usage

**In-Office Employees**

- Client matter code errors
- No attention to cost, only to convenience
- Lack of business rules on carrier usage

**Multiple Office Locations**

- Different processes, disparate systems, impossible to track
- Some locations need meters, some do not
- Manually doing e RR
**SendPro® Enterprise.**

Consolidate Shipping and Postage Capabilities into one platform for complete visibility and control.

Streamline all your shipping and pc postage activity into a standardize process, capturing all elements and costs throughout the entire organization, no matter the location, on a single cloud-based platform.

- **Print USPS First Class Stamps and shipping carrier labels from one interface**
- **Simple multi-carrier rate shopping** ensures each employee makes more informed decisions for your bottom line.
- **Automate and standardize e Return Receipt**
- **Capture Meter Spend along with Package/Stamps Spend in one User interface**
- Standardized workflows **capture costs** across multiple locations and users.
- **Dashboard analytics** report activity and spend by location, by user, by carrier while user access and controls allow management to change expensive sending habits and reduce overspend across the organization.
- Cloud-based solution via single sign on ensures access to your system remains secure.
- **All on One Solution and one partner/provider with SendPro Enterprise**

Ensure employees make the smart & compliant choice every time they send.
SendPro Enterprise is the solution to address your firm’s needs … and gain a competitive advantage.

**Cost Controls**

- Standardized the firm’s workflow and processes
- Eliminates non-value added carrier fees, reduced overall spend
- Provides cost controls to precisely capture all carrier costs
- Provide compliance to reduce risk

**Productivity**

- Administrative tasks associated with carrier activity greatly reduced
- Automated client billing processes
- Automated storage of USPS Return Receipts and package history

**Automation**

- Standardized processes throughout the firm
- Eliminated manual tedious tasks
- Accuracy in client billing
- Monthly carrier billing vs weekly
Pitney Bowes has a complete breadth of value to meet the needs of the enterprise clients you manage today

- Multi Carrier /Multi Location Management within **one system**
- **Multi Location Inbound** Package Management Solutions
- Portfolio depth and flexibility within **one vendor**
- **Consolidated** Payments & Financing
Carrier, Postal and e Return Receipt Management with SendPro® Enterprise

Let's answer some questions

Please participate by taking the poll

Tom.hazel@pb.com
610-621-7348
Appendix
SendPro Enterprise
**Certified/Return Receipt Solution Workflows**

Visibility and control over all USPS electronic Return Receipt processing to match *your* needs:

**FLEXIBLE Processes to meet all needs:**

1. Generate Coversheets
2. Pre Printed USPS e-labels
3. Mail Center Generated e-Certified labels
Electronic Return Receipt

Electronic Return Receipt process flow

**Prepare.**
- Process e Certified e return receipt in SendPro Enterprise.

**Send.**
- Assemble mail piece or apply Certified Mail label and apply postage.
- NO green card required.
- Drop in mail. Take to USPS if proof of mailing is needed.

**Deliver.**
- Recipient either signs on USPS Device or Form 3849 signed by recipient. If no device is available;
- Delivery information on PS Form 3849 is scanned by USPS to generate electronic Return Receipt signature file.

**File.**
- ERR filed electronically as pdf in SendPro Enterprise, downloaded to your systems or printed and filed as 8 ½ x 11 document if needed.
Envelopes Available in several sizes:

- Standard #10
  - 6 x 9
  - 6 x 9.5
  - 9 x 12

Processing steps:
User selects or types in recipient address and selects envelope type
(which can be defaulted if always the same) and selects print.
Processing steps:

User applies Pitney Bowes’ pre-printed Certified Label to mail piece

Customer Information and Certified Article number is entered or scanned in to SendPro Enterprise
Processing steps:

Ship Request is generated at the desk top.

Ship Request barcode is scanned and record is looked up in a SendPro Enterprise workstation in mail center, item is weighed, and SendPro produces Certified Label on Pitney Bowes provided label stock

Label applied to the mail piece
Viewing e Return Receipts in SendPro® Enterprise is easy and efficient.
SendPro® Enterprise also generates the USPS Firm Mailing Book for USPS Round Stamp acceptance.

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**Page Totals**

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**Cumulative Totals**

| | 10 | 115.49 | 110.40 | 265.89 | 261.89 |