

Cut collection costs – not *RESULTS* – by collecting the *INTELLIGENCE* from mail

# OnRoute™ Mail Tracking for Collection Centers

- :: Receive precise delivery status of your outbound bills and inbound payments – piece by piece
- :: Minimize the hassle and cost of outbound calls and late notice mailings
- :: Increase revenue with more selective waivers of late fees
- :: Keep payments on track with up to 20% fewer contacts

The time-sensitive information your collection staff needs to follow up on late payers is essential to your performance. Without it, unnecessary calls are placed and potentially damaging late notices are issued – driving both customer dissatisfaction and your costs.

Now you can deliver the precision tracking your team needs – and empower your people to boost your bottom line – with OnRoute™ mail tracking from Pitney Bowes.

Keep your credit and collections team on the money.

### Less contact, more results.

OnRoute™ tracking lets you see when your mail reaches your customers, and when your customers send payments back. Connect that information to your credit and collection center and it becomes valuable new intelligence that delivers a powerful payback, including:

- :: **Fewer calls.** With precise knowledge of when customer remittances enter the United States Postal Service® (USPS®), you can eliminate unnecessary collection calls.
- :: **Reduced waste.** Precision inbound tracking also allows you to suppress production of unnecessary dunning notices, which leads to big savings in both printing and postage costs.

- :: **Eliminate excuses.** With more precise information at hand, your service team can resolve inquiries more quickly and waive late fees more selectively.
- :: **Stronger relationships.** Rather than potentially damaging your relationship with a customer who has already paid, OnRoute™ mail tracking can eliminate the risk well in advance.

### Call by call, the savings add up.

With OnRoute™ delivery status, you can significantly reduce outbound collection call volume. At a cost of as much as \$5.00 per call, the savings goes straight to your bottom line and continues to accumulate month after month. By knowing the date customer payments enter the postal system, your team can also make selective decisions on late-fee waivers and generate millions of dollars in income.

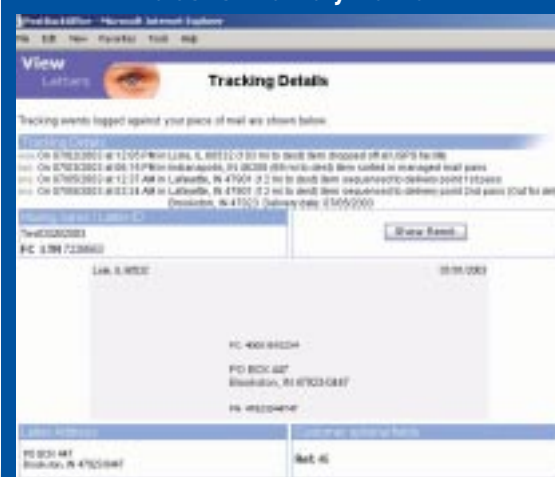
In addition, outbound mail tracking provides low-cost proof of mailing – at a fraction of the rate for certified mail – and helps you time mailings more effectively and streamline service-level agreement (SLA) management.

### Tech up your retention.

With OnRoute™ tracking technology, your staff can quickly access precise, timely information that reduces frustrating research and protracted resolutions, as well as a whole lot of stress. Plus, streamlined integration with all leading enterprise systems makes implementation a hassle-free process.

It adds up to minimal training, innovative working environments and negligible IT impact from a solution that delivers a substantial savings month after month.

Track Customer Payments Through the USPS® Delivery Network



Tracking events logged against your piece of mail are shown below:

ON 07/03/2011 @ 11:00 AM LUNA, IL 60110-0301 NO TO SEND DATE PROPOSED 07/01/2011 BY 08:00 AM  
 ON 07/03/2011 @ 08:10 PM INDIANAPOLIS, IN 46208-0000-0000 BULK sorted in managed mail pass  
 ON 07/03/2011 @ 12:21 AM in Louisville, IN 47004-0320 NO TO SEND DATE PROPOSED 07/01/2011 BY 08:00 AM  
 ON 07/03/2011 @ 03:24 AM in Louisville, IN 47001-0320 NO TO SEND DATE PROPOSED 07/01/2011 BY 08:00 AM  
 (Postoffice: IN 47001 Delivery Date: 07/03/2011)

Tracking Details  
 Tracking ID: 7505202003  
 EC: 000 (23860)  
 Lnk: 0.0000  
 05/09/2011  
 FC: 400/0004  
 PO BOX 607  
 Louisville, IN 47003-0007  
 IN 47004-0000  
 PO BOX 487  
 Louisville, IN 47003-0007  
 Mail ID

View Address      Location: original return  
 PO BOX 487      Louisville, IN 47003-0007      Mail ID

Link mail delivery status with your collection center to minimize outbound calls and late notices



# OnRoute™ Mail Tracking for Collection Centers

## The high-performance link between enterprise technology and USPS® systems.

Only OnRoute™ mail tracking helps your enterprise gain full advantage of PLANET® Code technology – the USPS® fully-deployed, 12-digit barcode system. And only Pitney Bowes incorporates technology for implementing coding at nearly any point in your production process – from document composition to sortation.

With unrivaled capabilities to identify, design, and deliver the most cost-efficient solution for you, Pitney Bowes can further increase the value of mail tracking intelligence by driving down costs across your enterprise, including:

- **Call centers.** Reduce call times and call backs with precise, on-demand status of mailings and projected delivery.
- **Fulfillment operations.** Minimize re-issue expenses with accurate delivery status.
- **Proof of mailings.** Lower mailing confirmation costs for regulated and high-value mailings.

## Improve performance – and control – with the leader in Customer Communication Management (CCM).

Mail. It's the one touch point that reaches your customers most. In each piece lies information with the power to reduce costs, improve effectiveness and strengthen relationships. Converting that information into intelligence that gives you an edge is what you can expect from Pitney Bowes. After all, we bring more solutions to mail and communications management than anyone else.

So contact us today, and find out about a smart way to give your collection center a boost.

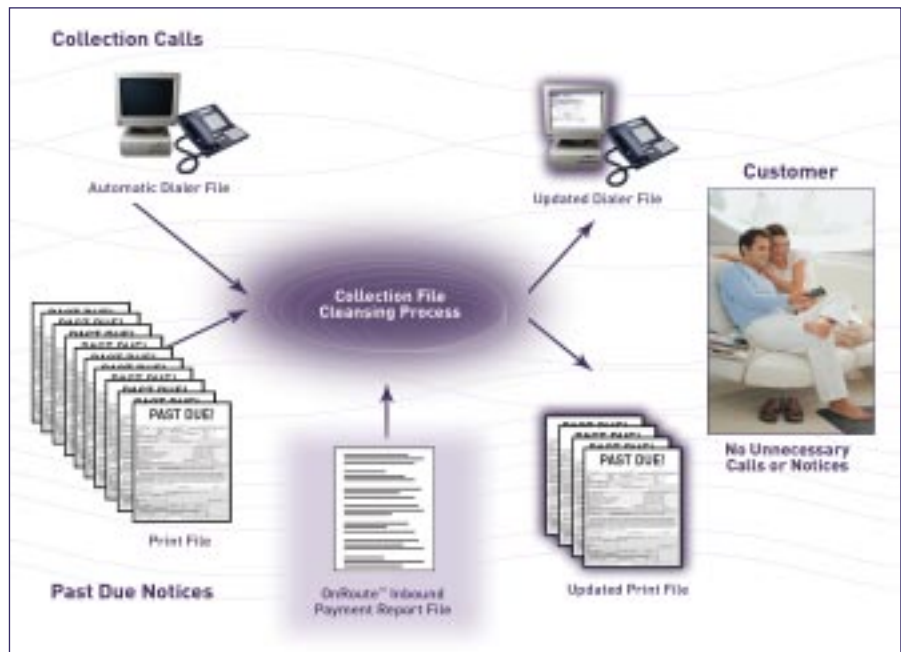
### CASE IN POINT

#### Millions of dollars in annual savings.

At one leading credit card provider, intelligent mail proved far more profitable than the power of persuasion. Verifiable tracking data on payments entering the USPS® slashed outbound call volume by 18% and generated annual savings in the millions with no reduction in collection efficiency.

#### Lower annual operations costs up to 10% with the untapped power of your mail.

### Use OnRoute™ Solutions to Help Reduce Unnecessary Customer Contact



Link mail delivery status with collection operations to help suppress unnecessary calls and late notices.

## For more cost-efficient collections, contact us today: 877.536.2736

Pitney Bowes is an expert in **Engineering the flow of communication™** with end-to-end integrated mail solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.

Pitney Bowes and the Pitney Bowes design logo are registered trademarks and Engineering the flow of communication and OnRoute are trademarks of Pitney Bowes Inc. United States Postal Service, USPS and PLANET are registered trademarks of the United States Postal Service.



Engineering the flow of communication™

Pitney Bowes Inc.

37 Executive Drive  
Danbury, CT 06810-4148  
Tel: 877-536-2736  
203-792-1600  
Web: [www.pbdmt.com](http://www.pbdmt.com)

AD11645

©2004 Pitney Bowes Inc.

All rights reserved. An Equal Opportunity Employer.  
Printed in U.S.A.