

Resolve calls *FASTER* by making your mail *SMARTER*

OnRoute™ Mail Tracking for Customer Service

- :: Receive precise delivery status of your outbound and inbound mail – piece by piece
- :: Reduce call durations and improve customer service with integrated, inside-the-post-office reporting
- :: Increase revenues with more selective waivers of late fees

The time-sensitive information your customer service reps need to respond to customers is essential to your performance. Without it, calls can run longer, customer relationships can be strained and your cost of doing business can go up.

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

“I see you mailed your payment, Ms. O’Connor. Today, it’s in Columbus.”

Talk less, save more.

OnRoute™ tracking lets you see when your mail reaches your customers, and when your customers send responses back. Connect that information to your customer service process and it becomes valuable new intelligence that delivers a powerful payback, including:

- :: **Smarter answers.** Delivery status on statements, offers, payments and responses inside the United States Postal Service® (USPS®) means your team can instantly resolve inquiries with greater accuracy.

“Now that your health policy has been delivered, do you have any questions for us?”

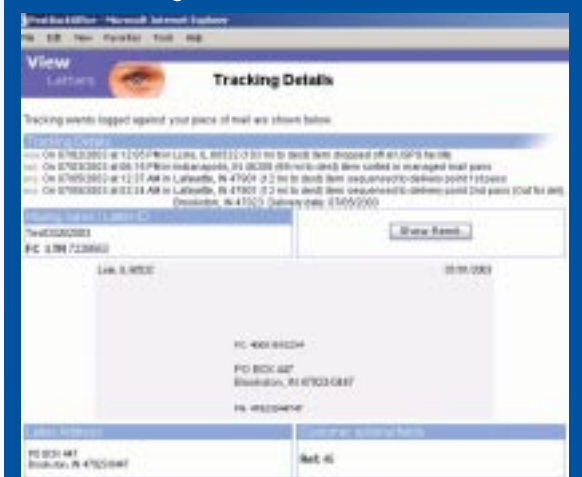
- :: **Shorter calls.** By quickly identifying delivery delays, you gain a solution that speeds response time to status requests and reduces call-back volume.
- :: **Fewer calls.** Gaining capability to add mail piece delivery status to phone and Web applications means you can reduce live calls and provide customers with more self-service choice and convenience.
- :: **Less waste.** OnRoute™ tracking pinpoints items still in transit, virtually eliminating unnecessary card and check re-issuing expenses.
- :: **Stronger relationships.** With the ability to provide more accurate answers, your team can build increased customer satisfaction – call after call.

Know more, waive less.

OnRoute™ mail tracking solutions bring granular detail to tracking that can also help you realize revenue that otherwise would be lost. For instance, you can determine whether a remittance has entered the postal system and make more



View Tracking Details for Individual Mail Pieces



Link mail delivery status with your call center to answer customer inquiries



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selective decisions that can minimize issuance of late-fee waivers and generate millions of dollars in income each year.

You can also generate proof of mailing – at a fraction of the cost of certificates of mailing – as well as time your 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.

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

Only OnRoute™ mail tracking solutions help 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.

CASE IN POINT

\$15 million gain on un-waived fees.

At one leading financial services firm, intelligent tracking proved far more profitable than the benefit of the doubt. Verifiable tracking data on payments entering the USPS® resulted in fewer late-fee waivers – plus \$15 million in additional revenue.

Drive down call center costs with the untapped power of your mail.

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:

- **Credit and collection centers.** Reduce customer contacts up to 20% by suppressing notices and calls for remittances already in the postal system.
- **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 call center a boost.

To capture intelligence for your call center, 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.

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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

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