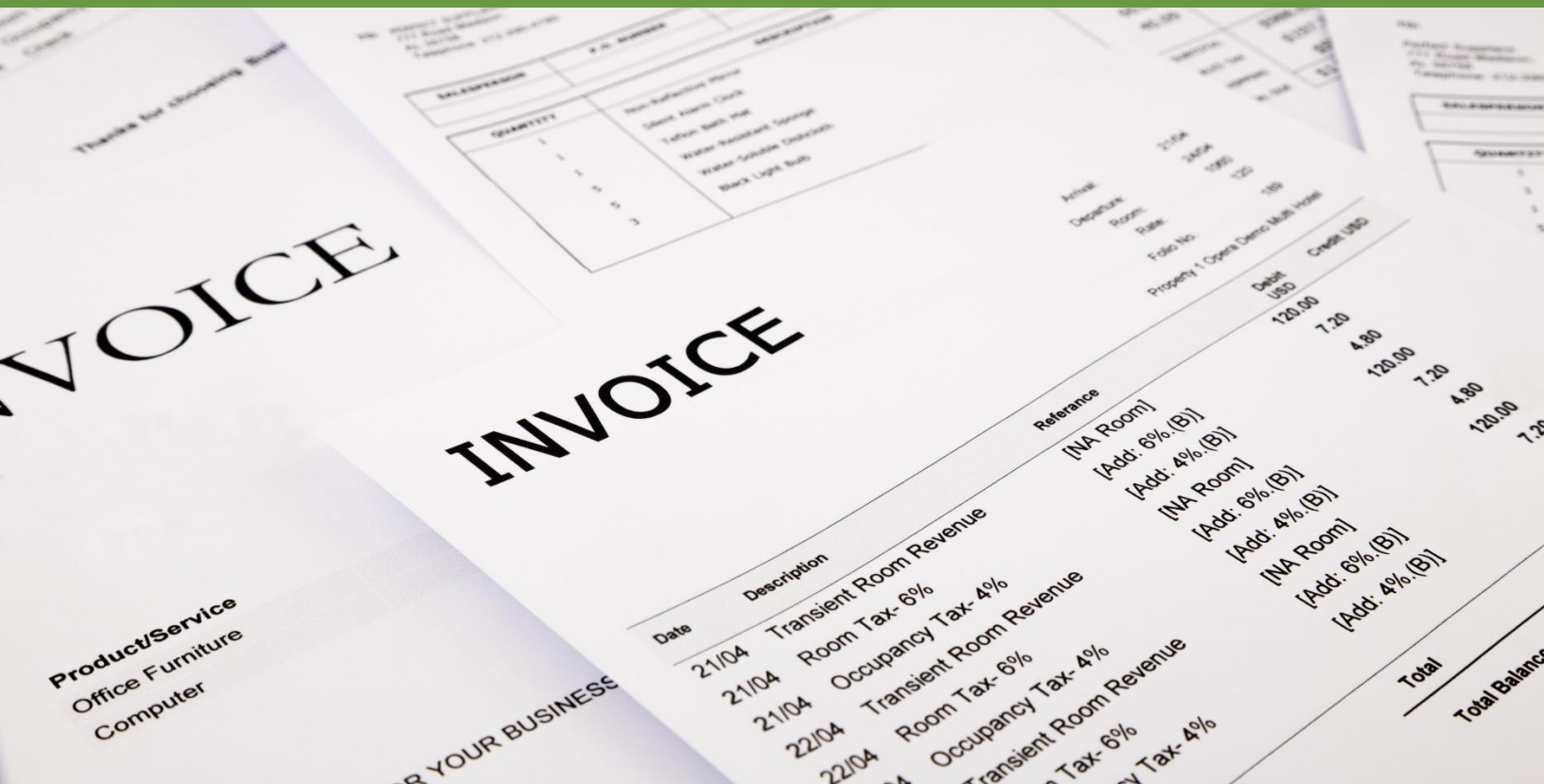




Print & Mail

INVOICE PRINTING & MAILING SERVICES



info@e-complish.com
+1 888.847.7744
e-complish.com

228 Park Ave S.
Suite 89324
New York, NY 10003



Contents

[Introduction: The Role of Printing & Mail Services](#)

[Historical Context & Modernization](#)

[The Challenges of Managing Print & Mail Services](#)

[Why Print & Mail Services Matter](#)

[How E-Complish Executes Print & Mail](#)

[Who Should Use Print & Mail](#)

[About E-Complish](#)



Trusted Experience & Dedicated Expertise

There is no doubt that digital solutions have influenced the landscape of many industries. Documents are now available in digital format. Emails and texting services provide options for online communication. Payments and invoices can be distributed or transferred using the internet. But digital services have not entirely replaced paper-based methods. Print and mail solutions maintain a critical role in an organization's functions.

The role of printing and mailing services in a contemporary context

A business may prefer paper-based solutions over digital options. Perhaps a printing and mailing system is well integrated into its operations, and it has reliably resulted in success.

Many businesses and institutions also recognize that paper-based methods have not been entirely replaced. There remains a vital need for documents, communications, and transfers to rely on non-digital resources. Emphasis is placed on the continued role of print and mail services for an organization and its clients. Many organizations utilize a hybrid of paper-based and digital solutions. The unity and integration optimize both types of services.

Businesses and financial institutions continue using paper-based methods of sending statements, invoices, notices, and various other materials to their customers. Others leverage electronic invoicing and payment technology while continuing with traditional mailings for a portion of their business.

But the management and maintenance of printing and mailing processes can be expensive, time-consuming, and stressful. The most enterprising organizations search for solutions to print and mail services that are more cost-efficient and less burdensome to labor resources.

Print and mail solutions are also a specialized field. Experience, training, and reliable networks contribute to a uniquely designed industry and set of methods that rely on experts to perform these necessary services with refinement and efficiency.



Historical Context & Modernization

Outsourcing print and mail solutions is a viable means of addressing these needs. Organizations of any size or industry can benefit from transitioning these services to a dedicated and skilled third-party provider. These qualified and professional providers offer a uniquely trained and resourced approach. Providers dedicate their focus exclusively to print and mail. They have established networks, methodologies, and frameworks to execute these services with the highest quality, ingenuity, and consistency.

We examine how this essential solution addresses the printing and mailing challenges faced by businesses and financial institutions of all sizes and types.


Commercial entities had sent statements, bills, and other vital documents through the U.S. postal system since 1775 when the Second Continental Congress established the plan. These documents were originally hand-written. But the late 1800s witnessed a transition to the typewriter. This modality remained at the center of print resources for nearly a century. Eventually, circa 1970, businesses and financial institutions began exploring the use of printers to generate their documents—dramatically increasing the pace of productivity.

In 2006, the United States Postal Service reached its highest peak, managing and transporting over 200 billion pieces. Since this peak, the overall volume of paper transmitted through the USPS has declined, but the work of this institution is far from obsolete. Emails, various texting services, and other means of digital information have had an impact by offering nearly instantaneous distribution. But traditional mailing services continue to maintain a pervasive and thorough presence. Both private and public services remain a considerable resource in the transmission of documents and information. For example, the USPS reported a decline in volume since 2006, but they stay at a commanding 85% of their original volume.

Digital solutions have a remarkable influence on the ability to transfer information. But they have not evolved into a dominating force. Traditional print and mail services remain necessary and prevalent for numerous businesses and industries.



Challenges of Managing Print & Mail Services



Print and mail services have commanded the vast majority of our history. Modern advancements are powerful, but they remain a relatively nascent development. The industry of printing and mailing has grown over the centuries. It remains a set of processes and networks with specialized skills, training, and knowledge.

Managing print and mail service presents a variety of critical challenges to a business or institution. While technology has changed significantly over the years, the very act of printing and mailing statements, invoices, notices, and other materials—even with powerful printers—has not been without significant issues. Generating printed documents, as an example, requires considerable effort. This is time and work that could easily be devoted to more productive tasks that can boost any organization's bottom line.

A variety of other costs are associated with print and mail services. Postage costs are an exorbitant expense for a business to assume. Ongoing expenditures related to paper, toner, ink, and printing equipment maintenance also cut into valuable revenue.

Businesses and institutions also need to consider the challenge of managing the complex and high-volume networks involved with the mailing systems. Delays in the mailing process can present grave challenges to successful business operations. These delays require expert training and experience to manage.

These challenges can be stagnating to financial institutions and businesses—especially those mailing time-sensitive documents, such as collection notices or loan modification materials with critical deadlines. Consumer invoices require timely payments, and consumers need to receive their documents in time for an appointment or to meet another deadline. In the case of an incorrect recipient address, mail could arrive late or be lost entirely. A variety of other challenges face the proper management of mailing, including packaging the correct documents and accurately tracking each mail piece.

Why Print & Mail Services Matter

Such challenges to print and mail services are being met by payment industry solutions providers and other third-party companies. These providers have introduced a viable alternative to in-house print and mail processing through outsourcing.

Businesses and financial institutions can now relieve themselves of the challenges associated with the many facets of print and mail requirements. Payment industry solution providers and other third parties are providing expert design and production of materials. In turn, all types of organizations are experiencing a reduction in their printing and mailing expenditures by harnessing maximum postage discounts while achieving faster mail delivery.

Print and mail solutions—such as E-Complish's Print & Mail, launched in 2017—allow entities to outsource printing and mailing tasks. In addition to eliminating the hassles that come with handling print and mail in-house, savvy organizations recognize these services as a means of significantly reducing their printing and mailing costs. According to global market intelligence firm [IDC Research](#), these costs are considerable: document production-related expenditures account for 5% to 15% of companies' revenues.


What are Print & Mail Solutions?

To use print and mail solutions, a company or organization uploads an electronic file for printing to the service provider's secure server. The service provider assists with any necessary data formats and materials design while also performing print quality control measures and inspections. Printed materials will be produced with the assurance of address accuracy, including multiple inspections and release of the finished job to the postal system.

The highest-quality providers will offer an online portal for easy access to customers. Such a portal allows end-users to track printing and mailing jobs at every stage of the game—from proofing through production and reporting.



Benefits of Print & Mail Services



Outsourcing print and mail services to dedicated and trained resources is the fastest, most cost-effective way to create and send time-sensitive documents. Such critical documents can include statements, bills, notices, legal and compliance notifications, privacy disclosures, tax documents, credit collection letters, and loan modification mailings. Both IDC and Gartner estimate that entities can save up to 30% by outsourcing their print and mail processes. They can also achieve significant time savings.

Solution providers that handle print-and-mail jobs pre-sort outgoing mail by zip code, leading to maximum postal discounts. Savings can easily be redirected to core services that distinguish businesses from their competitors and yield a competitive advantage.

Printing and mailing are also the core competency of third-party providers. The staff manages the most advanced printing equipment to focus exclusively on print-and-mail tasks rather than multiple jobs. A variety of controls and inspections are built into the entire process. The result is faster delivery of the highest quality materials to recipients—without hefty labor expenditures, investments in printing supplies, and concerns over delays due to equipment malfunctions.

Companies also benefit from assistance with data formatting and design of printed materials. This leads to the most refined and professional appearance for invoices, statements, notices, and promotional pieces. These expert services also increase the timeliness of customer responses via bill payment or replies to an offer.

How E-Complish Executes Print & Mail

Print & Mail from E-Complish includes myriad features and services that make it a top choice for financial institutions and businesses. E-Complish empowers organizations to continue sending quality printed documents while saving time, money, and effort.

Our Print & Mail Features:

- **Information Security:**
A secured server ensures the safety and protection of sensitive information.
- **Multiple quality control measures:**
Quality control inspectors at seven nationwide facilities work exclusively on Print & Mail projects, affording every job the attention it deserves and supporting high-caliber printing. No print job leaves a facility without a double quality check, a multi-point inspection, and sampling before sending it to postal delivery.
- **Pre-scrubbing of address utilizing National Change of Address (NCOA) Service:**
This provides consistent (99.9999%) address accuracy and ensures that mail reaches the recipient, minimizes the incidence of lost mail, and prevents theft of sensitive information. If pre-scrubbing reveals a new address, we provide notifications via email in a daily report to update records.
- **Pre-sorting of mailings with the same zip code:**
Grouping of mailings destined for recipients in a single zip code enables faster delivery and reduces postage costs.
- **Intelligent bar code tracking:**
Each piece of mail we generate and send can be tracked using an intelligent bar code for tighter control over mailings.
- **Pre-sorting of mailings with the same zip code:**
Grouping of mailings destined for recipients in a single zip code enables faster delivery and reduces postage costs.



Print & Mail Features Cont'd

- **Online job-tracking portal:**
Our portal provides updates on all stages of each job. This allows for complete control over the entire process without handling the details.
- **Complete transparency:**
We provide step-by-step instructions on the entire print-and-mail process, clarifying samples of finished mailings throughout.
- **Built on flexibility and extensive format and design experience:**
E-Complish understands that every client is different and requires a personalized approach to each project. Our extensive experience with data formats and design guarantees we can accommodate all print and mail needs.
- **Easy integration with other solutions:**
Print & Mail seamlessly integrates with the E-Complish Electronic Billing, Presentment, and Payment (EBPP) solution. Consumers who receive invoices created using Print & Mail can pay them electronically for faster receipt of payments.



Who Should Use Print & Mail Services?

The features and services that comprise Print & Mail—along with E-Complish’s personalized approach to every customer and print-and-mail project—make it an excellent fit for entities in numerous markets. Print & Mail also works in tandem with an organization’s use of electronic bill presentment and payment (EBPP) in any market.

Financial service providers, public sector companies, healthcare providers, telecommunications entities, utilities, and other organizations can harness Print & Mail to generate and send out invoices and statements and notices. Whether an organization is delivering collection notices or notices about accounts or services for a customer, E-Complish’s Print & Mail can meet the demands.

Print & Mail users can leverage the solution’s features and accompanying services to produce and mail marketing collateral and promotional materials. Clients also have the option for this collateral to occur in conjunction with bills, statements, and other needs. Generating and distributing expert marketing and promotional materials allow users to cultivate, retain, and strengthen relationships with customers.

All entities seeking to combine quality and savings in printing and mailing can benefit from our Print & Mail solution.

About E-Complish

E-Complish has been dedicated to the ease and security of its client's services for over 20 years. Working with E-Complish to deliver time-sensitive communications and valuable marketing will free up any business to refocus its efforts and resources on growth.

Businesses and financial institutions of all types can trust and rely on our experience to protect customers through only the best compliance practices.

Collaborating with E-Complish as a dependable and accomplished vendor for printing and mailing needs will provide customers with necessary services and businesses with reliable integrity.



info@e-complish.com

+1 888.847.7744

e-complish.com

228 Park Ave S.

Suite 89324

New York, NY 10003