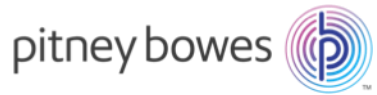




# *Discover hidden nuggets of savings in your mailing/ shipping operation*

Achieve complete visibility, control and savings, enterprise-wide.



# Today's Presenter

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.



Tom Hazel  
Director, Carrier Management Solutions, NA

- 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



# AGENDA

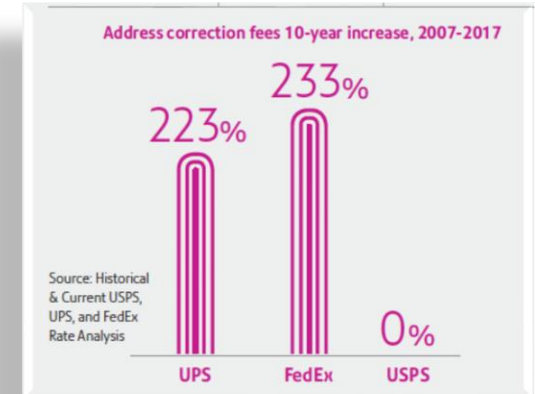
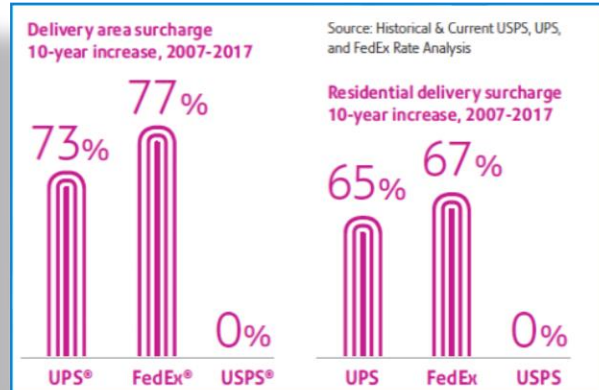


# The Parcel World Today is about continued *growth...*

- The Pitney Bowes Parcel Shipping Index for 2017, released on August 23<sup>rd</sup> 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



# 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. **IE Air Bills**

## 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

Weight (lbs.)	Zones 1 & 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
1	\$0.40	\$0.28	\$0.39	\$0.45	\$0.47	\$0.49	\$0.49	(\$0.11)
2	\$0.32	\$0.36	\$0.48	\$0.35	\$0.23	(\$0.06)	\$0.06	(\$0.16)
3	\$0.41	\$0.31	(\$0.13)	\$0.00	(\$0.36)	(\$0.05)	(\$0.06)	(\$0.22)
4	\$0.40	\$0.15	\$0.12	(\$0.31)	(\$0.43)	(\$0.48)	(\$0.54)	(\$0.27)
5	\$0.40	(\$0.17)	(\$0.25)	(\$0.32)	(\$0.48)	(\$0.55)	(\$0.63)	(\$0.31)



# First-Class™ package service 2019 Commercial and Retail Rates



## First-Class 2019 commercial parcel and retail parcel rates

### Zones 1 & 2

Weight not over (Oz.)	Commercial rate (CR)*	Retail rate**	Savings with CR
1	2.66	3.66	37%
2	2.66	3.66	37%
3	2.66	3.66	37%
4	2.66	3.66	37%
5	3.18	4.39	38%
6	3.18	4.39	38%
7	3.18	4.39	38%
8	3.18	4.39	38%
9	3.82	5.19	35%
10	3.82	5.19	35%
11	3.82	5.19	35%
12	3.82	5.19	35%
13	4.94	5.71	16%
14	4.94	7.35	49%
15	4.94	7.35	49%
15.999	4.94	7.35	49%

### Zones 8 & 9

Weight not over (Oz.)	Commercial rate (CR)*	Retail rate**	Savings with CR
1	3.09	4.06	31%
2	3.09	4.06	31%
3	3.09	4.06	31%
4	3.09	4.06	31%
5	3.63	4.81	32%
6	3.63	4.81	32%
7	3.63	4.81	32%
8	3.63	4.81	32%
9	4.33	5.66	31%
10	4.33	5.66	31%
11	4.33	5.66	31%
12	4.33	5.66	31%
13	5.53	6.27	13%
14	5.53	12.20	120%
15	5.53	12.20	120%
15.999	5.53	12.20	120%

**Commercial Rate is 38% less on average than Retail**

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

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

Priority Mail Retail  
 1 Pound Zone 1 – \$7.35  
 1 Pound Zone 9 – \$12.20

# Avoid 2018 FedEx or UPS surcharges with USPS® Priority Mail or First-Class Parcel

Avoid surcharges by selecting USPS.

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





## Dimensional (DIM) weighing adds further complexity

Actual costs will vary depending on **who** you ship to, **where** they are located and **which** carrier you pick.

UPS eliminated in 2018 the DIM factor of 166 for shipments under a pound.

FedEx now is applying the DIM factor to SmartPost under a cubic foot.

USPS 2019 Rates No Dim Rating Zones 1-4 Dim Factor 194

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

**2 Lb. Savings in DIM Weight as compared**

\*Ground Fuel Surcharge UPS: 7.75% FedEx: 7.50%

Avoid surcharges by selecting USPS.

# 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.

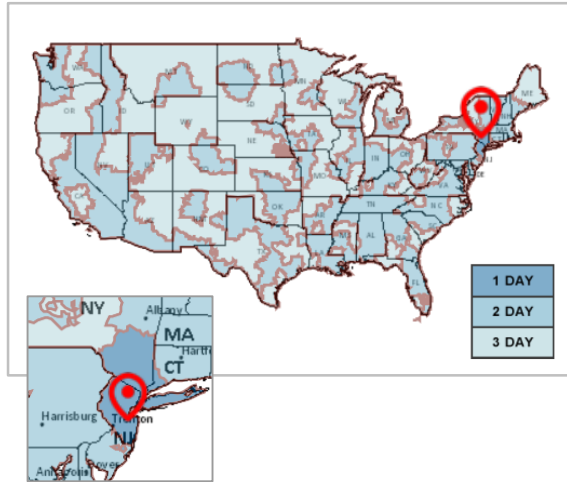


### Pre-printed label provided by USPS

- 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.

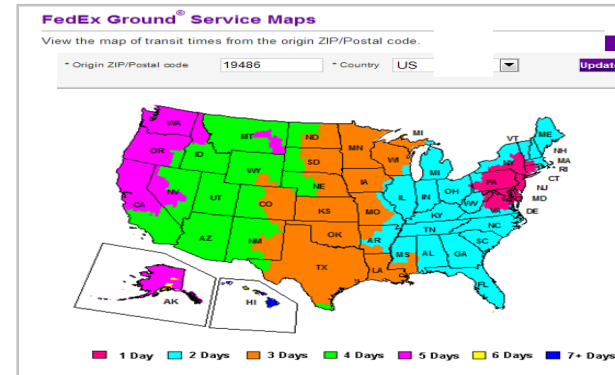
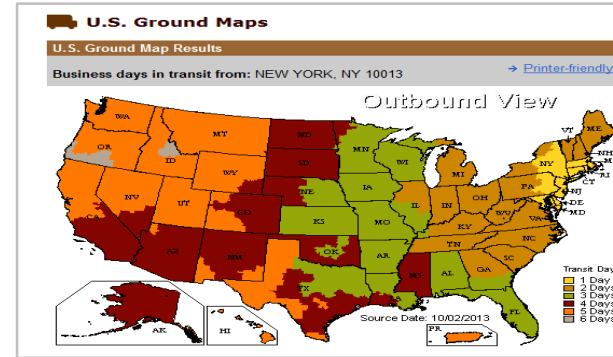
USPS Priority Mail® delivered **within 1-3 days anywhere across the country.**



Local Delivery Detail

<https://www.usps.com/priority-mail/map/>

UPS and FedEx delivery varies from 1-7 days.



# 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



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

Factors to consider to mitigate the 2019 increases

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 many 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



## 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



National



Freight

Regional

Same Day

## Meter Vendors, Online Systems, Carrier Systems

## Meter Lease Obligations



## Increasing Volumes in the Digital Age



# 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.



Regional



Same Day



# Taking Advantage USPS® Priority Mail Retail Rates & Commercial /PDP Rates

Retail Rates	
Flat Rate Envelopes	6.70
Legal Flat Rate Envelope	7.00
Padded Flat Rate Envelope	7.25
Small Flat Rate Box	7.20
Medium Flat Rate Boxes	13.65
Large Flat Rate Boxes	18.90
APO/FPO/DPO Large Flat Rate Box	17.40

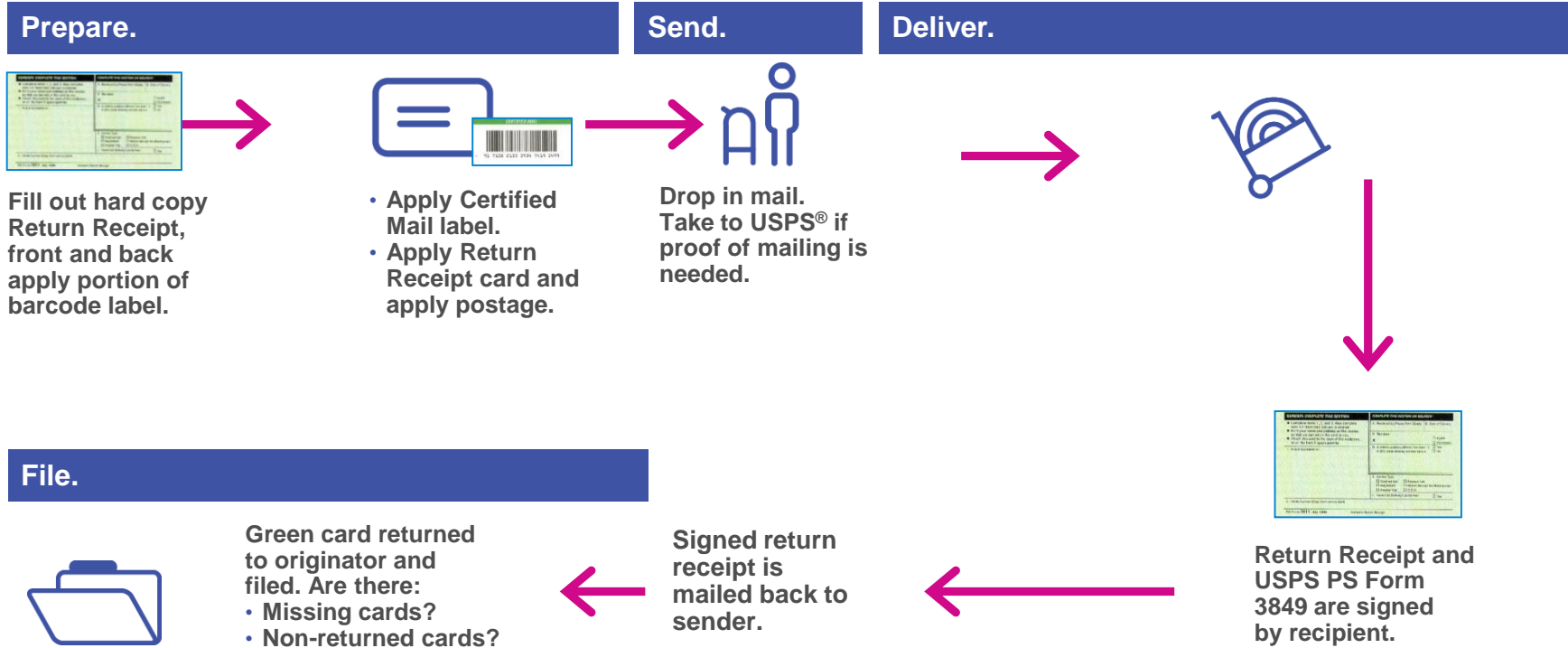
Commercial PLUS Rates	
Flat Rate Envelopes	6.35
Legal Flat Rate Envelope	6.65
Padded Flat Rate Envelope	6.90
Small Flat Rate Box	6.85
Medium Flat Rate Boxes	12.45
Large Flat Rate Boxes	17.10
APO/FPO/DPO Large Flat Rate Box	15.60

Weight Not Over (Lbs)	Zones							
	L, 1 & 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
1	6.70	7.15	7.30	7.45	7.60	7.85	8.45	10.60
2	7.25	7.70	8.75	9.85	10.65	11.80	12.90	16.85
3	7.90	8.80	10.15	11.75	13.35	14.65	17.30	22.55
4	8.50	9.90	11.15	13.50	16.45	18.00	20.05	26.15
5	9.85	10.95	11.95	14.15	18.70	20.65	23.15	30.25
6	10.40	11.30	12.50	15.10	20.80	22.40	25.25	34.15
7	11.10	12.15	14.30	18.05	23.05	25.15	28.45	38.40
8	11.45	13.50	15.90	20.95	25.25	27.80	31.80	42.95
9	11.90	14.55	17.60	23.90	27.50	30.05	35.40	47.80
10	12.65	15.60	18.95	25.95	29.70	33.05	38.60	52.10
11	13.50	16.70	20.35	28.00	31.90	36.50	42.35	57.65
12	14.70	17.90	21.85	30.00	34.70	39.45	45.45	61.85
13	15.55	19.00	23.10	31.70	37.25	41.05	47.10	64.10
14	16.50	20.20	24.55	33.70	39.30	43.35	49.45	67.30
15	17.20	21.30	25.95	35.65	41.00	44.30	50.80	69.20
16	17.70	22.45	27.35	37.65	43.30	46.75	53.65	73.00
17	18.50	23.65	28.80	39.60	45.50	49.25	56.45	76.85
18	18.85	24.50	30.00	41.55	47.90	51.65	59.35	80.80
19	19.35	25.05	30.70	42.70	48.85	52.75	60.60	84.60
20	20.20	25.35	31.15	43.40	50.00	54.65	63.40	88.50

Weight Not Over (Lbs)	Zones							
	L, 1 & 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
0.5	6.35	6.79	6.89	6.98	7.13	7.28	7.53	9.72
1	6.35	6.79	6.89	6.98	7.13	7.28	7.53	9.72
2	6.89	7.03	7.18	7.91	9.19	9.98	10.48	14.87
3	6.98	7.45	8.22	8.98	11.80	12.76	14.88	20.18
4	7.09	7.81	8.43	10.03	13.75	15.59	17.61	24.30
5	7.19	8.17	9.09	10.33	15.67	17.92	20.40	28.28
6	7.29	8.53	9.42	13.77	17.58	20.42	23.35	32.40
7	7.80	9.35	9.74	15.13	19.47	23.03	26.23	36.38
8	8.24	9.63	10.99	16.84	21.39	25.35	29.45	40.85
9	8.46	9.90	11.07	18.06	23.27	27.45	32.74	45.42
10	8.95	10.18	11.12	19.51	25.13	30.19	35.61	49.39
11	10.46	12.52	13.42	20.89	26.98	32.85	38.57	53.96
12	11.10	13.32	15.62	22.37	29.42	35.52	41.37	57.86
13	11.68	14.07	16.35	23.55	31.58	36.96	42.84	59.92
14	12.28	14.85	17.22	24.94	33.35	39.01	44.96	62.89
15	12.76	15.63	18.06	26.22	34.64	39.76	46.14	64.55
16	13.19	16.46	19.04	27.52	36.61	42.00	48.68	68.10
17	13.61	17.22	19.95	28.86	38.46	44.18	51.26	71.68
18	13.87	17.75	20.85	30.16	40.50	46.36	53.84	75.31
19	14.20	18.17	21.32	30.95	42.31	48.52	56.39	78.87
20	14.76	18.45	21.76	31.52	43.41	50.33	59.00	82.51

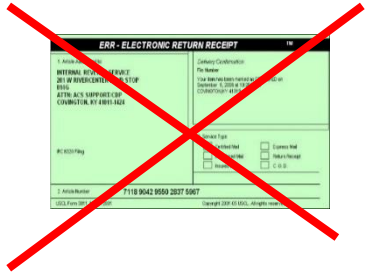
# Traditional Manual Return Receipt

“Green card” R.R.



# Close the compliance loop with SendPro<sup>®</sup> Enterprise with e R.R.

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



The image shows a digital representation of a USPS Electronic Return Receipt (eRR) form. It includes the USPS logo, a date of 04/28/2005, and a recipient name of Jane Doe. A large red "SAMPLE" stamp is in the top right. The form contains a signature of "John Somebody" circled in pink, and an address of "1234 ANY STREET". It also includes a customer reference number "00000001" circled in pink. The form text reads: "The following is in response to your 04/28/2005 request for delivery information on your Certified item number 7004 0550 0000 4616 5430. The delivery record shows that this item was delivered on 04/16/2005 at 02:38 PM in ANYTOWN, MO 63197 to J. Somebody. The scanned image of the recipient information is provided below." It concludes with "Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local Post Office or postal representative." and "Sincerely, United States Postal Service". A footer note states: "The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use."

ERR is the cost effective, secure way to process Certified Mail<sup>®</sup> returns.

## Electronic Return Receipt (eRR).



# 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*

## Mail Center Employees



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

## In-Office Employees



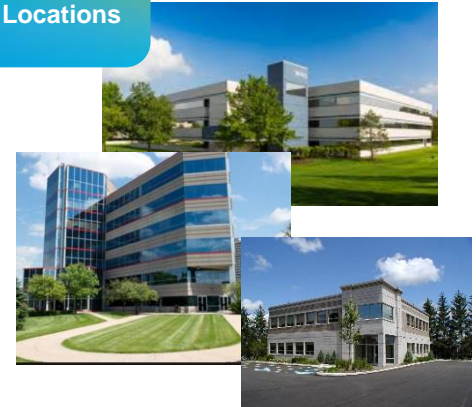
## Remote Employees



- *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<sup>®</sup> Enterprise.

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



Streamline all your shipping and postage activity into a standardized 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**

SendPro Enterprise is the solution to address your firms needs ... and gain a competitive advantage.

## Cost Controls



**Employing a carrier management solution:**

- Standardized the firms 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



**Firms professionals spend their time on legal matters and advice:**

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

## Automation



**Using technology to modernize your business model and appreciate advances that improve your legal services**

- 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<sup>®</sup> Enterprise

Lets answer some questions

Please participate by taking the poll

[Tom.hazel@pb.com](mailto:Tom.hazel@pb.com)

610-621-7348

# Appendix

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610-621-7348

# SendPro Enterprise

## Certified/Return Receipt Solution Workflows

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

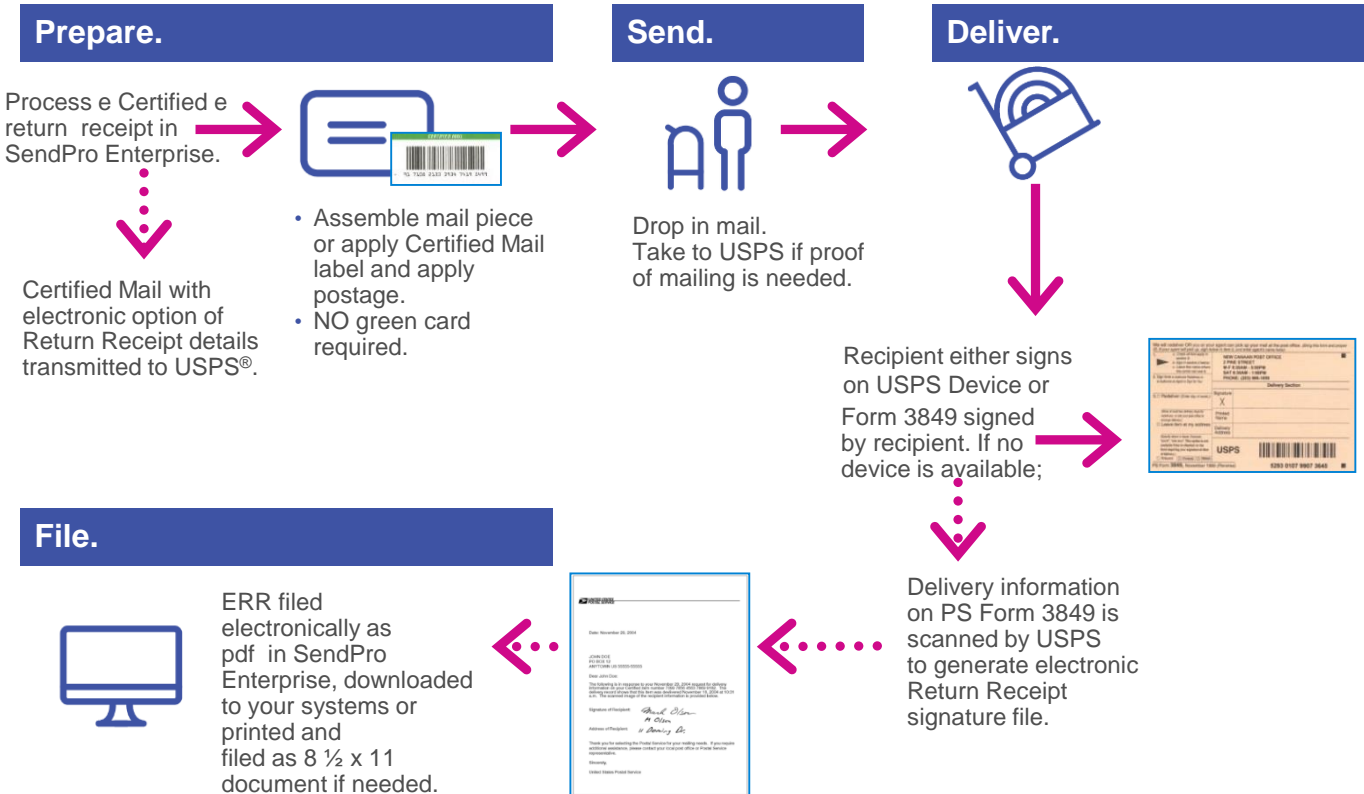
***FLEXIBLE Processes to meet all needs:***

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



# Electronic Return Receipt

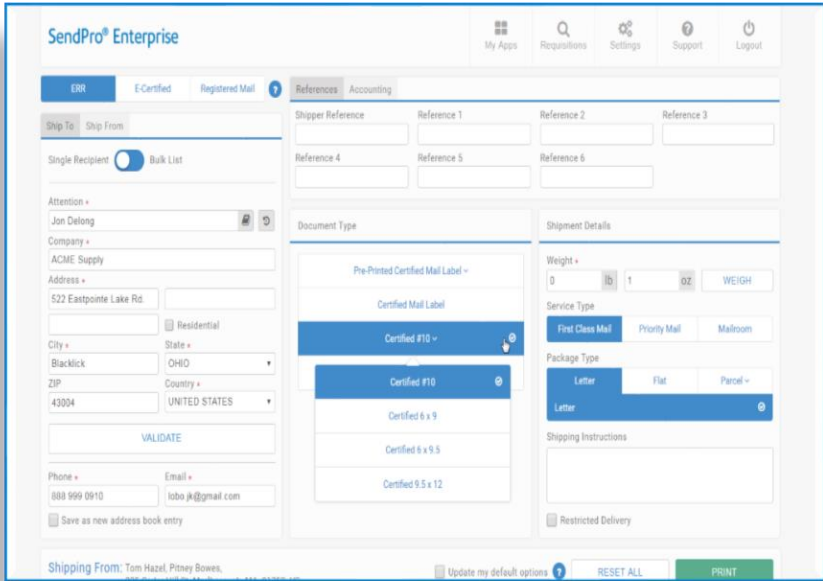
## Electronic Return Receipt process flow





1

## Cover Letter e Certified/e Return Receipt Mail



The screenshot shows the SendPro Enterprise interface. On the left, there is a recipient address form for Jon DeLong at ACME Supply, 522 Eastpointe Lake Rd, Blacklick, OH 43004. The main area shows a 'Document Type' list with 'Certified #10' selected. The 'Shipment Details' section shows 'First Class Mail' selected for the service type and 'Letter' for the package type. A 'VALIDATE' button is visible at the bottom of the address form.



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.

## Pre-printed PB Supplied Certified Mail Process

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

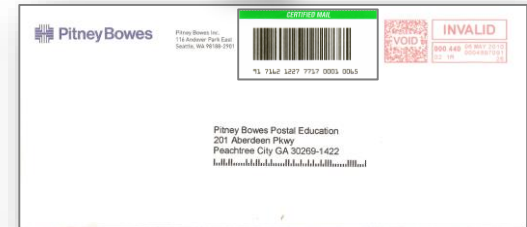
The screenshot displays the SendPro Enterprise interface for creating a shipping label. The 'Ship To' section is populated with the following information:

- Attention: Walter Bowes
- Company: Pitney Bowes
- Address: 3001 Summer St
- City: Stamford
- State: CONNECTICUT
- ZIP: 06905
- Country: UNITED STATES
- Phone: 6232101674
- Email: wayne.jacoby@pb.com

The 'Document Type' dropdown is set to 'Pre-Printed Certified Mail Label'. The 'Shipment Details' section shows the following configuration:

- Weight: 0 lb 1 oz
- Service Type: First Class Mail
- Package Type: Letter
- Shipping Instructions: Restricted Delivery (checked)

At the bottom, the shipping origin is listed as ERRDemo, Pitney Bowes, 197M Boston Post Rd W, Boston, MA, 02215, US.



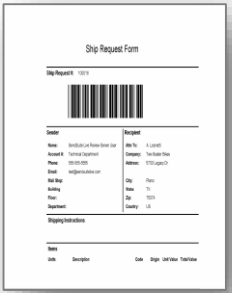
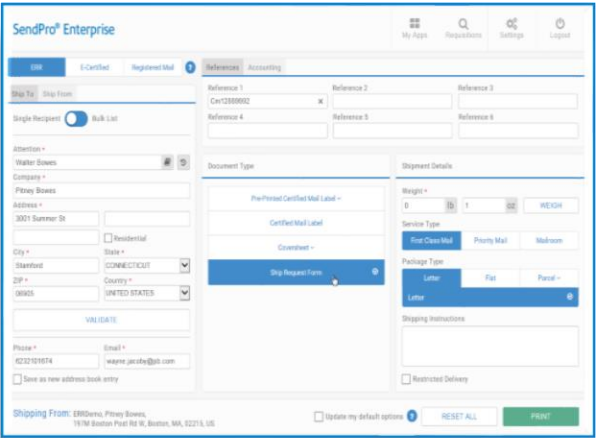
# Mail Center Printing Certified Mail Process

## 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

The screenshot displays the SendPro Enterprise web interface. At the top, there are navigation icons for 'My Apps', 'Settings', and 'Logout'. A search bar contains the text 'wri' with a 'SEARCH' button and a 'Reset All' link. Below the search bar, there are tabs for 'Shipment Details', 'Charges', and 'Documents'. The 'Shipment Details' tab is active, showing the following information:

**Ship Address:** Tom Wrightson  
410 29th ave  
San Mateo  
CA  
94403  
US

**Bill Address:**

**Order #:** US      **Shipping Cost:** 0.46 USD  
**PO #:**      **Accessorial Cost:** 4.80 USD  
**Shipment ID:** 992      **Other Cost:** 0.00 USD  
**Carrier:** USPS      **Total Cost:** 5.26 USD

**Carrier Service:** First-Class Mail®  
**Host Update:** Not Updated ❌      **Shipment Status:** Processed ✓

Buttons: VOID COMPLETE SHIPMENT (red), RE-PRINT SHIPMENT DOCUMENTS

**Packages in Shipment:**

Package ID	Attention To	Receiver Phone	Tracking No.	Status
1774	Tom Wrightson	650-218-2100	92148901068078000...	Processed ✓

Navigation: < 1 / 1 >

The right side of the interface shows the 'Proof of Delivery' section with buttons for 'EMAIL SIGNATURE', 'DOWNLOAD SIGNATURE', 'VIEW BPOD', 'EMAIL BPOD', and 'DOWNLOAD BPOD'. A message states 'There is not currently a BPOD available.' Below this is a scanned image of a delivery receipt with handwritten text: 'Delivery section', 'Edwards West', 'WEST', and '504 W Hal Mcrae'. A blue arrow points to the scanned receipt image.

# SendPro<sup>®</sup> Enterprise also generates the USPS Firm Mailing Book for USPS Round Stamp acceptance

USPS Manifest Mailing System								Page 1
Mailer's Name & Address MAC Certification Shipper 100 Main St KANSAS CITY, KS-66101-9998			Permit Number 125		MAC Ver. Number ConnectShip Prologistics 6.5			
			Sequence Number 90-32		Class of Mail Parcel Select			
Article #/ Piece ID	Addressee Name Delivery Address	ES Type	Postage	ES Fee	Insurance Amount	Due Sender	Total Charge	
000762442	BELLOW 1319 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	13.340	19.25 1.15		987.00	33.74	
000762443	TRUMAN TER APTS 1320 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	13.850	19.25 1.15		906.00	34.25	
000762445	PUBLIC SCHOOL 50 1322 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	14.360	8.45 1.15		181.00	23.96	
000762447	CLINTON CORNERS 1324 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	14.790	12.50 1.15		479.00	28.44	
000762448	MAPLE SHADE CABINET 1325 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	15.090	9.80 1.15		268.00	26.04	
000762451	DUSTY ATTIC ANTIQUES 1328 HOLLOWAY AVE SHERIDAN, WY-82801-2320	COD ERR	15.790	16.55 1.15		793.00	33.49	
000762452	LOAN INS 1329 HOLLOWAY AVE SHERIDAN, WY-82801-2320	RRM	16.030	3.85			19.88	
000762453	ELDERCARE 1330 HOLLOWAY AVE SHERIDAN, WY-82801-2320	RRM	16.500	3.85			20.35	
000762454	HEARINGS IMPROVEMENT CENTER INC 1331 HOLLOWAY AVE SHERIDAN, WY-82801-2320	RRM INS	16.760	3.85 2.30	88.00		22.91	
9102901000176000132406 000762455	DISABATINO 1332 HOLLOWAY AVE SHERIDAN, WY-82801-2320	DC RRM	16.980	3.85			20.83	
Page Totals		10	153.49	110.40			263.89	
Cumulative Totals		10	153.49	110.40			263.89	
USPS Manifest Mailing System								Page 2
Mailer's Name & Address MAC Certification Shipper 100 Main St KANSAS CITY, KS-66101-9998			Permit Number 123		MAC Ver. Number ConnectShip Prologistics 6.5			
			Sequence Number 90-32		Class of Mail Parcel Select			
Article #/ Piece ID	Addressee Name Delivery Address	ES Type	Postage	ES Fee	Insurance Amount	Due Sender	Total Charge	
000762457	LAMONT MEDICAL 1334 HOLLOWAY AVE SHERIDAN, WY-82801-2320	RRM	17.480	3.85			21.33	