Smart carrier management

SendSuite™ Xpress Solution

Pitney Bowes

Managing carrier costs

Getting packages out the door and in the hands of your clients and business partners is a vital part of business success. Whether you're shipping from a warehouse or from your mailroom, the task of processing, choosing the right service, tracking, allocating back costs and carrier bill validation can be a big burden. For many shippers, carrier expenses are growing at a faster pace than their business. Not only that, your organization may be missing out on optimizing service selection based on delivery objectives and cost that best meet the needs of your business.

Intelligent decisions

The right technology and business tools can help your organization make more intelligent decisions about carrier service choices. You could save your company up to 38% in carrier spending by using the SendSuite™ Xpress Solution, the "smart carrier management" solution from Pitney Bowes.

SendSuite™ Xpress Solution

This smart carrier management system is a multi-carrier solution supporting UPS™, USPS®, FedEx®, DHL®, regional and local carriers, which helps you:

- **Reduce carrier spend** – By managing carrier/service choices in a single solution, you can make better decisions based on the needs of the business
- **Optimize use of multiple carriers and services** – Select the best level of service for the best price while meeting business delivery objectives
- **Enforce business rules** – Minimize carrier charges while maintaining service levels, utilizing established shipping rules for packages
- **Know the cost of doing business** – Manage carrier spend of your enterprise in one location; knowing what was spent, by whom, where it was delivered, and with what services
- **Make sound business decisions** – Validate carrier bills, reconcile billing, reduce labor costs and streamline cost center allocations

Real-time information management

Get instant access to comprehensive shipping data to manage your mail and package process more effectively.

- Consolidates information from multiple carriers and mailing machines to accurately account for all expenses and provide details on usage and costs
- Delivery confirmation provides date, time and receiver's name for accurate reconciliation by all carriers
- Design and generate reports from a wide range of data sources with Crystal Reports®, giving you the flexibility to comprehensively analyze your operation and make smart business decisions
- Track departmental charges for mailing and shipping, verifying budget availability and detailed reporting by date range
- Analyze carrier usage and costs, increasing savings opportunities and giving you information needed for billing reconciliation

Power means real savings

Having shipping information in one place gives you the power to make intelligent business decisions. These decisions can result in improved expense management and overall expense reduction. Your company could realize up to 38% in total savings! See below for an example of potential savings.

5%-20% reduction in monthly shipping costs

By optimizing service selection based on delivery objectives for all scenarios, including surcharges, you can reduce costs. Even if you are using a single carrier, you'll have the information needed to make service level decisions, reduce common errors that cost your company money, and enforce business rules to minimize unnecessary carrier charges.

2%-5% reduction in labor

SendSuite™ Xpress Solution can reduce time-consuming, error-prone, manual tasks such as handwriting carrier airbills and export documentation or manually updating accounting software to allocate back shipping costs. Improve response time to customer shipment status inquiries with the SendSuite™ Xpress shipment history file. Faster responses reduce labor costs as well as costs related to "on-hold" time.

4%-8% reduction in carrier bills

Carrier invoices often contain mistakes that can cost your company a lot of money in overpayments. Avoid the expense of using a third party to audit your bills to identify filing errors. SendSuite™ Xpress Solution puts information at your fingertips to help you effectively manage your carrier spend.

2%-5% reduction in carrier rates

SendSuite™ Xpress Solution gives you a complete picture of your carrier spend. This information, coupled with multi-carrier capabilities, gives you the power to easily manage your shipping spend in a central location.

You can create custom shipping screens to meet your work flow requirements and/or business needs.

More capabilities

Electronic Certified Mail™

Certified Mail™ is often a necessity in business, but is a manual, time consuming and costly process. Now you can save time and money by automating the process with e-certified mail. This solution can help you:

- Reduce admin time preparing documents prior to entry into the mailstream, and searching through files to determine delivery status
- Realize faster turnaround on delivery status updates and simpler management of those with no signature on file
- No more managing of receipt and internal green card filing
- Consolidate all Certified Mail transactions throughout the enterprise with closed-loop confirmation of date signed by recipient
- E-certified saves money and costs $1.20 less per piece than regular Certified Mail™ with hard copy return receipts

E-track

Get enterprise tracking from a single point with e-track.

- Download delivery status of packages or groups of packages from carriers' websites into one consolidated location
- Make tracking status available to your employees to handle customer inquiries

Ship Request

This option allows a user to request package shipments and provides delivery details right from their PC.

- Automates and standardizes the shipment request process throughout your operation
- Creates a barcode from the user's desktop that shipping/mailroom staff scan to populate shipping screen, validate addresses and select best rates

Shipping labels

- System creates shipping labels for all carriers, including the USPS

Communicate with PB supply line from the "Home Screen" to purchase supplies and gain easy access to vital shipping statistics.

Manage, monitor and consolidate multi-carrier shipping choices with the SendSuite™ Xpress Solution. By managing shipping transactions from one place, you'll have the power to make more practical decisions for your business and save your company money.

Information is power

Effective management of your organization starts with having access to the right information. The SendSuite™ Xpress Solution gives you the means to more effectively oversee, control and make better decisions about your mail, packages, and carriers. Run your business better when armed with the right tools and the right information:

Improve the quality and deliverability of your mail and parcels

Street Smart Address Correction makes sure your packages get to their destination in a timely and cost-effective manner.

- Validates street addresses, corrects missing and incorrect ZIP® codes, adds ZIP+4®
- Minimizes unpredictable costs related to carrier address correction services
- Reduces delays and unhappy customers associated with returned mail and parcels

Make informed service decisions

The **USPS® Residential Delivery Indicator** identifies an address as commercial or residential.

- Make the most informed service selection when you see that appropriate residential fees are shown with your service choices
- Eliminates surcharge adjustments on carrier bills
- Assures accurate accounting and chargeback of service surcharges, as they are accounted for when shipping

Pay only for service needed

Smart Shopping compares carriers/services without compromising delivery requirements.

- Easily select the most cost-effective delivery method that meets the business need
- System sorts by cost or expected delivery date and time
- See information for all carriers and services, including regionals
- Offers options for guaranteed day of delivery ground services
- Notes if delivery time is guaranteed

Improve customer service

E-mail notification allows you to send an e-mail to customers to let them know their packages were shipped.

- Notifies of ship date as well as expected delivery date
- Provides tracking number and carrier Web address so customer can track package status themselves
- Cuts down on package status inquiry calls

Robust reporting

Crystal Reports® is standard with the SendSuite™ Xpress Solution. This powerful reporting tool will help you better understand your carrier spend so you can make smarter decisions for your business, and better negotiate with your carriers. SendSuite™ Xpress Solution gives you standard reports. And with the power of Crystal Reports®, you can make your own reports or Pitney Bowes can develop them for you through our professional services group. Here are some of the easy reports that you can get with SendSuite™ Xpress.

- **Today's activity (transactions)**
  - Display by carrier number of transactions
  - Includes letters
- **Today's activity (value)**
  - Displays by carrier the dollar value of transactions
  - Includes letters
- **Total packages shipped**
  - Displays by carrier
  - Current Day default
  - Allows the user to toggle between current date, MTD, YTD
- **Packages shipped by ground vs. express**
  - Displays by carrier
  - Current Day default
  - Allows the user to toggle between current date, MTD, YTD
- **Total cost**
  - Displays total value
  - Displays by carrier
  - Current Day default
  - Allows the user to toggle between current date, MTD, YTD
- **Total cost by carrier**
  - Displays total value of shipments by carrier
  - Excludes letter
  - Displays by carrier
  - Current Day default
  - Allows the user to toggle between current date, MTD, YTD

Easy user interface

The intelligence is built right into the SendSuite™ Xpress Solution, and can be set up based on the needs of your business.

- Establish your own business rules to meet customer expectations while effectively managing your carrier budget
- Easy-to-follow screens and prompts that can be configured to meet your specific applications
- User-definable on-screen color schemes

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