Shipping & Mailing
Outbound and Inbound Package Management

Stand out with superior mailroom management.

Increase client satisfaction and prevent unnecessary expense.

Property managers cope with a surging volume of incoming deliveries.
Your clients are mission-dependent on timely mail: second day, next day, early morning, and at intervals throughout the day by local couriers. Higher numbers of expedited mail and incoming packages are today's reality. And the mail room, loading dock or security desk may struggle to handle them with time-consuming manual logs. What's more, volume fluctuates with the day and the season, which makes it difficult to plan staffing effectively.

Advances in carrier tracking create more demanding customers.
If urgent mail isn't delivered promptly or recipients aren't notified of arrival in a timely manner, frustrations arise. In addition, your staff is constantly bombarded by inquiries about package status. This distracts them from other duties and lowers their productivity, which increases your operating expenses.

Poor customer service disappoints tenants.
When your staff are preoccupied with managing deliveries, they're not available to handle other service requests. If clients experience this inconvenience repeatedly, it can lead to a broken contract or a lost lease renewal.

Missing service level agreement specified delivery time frames leads to financial penalties.
For example, a Before 09:00 package should be delivered by 09:00. The lack of accurate delivery details, such as time records and proof of custody throughout a facility or across a corporate campus, can lead to financial penalties.

Damaged or missing packages is a direct financial liability.
If there's a problem with package condition, your staff needs to document it on receipt from the carrier so you aren't held responsible. Plus, with manual tracking, figures show the potential for missing packages is high, which is also a liability.

A recent study found that 2.5% of incoming packages are misplaced or delayed every day because of handling inefficiencies and errors; and that number rises to 3% in multi-site office campuses. As a result, tenants are inconvenienced, and dissatisfaction occurs.

Companies expect timely delivery of incoming mail.

25%	within two hours
52%	within four hours

For more information, visit us online: pitneybowes.com/uk/ssto

Achieve the highest level of service.

When handling incoming mail with SendSuite Tracking Online (SSTO), staff can simply scan a barcode, and package details are captured instantly: Recipient, sender, carrier, tracking number and date/time of receipt. This ensures an accurate record and expedites processing.

Manage staffing to reduce overhead and maintain efficiency.

When delivery traffic is heavy, multiple carriers can be processed quickly so fewer staff are needed. For your planning purposes, you can easily review activity to identify the busiest periods and address staffing needs effectively.

Alert recipients immediately of item arrival.

At scanning, an email will immediately be sent to the recipient to notify of package arrival. This reduces distracting mailroom inquiries, in person or via phone, and allows building staff to focus on other tasks.

Gain the security of full chain of custody.

Tracking lets you see immediately who's had the package or envelope, when and where, throughout a building or across a corporate campus. The history is recorded automatically, along with signatures, to reduce the possibility of loss; and it remains searchable.

If there's damage, record it.

SSTO provides fields for comments about envelope or package condition and allows photo documentation, so the facility won't be held liable.

With a cloud-based solution, avoid IT set-up and maintenance.
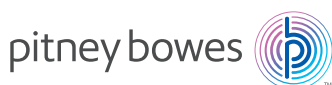
SSTO is installed and maintained by Pitney Bowes in a secure cloud, so it can be accessed from any desktop or laptop. Just register, sign in, and you're up and running. Since the solution is online, information is automatically synchronised when scanned, so mobile and desktop applications remain current. On release, updates are automatic, so you always have the latest version.

SSTO is flexible to fit different facilities' needs and budgets. There are a number of plans to provide solutions for your particular management requirements.

With SSTO, you can create new client log-ins yourself without requiring outside support. There's no delay in providing service as you add tenants and grow. This allows you to manage inbound tracking yourself, easily and seamlessly. In addition, client billing is simplified because you have a consolidated record of tenant usage.

SendSuite Tracking Online helps manage incoming mail to achieve milestones, reduce costs and ensure accountability.

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