

PITNEY BOWES ARRIVAL® TECHNOLOGY HELPS TO STREAMLINE MAIL PROCESSING AT THE GOVERNMENT MAIL SERVICE

CASE STUDY: GOVERNMENT MAIL SERVICE

Based at a Central Government department, the Government Mail Service is one of the fastest growing sections of the Government Car & Dispatch Agency, specialising in mailroom management and reprographics, and is responsible for the delivery of all internal and external mail from their offices in Whitehall to other government departments in and around central London.

“The material we deliver is extremely sensitive and timecritical,” comments Steve Murphy, Office Manager at the Government Mail Service. “We require a signature for every document as proof of delivery and often need to provide such information as time of delivery, which department a document was delivered to and who signed for it.”

In 2004, Steve introduced Arrival®, Pitney Bowes package tracking and delivery management solution, into his mailroom to automate internal deliveries.

“Before the introduction of Arrival®, we were keeping up to six months of paper records in case of any problems,” Steve continues, “which equates to between 12 and 14 A4 boxes of paper. To find the record of a particular delivery we had to sift through a huge number of documents, which was very time consuming. This huge amount of information is now stored on our Arrival® database, where details of delivery times and signatures can be accessed within seconds.”

Arrival® gives you the ability to track incoming mail, packages and other accountable items at every stage, ensuring smooth delivery to the recipient. Items are entered into Arrival® using a portable data collector or keyboard which verifies that the items have been received from the carrier. An external delivery manifest is then created that can be sorted by department, mail stop or delivery route. Mail and packages are then delivered using the delivery manifest.

Options such as requiring a signature on receipt, checking off items individually as they are delivered or capturing deliveries with a portable data collector are possible. This delivery data can then be transferred from the data collector directly into Arrival®, or you can record updates at an Arrival® processing station.

“The system really comes to the fore when we need to track back - for example when people claim not to have received letters or packages,” Steve explains. “With a few clicks of the mouse, we are now able to bring up all the data on a particular item, including an image of the signature from the time document was delivered.”

“The new technology came as a bit of shock to some of our staff,” Steve continues, “many of whom had been using pen and paper for years. But since introducing Arrival® the feedback has been very positive with staff commenting on how much easier it has made their jobs and that they would never go back to the old way.”

“Arrival® has made my life easier as well,” Steve ends. I can create reports based on departments, clients, delivery sites and volume of work, all at the click of a button, leaving me more time to deal with other issues around the office.”



Create > Produce > Distribute > Manage



ABOUT PITNEY BOWES

Pitney Bowes Inc. is a Fortune 500 company that provides integrated mail, messaging and document management solutions. With global revenues of \$4 billion and operating in more than 130 countries, Pitney Bowes has two million customers of all sizes who benefit from increased efficiency and effectiveness throughout their entire mailing process.

Pitney Bowes offers customised solutions to every customer: from entry-level franking machines for low volume mailers, right through to full production mail systems for the highest volume users, such as direct mail houses, financial institutions and public utilities.

PITNEY BOWES EAME

(EUROPE, AFRICA, MIDDLE EAST)

Pitney Bowes currently employs 6,000 people across the EAME region with direct representation through 17 operating companies in Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden, Switzerland, South Africa, The Netherlands, UK and dealer relationships in a further 37 markets.

MAIL FINISHING

Pitney Bowes provides mailing equipment for all sizes and all types of business - from the smallest sending fewer than ten pieces of mail each day, up to larger organisations that send several thousand pieces.



MAIL CREATION

Complementing the mailing equipment is a range of paper handling products and solutions, all of which increase the efficiency of the mailing process. This includes folders, inserters and addresser printers.

OFFICE DIRECT

Through its Office Direct division, Pitney Bowes caters for the small office/home office sector with mailing and financial products designed for the needs of the lower volume user.

DOCUMENT MESSAGING TECHNOLOGIES

The Pitney Bowes DMT division provides automated, high-speed, mail finishing hardware and software to high volume mailers (those processing over 100,000 mail pieces per month) and a choice of both paper based and electronic delivery.

OUTSOURCING AND BUSINESS SERVICES

Pitney Bowes Management Services provides organisations with a management company to implement the mailing and document handling operations on their behalf.

FINANCIAL SERVICES

Pitney Bowes Financial Solutions Europe offers flexible finance and leasing packages for customers to procure and maintain postage equipment and consumables.



Engineering the flow of communication™

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