



Customer Engagement

Print & Digital Communications Management

Relay® Hub Print Manager

Capture, centralise and take control of every communication.

Control the cost of ad hoc mail.

Whether you're generating customer communications from multiple locations or have multiple employees mailing documents from a single location, Relay Hub Print Manager provides a simple way to save money. By consolidating ad hoc documents with system-generated mail, Relay reduces mailing costs for organisations—like yours—through superior automation, postal discounts and paperless adoption.

Relay Hub Print Manager ensures that every customer communication you send, physically or digitally, is handled properly and cost efficiently—regardless of whether you produce your documents on-site or outsource your mailings. Plus, your communications will be received by customers via their preferred channel.

Optimise mailing tasks and costs.

Relay can help your organisation:

- Maximise Royal Mail discounts by validating and correcting address data and reduce the costs of returned undeliverable mail.
- Reduce postage costs by consolidating documents to the same recipient.
- Eliminate under-utilised printers and mailing hardware.
- Automate manual processes like folding and inserting documents into envelopes.
- Increase paperless sending through email access for ad hoc customer communications.

Handle every communication with greater confidence and cost effectiveness:

Ad hoc communications:

- Appointment letters
- Collection letters
- Confirmation letters
- Declarations
- Dispute notices
- Welcome letters
- Credit letters

System generated mail:

- Bills
- Statements
- Invoices
- Notices

Deliver a consistent customer experience for all of your customer communications, every time.



01.
Employees submit documents via a printer driver or hot folder from any location.



02.
Print jobs are consolidated according to their templates.



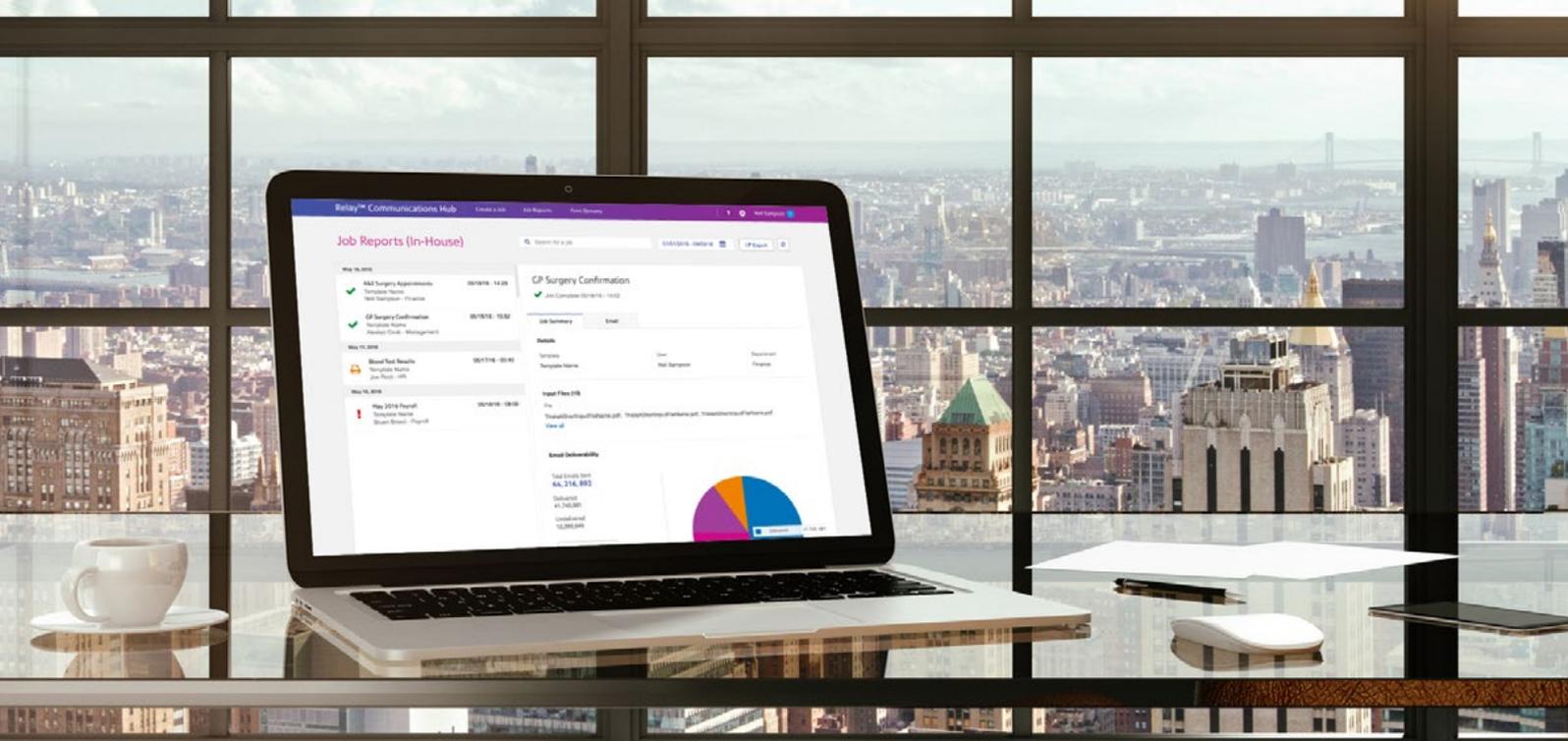
03.
Mail or print centre operators set automatic time and volume release triggers.



04.
Digital jobs are emailed. Printed jobs are inserted into envelopes and mailed.



05.
The right communications are sent to the right customers via the recipient's preferred channel.



Relay® Hub Print Manager offers specific tools for desktop users, mail/print centre operators and administrators that give organisations a seamless way to consolidate all their customer communications in a simple end-to-end workflow.

Desktop user | Print driver:

- Identify user permissions and template settings with an individual user ID and password.
- Deploy across your organisation with ease.
- Enforce reserved areas, including address position and space for barcodes for intelligent inserting.
- Automatically apply all of the correct mailing criteria, such as colour print, email, mailing class, and envelope type.
- Add approved electronic attachments and letter heads.
- Securely centralise documents to Relay Hub by encrypting every document.

Mail and print operator:

- View lists of approved bundles and jobs/documents sitting in the queue.
- Set time or volume triggers to release print streams to printers. Manually release jobs as required.
- With access to a list of released print streams, operators can check the 'Printed' and 'Mailed' boxes to update status for users.
- Generate item level reports to check progress or complete inter-department billing.
- Delete documents submitted in error.

Desktop user | Reporting and tracking:

- View job status such as 'In Print Queue', 'Printed', 'Mailed', 'Deleted'.
- Export item-level reports against 30+ fields including date/time of submission and completion.
- Quickly review and delete any jobs that may need further attention before printing.
- Quickly view status of emailed documents as delivered or undelivered due to hard bounces and soft bounces.

Administrators:

- Add, edit and delete users and manage their permissions.
- Add, edit and delete letter and email templates.
- Create bundles for your users and control which mailing services are available, including mail class, paper and envelope types.
- Manage a library of electronic attachments and overlays. Plus, save costs by promoting migration to white paper.
- Set key triggers for automatically releasing print jobs based on timing or volume.

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