



What's Hiding in Your Law Firm's Mailroom Could Be Costing You Clients

Outdated mail and package workflows lead to risk — here's how to fix them, fast



Behind every successful law firm is a carefully managed flow of mail and packages, from sensitive case files to time-critical client documents. But when that flow breaks down, the consequences can be severe: reputational damage, billing errors, lost revenue, even lost cases. Whether due to inconsistent processes, manual tracking or misrouted deliveries, the mailroom remains a weak link in too many law firms' otherwise modern operations. It doesn't have to be.

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Poor sending and receiving procedures expose you to more risk than you think

Every day, law firms send out some of their most valuable assets: client documents. Flats, parcels and packages containing critical case information, typically original information that cannot be duplicated, move regularly through firms' mailrooms. From mortgage information and divorce forms to important case documents, each must be handled with the utmost care.

Without a centralized, firm-wide system in place for its mail, law firms often rely on a patchwork of spreadsheets, inboxes and hallway handoffs to manage these business-critical assets. And without that system in place, their exposure to risk remains entirely up to chance.

Knowing when each piece of mail was received, who signed it, and its complete chain of command is imperative to the firm's risk mitigation. Outgoing mail also must be tracked — especially [Certified Mail®](#) receipts, which can prove a document was sent to a client. Similar processes are crucial for receiving and logging client checks.

Inaccurate cost tracking of specific client parcel deliveries introduces additional risk. Some firms absorb those costs rather than billing the client, losing money in the process. Others bill the client incorrectly, running the risk of reputational harm and financial damages.

Poor document handling can go beyond negligence and financial losses — it can cost lives. In one high-profile court case, a prestigious New York law firm representing a death-row inmate mistakenly returned unopened court orders denying the inmate's appeal in 2003 due to a mailroom error. The U.S. Supreme Court later cited the law firm's improper document handling in its decision to grant a new hearing.

Electronic Return Receipts **save** time and money.

\$1.58
per piece savings

Almost

40%

more efficient than
manual method.



Easy storage
and retrieval



Closed-loop
consistent process
and simplified
reporting

LOW

compliance errors
and data security risk

Building a better system

Law firms don't just need better mailroom operations. They need a smarter, standardized system that ensures every piece of mail is tracked, delivered, and accounted for. This means eliminating guesswork, reducing risk, and using tools that scale across its entire operation.

Here's how to build it:

Review your current workflows

Start by identifying gaps in the ways your firm processes and manages mail. Take a particular look at:



Document handling and tracking from intake to final delivery



Storage and retrieval of both physical and digital mail records



Mailroom reporting and client chargeback procedures

Standardize and train processes across locations

Once you've uncovered opportunities for improvement, clearly define procedures for:

- Sending, receiving and logging client-related materials
- Assigning expenses to the right matter numbers
- Handling Certified Mail, checks, sensitive packages and court documentation

Your processes should be:

- Simple enough for every employee to follow
- Adaptable across departments and office locations, especially for hybrid or satellite teams

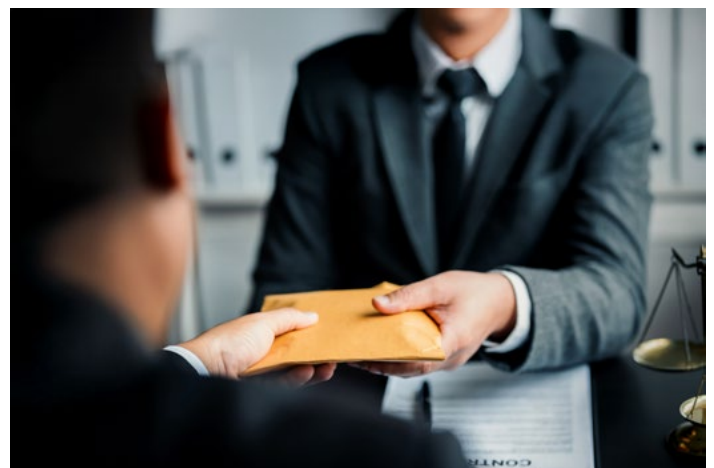
The bigger the firm, the more critical it is that mail procedures are standardized and consistently enforced.

Support processes with the right technology

Digital transformation isn't just for client management and e-discovery, it's long overdue in the mailroom. The right software can modernize your firm's entire shipping and receiving operation, helping it automate, standardize and track every stage of the shipping and receiving lifecycle, all while reducing compliance risks.

With the right tools in place, your firm can:

- Automate [Certified Mail](#) with electronic Return Receipts (eRR)
- Track inbound packages from arrival to internal delivery
- Log, store and retrieve delivery records with full audit trails
- Allocate shipping costs to the appropriate clients automatically
- Provide visibility across all carrier types, including USPS®, FedEx® and local couriers
- Manage each step in your process from a single user-friendly platform, accessible anywhere your legal team works



Automated processes are a cost-saving, risk-mitigating solution

Parcel management solutions from Pitney Bowes can help law firms more efficiently and cost-effectively send, receive, deliver and track packages, flats and mail.

Shipping 360® Platform

Streamline your law firm's outbound mail with [a single platform](#) for Certified Mail, carrier rate comparison and expense chargebacks.

- Replace handwritten green cards with electronic Return Receipts (eRR)
- Automate client billing by matter number
- Ensure team-wide access to critical tracking information

PitneyTrack® Inbound

Track every piece of [inbound mail](#) from mailroom arrival to delivery at an associate's desk with automatic chain of custody and recipient notifications.

- Never lose sight of critical inbound documents
- Reduce manual logging errors with simple barcode scanning
- Maintain audit-ready records of delivery

ParcelPoint™ Smart Lockers

Offer [secure, 24/7 pickup](#) for mail and packages — regardless of mailroom hours and hybrid workforce schedules

- Eliminate missed hand-offs and manual sign-outs
- Increase package security with unique PINs, barcodes and photo capture
- Integrates directly with [PitneyTrack Inbound](#)



Built on our first-of-its-kind **Shipping 360® platform**, our tracking software and smart lockers become an integrated, easy-to-use solution providing you full, end-to-end visibility and confidence that every package and mail piece moving across your organization will be delivered safely and securely. With the help of Pitney Bowes, law firms can:

- Improve visibility and gain total chain of custody for inbound packages
- Streamline manual accounting practices
- Accurately bill and reduce shipping costs
- Eliminate manual USPS Return Receipts
- Limit the number of packages or accountable mail lost or misdirected within the firm

Ready to eliminate risk from your law firm's mailroom?

Connect With an Expert

pitney bowes The Pitney Bowes logo icon, a stylized 'PB' inside a circle.