



**Customer Engagement**

Print & Digital Communications Management

**Relay® Hub Print Manager**

# Capture, centralize 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 system-generated documents with ad hoc communications, Relay reduces mailing costs for organizations—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.

**Optimize mailing tasks and costs.**

**Relay can help your organization:**

- Decrease postage costs by capitalizing on economies of scale for USPS discounts, presort saturation and consolidating documents sent to the same recipient.
- Eliminate under-utilized printers and mailing hardware.
- Reduce costs of returned mail by validating and correcting address data.
- 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 print driver or hot folder from any location.



**02.** Print jobs are consolidated according to their templates.



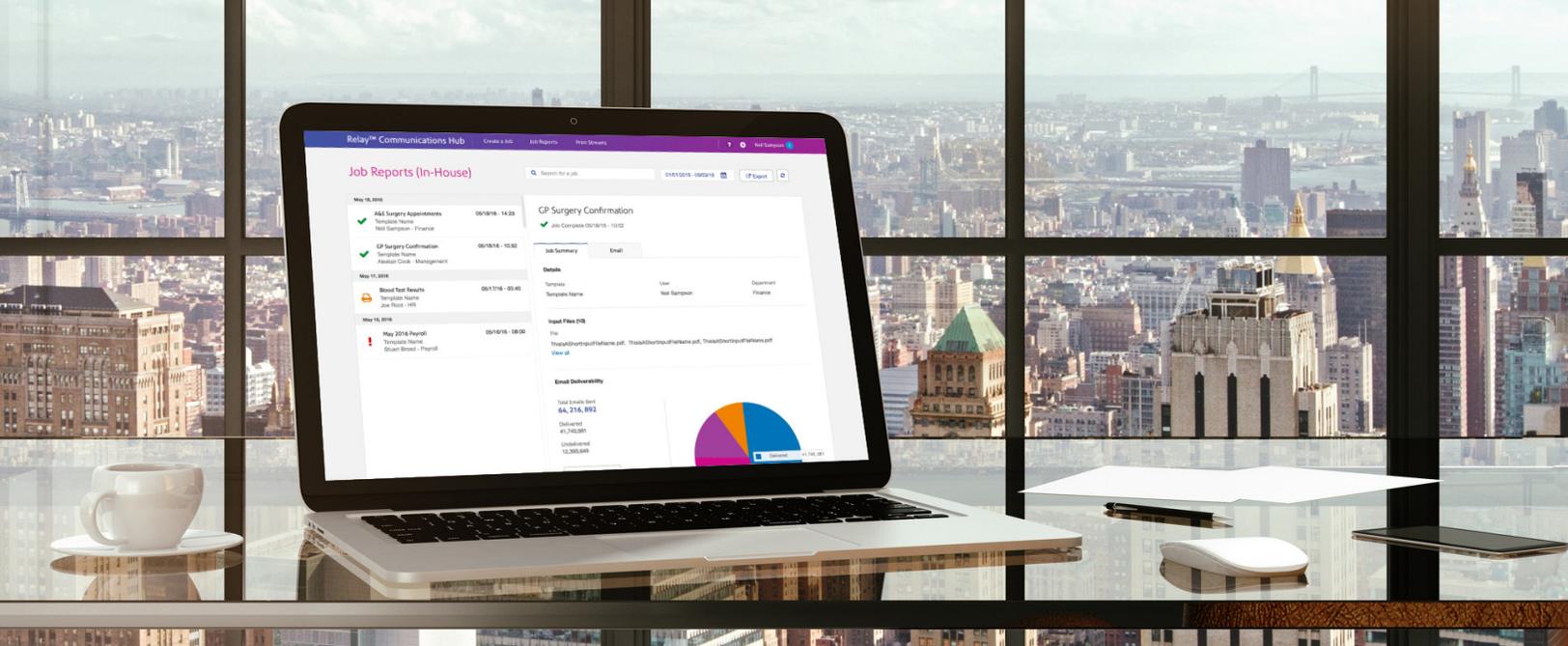
**03.** Mail or print center operators set automatic time and volume release triggers.



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



**05.** The right communications are sent to the right customers via their preferred channel.



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

#### Desktop user | Print driver:

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

#### Mail and print operator:

- View list 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 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.

For more information, visit us online: [pitneybowes.com](http://pitneybowes.com)



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