



Sending

pitney bowes 



**Simplifying sending for  
businesses of all sizes**

# Sending is who we are. Innovating is what we do.

For nearly 100 years, Pitney Bowes has crafted innovative technologies to help businesses of all sizes meet their immediate shipping and mailing needs and stay ahead of the curve in the fast-changing world of modern commerce. Sending is at the core of everything we do.

Every day, we help simplify sending for **over 1 million** customers.

Our approach is to understand customer challenges and craft sending technology solutions that can help you:

- Mitigate risk
- Achieve operational efficiency
- Reduce costs
- Strengthen customer relationships
- Future-proof your business
- Gain end-to-end visibility

## Approaching 100 Years of Innovation

1920

The birth of an industry

Arthur Pitney, the inventor of the first commercially available postage meter, and Walter Bowes form Pitney Bowes.

1957

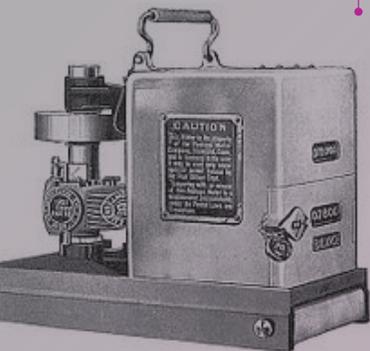
Keeping pace with business transactions

Pitney Bowes introduces the first automatic mail sorting machine.

1961

Increasing productivity

Pitney Bowes creates the mail inserter for large-volume mailing.



# For us, getting it right matters.

With a steady focus on the future of sending, Pitney Bowes continues to innovate every day. From the first postage meters to today's software and services, we've crafted a range of sending technology solutions that remove complexity and drive meaningful impact for your business.



## Mailing

Our mailing solutions help businesses save time and money.



## Shipping

Our shipping solutions help businesses rethink the way they ship and receive.



## Digital

Our digital solutions help businesses easily enhance and scale their sending capabilities.



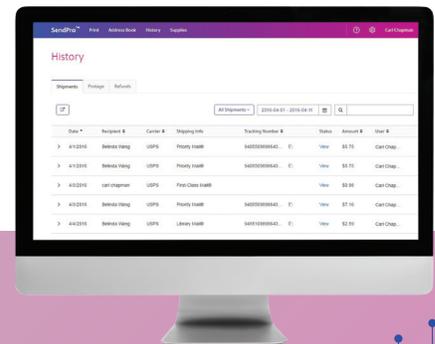
## Financial Services

Our financial services offer businesses flexible payment options.



## Data & Professional Services

Our data & professional services help businesses start sending quickly and efficiently.



1998

### Digital document delivery

Pitney Bowes enables message management via hard copy, web, email and fax.

2012

### Going global

Pitney Bowes simplifies global ecommerce for merchants.

2016

### The Commerce Cloud

Pitney Bowes launches new solutions, APIs and IoT-enabled devices to drive commerce. Launched SendPro Online shipping and mailing solution.

2017

### Broadening Cloud Offerings

Pitney Bowes reinvents shipping and mailing with all-in-one IoT connected sending devices.

2019

### Enterprise Expansion

Pitney Bowes expands Enterprise offerings with robust technology, data, and analytics to streamline sending.





## Mailing

# Streamline your end-to-end mailing processes.



### CLIENT SPOTLIGHT

## Pitney Bowes mailing technologies help our customers:

### Be efficient

- Easily weigh, rate and apply official USPS® postage to letters, flats and small parcels.
- Automate daily manual processes.
- Get communications to your customers faster.

### Reduce costs

- Take advantage of discounted postage rates – available exclusively through our technology solutions.
- Accurately weigh every letter and flat.
- Select the right class of mail for everything you send.

### Ensure compliance

- Ensure the right documents get into the right envelope.
- Gain visibility with full chain of custody reporting.
- Verify delivery with digital proof of receipt.

## Meet Jennifer

*"I need time back in my day to focus on other business needs."*

She's the facilities manager of a regional bank. For banks, time is money. Jennifer wears many hats and needs to reduce time spent processing mail, while still ensuring the right mail gets to the right customer. Pitney Bowes mailing solutions help Jennifer process mail efficiently and give her the peace of mind she needs all while reducing mailing costs.

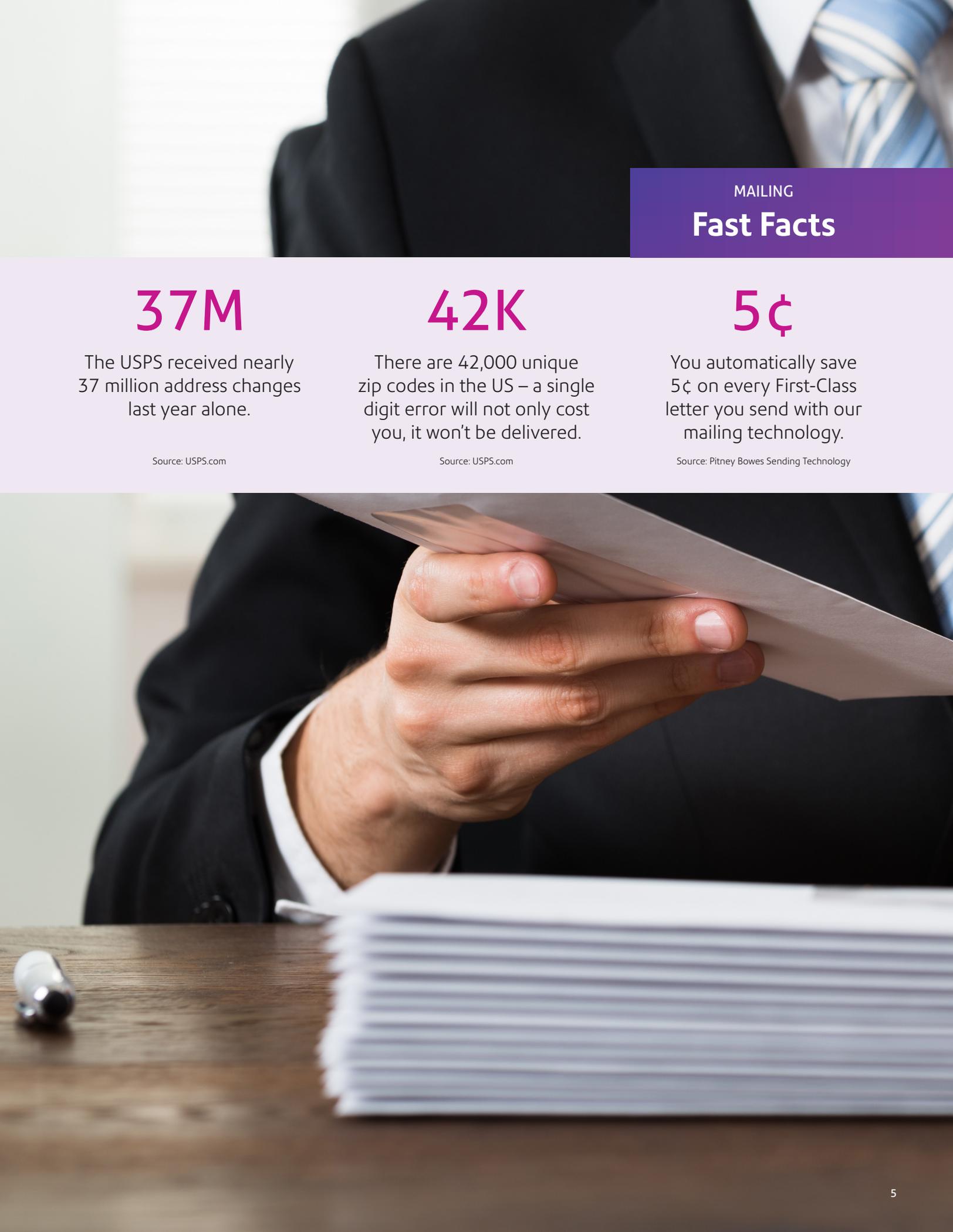
## Approved USPS Vendor

AN APPROVED LICENSED VENDOR OF THE U.S. POSTAL SERVICE



PITNEY BOWES IS AN INDEPENDENT VENDOR OF THE USPS





MAILING  
**Fast Facts**

**37M**

The USPS received nearly 37 million address changes last year alone.

Source: USPS.com

**42K**

There are 42,000 unique zip codes in the US – a single digit error will not only cost you, it won't be delivered.

Source: USPS.com

**5¢**

You automatically save 5¢ on every First-Class letter you send with our mailing technology.

Source: Pitney Bowes Sending Technology



## Shipping

# Rethink the way you ship and receive.

Pitney Bowes shipping technologies help our customers:

### Streamline processes

- Centralize your sending and receiving processes.
- Simplify the shipping decisions you make.
- Eliminate error-prone manual processing, with a standardized, automated process.

### Generate savings

- Find the ideal carrier and service with access to multi-carrier rate comparison.
- Receive postage discounts just by printing shipping labels via sending technology.
- Avoid unnecessary surcharges and fees.
- Accurately weigh and dimension packages, ensuring the best rates possible.

### Mitigate risk

- Automate manual, error-prone processes.
- Ensure proper accounting and tracking.
- Minimize the number of lost or mishandled packages.



### CLIENT SPOTLIGHT

### Meet Matt

*"Our shipping expenses are getting out of control. They're beginning to hurt our bottom line."*

He's the Director of Operations for a regional healthcare system. Managing the shipping and receiving operation is only a small part of his job, and it's difficult to manage the pressure of knowing that getting an important package in the right hands could be life or death. Pitney Bowes shipping solutions help Matt streamline shipping across multiple locations, ensuring senders are getting the best rates and packages are getting in the right hands.

### Award Winning Design



International Design Award  
Winner for Sending Technology  
Product Design





SHIPPING  
**Fast Facts**



Historically companies overspend on shipping by 13% on average.

Source: BusinessWire



Shipping costs represent up to 10% of your bottom-line expenses.

Source: BusinessWire



You automatically save up to 40.4% on USPS shipping labels with our shipping technology.

Source: Pitney Bowes Sending Technology



## Digital

# Maximize the value of your sending capabilities.



### CLIENT SPOTLIGHT

## Pitney Bowes digital technologies help our customers:

### Optimize spend

- Correct address data so mail and packages are delivered without wasted cost of undeliverable mail or returned packages.
- Get access to USPS postage discounts for mail and packages.
- Leverage real-time analytics and reporting.

### Gain end-to-end visibility

- Gain visibility into the entire mailing process, from printing, to folding and inserting to sending and tracking.
- Provide proof of customer information security and privacy with reporting.
- Gain total control of the design of your documents.

### Achieve digital transformation

- Centralize document production across your organization for better control and increased productivity.
- Easily reach customers through their preferred channel by switching from print to digital delivery.
- Easily manage sending across departments or locations with connected devices and SaaS sending solutions.

### Meet Ellen

*"I need help sending customers traditional mail and digital communications."*

She's a manager of customer accounts, in charge of outbound customer communications. Her company wants to switch all communications from print to digital, but some of her customers still want to receive physical mail. Pitney Bowes digital solutions help Ellen manage rising mailing costs and customer preferences, by combining digital communications with traditional mailing processes.

## Industry Trailblazer



Recipient of the 2019 USPS  
Headquarters Data Driven  
Excellence Award





DIGITAL  
**Fast Facts**

**375K**

IoT enabled devices across the globe

Source: Pitney Bowes Sending Technology

**1.5B+**

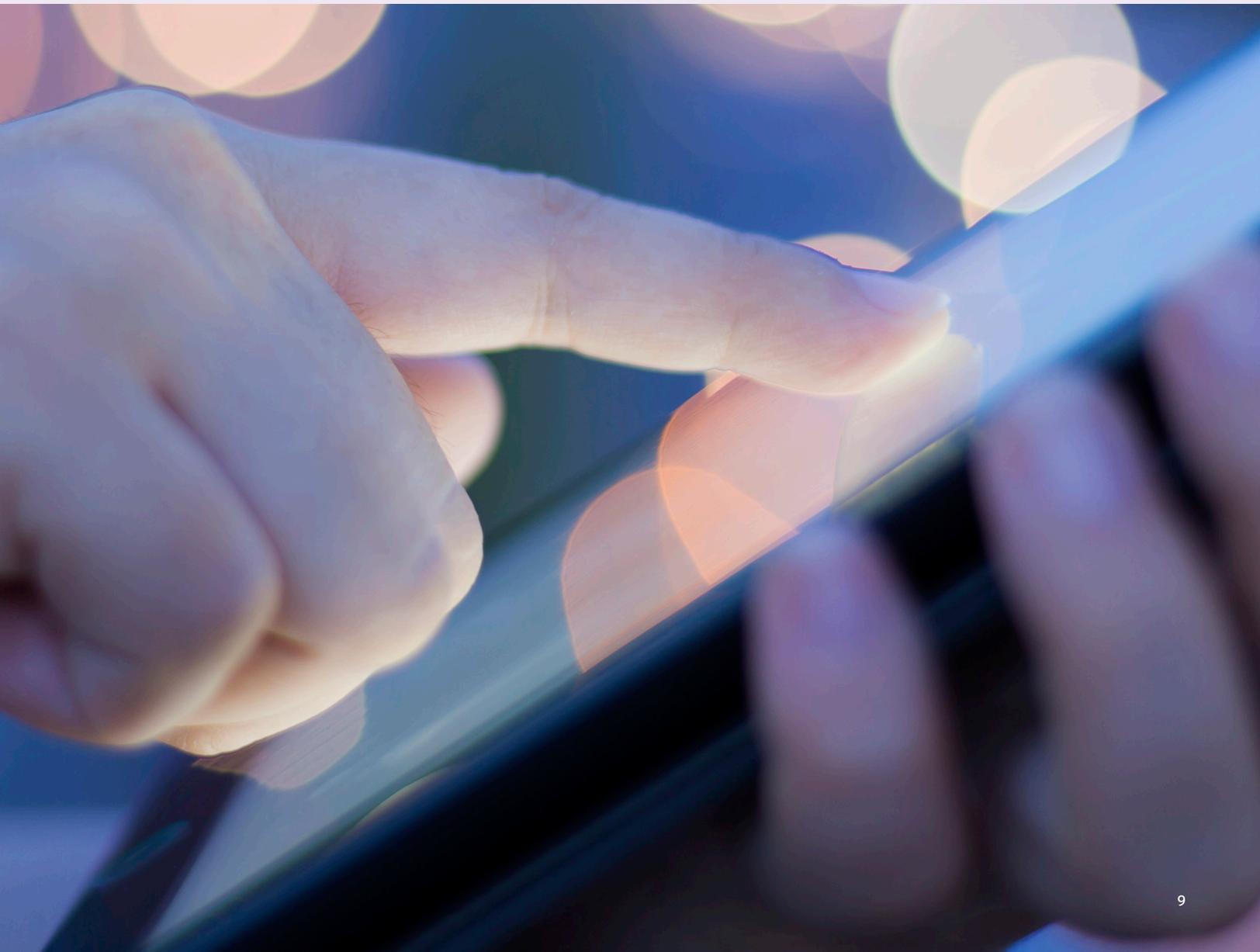
IoT events per month

Source: Pitney Bowes Sending Technology

**25M**

API calls per year

Source: Pitney Bowes Sending Technology





## Financial Services

# Find a more efficient way to pay for postage.



### CLIENT SPOTLIGHT

Pitney Bowes offers a host of flexible postage payment options including:

#### Credit lines: Send now and pay later

- Free up cash flow or credit for other business needs.
- Earn rewards for what you spend.

#### Deposit accounts: Prepay and earn

- Prepay to one account for all meter postage, USPS® shipping and even permit mail.
- Earn interest if your average daily balance is greater than \$42,000.
- Deposit accounts are FDIC insured up to \$250,000.

#### Multi-Carrier Shipping: Consolidate and reap the rewards

- Charge FedEx® and UPS® shipping to your credit line.
- Make one monthly payment for mail and shipping expenses.
- Earn two points for every \$1 you spend.

### Meet John

*"I'm looking for a way to streamline the way we pay for postage."*

He is the Chief Financial Officer of a regional insurance company. Sending is a critical part of the business, and he is always looking for ways to streamline processes, free up cash flow and consolidate invoices. Financial Services from Pitney Bowes allow John to do these things so he can focus on other business needs.

## Account Protection



Banking services are provided by The Pitney Bowes Bank, Inc., Member FDIC. Eligibility for products subject to credit approval and customer verification. Programs, rates, terms and conditions are subject to change. This is not a promise to lend.



# Financial report

## Balance sheet

Assets	1,734,576
Liabilities	166,630
Equity	74,394

## Income statement

Revenues	12,978,516
Expenses	6,372,535
Net income	6,505,981

## Equity statement

Current year	1,734,576
Previous year	166,630

## Cash flow statement

Operations	12,978,516
Investing	6,372,535
Financing	6,505,981





## Data & Professional Services

# Start sending quickly and efficiently.

Pitney Bowes offers a host of Data & Professional Services including:

### Your Account portal

With Your Account you can:

- Get a snapshot of current balances and orders.
- Manage billing and payments across all solutions.
- Schedule postage account deposits and refills.

### Professional services

Our suite of professional services includes:

- Business Process Consulting
- Installation Support Services
- Systems Integration and Implementation
- Operational Enhancements/Assessments
- Education and Training
- On-Site, On-Call, Remote Support

### Analytics dashboard

Our Analytics Dashboards enable you to:

- Gain a consolidated view of all activity and spend.
- Uncover new savings opportunities.
- Optimize sending processes across the whole organization.
- Make smarter sending decisions.



### CLIENT SPOTLIGHT

#### Meet Natasha

*"I'm concerned managing multiple Pitney Bowes technologies across various locations will be a headache."*

She's the Vice President of Operations of a firm with over 40 locations nationally. With a growing roster of clients, she needs to find a way to save the firm time and money while maintaining a high level of security. With Pitney Bowes suite of data and service solutions, Natasha doesn't have to worry about onboarding, training users, or analyzing usage. Her new Pitney Bowes solutions come with professional set up and training, a consolidated view of all accounts and a rich analytics dashboard.

## Unparalleled Expertise



800+ A+ Certified Technicians  
across North America



# A heritage of excellence in sending technology



## GLOBAL REACH

**14K**

Powered by 14,000  
employees across  
the globe

**1M+**

Every day, we simplify  
sending for over  
1 million businesses

**90%**

of the Fortune 500  
put their trust in  
our expertise



## INNOVATION

**3,500**

innovative patents  
power our sending  
technology solutions

**2,000+**

developers participate in Pitney Bowes  
Annual Global Hackathon, driving the  
development of new technology

**20B+**

IoT events per year enabling  
us to deliver you better  
business outcomes

**We're dedicated to helping your business thrive.**

To learn more about Pitney Bowes and how our Sending Technology Solutions  
can help your business, visit us online at [pitneybowes.com](https://www.pitneybowes.com).

## HEAR WHAT OUR PARTNERS & CLIENTS HAVE TO SAY

*"Pitney Bowes is an excellent example of a company that is rapidly transforming and redefining a traditional industry with modern, data-driven, solutions."*

Chet Kapoor, VP of Google's Apigee Group

*"We use SendPro Online every day. It's very intuitive. We train employees how to use it and they pick it up very quickly. We couldn't believe we hadn't switched to Pitney Bowes sooner."*

Kevin Kaidbey, Co-owner of Nora Ross

*"Everybody is very pleased with Pitney Bowes. What we were doing in-house never looked as good. And if I had to do this all over again tomorrow, I wouldn't have to think twice about choosing Pitney Bowes. I would just say 'absolutely'."*

Helen Nowak, Contract Coordinator, Centerstone

*"Pitney Bowes sending technology provides full visibility into our sending processes and helps us optimize and streamline our operations. It's the perfect technology complement to our physical mail center transformation."*

Geoff Labe, Director of Campus Center Services, Haverford College



**United States**

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