

Financial Statement Services, Inc. (FSSI) gains efficiency in mailing and tracking.

Client profile

- Provides customized solutions for variable-data printing, electronic document production and distribution
- Founded in 1980
- One of the largest, independent woman-owned providers of statement services in the western United States

Overview

Financial Statement Services, Inc. (FSSI) accepts encrypted data that comes in via almost any transmission method. Once they have and verify the data, it's processed to generate custom documents and reports. FSSI has solutions for printed material—ink-jet printing, full-color digital print, direct mailing services—as well as digital, including digital document delivery and management, SMS, mobile apps and others. They provide outstanding flexibility for innovative customer communications.

FSSI has relied on Pitney Bowes mailing equipment and software for years to add speed and integrity to its mail production.

Business challenge

FSSI's goal was to save their clients money by increasing efficiency in mail delivery and tracking. The result would be great cost efficiencies and volume discounts. Additionally, their clients would also be able to communicate with their customers more effectively.

FSSI chose to expand the partnership with Pitney Bowes for two reasons: Their solutions were more technologically advanced than the competitors', and provided superior closed-loop mail tracking and mailpiece visibility.

“By leveraging Pitney Bowes Presort Services' investment in advanced tracking technologies, we avoided a significant capital expense and lowered the cost of serving our customers.”

—Henry Perez
Chief Operations Officer
Financial Statement Services, Inc.

Technology used

- Pitney Bowes Presort Services
- IM™ Barcode

“With Pitney Bowes, I can count on an exceptional level of trackability and granular status information that I can confidently share with clients.”

—Henry Perez
Chief Operations Officer
Financial Statement Services, Inc.

Solution

Pitney Bowes Presort Services picks up, sorts, bundles and delivers FSSI's mail to the United States Post Office three times a day, averaging over 100,000 pieces daily. Perez also cites vital business reasons for implementing Pitney Bowes' solution. “Previous companies lacked both Pitney Bowes' national reach and technology investments,” Perez explains. “Their advantages in mail tracking, Permit Imprint Indicia, and control of time in the Mail Exchange offering, have all met or exceeded our expectations. The best part is that we're able to leverage these benefits while avoiding the equipment investment,” he adds.

Because FSSI specializes in financial statement mailings, it is critical to know exactly when each piece is delivered. Compliance, time-to-revenue and customer satisfaction are all concerns that drive FSSI's need for a tightly controlled and highly-efficient mailpiece tracking process.

For example, tax forms have more sensitive information than almost any other document type. A single breach of personal or financial data can put a client at risk and expose an institution to penalties and litigation. FSSI specializes in processing and mailing IRS-compliant tax forms, and guarantees the accurate, timely, secure handling of every client record. Pitney Bowes helps FSSI back up that guarantee. “FSSI's

business partners require transparency into our entire process. They want to know that when they entrust their data to us, it's a clean handshake, and that we can audit their mailpieces all the way through the process,” Perez continues.

Mailpiece tracking lets FSSI verify receipt, provide proof of mailing and coordinate follow-up. For precise management, Pitney Bowes and FSSI utilize USPS Intelligent Mail® barcodes for mailpieces that require this level of audit. IM Barcode makes electronic tracking possible for all First-Class Mail®, Standard Mail®, letters and flatsized items.

Much of the mail that FSSI processes for its clients is time sensitive and must conform to governmental regulations. Pitney Bowes Presort Services plays a vital role in helping FSSI earn client confidence and fulfill its pledge of unsurpassed quality, accuracy and security.

Results and benefits

- Greater speed and efficiency of mailings
- Improved closed-loop mail tracking and mailpiece visibility
- Assured compliance with regulatory requirements for mail preparation and delivery
- Lower cost to serve clients (with no additional capital expenditures required)



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