



ONESOURCE

Returned Mail Solutions

FACTS	<ul style="list-style-type: none"> ■ FIRST CLASS RETURNED MAIL IS GROWING AS A % OF OUTBOUND MAIL ■ 76% OF ALL RETURNED MAIL HAS TO DO WITH MOVERS ■ MOST COMPANIES LOSE MILLIONS OF DOLLARS ANNUALLY DUE TO THE ISSUE
What is RMS?	Returned Mail Solutions (RMS) is an integrated suite of post-mail solutions, that efficiently manages all workflow, data and Customer contact issues associated with undeliverable mail and bad addresses.
Why should I be interested?	<p>The solution provides the following benefits to any organization that mails First Class documents B2B and B2C. This is why every Company should utilize RMS:</p> <ul style="list-style-type: none"> • Provides operations savings and cash flow improvements better than market – including internal operations and outsourced handling of Customer accounts • Automatically turns paper to data, updates Host(s) with new Customer data • Easily integrated solution with 30 day implementation, in-house or outsourced • Minimal staff required for implementing
How do you differ from NCOA?	NCOA is the National Change of Address database, administered by the USPS. Approximately 50% of Consumers and Businesses complete Address Changes with the USPS. RMS is a fully integrated paper and data workflow solution, including proprietary software and technologies, that more efficiently manages physical returned mail and the required resolution of address issues. NCOA is a database that resolves a small percent of the overall issue. RMS is completely different than NCOA.
How much can I expect to save?	While every Customer has different outcomes based on their individual issue, average annual net savings for implementing RMS is \$500,000+.
How fast can I start?	RMS is live within 30 days of requirements. There is no need to wait months or years while you are working on other mailing and data changes. Savings begin day one, and the solution is fully migratable as your systems, documents and platforms change.
RMS Credentials	<p>The original enterprise workflow process was developed in 2002 and has been providing the solution to B2C and B2B Customers since 2006.</p> <ul style="list-style-type: none"> ■ Manage 300,000 – 1,000,000 physical returned First Class Mail Pieces monthly ■ Have managed and resolved in excess of \$1.2 Billion in customer AR ■ Validated as the most comprehensive solution in the US for the issue

CAPTURE	ADDRESS MANAGEMENT	DOCUMENT REPURPOSING	REPORTING
<ul style="list-style-type: none"> • Cloud • Image • Data • Paper • Onshore • Offshore 	<ul style="list-style-type: none"> • RMSLink • RMSMover • FraudLink • Phone • SSN • DOB 	<ul style="list-style-type: none"> • Remail • Rebound • Exception Management 	<ul style="list-style-type: none"> • Cash Flow • Volume • Resolution • Fraud Alerts • Auto Customer Service and Collections