



Mailplus Mailroom Management

Mailplus manages the processes of receiving; sorting and distribution of physical mail to accommodate the individual needs and core business activity of individual clients. In all cases, Mailplus captures transaction volumes and monitors process and issues for performance reporting against agreed service levels and business trends. Typical mailroom processes include:

Receiving Inbound Mail

- Post Office and Document Exchange clearance
- Registered items with a consignment reference recorded against an inbound mail register
- Interoffice bags registered against log sheets and seal numbers
- Mail counted or weighed (items per kg) for transaction monitoring
- Priority mails & dedicated PO Box mail ID for priority sort or distribution

Sorting Inbound Mail

- Pre-sort against client core business activities, priorities and distribution requirements
- Mail opening, date stamping and addressee identification
- Document recognition and processing
- Scan, image and index (where applicable) forms and mail for data transmission to customer systems
- Registration of valuables and cheque payments (including Attorney General requirements for the handling of public monies)
- Maintenance of client reference material for mail sorting & addressee location

Courier Management

- Receipt and log items in register, identify destination, notify recipients for collection or advise of distribution on next internal run
- Coordinate and maintain all scheduled courier runs and collections
- Arrange bookings, collect (or receive), package and ship outbound ad-hoc

couriers

- Monitor outbound deliveries & estimated time of arrival through track & trace systems with client preferred courier vendors & notify sender as applicable
- Prepare cost centre allocations and reconcile supplier invoices (or pay and re-bill as appropriate)

Distributing Inbound Mail

- Priority distribution against client requirements of core business activity, executive and banking
- Distribution is conducted to an agreed schedule to guarantee same day turnaround of internal mails and consistency in workflow and is actively promoted at service delivery points
- Distribution can be to the individual's workstations, network of satellite utilities areas or on a stakeholder self-serve basis



Mailplus Mailroom Management

Collecting Outbound Mail

- Separate lodgement facilities at service delivery points that separate outbound internal mail, postage and courier despatch
- Additional clearance services maximises same day despatch of outbound mail
- Record of cost centre allocation requirements against mail collections

Sort Outbound Mail

- Consolidation of inter-office mail that avoids multi consignment charges & fees
- Identification of clean mail & other mail rate discounts and incentives available from Australia Post
- Identification of mail suitable for despatch via lower cost options of the Document Exchange or international Re-mail Services
- Consultation with stakeholders to consider cost efficiency in despatch methodology and delivery requirements

Despatching Outbound Mail

- Maintenance of despatch records that includes consignment reference, registered mails and seal numbers
- Interface with mail house organisations delivering assembly and fulfilment services
- Despatch management via computerised despatch systems for courier and postage
- Preferred supplier arrangements with best of breed vendors and service providers

Ad hoc Logistics, Mail and Administration Services

- Folding and Inserting services
- Logistics fulfilment (promotional items, Christmas or special function activities)
- Stationery management, logistics and restocking
- Printing logistics services, collection and delivery
- Newspaper and milk deliveries, kitchenette management
- Location database management
- Cost centre allocation and invoice reconciliation

Mailplus and its partner organisations can provide a FREE assessment of your current mailroom operation.