NOVITEX'S RETURN MAIL SOLUTION
Increased deliverability. Greater return.

Every time a piece of mail is undeliverable, your organization risks losing a vital connection — the one you have with your customers. Yet every year, approximately 1.4 billion pieces of First-Class Mail® are "Returned to Sender" due to name and address issues.

Novitex has estimated the cost of returned mail at three dollars per piece in operational expenses alone. This includes postage and printing, handling, address research, re-mailing, and other related processes. Time and labor spent researching undeliverable mail can interrupt your workflow and decrease productivity. But when you look beneath the surface, the true cost to your enterprise is far greater — in excess of $50 per piece. Delayed customer communications can result in unpaid invoices and low response rates.

When customers don't receive critical legal, insurance or financial notices, it can hinder the ability to conduct your core business effectively. And if a customer's address is suppressed or eliminated from your database — you could risk losing them altogether.

For today's mailers, manual decentralized processes don't fully resolve the complex issues associated with undeliverability. For that, you need the postal expertise of Novitex Enterprise Return Mail Services integrates multiple technologies to reduce the total cost of undeliverable mail, centralize and automate manual return mail processes, and reconnect you with your customers. This fully integrated, enterprise-wide solution can:

Dramatically improve accuracy and deliverability. We can update 60 to 80 percent of incorrect addresses (compared to only 10 to 30 percent with single - solution data providers). We validate every updated address that we generate, and provide the data needed to reconcile Address Change Service (ACS™) NIXIE and National Change of Address (NCOALink®) information.

Provide significant cost savings. By automating the total return mail process, we can potentially reduce operational expenses by up to 70 percent.

Adhere to USPS compliance. By centralizing your return mail operations and providing real-time reporting on undeliverable mail, we minimize the risk of postal inspection service audits and lost postage discounts.

Shorten the return mail management cycle. We can help you reconnect to your customers more quickly by eliminating return mail backlogs and reducing processing time from weeks to days.

Provide critical information on each mail piece. Instead of simply suppressing "bad" addresses, we track historical data on how many times a bad address is returned, getting to the root cause of undeliverable mail. In addition, we track if an updated address rebounds as a piece of undeliverable mail. Our logic helps you make intelligent decisions about undeliverable addresses so that you don't lose a customer.

Improve your workflow. As a worldwide leader in mailstream management, Novitex can implement centralized, enterprise-wide quality standards for processing return mail. At the same time, we allow individual business units the flexibility to set their own requirements. In addition, we provide the complete management of all return mail functions with solutions that include document capture, address research, updating system of record, re-mailing, imaging, archiving and secure document destruction — all from a single source provider.

Provide flexible processing. Novitex has both on-site and off-site processing methods that maintain your company's security while leveraging economies of scale.

Employ "proven" technology. Our strategic partnership with Horizontech enables us to combine postal expertise with innovative software solutions that can be easily integrated into your IT processes.

Improve your environmental footprint. As a leader in environmental stewardship, we can help you reduce the waste associated with postage and print, as well as securely destroy or recycle your physical mail.

About us. Novitex Enterprise Solutions is the leading provider of innovative, cloud-based solutions in the document outsourcing industry. By leveraging the end-to-end Integrated Document Life Cycle™ framework, consultative approach and the right technology, Novitex and its 9,000 on-the-ground employees enable clients to free up valuable resources to drive their businesses forward. With more than 30 years of experience, Novitex has successfully implemented solutions for hundreds of clients, including the Fortune 500, across ten vertical markets.