



Shipping & Mailing

Parcel Management Solutions

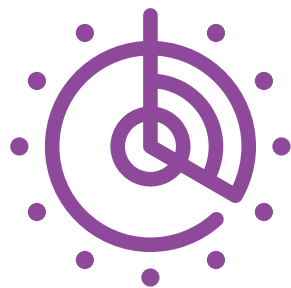
Automating how law firms ship, track and deliver

# Discover a new level of efficiency.





# The market for legal services is changing fast. You need to capitalize on every opportunity to control costs.



Say goodbye to lost or misplaced documents.

**Office workers spend between one to one-and-a-half hours per week looking for documents or files.**

## **Don't settle.**

Firms face intense competition from non-traditional providers. Flat revenues and growing customer demands call for greater efficiency, predictability and cost-effectiveness.

How you handle simple day-to-day tasks can impact your bottom-line profits. This is especially true in parcel and mail management, where firms waste valuable time without seeing results. Why overspend? Smart solutions from Pitney Bowes make it easy to automate workflow, manage carrier spend and satisfy clients.

- Spend less for shipping
- Eliminate time-consuming manual processes
- Expedite delivery
- Maintain chain of custody
- Take advantage of USPS® technology
- Charge back clients accurately and efficiently

## **Take control.**

Manage parcels and document delivery more efficiently with our suite of integrated solutions designed for firms of all sizes.

- **SendSuite® Live:**  
Outbound carrier management solution
- **SendSuite® Tracking:**  
On-premise inbound parcel/asset tracking and delivery
- **SendSuite® Tracking Online:**  
Cloud-based inbound parcel/asset tracking and delivery

# Ship confidently. Compete successfully.

Contracts. Case files. Discovery documents. Court filings. Your firm ships hundreds of time-sensitive, confidential documents and parcels every day. Your profitability and professional reputation rest on your ability to deliver them securely, on time, every time.

Bring a new level of efficiency, accountability and control to your firm with SendSuite Live. This web-based multi-carrier solution replaces multiple standalone systems with a single, user-friendly platform that reduces costs, streamlines operations and improves customer service. SendSuite also integrates seamlessly with Pitney Bowes mail finishing solutions for one-stop management of all your carrier and mail expenses.

Discover cost-saving alternatives to carrier services such as next-day or two-day shipping. SendSuite Live displays the latest rates so you can identify the most competitive carriers and delivery options based on your delivery objective. With precise door-to-door tracking, it helps you retain clients, develop new business and grow your bottom line.

## **Deliver critical documents on time, every time.**

Automatically verify addresses to eliminate misdirected shipments, delivery failure and costly carrier address correction fees.

## **Reduce costs.**

Compare and shop for the best rates and service options for each shipment.

- Save up to 75 percent.
- Avoid unnecessary fees and surcharges.
- Set business rules and enforce compliance throughout your firm

## **Account for every expense.**

Validate all client matter and departmental charge back information.

- Ensure client billing accuracy.
- Easily allocate charges to the appropriate client, cost center or department for every shipment and mail piece.
- Automatically supply accounting with accurate data electronically to recover all charges and fees.

## **Say goodbye to "green cards."**

Switch to electronic return receipt from the USPS and save \$1.35 per piece.

- Find delivery status and view proof of delivery signatures in an instant.
- Eliminate error-prone manual form processing.
- Easily create individual pdf files for document imaging.
- Automatically store multiple copies offsite for backup.
- Reduce the risk of compliance issues.
- Standardize the Certified Return Receipt processes throughout your firm.

## **Make more effective use of staff.**

Minimize time spent on non-billable activities, and eliminate the need for manual data entry.

- Add to attorney productivity.
- Reduce time spent on error correction and rework.
- Increase staff availability for others tasks.

## **Increase client satisfaction.**

Predict precisely when and where a package will arrive.

- Notify recipients that a package is en route.
- Provide fast, accurate responses to status inquiries.
- Certify compliance with chain of custody regulations.
- Ensure accurate client billing.
- Provide status visibility to all client-facing staff.

## **Powerful features raise the bar on performance.**

- Intuitive, configurable, role-based user interface
- Web-based architecture with browser-based access
- Deployment with minimal IT Support
- Integrates easily with existing client management systems
- Flexible and scalable



Save up to **75%** on  
shipping with our systematic  
carrier service optimization.

# Put an end to the paper chase. Get incoming deliveries into the right hands the first time, every time.

## **Information is power.**

Your practice depends on precision. Critical documents must be filed on time. Sensitive files must reach the right person. The chain of custody must be documented. Confidentiality can't be compromised.

SendSuite Tracking Solutions pick up where carriers leave off, automating and managing the flow of documents through the entire life cycle of a pending matter. By combining barcode technology and handheld devices, it tracks the physical location of every file. It records each time a file changes hands, to whom it was delivered, and when and where they signed for it.

SendSuite Tracking Solutions reduce errors due to manual processes. It automatically notifies the addressee that the package is en route, and provides real-time visibility so you can respond quickly and accurately to any inquiries. Electronic logging at every step documents chain-of-custody compliance, and ensures that the package always gets to the right recipient.

## **Maximize efficiency.**

- Speed delivery of critical documents to the right recipient.
- Promptly respond to attorneys' urgent need for files.
- Facilitate sharing of case files, even across multiple locations.

## **Improve accountability.**

- Quickly locate accountable parcels and documents.
- Document the complete chain of custody electronically.
- Verify correct delivery with electronic signatures.
- Ensure confidentiality of highly sensitive documents.

## **Increase visibility.**

- Accurately track parcels and documents in real time.
- Quickly resolve delivery errors and delays.
- Maintain an audit trail.
- View the complete chain of custody.

## **Track anything you can barcode.**

Use SendSuite Tracking Solutions to catalog and protect expensive moveable assets, like laptops, peripherals, communications equipment and even client files. Because it's designed for multi-location deployment, you can consolidate and standardize records from every site.

- Know the exact location and status of valuable firm assets and case files.
- Identify the current user, when and where the file/asset was signed out or delivered.
- Enforce timely return of assets.
- Eliminate disruptions due to unavailability.
- Spend less on replacing missing assets.
- Quickly generate reports for managing assets and their associated costs.

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**SendSuite Tracking  
Solutions are  
available on-premise  
and in the cloud.**



## Discover a new level of efficiency.

### **Cut costs. Meet expectations. Reduce risk.**

Pitney Bowes powers billions of transactions across the world of commerce. Over one million businesses, including many of the top law firms, rely on us for the accuracy and precision needed to drive meaningful impact.

This level of precision shows in how you manage outbound and inbound parcels and documents. Clients notice. Your staff sees it. And partners will appreciate the difference.

### **A single platform with one-of-a-kind capabilities.**

Our carrier management solutions provide scalable, multi-carrier services to send, receive, track and manage deliveries.

- Configure business rules around your specific needs for compliance and records automation.
- Track and manage expenses by client, case, site and department as needed.
- Gain the in-depth analysis needed to optimize workflows and maximize savings.
- Increase the productivity of your staff and partners.

### **Make the case for more efficient document management.**

Inbound or outbound, parcel or paperwork. SendSuite® technology saves time and effort at every step.

Take steps to sharpen your firm's competitive edge. Contact us today to learn more.

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