pitney bowes

Shipping & Mailing
Outbound and Inbound Package Management

SendSuite® Tracking Online

Protect your firm and preserve revenue.

Avoid liability and income loss by controlling incoming mail.

Lost or delayed documents can lose a case—and leave you open to suits.
Contracts, client matter files, discovery documents, and court filings are time sensitive; and they require strict confidentiality. This type of mail may change hands a number of times, including:

- From mailroom or reception, to administrative staff and paralegals
- From one internal department to another
- From the home office to the satellite location where it's needed, and between attorneys

At every point, there's the risk of a delivery lag or the loss of an item, and the possibility the firm may be liable for it.

Failure to meet milestones creates an exposure.
Legal processes have clearly defined timelines with date and time-based milestones. The lack of accurate package details, such as date, time and chain of custody throughout the firm, may present liabilities.

Inefficiencies hurt revenue.
At the door, manually logging in mail is labor intensive, which slows the delivery process and can cause delays. What's more, time spent by legal assistants searching for a needed package cuts into their productivity and hampers attorneys and paralegals from meeting milestones.

Missing certified-mail receipts are a compliance risk.
Not knowing if a document has been received by the intended party can derail an argument. All too often, the certified receipts become lost in transit and are never returned to the sender.

If receipts do reach the firm, methods for handling them vary, making it difficult to check whether records are complete.

With legal firms, cost containment matters.

- Consider that the average annual salary of a legal secretary in the US is approximately $44K.
- If 20 documents or packages are received each day, the time processing mail may amount to as much as $11K/year of overhead expense for one employee.

Salary.com, Pitney Bowes ROI Calculator

Greater efficiency is a necessity for firms.

- 76% of firms that changed their strategic approach to efficiency outperformed firms that had not by 15% in 2013-2014.
- 92.6% think improved practice efficiency is a permanent future trend.

2015 Law Firms in Transition, Altman Weil

For more information, visit us online at pitneybowes.com/us/ssto or contact your Pitney Bowes representative.

SendSuite® Tracking Online (SSTO) increases efficiency by automating the receiving process.
By simply scanning a barcode the recipient, sender, carrier, tracking number and the date/time of receipt are captured, which helps eliminate errors.

SSTO immediately emails recipients of mail arrival to reduce downtime.
Office staff productivity is improved by stopping inquiries about whether important mail has arrived. In addition, SSTO notifications accelerate getting critical documents into the hands of waiting attorneys and paralegals, allowing them to continue working without downtime.

Inbound tracking reduces the possibility of loss.
By detailing chain of custody, you'll be able to see who's had the item, when and where. In addition, you can electronically document signatures for proof of delivery.

Certified return receipts create an accessible, central electronic record.
Through simple scanning, a receipt history can be easily viewed and reported through SSTO to create an accurate audit trail.

Generate and attach a barcode to any item with the SSTO asset tracking feature.
This lets you trace client matter files as they're forwarded throughout the office. You can see where a file is, and where it has been.

SSTO is a cloud-based solution that doesn't need IT set-up or maintenance.
It is installed and maintained by Pitney Bowes in a secure cloud, so it can be accessed from any office computer. Just register, sign in and you're up and running. On each new version release, updates will occur automatically, so you always have the latest software.

To track an important asset, just attach a barcode to an item and scan it. Details are then automatically entered into the system.

SSTO is flexible, to fit different firms' needs and budgets. There are a number of subscription levels, ensuring a solution that's ideal for your tracking requirements.

SendSuite Tracking Online helps manage incoming mail to achieve milestones, reduce costs and ensure accountability.

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