

Centralized Mail Processing

KEY FEATURES

- Fully automated process includes letter creation, printing, folding, stuffing, metering and delivery to the post office.
- Generic letter templates are available for your welcome letter, invoices, late letters, lien letters, insurance cancellation, partial payment notices and rate increase notifications.
- All primary correspondence sent to a designated "bill to" address.
- Delinquency notices can also be automatically sent to secondary contacts.
- Letter details and electronic copy of letter accessible in Store Advantage or Store Enterprise.
- View and reprint exact electronic copies of letters to see what information was sent to the customer.
- Undeliverable correspondence returned to the self-storage site.
- Fully customizable letters available.

KEY BENEFITS

- Reduced facility management costs.
- Improved letter management.
- Ensures correspondence is sent out on a timely basis.
- Significant reduction in paper use at the facility.
- Allows facility managers to focus on site management and customer service.

Solution Partner

- ▶ DuMac

Our centralized mail processing feature saves you time, money and hassle while optimizing your mailing efficiency.

Using centralized mail takes the burden of printing and mailing tenant correspondence off the shoulders of your site managers. Letters are always sent out on time, and you have the ability to track the day the letter was sent and the address where the letter was sent. An electronic copy of each letter can be accessed by the site managers and reprinted or emailed to the customer.

IMPLEMENTATION

Getting started is easy. All it takes is two simple steps:

1. First, contact your Centershift account manager to enable Centralized Mail Service.
2. And second, choose a generic template or work with your Centershift program manager to create custom correspondence templates.

SOLUTION PARTNERS

In order to provide our clients with the ideal centralized mail processing solution, we have partnered with a premier commercial mail processor.

DuMac www.dumac.net

DuMac, based in Salt Lake City, Utah, is a premier commercial printer providing direct mail marketing since 1953. DuMac provides mail processing for hundreds of clients, managing the mailing process for hundreds of thousands of letters every day.

“Centralized mailing has freed up my site managers to attend to customers. Our sites are no longer printing and mailing centers, they are customer service centers.”

Centershift Customer

“We used to spend the first half of every day dealing with outgoing mail. Now the only letters we print are certified letters. The electronic copy of the letter lets us email or print an exact copy of the letter that was sent to the customer.”

“If a customer has a question, I can tell them the day the letter was printed and mailed, just by looking in Store Enterprise”

Centershift Customer

SOLUTION PARTNER



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