



PRESERVE CUSTOMER RELATIONSHIPS WITH SYMCOR'S RETURN MAIL SERVICE

THE CHALLENGE

Undeliverable as Addressed (UAA) postal mail is a common challenge that organizations face today. A piece of mail is considered UAA and returned to the sender when either the displayed address is incomplete or incorrectly spelled, or the customer has changed their address.

To manually manage return mail is laborious, time-consuming, and expensive. Along with being an operational headache, returned-mail has serious business costs for an organization. Companies face the risk of delayed revenue, and a failure to communicate time-sensitive information could impact long-term customer relationships.

The operational and financial overhang of returned-mail can be minimized by a Digital Return Mail processing solution like the one developed by Symcor.

"At SYMCOR we are paving the way for organizations to accelerate their digital transformation objectives by providing document automation services that streamline their operations."

Murali Dorai
VP National Operations CCX
SYMCOR INC.

THE SOLUTION

Symcor's Return Mail Service is designed to centralize, standardize, and automate the handling of UAA mail, helping organizations maintain continuity of customer relations.

Powered by automated document recognition and data extraction technologies, our return mail solution comes with an additional layer of supervision and quality assurance delivered by trained operators.

The goal of Symcor's Return Mail Service is to help organizations shorten the time it takes to recover in a communication breakdown by automating the manual task of examining and updating bad addresses.

How it Works

We start with scanning returned envelopes and extracting the name and address data through optical character recognition technology. Next, our return mail solution checks that information to spot spelling errors or to confirm if the addressee has a new address.

Once Symcor identifies the correct information, we send an electronic report containing the results to the client, enabling them to update their records. In addition, at the client's direction, Symcor can also help:

- repackage and re-issue the mail item the same day
- return the envelope along with the correct address to the sender for resubmission
- shred the envelope securely

With Symcor's Return Mail Service, it is possible to monitor item re-processing activities in real-time via a dashboard, and access reports for critical insights into return mail activities, volumes, and statuses.

CHALLENGES

- Large volumes of Undeliverable as Addressed (UAA) mail
- High cost of processing returned mail
- Decentralized and inconsistent handling of UAA mail across the organization

SOLUTION

- Centralized and automated processing of returned mail
- Address verification, correction, and reporting to client
- Repackage and reissue mail items same day
- Secure envelope shredding
- Real-time dashboard monitoring that provide critical insights into return mail activities, volumes, and statuses

BENEFITS

- Quick recovery from communication breakdowns
- Reduced operational costs
- Deliver time-sensitive communications at speed
- Reduced revenue delays

About SYMCOR INC.

Symcor is a change accelerator with over 20 years of B2I (Business-to-Industry) expertise in payment processing, customer communications and, in recent years, fraud analytics and an expanding suite of digital offerings. A track record of excellence and continuous innovation are key reasons they are valued as a trusted partner. Symcor is 100% Canadian owned with 9 locations across Canada.

Learn more at www.symcor.ca