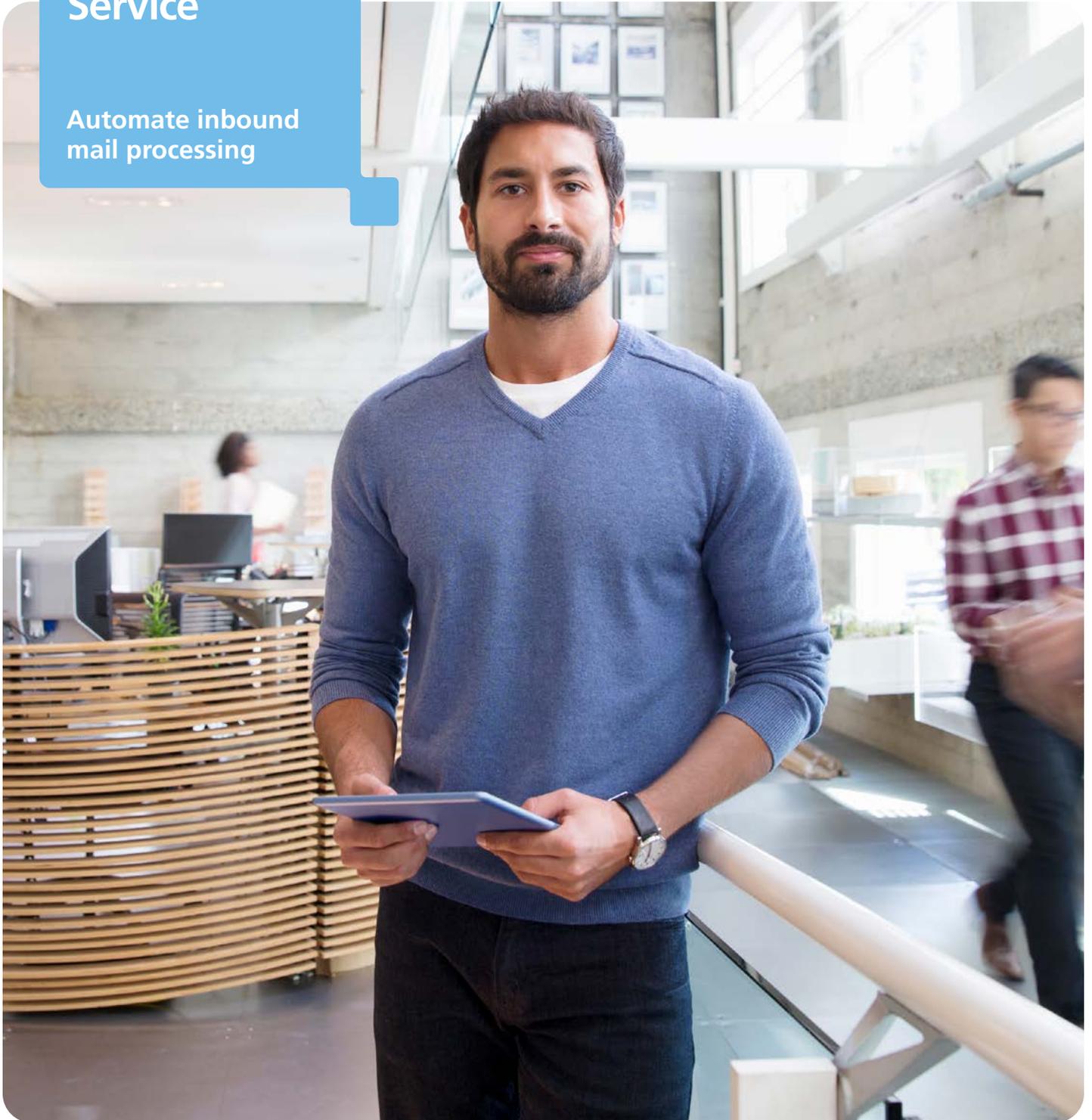


**Intelligent
Delivery
Service**

Automate inbound
mail processing



Enable seamless delivery of inbound mail from anywhere.

Traditional mail processing can inhibit your operation's overall efficiency.

- Do you struggle with large amounts of junk mail?
- What about mail sent to the wrong place that must be manually re-routed?
- How do you handle mail delivery to your employees when they are working remotely?

In today's hybrid work, digitizing and automating your physical inbound mail is important to support business continuity. With employees working remotely, converting physical mail into a digital format that can be conveniently retrieved and accessed anywhere not only helps drive operational efficiency, but also creates better company-wide accountability, compliance and security.

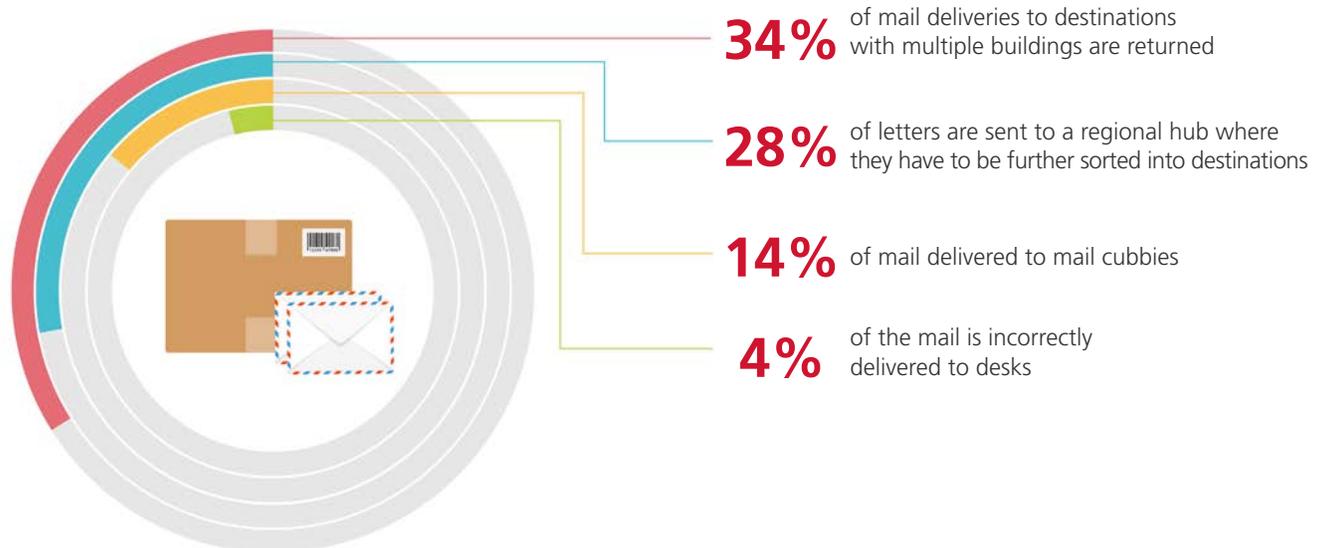


Apply intelligent technology to your inbound communication

Empower your hybrid workforce by ensuring a seamless flow of information that captures, analyzes and accelerates inbound communication with automated, intelligent technology that allows you to:

- Support your hybrid workforce and changing real-estate strategies
- Protect information security and support business continuity by ensuring an uninterrupted flow of communication, even at times of crisis
- Drive productivity by empowering employees to make digital-based decisions and collaborate more effectively
- Create true accountability and compliance with end-to-end digital audit trail
- Enhance employee satisfaction by putting information at their fingertips
- Boost efficiencies by capturing valuable insights that accelerate workflows, integrate data streams, and extract actionable information from your daily inbound communications

This is where Ricoh can help. Our Intelligent Delivery Service can streamline the intake and delivery of inbound communication by converting hard copy envelope information to digital communication. Our automated, digitized approach is designed to facilitate business continuity, advance digital transformation, and enhance remote workplace initiatives.



Ricoh's Intelligent Delivery Service can unify and transform your inbound mail into a secured, automated digital mail process that is cloud-based and mobile-optimized for seamless access from anywhere.

How we can help streamline your inbound mail management.

Intelligent Routing Decisions

Effective mail delivery starts with identifying the correct destination, and Ricoh's delivery system uses smart technology to make it simple. First, the system extracts key recipient information from the envelope using Optical Character Recognition (OCR). Next, the system compares the envelope data to current employees' location and preference, and chooses the correct destination – from accounts payable to junk mail, specific workflows and more. As the system can learn your preferences over time, you spend less time dealing with mail routing and more time focusing on your core business.

Optimize Inbound Mail

Receive all your inbound correspondence in one convenient location. Our Intelligent Delivery Service unifies your inbox and transforms your hard copy mail into digital mail processes, allowing you to forward traditional mail as easily as forwarding an email.

Mail Accountability

Current postal mail processes make tracking each piece of correspondence from receipt to final delivery difficult – if not impossible. Ricoh can help you maintain accountability every step of the way. With digital delivery and routing processes, you can see at-a-glance what's coming in, who it's from, where it goes and what the recipient does with it (forward, delete, open, request image, etc.).

Essential Data at Your Fingertips

When documents can enter your work processes in a timely manner, you can benefit from reduced compliance risks, improved customer service, and increased revenue recognition. Our analytics reporting can also give you the data you need to improve your inbound mail processes – so you can route mail to the correct person in the correct format, every time.

Flexible, Scalable Pricing

At Ricoh, we understand that one size doesn't fit all. That's why our Intelligent Delivery Service is flexible and customizable so you can determine the solution that's right for you. As the solution is hosted in the cloud, pricing is based on your subscription and utilization – allowing you to only pay for what you use.



Intelligent Delivery Service at-a-glance

User Process	Accountability	Analytics	Delivery Model
<ul style="list-style-type: none"> Mail is received by the organization either on premise or at an off-site location Mail is scanned immediately upon receipt Information is extracted from the envelope and advanced OCR software matches the sender and recipient data to the organization's database Mail information is delivered electronically to the recipient (once a day or once a week) Recipient views an image of the envelope via email where they have the option to send to junk, deliver electronically, hold for physical pick up, or forward/copy to another recipient 	<ul style="list-style-type: none"> Data is handled from a centralized location, which is less likely to be misplaced and reduces processing expenses Intelligent workflow rules help recognize the correct recipients Allows for accountable tracking by providing line of sight to when the mail arrives and what is done with it 	<ul style="list-style-type: none"> Easy access to SLA/productivity reports Gain insights on mail workflow activities, areas of inefficiencies and costs spent on unwanted mail Track mail handling, including who receives the most mail; how long it takes for a mail to be read; if confidential mail is properly handled; and more 	<ul style="list-style-type: none"> Data is hosted in the cloud which eliminates barriers to delivery Easily implemented with no set-up or infrastructure management required

Why Ricoh as your Intelligent Delivery Partner?

- Reduce cost and optimize processes
- Enable better decision making with access to actionable analytics data
- Dedicated service and support teams located across Canada with expertise in a wide range of industries
- Ricoh currently partners with 350 Fortune 500 companies to help them digitize and automate their essential business processes

Redefine your mail processes for a highly efficient operation

Mailrooms in large organizations are often cost centres that require a significant labour investment to run smoothly. Whether you're looking for a partner to handle the sorting and distribution of your physical mail, wish to automate and digitize your inbound mail and delivery processes, or are trying to manage and control the high cost of return mail, we can create a tailored, full-service solution to help you transform your mail department into a highly efficient operation.

Find out more about our full range of offerings from our best-in-class Mail Process Services [here](#)