Streamline your mailroom processes, increase your data security and cut costs with a custom-tailored digital mail workflow

Your employees need fast, secure access to their mail to follow up on communications promptly and keep customers happy. If your mailroom processes are paper-based and manual, employees working outside the office may not receive information on time. Ricoh can provide you with a digital mail workflow that gives employees anywhere, anytime access to communications—while reducing your costs and improving your data security.

**Digital Mail Service**

Delays in processing mail that needs your immediate attention can harm your customer relationships, increase your costs and cause you to miss business opportunities. Ricoh's Digital Mail Service will ensure that all your employees receive their mail promptly—no matter where they are working.

- Centralize your mail processing
- Create a digital mail centre, on or off-site, to minimize your paper use and scan incoming documents
- Reduce your time-consuming and labour-intensive mail handling processes
- Give both in-office employees and mobile workers immediate access to time-sensitive mail

**Intelligent Delivery Service**

Employees need their mail—whether they are working in the office, at home or on the road. Ricoh can digitize your incoming physical mail and send it to employees via their secure email accounts. That way, they will have immediate access to essential communications and can take action promptly.

With Ricoh’s Intelligent Delivery Service, you can:

- Send physical correspondence via employees’ regular email for pickup from their preferred device
- Increase information mobility and collaboration among your employees, no matter where they work
- Create a digital record of each incoming piece of mail that logs its progress, history and delivery method
- Develop company-wide accountability and compliance standards for your employees to follow
- Strengthen your compliance by delivering mail to secure employee emails, rather than letting sensitive information sit on someone's desk where others can see it
**Return Mail Service**

If mail doesn’t reach your intended recipients, you’re throwing money down the drain. Return to Sender (RTS) and Undeliverable as Addressed (UAA) mail can also have a ripple effect throughout your organization—resulting in everything from increased customer complaints to higher labour and postal costs.

Ricoh’s Return Mail Service can improve your customer experience and help you drive revenue by ensuring that you deliver mail to the correct address. You will also reduce the time and costs associated with managing returned mail.

**With our Return Mail Service, you can:**

- Avoid losing customers because of incorrect data entry, improper postal codes or lack of forwarding addresses
- Build a repeatable process that helps facilitate the collection, digitization and remediation of undeliverable mail
- Improve your ability to correct undeliverable mail and stay connected to customers
- Cut remailing costs and reduce the threat of lost or delayed revenue
- Strengthen your compliance with industry regulations
- Support your sustainability goals

**Digital Mail Service case study:**

**Professional services firm accelerates its digital transformation journey with Ricoh**

One of the world’s largest global professional firms struggled with costly and labour-intensive processes that prevented employees, especially remote workers, from receiving mail promptly. The firm was already partnering with Ricoh for Document Processing and wanted to continue its digital transformation journey together.

The Digital Mail Service redirects all Canada Post mail to a Ricoh document processing centre where it is scanned and distributed to each location. Then, a designated Ricoh employee at each location sends both digital mail and physical packages to the correct departments. Now, everyone receives their mail in less than 24 hours—no matter if they are working on site, from home or on the road. The Digital Mail Service has helped the firm reduce costs, improve business continuity and accelerate digital transformation. And with faster access to information, employees are providing customers with better service.

**Why Ricoh?**

- 500+ customers nationwide, including 350 Fortune 500 companies
- 20+ years of experience processing key documents and workflows
- 4 document processing centres located across Canada
- Flexible BPaaS solutions that will optimize your budget and scale with you
- Business process consultants with deep expertise in a range of industries—from healthcare to education to finance and more

**Are you ready to cut your costs while keeping your mail secure and trackable?**

Learn how Ricoh can streamline your processes, secure your sensitive communications and ensure that employees receive all mail promptly—no matter where they are working.

**Let’s talk!** Contact a Ricoh Consultant, email enquiries@ricoh.ca, or visit www.ricoh.ca.

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34% of mail delivered to locations with multiple buildings is returned.

—Image Architects, Inc.