

**Mailroom Management**  
Ricoh Professional Services  
Accelerate and Simplify Mail Processing

**RICOH**



**efficient**



**accurate**



**responsive**

# Mailroom Management

## Optimized mail processing for fast, reliable and efficient delivery.

Delivering the mail is an intuitively simple concept but a difficult task to execute. The reason is the frequency of exceptions. On any given day, the vast majority of mail routes in business environments must accommodate multiple exceptions, whether it is mail delivered to an assistant, forwarded to another location, held during vacation or escalated to a separate recipient under special circumstances.

Adding to the complexity are changing postal regulations, shipping and receiving needs and fulfillment requests. As a result, mailroom management typically consumes an inordinate amount of time and money in most organizations. RICOH® Professional Services (RPS) can address this problem immediately.

### Expect flawless mailroom performance with RPS

RPS mailroom management services allow you to offload mailroom tasks without sacrificing control of speed or quality. RPS teams run successful mail delivery operations in a wide range of industries. Our vast experience and expertise enable us to make an immediate impact on efficiency in your mailroom, resulting in measurable improvements in response time, error detection and consistency of service — coupled with lower operating costs.

### Comprehensive mailroom services

With our extensive experience with documents, workflow, logistics and facility management, RPS provides efficient, high-quality outsourcing for every aspect of your mailroom. Our teams can handle equipment, processes and administrative tasks related to mail processing, inter-office mail, courier dispatch, express mail and package/parcel delivery.

### Optimize mail delivery routes

RPS expertise includes mail route and mail processing optimization. We are fully equipped to assess and measure current routes, analyze efficiency, identify points for improvement and deploy reengineered routes with a seamless transition that does not interrupt service delivery. Our teams are professionally recruited, trained and continuously evaluated, so you can expect outstanding, attentive performance and fast, efficient results.

### Improve customer service

When you work with RPS, your mailroom is run to your specifications. We create service-level agreements that dictate how many mail runs we complete per day, when these mail runs begin and deadlines for completion. We use these agreements as an initial benchmark for service, then analyze our performance to improve on these metrics. Meticulous, continuous improvement enables RPS to reduce mail delivery costs over time while increasing quality of service.

### Shipping, receiving, kitting, and fulfillment

RPS teams can handle a wide range of additional services that may be connected to your mailroom. We can manage your shipping and receiving department. We can perform media duplication, labeling and documentation. We also handle complex kitting and fulfillment tasks, such as assembly and distribution of bulk printed materials, customized variable print materials and dimensional materials for marketing, training and events. Depending on your needs, RPS can also provide warehousing and inventory management services.

### Digital mailroom services

RPS also offers digital mailroom services, including integration with Ricoh document management systems and third-party software for enterprise content management (ECM) and enterprise document management (EDM). In these automated environments, paper mail is scanned, then delivered and archived electronically. These solutions are often integrated into other business functions such as accounts receivable, claims processing and human resources for dramatic process re-engineering enhancements and cost savings.

### Discover the RPS difference

RPS teams can show you exactly how we can help your company reduce document spending, streamline workflow and improve accuracy in a wide range of document-intensive processes. For more information contact your local RPS representative today or visit us at [www.ricohbusinesssolutions.com](http://www.ricohbusinesssolutions.com).



Outsourcing mailroom management to RPS lets you enhance speed and accuracy while maintaining control of your operation.

# RICOH

[www.ricohbusinesssolutions.com](http://www.ricohbusinesssolutions.com)

Ricoh Americas Corporation, Five Dedrick Place, West Caldwell, NJ 07006  
RICOH® and the Ricoh Logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners.  
♻️ Printed in U.S.A. on recycled paper because Ricoh cares.