

FP Mailing Solutions Stamps Out an Insurance Company's Mailroom Dilemma

The date on an insurance policy notice must match its postmark—a simple yet controlling requirement that looms over the insurance industry in general—and over one branch office mailroom in particular.

“We have up to a thousand pieces of outgoing mail every day, so our mailroom equipment has to be 100 percent reliable,” said Carol, mailroom supervisor for the regional office of a mid-sized auto insurance wholesaler. “There are serious legal ramifications if the postmark is even a day late on a policy cancellation notice, and reprinting, stuffing and sealing tens of thousands of pages is not a viable solution.”

So when the office was experiencing trouble with its mailroom equipment, getting the mail out usually required the help of office staff. “Lots of times the mail got jammed in the meter, or the folding machine would break down, and we always had to wait a day or two to get the equipment serviced,” she said. “People simply had to pitch in and help with manual processing to avoid even more work dealing with the consequences of delayed mail.”

After the firm changed its national mailroom equipment contract from a well-known manufacturer to FP Mailing Solutions, Carol was pleased to find new, reliable equipment—backed by unparalleled service.

Carol's office selected FP's JetMail, the only business-class postage meter to use vertical feeding of 5500 pieces per hour. JetMail accommodates mailpieces of any height and up to nearly one-inch thick—the widest pass-thru in the industry.

“JetMail has no problem grabbing and processing a postcard in a mix of dealer packets, policies of mixed sizes and cancellation notices,” Carol said. “Even more important is its reliability and ease of maintenance. It's so clean compared to the other machine since JetMail uses an ink cartridge that just pops in. You don't have to worry about ink ruining your clothes.”

Carol also found FP's 3500 Folder/Inserter, a fully automatic, 2-station desktop folder/inserter that can fold, insert, and seal over 1,600 pieces per hour. “With our other machine, we had to stuff the payment envelopes into the mailing by hand, but the FP 3500 folds and inserts the policy, inserts the payment envelope, and seals everything in.”

The new machines have delivered the highest reliability Carol's mailroom has ever known. Better still, Carol knows that service is always within reach, removing a major anxiety from her daily work. “Whenever we have a question or a problem, our FP sales rep is at our door in a flash, ready to help us however we need it,” she said. “Now, I always know the mail is going out on schedule, which makes the entire office more productive—with hardly any paper cuts.”

With U.S. headquarters in Addison, IL, Francotyp-Postalia is a world-class mailroom solutions provider, meeting the needs of small, mid-sized and large organizations. FP is known for its technologically advanced equipment, superior customer service and excellent pricing. For more information, visit www.fp-usa.com.