

JetMail and FP Mailing Solutions Dealership Prove Right Choice For Local Government Mailroom

Sometimes we forget what goes on behind the scenes to make our local government offices operate smoothly and efficiently. And Cumberland County, New Jersey, is no exception.

With 1,000-plus pieces of mail flowing through the mailroom at the county courthouse on a daily basis, mail processing is critical to the county's operations. Nancy Rouse is the person behind the scenes that makes sure this happens.

"We process all the mail for the county jail and prosecutor's office," Rouse said. So it is critical that we get the mail out on a timely basis, in an efficient manner as possible."

Prior to using FP Mailing Solution's JetMail Concorde mailing system, the county had occasional problems and slow service from a previous vendor. "At one point we went several weeks without a machine," Rouse said. "It was obvious to us that we were at a point where we had to look at another meter and service options."

Ken McCouch, purchasing director for the county, sought out other mailing solutions vendors who were on the State of New Jersey's approved list. "We had used the same vendor for the last 20-plus years, so moving away from them was going to be a big change for us," McCouch said. "We selected FP Mailing Solutions after studying all of our options. Working with the company and their local dealer, TMC/COMPCO, has proven to be an excellent choice and the JetMail solution is great. We not only increased our efficiency, we saved approximately \$2,500 per machine."

Cumberland County uses two JetMail Concorde machines to process both state and county mail. "We have eight cost codes for the state and seven for the county," Rouse said. "By using the imbedded accounting system in JetMail we can now track mailing costs for each office using assigned codes. And, more importantly, we no longer have to manually weigh each piece of mail." JetMail automatically feeds, weighs, stamps and applies the appropriate cost code to each piece of mail, regardless of size and shape, in one fell swoop. "This not only saves a tremendous amount of manpower, but has saved on postage costs by allowing us to weigh mail more accurately and to take advantage of bulk rates."

The county has not only been pleased with the FP products, but the service has been exceptional, according to Rouse. "Diane Pucci, of TMC/COMPCO in Voorhees, New Jersey, the local FP dealer, has provided us with great service," said Rouse. "She is extremely responsive and always willing and able to answer any questions that we have. We could not be happier."

"With the volume of mail that we process on a daily basis, we needed a dependable machine and reliable service that we can always count on. We found both with Francotyp-Postalia," Rouse concluded.



Cumberland County has a population of approximately 150,000 and is located in southwestern New Jersey.

TMC/COMPCO is a locally owned and managed full service supplier of shipping and mailing equipment products, toner supplies and various other office equipment, with two locations in the tri-state area. The company is dedicated to maintaining customer satisfaction and believes that the most significant aspect of a business relationship is the formation of a dynamic partnership with their clients. For more information, contact Diane Pucci at 215-563-5030.

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

