

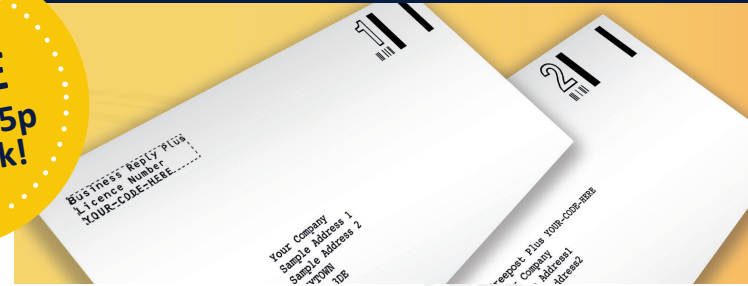


**Add
a BRE
for just 15p
per pack!**

**YOU CAN NOW ADD A
REPLY PAID ENVELOPE
TO MAIL OUT WITH YOUR
CLARITY LETTERS WITH OUR
NEW RESPONSE SERVICE**

We have invested in new systems that allow us to insert a generic freepost envelope with our PO Box number into your Clarity mail submission, and apply a “smart” 2D barcode to the mailing that identifies which client the BRE is associated with.

When any returned items come back to Integrity Connect the contents are scanned and uploaded as PDFs to our Clarity Response Portal for you to download or view online. The 2D barcode provides us with unique identifiers that ensure the scanned document is securely stored in a client specific folder on the portal that is unique to that client. The sender will also receive an automated email to advise them that they have new items to view.



- Signing up for the new service is very simple and does not require any additional installation of software for our clients. The team at Connect will amend your user licence remotely and you will then have access to a new drop down menu in as part of the submission process that allows you to select the option to add a BRE. The process can be used for single letter submissions and with mail-merges.
- The additional cost to add a BRE is just 15 pence per pack. If we then process any returned mail for you there is an additional charge of £1 per pack. This covers the cost of setting up your secure portal, return postage, scanning, secure electronic presentation and storage, automated notifications and telephone support help desk.
- We will also agree with you a process for managing any unexpected returns such as cheques or handwritten letters that do not relate to the outbound mail.

FAQS

What happens to the returned items?

Items come back into our secure returned mail facility that is accredited to ISO27001. Items are scanned and then securely destroyed after 14 days.

How does it work?

We currently add a barcode to your documents for our inserting machines to control and audit your mailing. We will use this barcode on the returned items to identify the owner, store the scan and advise you of the return.

Why do I need this?

With so many staff now working from home Clarity Response provides a safe and secure solution to the process of managing returned mail and distributing it quickly and efficient to your team.

What if my customer adds other items to the envelope that we did not send out to them?

As long as they return at least one page with the barcode on we can process additional pages as part of the scan.

What if my customer does not include the original document?

We will need to manually identify the items, there may be a surcharge for this process. We would encourage you to make it clear that the relevant “enclosed pages must be returned”.

How secure are my returns?

Integrity Connect is accredited to ISO27001 Information Security Standard, has a robust Data Protection Policy and is fully compliant with GDPR requirements.

START SAVING WITH CLARITY MAIL TODAY

LET’S TALK

