

CHARACTERISTICS

- Opening an account with the postal operator
- Monitoring the mail item through:
 - receipt of a message when the letter enters the sorting process,
 - view of an image of the mail item as scanned by the sorting machine.
- Possibility to choose what happens to the mail item by asking for:
 - a content scan by a secure service,
 - a re-direction service,
 - delivery during a certain period or on a defined day.
- Principle can be adapted for all postal objects
- Tool used to manage the history of mail received by the customer
- Helps understand customers better
- Possibility of organising and classifying mail
- Addition of standard or personalised marketing messages to the portal for better communication with the customer
- Receipt of information on PCs, smartphones or tablet computers
- Internet connection



IN BRIEF

MailEbox is an application designed to strengthen the relationship between the postal operator and mail recipients. A few clicks is all it takes for customers, wherever they are, to access the postal service via the Internet. They can also follow the route their mail takes and decide what happens to it. MailEbox fits perfectly into the range of new services that operators are starting to offer.

BENEFITS

- Customers are able to monitor their own mail
- Time savings in the receipt of mail
- A monitoring service that can be incorporated into the existing process
- An easy to use application
- A great flexibility to the mail recipient
- Ability to choose what happens to the mail.
Examples: dispose of by recycling, scan, send to me, etc.
- Electronic mailbox integrated in the web portal
- Information available via Internet, anytime, anywhere
- An enhancement maximising the benefits of postal services and the Internet
- A relationship built on trust between the postal operator and its customers
- Reduction in routing costs for postal operators
- A new service to exceed customer expectations
- Expands the opportunities to provide further added value services
- Service that can also be used by the sender.
Example: useful statistical data.



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