

neopost 



WE VALUE YOUR MAIL 

FULLY COMPREHENSIVE SERVICE FROM NEOPOST

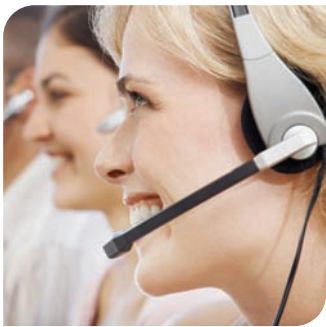
Trusted support on the phone, onsite or online.

NEOPOST BRINGS YOU THE VERY BEST IN SERVICE

Support as and when you need it

Across Europe and the World all kinds of organisations rely on Neopost's extensive range of equipment and solutions to help them make processing their mail much more efficient and effective.

And to ensure things stay that way, Neopost service works hard to provide our customers with the highest possible levels of service in the most convenient ways we can, whether on the phone, on site or online.



On the
phone



On Site

NEED ADVICE? CALL OUR CONTACT CENTRE NOW

Staffed by friendly, trained operators, Neopost's **UK based** contact centre is open between 8am and 6pm, Monday to Friday. It puts customers who require advice or have a query about any Neopost product or service just a phone call away from expert technical support and guidance.

Because a fast response is essential to resolving enquiries quickly and effectively, we answer over 80% of calls within just 30 seconds and our operators have access to an extensive computerised system designed to help rapidly identify and diagnose all possible problems that could occur on our equipment.

Each time you call our contact centre you can expect:

- The use of remote diagnostics and remote machine fixes to reduce your down time. In fact figures show we currently fix over 30% of problems over the phone which means you do not have to wait for an engineer.
- If we are unable to fix the problem, we'll do everything we can to get a Neopost engineer out to you the same day.

Contact centre telephone: **0845 880 0000**.

SUPPORT THAT COMES TO YOU

If you experience an issue that cannot be rectified over the phone, then we promise to:

- Dispatch an engineer to attend to your service needs, quickly and at a time and date to suit you.
- Allocate an engineer whose skills are best suited to your particular needs, based upon your location and equipment.

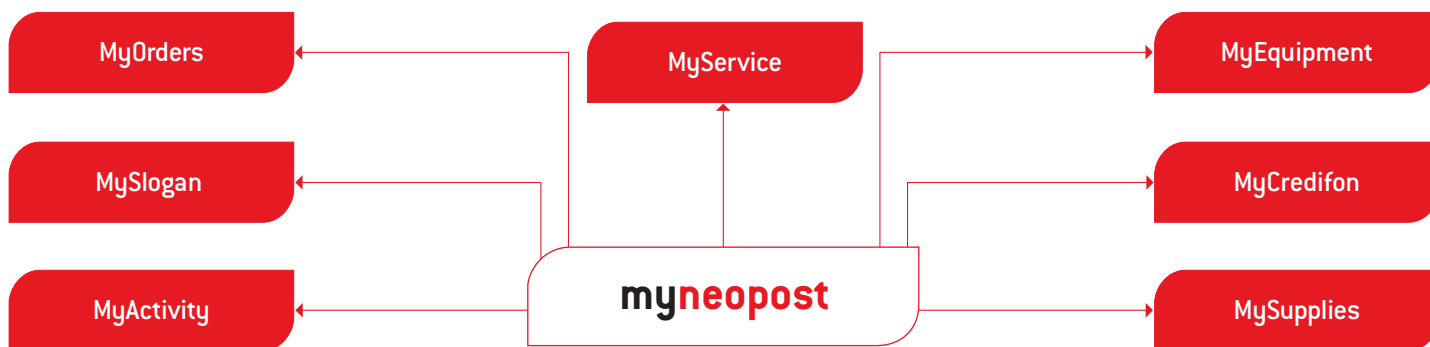
Neopost take great pride in our network of engineers, they are the best in the business for a number of reasons.

Firstly, throughout the UK there are currently over 125 Neopost service engineers who collectively boast over 1,500 years experience.

It's a team trained to provide a first class service – a team dedicated to keeping downtime to a minimum should problems occur. To prove it, our first time fix rate is impressively over 85%, getting most machines repaired, serviced and back up and running within an average of 4½ hours. We also make preventative maintenance practices a key priority to ensure your mailroom machinery is always in excellent working order which helps to prevent possible future breakdowns.

Furthermore, Neopost's fully comprehensive service is exactly as the name suggests – fully comprehensive. There are no additional hidden charges and you won't receive additional bills throughout the duration of your contract. Neopost keeps it simple to provide complete peace of mind. Neopost obviously includes the standard elements of most service agreements – call outs, labour etc. However, we go much further and also include:

- The replacement of all parts including those requiring replacement due to wear and tear.
- Up to 3 preventative maintenance visits p.a. (depending on model).



LET myneopost LOOK AFTER YOUR NEEDS

myneopost is a new online service which allows you to manage all your mailroom equipment and view your postal expenditure or items by department, postal class etc. This is ideal for small mailrooms and large multi-site mailrooms. You can also order mailroom supplies and consumables and perform a number of other essential tasks online 24 hours a day 7 days a week via:

- MyEquipment
- MyService
- MyActivity
- MyCredifon
- MySupplies
- MyOrders
- MySlogan

THE ONLINE WAY TO RESOLVE SERVICE ISSUES, MANAGE MACHINERY AND MORE

MyEquipment allows you the flexibility of being able to view your mailroom equipment and accounts online, either by individual site or across multiple mailrooms.

MyService, allows you to request advice, assistance and servicing, quickly and easily. Simply send us an email outlining what the problem is and we will resolve the issue, whether by return email, phone or by dispatching an engineer to deal with whatever problems you're experiencing on site.

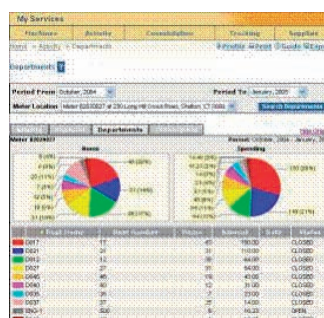
MyActivity is a totally unique service that allows you to view your individual franking machine activity, both by department or postal class. Results are displayed clearly and instantly as an informative pie chart and you can also export the data into Microsoft Excel for use in accounts, reports and other documents.

MyCredifon takes postage account management to another level. Any organisation that uses a franking machine needs to be aware of how much postal credit they have. And although this is displayed on the machine itself, you also need to know the balance of your holding account, as not having enough credit could mean not getting the day's mail franked and sent on time.

Thanks to MyCredifon, such a situation can be avoided as you can opt to receive free balance and low level alerts automatically via email, informing you that you need to add more credit to your accounts. Furthermore, you can also view your credifon statements online so that you can view all your credifon transactions whenever you require.

For quick and easy ordering of consumables for all Neopost equipment, you can take advantage of **MySupplies**, which like MyCredifon also sends out low ink alerts automatically to users by email. And as an integral part of MySupplies, **MyOrders** has been designed to make reordering easier by capturing your order history for future reference and allows you to view existing orders or, repeat previous ones.

MySlogan designer helps you to really make your mark on your business post. It lets you create and order slogan blocks from your desktop, allowing you to add imagery or messages to personalise your outgoing mail.



MyActivity

myneopost FUNCTIONALITY ACROSS FRANKING MACHINES AND FOLDER INSERTER MODELS

	IJ-25	IS-350	IS-420	IS-430	IS-460	IS-480	IJ-80	IJ-90	IJ-110	DS FOLDER/ INSERTERS RANGE*
View your equipment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
View equipment across multiple sites	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Request an engineer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Credifon email alerts	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Credifon statements	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Order supplies online	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create your own slogans	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
View purchase order history	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic rate change downloads	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Automatic email warning when ink is low	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Remote diagnostics	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic software updates	N/A	✓	✓	✓	✓	✓	✓	✓	✓	N/A
View franking machine activity by department or cost centre	N/A	✓	✓	✓	✓	✓	✓	✓	✓	N/A
View franking machine activity by postal class	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
View franking machine activity by day and postal spend	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Create graphs using the data	N/A	✓	✓	✓	✓	✓	✓	✓	✓	N/A
Export data into excel	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A
View online statements	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A

* Excludes DS-100/140/1000

Functionality for each product to be confirmed at sale.

WHY CHOOSE NEOPOST?

Neopost is the European leader and a major worldwide provider of mailing and logistics solutions. Our innovative products and services bring simplicity and efficiency to your complete mailing process to make your business run more effectively.

Neopost **brilliantbasics** benefits provide excellence in all our offers, from products to support and services. They bring you the best in **operational efficiency, mail quality and security, budget optimisation and online management.**

Pictures in this brochure are for illustrative purposes only.



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Being ISO 9001, 14001 and OHSAS 18001 certified, Neopost will serve you in accordance with the highest process, quality and environmental standards.

