

# Envelopes & Forms, Inc.

## SureBill® Division



### Certified



*Good for you. Good for our forests.™*

### Memberships





# Contents

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- Who Is Envelopes & Forms, Inc.?
- What is SureBill®?
- Company Infrastructure
- Mail Presorting Service
- Print & Bill Samples / Examples
- USPS Rate Restructuring
- Summary



# Who Is Envelopes & Forms, Inc.?

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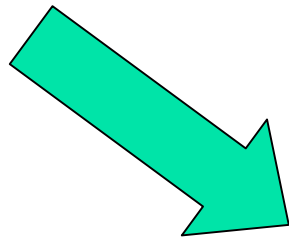
- Established in 1984 – Excellent Industry Reputation
- Privately Owned Corporation – Solid Financials
- Based in Duluth, GA (metro-Atlanta)
- Commercial Printing, Envelope Manufacturing, Volume Print & Mail and Pre-Sorting Services, eBilling
- “SureBill” is a Registered Service Mark – Print & Mail Services
- Deep Expertise – Printing, Mail Piece Design, USPS Requirements/Procedures, Printing, Envelopes
- SAS-70, PCI and SFI Certifications
- Major Clients: Fortune 500 Corps, Large County Gas/Water Utilities, Municipalities, Collections Agencies, Schools

# The SureBill® Service

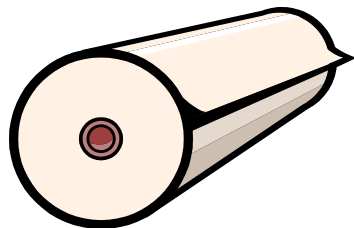
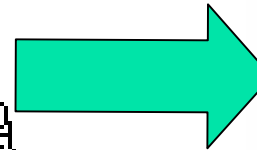
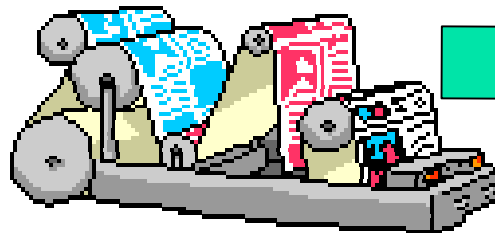
## Mass Customized Bills



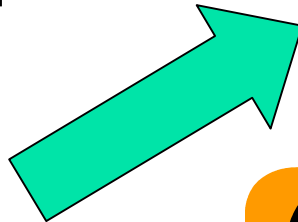
Variable Customer Data – Day 1



Variable Customer Data On Pre-Printed Forms



Raw Paper



USPS Delivery Day 2

gwinnettcounty department of water resources  
68 Winder Highway  
Lawrenceville, GA 30045-2002




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**ACCOUNT TRANSACTIONS**

<b>previous billing cycle</b>	
Previous Balance	34.20
Payments	34.20
<b>current charges and payments</b>	
Water - Base Charge	7.30
Water - Consumption Charge	3.96
Sewer Charge	4.75
<b>Current Due Before 11/25/2006</b>	<b>16.01</b>
<b>TOTAL DUE</b>	<b>16.01</b>

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**SPECIAL MESSAGE**

Pay your bill via credit card 24 hours a day at 678-376-6800, select option #1. Call after 5:00pm to get through without delay. If you need assistance you can contact customer service directly by emailing us at [dwbilling@gwinnettcounty.com](mailto:dwbilling@gwinnettcounty.com)

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**SEE REVERSE FOR IMPORTANT INFORMATION**

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**RETURN WITH PAYMENT**

<b>JOHN Q. SAMPLE</b> 118 PARK PASS WAY LAWRENCEVILLE, GA 30024-1800	<b>PAYMENT DUE</b> 11/25/2006	<b>PAY THIS AMOUNT</b> 16.01
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Account Number: 20279927  
Service Location: 118 PARK PASS WAY  
Please print change of address/voice number here

Mailing Address: \_\_\_\_\_  
Apartment/ Suite: \_\_\_\_\_  
City: \_\_\_\_\_ St: \_\_\_\_\_ Co: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

Make checks payable to  
gwinnettcounty department of water resources

Gwinnett Co. Water Resources  
PO Box 53057  
Atlanta, GA 30353-0575

DO NOT WRITE BELOW THIS LINE

00002007992760000001601000000160100002007992765



# What is SureBill?

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- Division of E&F, Inc. & Registered Service Mark
- Performs Volume Print & Mail/Pre-Sort Services
  - Hundreds of Thousands of Pieces per Day
- Bills, Statements, Collection Letters, etc.
- Deep USPS Expertise & Excellent Relationships
- Certifications: SAS-70, PCI and SFI - Security, Online Privacy, Availability, Confidentiality, Processing Integrity, Sustainable Forestry Initiative
- Document Generation → Folding → Insertion →  
Pre-Sorting → USPS Delivery
- Strong Information Technology (I/T) Expertise  
*COMPLETE PROCESS IN-HOUSE*



# Company Infrastructure

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- Multiple/Backup Equipment & Processes - *55,000 ft<sup>2</sup> Production Facility*
- Offset Printing Presses 2 & 4-Color - Sheet & Web (Akiyama, Didde, AB Dick)
- Variable Data Printing – Many High-Speed Laser Printers
- Automated Letter Pre-sorters - Multiple 200 Bin, 40,000 Piece/Hour (NPI)
- Automated Flat Pre-Sorter (large envelopes)
- Multiple High Capacity Envelope Converters and Printers – Web and Diecut
- Folders - Continuous Feed
- Heavy Duty Die Cutters (Heidelberg)
- Mail Inserters - High Volume Intelligent Inserters (Bell and Howell)
- Color/B&W Digital Printers, Short Run Printers (e.g. envelopes, postcards), Scanning Systems, Secure Duplication Systems, CD/DVD Production Systems, Bookprinting Systems, In-House Bindery
- Saddle-Stitch Booklet Making Equipment (On Color and B&W Printers)
- Extensive In-house Book Bindery



# Bill Print & Insert Systems

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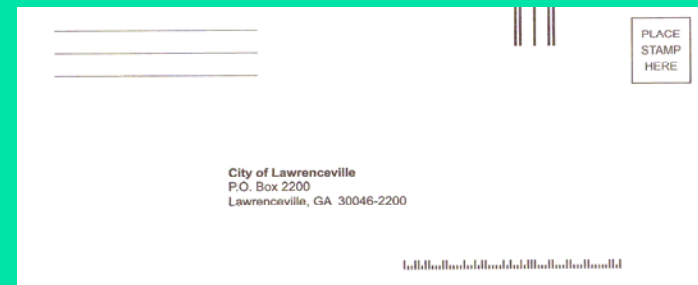
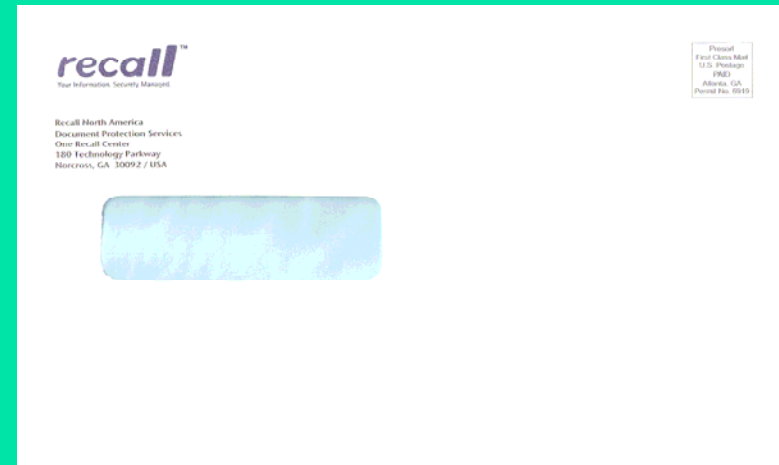
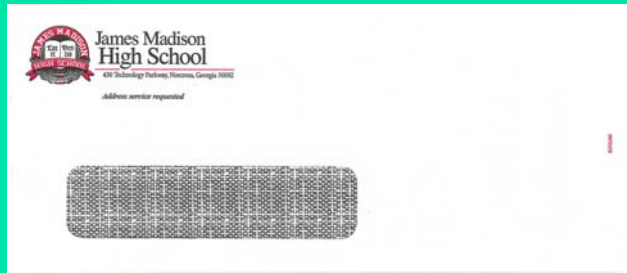


# State of the Art Print Operation





# Envelopes of Many Sizes/Shapes



# Print & Bill Samples/Examples

**home**sale it's all inside.  
JCPenney  
jcp.com

**entire stock window coverings on sale**  
draperies, curtains, blinds, shades, sheers, toppers & more!

Sale prices effective Wed. 10/25 - Wed. 11/1/06, unless otherwise noted. Lamps, decorative accessories, housewares and luggage available in most larger JCPenney Stores. Availability of featured items will vary by store. Delivery charges will apply to home deliveries and to customer pick-ups from JCPenney stores, where available.

it's all inside.  
JCPenney  
jcp.com

PO# W39 WINDOW INVITE 270571AB

**special preview offers for preferred customers**  
wed.-sat., oct. 25-28 hurry in! public sale starts sun. oct. 29

gwinnettcounty department of water resources  
68 W. 14th Highway  
Lawrenceville, GA 30045-0002

**ACCOUNT TRANSACTIONS**

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SEE REVERSE FOR IMPORTANT INFORMATION

RETURN WITH PAYMENT

<b>PAYMENT DUE</b>	<b>PAY THIS AMOUNT</b>
11/25/2006	16.01

Make checks payable to  
gwinnettcounty department of water resources

Gwinnett Co. Water Resources  
PO Box 53057  
Atlanta, GA 30353-0575

**DO NOT WRITE BELOW THIS LINE**

Account Number **20279927**  
Service Location **118 PARK PASS WAY**  
Please print change of address/voice number here  
Mailing Address \_\_\_\_\_  
Apartment/Suite \_\_\_\_\_  
City \_\_\_\_\_ St \_\_\_\_\_ Co \_\_\_\_\_  
Telephone Number \_\_\_\_\_

00002007992780000001601000000160100002007992785

# Mail Sorting/Combining & Postage Impact



The Surebill staff has 65 years of USPS Experience, including a former USPS Postmaster, a Mailpiece Design Specialist, District Marketing Manager and Postal Customer Council Executive Member.

Your mail will be processed same-day, and you will get maximum postage savings from Surebill.

<b>Current First Class Rates*</b>	
<b>5 - Digit</b>	<b>\$0.340</b>
<b>3 - Digit</b>	<b>\$0.365</b>
<b>AADC**</b>	<b>\$0.368</b>
<b>Mixed AADC</b>	<b>\$0.390</b>
<b>Presorted</b>	<b>\$0.414</b>
<b>Single First-Class</b>	<b>\$0.440</b>
<b>** AADC: Automated Area Distribution Center</b>	

\* **Effective April 17, 2011**



# In-House Mail Pre-Sorting Services

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- SureBill Offers Full-Service Mail Pre-Sorting Delivering Lowest Postage Rates for Our Clients
- Both Letters and Flats
- Full Service Intelligent Mail Barcode (IMB) Certified
- Multi-Level Optical Character Reader Technology – High First-Pass Yields
- Handwriting Recognition Software
- National Change of Address (NCOA) Lookup – Direct Link to U.S. Postal Service Files
- We Combine Mail From Multiple Clients for Even Greater Postage Savings
- Multiple 40,000 Piece/Hour Capacity, 200-Bin Letter Sorting Systems – Networked Together
- Flat Sorting System
- Mailpiece Design Assistance for Further Postage Reduction

# Mail Sorting/Combining Operation



- Same-Day Mail Processing Guarantee
- Local, Regional and National Sort Schemes
- USPS Detached Mail Unit (DMU) Established at our Facility

# Mail Generation Systems





# USPS Postage Restructuring

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- **Complete Restructuring** Went Into Effect on May 14, 2007
    - Expect an annual inflation-based increase in May EVERY YEAR
  - First Class Postage Increased to 44 Cents on May 11, 2009
  - Postage Is Now Determined Based On
    - Size, Weight, Thickness – **NO LONGER JUST WEIGHT!**
  - If Your Mail Exceeds Certain Shape Specs -
    - Postage Will Be at Next Classification
- Some Letters Priced as Flats**, Flats Priced as Parcels \$\$\$\$\$\$

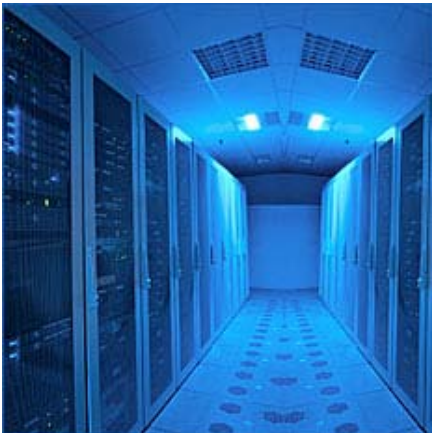
*SUREBILL CAN HELP MITIGATE THE IMPACT TO YOUR  
COMPANY – PLEASE LET US HELP*



# I/T Strengths

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- Over 30 Man-Years of Direct Field & Industry Experience
- Experts in Database Design, Application Development, Postal Software and “Address Hygiene”
- SAS-70 Certification – Data Security, Accuracy, Quality
- Pitney Bowes Group 1 / Doc-1 Software
  - Industry Leading, Enterprise Level Document Generation Software
- SQL Server & .Net Tools
  - Custom Programming Per-Customer is Standard
- PDF Archive / Document Hosting / Document Management
- Electronic Bill Presentment and Payment (EBPP)





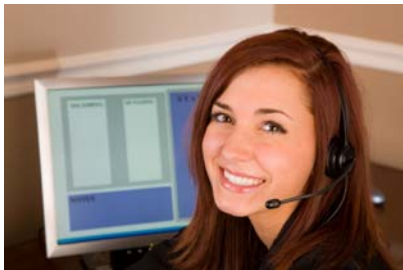
# EBPP Capabilities

(Electronic Bill Presentment & Pay)

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- Online Presentment / eMail Billing Presentment / Online Bill Payment
- PDF Archive / Document Hosting / Document Management



Secure Web Servers – Online Reporting, Customer Service  
Billing Research, End User Presentment

We Can Integrate Online Bill Pay With Your ACH Vendor

We Will Create Customized Reports With the Same “Look & Feel” Based on Your Paper Bills and/or Business Needs

*see sample screens on next slide.....*

# EBPP Example /Sample Screens

The screenshot shows the EPP (Eastern Paper Products) online portal. The page title is 'For Residents' and includes links for Home, Logout, and Register. A 'Quick Pay' section shows a payment of \$27.41 due by 12/04/2007. The main content area displays customer account information for Stephen Nelson, including service address, billing period (09/02/2007-10/02/2007), and days billed (10). A table lists service types and amounts: Allocated Water Service (\$3.89), Allocated Sewer Service (\$1.28), and Allocated Trash Service (\$12.54). A summary table at the bottom shows a previous balance of \$32.12, payments of \$32.12, credits of \$0.00, current charges of \$27.41, late fees of \$0.00, and a due date of 12/04/2007, with a net amount due of \$27.41. A 'Make Payment' button is visible in the Quick Pay section.

1. Customer Is Directed to Online EBPP Site
2. Customer Verifies Billing Data
3. Customer Chooses ePayment

4. Customer Logs In
5. Registration Occurs
6. ePayment Made

The screenshot shows the EPP login page. It features a 'Login' header with the text 'Access your account.' Below this, it prompts the user to 'Please enter your username and password.' There are two input fields: 'User Name:' and 'Password:'. A 'Submit' button is located at the bottom right of the form.

- Are you unable to log in?
- ▶ [Register for online access](#)
  - ▶ [Forgot your password?](#)
  - ▶ [Forgot your user name?](#)



# Summary

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- Envelopes and Forms, Inc.
  - Commercial Printing, Envelope Manufacturing, Print & Mail (SureBill), Mail Presorting/Combining
  - Experience, Reliability, Capacity, Quality, Security
- Unique Position – Entire Operation/Processes Vertically Integrated
- Cost Reduction Partner – Standard Size Envelopes – Two-Sided Printing – Combined Mail – Automation Rates

*Let Us Help to Minimize or Reduce Your Printing and Mailing Costs!*

