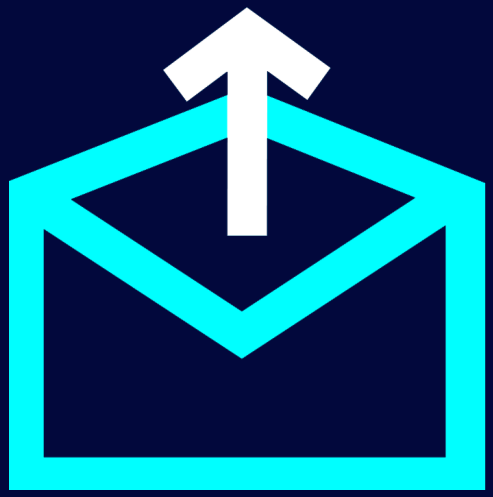
Capita

Hybrid Mail overview

Capita's Hybrid Mail is a quick, cost-effective, and sustainable way to produce customer communications through the touch-of-a-button.

You can print or email letters, forms and statements from a home or office environment, without the need to physically print or post.

Simply upload your documents to our automated solution, where they will be securely transferred to Capita for sorting and consolidating, before being optimised into batches for print production and postal discounts.



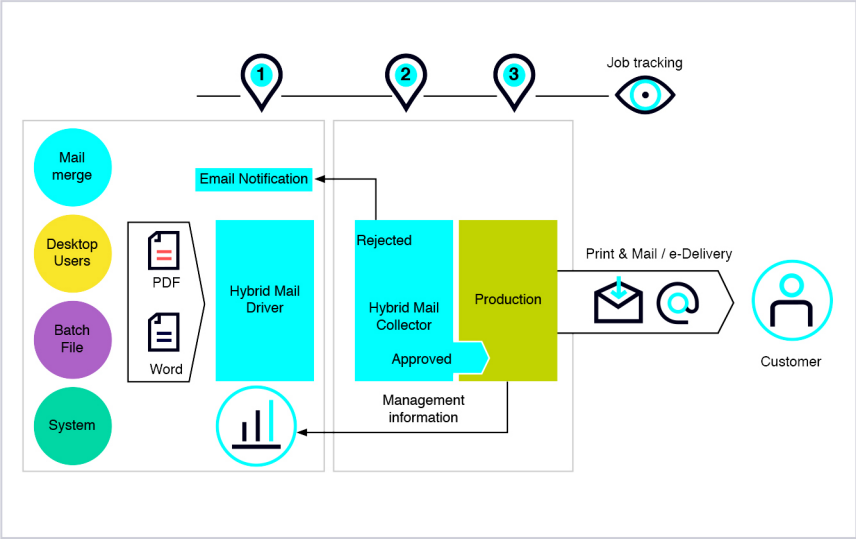
Hybrid Mail - How it works

Documents are uploaded from desktops or systems (e.g. SAP) as individual, merge or batch documents.

They are collated and held, where an optional approval process notifies approvers of waiting items that need attention.

When approved, documents are printed and mailed, or emailed, using business process automation.

Real-time tracking and comprehensive daily usage reports provide you with full visibility on what has been sent out, to what customers and by whom, providing a full audit trail from completion to despatch.



Quality control

Documents are validated by the system, checking address format as well as verifying the document dimensions and page count. Inbuilt logic ensures that any business reply envelopes (BREs) are correctly applied. When a document fails to upload, on screen pop-ups and/or emails advise users of corrective action.

Approvals

This optional approval process enables approvers to:

- View uploaded documents, including document content and inserts, fulfilment options and delivery status. These can be filtered by date, document type, status, print options, recipient or by the document creator

- Cancel or release documents for print, adding any explanatory comments if necessary. When rejected, a notification email is sent to the document creator for corrective action. Approval can be for single or multiple documents and released or cancelled in batches.

Benefits

- Maximises savings (60% lower than the cost of producing and despatching in house)
- Staff gain more time to perform other business critical tasks
- Branded and approved templates provide quality control and consistent messaging across departments
- Comprehensive reporting and tracking gives greater visibility of mailed documents
- Less paper wastage and transportation usage - reduces your carbon footprint and promoes efficiency
- Flexibility - option to send documents via post or email

Audit and tracking

Capita's Hybrid Mail provides both real time tracking and tracking reports; allowing the production process to be followed, from origination to despatch.

Real time tracking
Allows users to:

- View the status of each document, approved, rejected or printed
- Review selected print options
- Filter the document list by date, document type, recipient name and address

Documents are held for 30 days and managers can view documents from all users in their department

Tracking reports
Daily, weekly or monthly reports are available.

These include:

- A volume report showing number of documents and how they were despatched
- A detail report showing, for example: user (document creator), date, tariff, document type, recipient

Printing and mailing

Print and delivery - There are a number of settings which users can select, or these can be applied automatically to a document type, via pre-set rules.

Print - Available options include, single sided or double sided, colour or black and white

Mail consolidation (postage) - Royal Mail 1st class, Whistl 2 day or overseas mail

Envelope - 90gsm, C5 windowed envelope (162 x 238mm)

Return address - Optional return address is applied and printed on the rear of the envelope

Branding - Branding can be uploaded by the user, applied to a document via a drop-down menu, or applied automatically when a document is loaded

BRE (business reply envelope) - These can be included as required

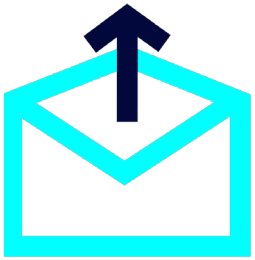
Pack creation integrity - 100% integrity and traceability are ensured by applying 2D barcodes and file based enclosing technology

Consolidation to same recipient (match packing) - Users can place multiple documents into one envelope for a single recipient

Mail merge and batch production - Users can upload Word or PDF mail merge files (such as mailshots or emergency mailings) for up to 10,000 printed pages

Inserts - Option to add digital inserts (onserts) e.g. a printed notice, promotional message, terms and conditions or a form which can be added from another file. These onserts will be printed with the letter and can be added into a C5 envelope with up to 10 sheets per envelope

eDelivery - Option available for emails to be sent as a plain text html email with the document attached as a PDF



Service level

Standard delivery - Documents received before 4pm on any working day will be produced the next working day