

## Return to sender services

We know that data quality, timeliness, error-free performance and cost efficiency are important to business and government enterprises. Our solutions can help you make sense of your incoming information and transform it into business intelligence.

Our Return to Sender (RTS) service helps you maintain up-to-date customer records, simplifying customer response management and reducing waste and costs from unnecessary printing and postage.

### Improving accuracy, minimising waste

Drawing on our mail management knowledge and systems, we provide a range of RTS mail management options to enhance the accuracy of your mail deliveries, improve efficiency and minimise waste. Our services can be tailored to meet your requirements, based on the systems you currently have in place, and include:

- **Processing** (separation, bundling and return) of physical RTS mail to your premises.
- **Management** of returned physical mail and automated validation of address against Australia Post's National Change of Address (NCOA) database, which captures over 7,500 changes per day.
- **Scanning**, using Australia Post's Delivery Point Identification (DPID) barcode service which holds basic address and customer information, enabling RTS information to be automatically captured and electronically delivered in a suitable format.
- **Capture** of name and address fields from RTS documents using optical character recognition (OCR).
- **Post-imaging** information capture.

Improve the accuracy of your customer records and communications by maintaining an up-to-date customer database using Decipha's RTS capabilities.



We have over 18 years of experience in helping business and government enterprises better manage their incoming information.

Outsourcing your information management requirements to Decipha can help you streamline and automate your current processes to reduce costs and improve efficiency. This can result in faster payment cycles, business process improvement and simplification and realisation of compliance requirements.

As a business of Australia Post, Decipha can also leverage the extensive range of Australia Post services that may complement customer records, mail and information management, including data cleansing and our secure MyPost Digital Mailbox service.

This information sheet is a summary only.

**For more information about how Decipha and Australia Post can help you reduce data handling costs and improve your operational efficiency, visit [decipha.com.au](http://decipha.com.au), call 13 11 18 or speak with your Australia Post Account Manager.**