



Eliminate the Costs and Hassles of Return Mail

Optimize Your Mail Operations with OSG JourneyConnect®

Undelivered mail can create compliance risks, increase operational costs, and lead to missed customer connections. **OSG JourneyConnect** provides a seamless, automated **Return Mail Solution** designed to streamline the handling of undelivered mail while keeping your customer records accurate and up to date.

The Challenges of Return Mail

Each year, **millions of mail pieces** are returned due to outdated addresses, leading to wasted resources and compliance concerns. For businesses or organizations handling critical communications, return mail can result in:

- **Increased costs** from postage, materials, and manual processing.
- **Customer dissatisfaction** due to missed statements or important notices.
- **Compliance risks** with regulations requiring timely and accurate delivery.
- **Potential fraud** due to misrouted mail ending up in unintended hands.

OSG JourneyConnect Return Mail Solution

A Secure, Automated, and Cost-Effective Approach

With OSG's Return Mail Service, your organization benefits from:

- **Automated Processing** – Eliminates manual handling, reducing labor costs.
- **USPS-Integrated Mail Tracking** – Scans and identifies undeliverable mail in real-time.
- **Address Correction Services (ACS)** – Receive change of address (COA) and other reasons for non-delivery electronically.
- **Secure and Efficient Handling** – Ensures sensitive information remains protected.
- **Electronic Return Mail Reports** – Provides updated address files to maintain customer databases.
- **Significant Cost Savings** – Reduces return mail expenses by 8-10% while improving operational efficiency



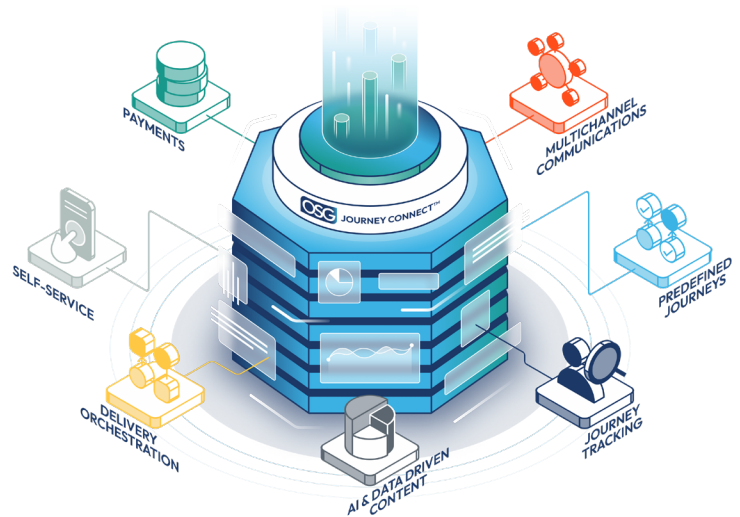
How It Works

- 1 Mail is sent with a secure, trackable barcode for USPS scanning.
- 2 Undeliverable mail can be securely destroyed or routed to OSG's processing facility.
- 3 State-of-the-art scanning technology captures recipient details and return reasons.
- 4 Electronic reports are generated, allowing you to update customer records.

Part of the OSG JourneyConnect Solution Suite

OSG's **Return Mail Solution** is fully integrated into **OSG JourneyConnect**, our comprehensive suite designed to enhance customer communications. This means seamless synchronization with your existing **document delivery, payment processing, and customer engagement** strategies.

Transform the way you handle return mail today.
Let OSG JourneyConnect optimize your operations, reduce waste, and improve customer satisfaction.



**Contact us today
to learn more!**

