

Your Real Estate & Strata Management Customer Communication Requirements Issues Solved

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Today

- Commonly heard concerns
- How they can easily be solved
- How to engage & implement



“We like to communicate by email where we can, but when emails bounce or we can’t confirm receipt, we need to produce and mail a letter, which becomes a drama with different systems letting us know differently”

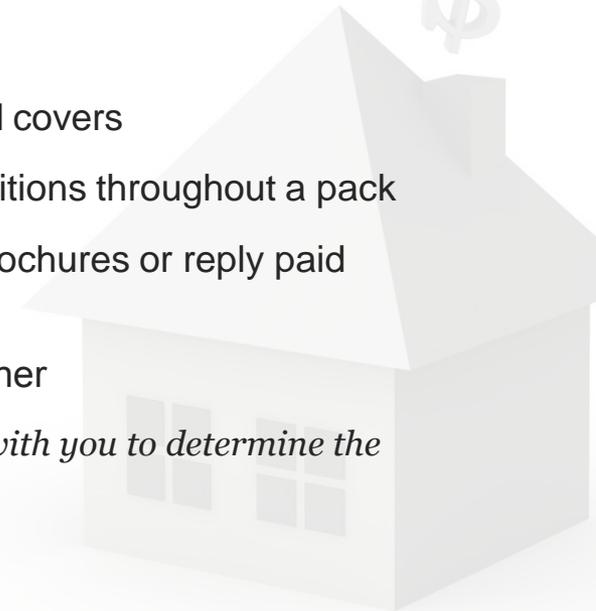
- We enable you to automate the printed piece if an email bounces or not receipt confirmation is received
- We enable you to generate an SMS with hyperlinks to images
 - *great for arrears*
- We enable you to Voice Message
- We enable you to use Australia Post’s Digital Mailbox for centralised electronic delivery of your documents



“We don’t just have ‘letters in envelopes’, we often need to send out booklets, add inserts, and even staple some pieces together in a mail pack...

...and at the moment, the booklets we create are all generic. It also seems to be an “all or none” situation with inserts and stapling pages. It would be great to personalise everything and even customise the booklets to the actual owner & property too”

- We enable you to have saddle stitched booklets with pre-printed covers
- We enable you to be able to staple multiple times in various positions throughout a pack
- We enable you to variably or intelligently insert items such as brochures or reply paid envelopes, all in one pass
- You don’t have to go to multiple places for the different items either
 - *We can organise all of your printing needs directly, working with you to determine the best and most cost effective option*



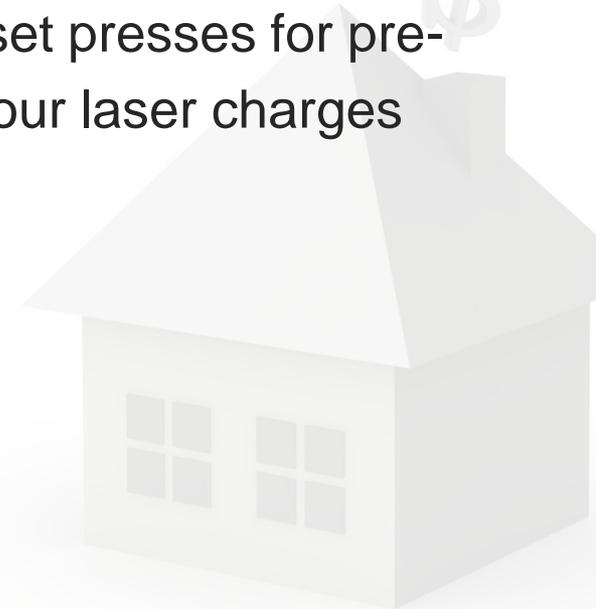
“One of the concerns we have with the current solution is that they use a generic plain envelope. It would be great if we could use our own logo so that people know it’s from us before they open the envelope”

- We enable you to use your own printed and branded envelope
- We can even variably print with personalisation in colour on the outside of the envelope too



“Some of our mail pieces are just a letter on a pre-printed letterhead, but some times it would be good to print variably with colour, not just black”

- We enable you to use colour and black on white printing wherever appropriate within a pack
- We can pre-print stock internally with our offset presses for pre-printed levy shells instead of paying high colour laser charges



“Our mail packs to property owners are pretty much the same and often fit into a standard DLX or C5 envelope, but when we deal with a owner or manager for several properties, we have a lot more that needs to go into several C4 envelopes and that ends up costing a lot more”

- Our standard splits for C4 are 24, 48, and 96 pages, depending on the job and the contents
 - *Less physical envelopes, means less postage cost for you*
- For larger quantities, we can box and post or even courier

“We get 1 or 2 cents discount on our postage because we arrange for it to be lodged on our Australia Post account”

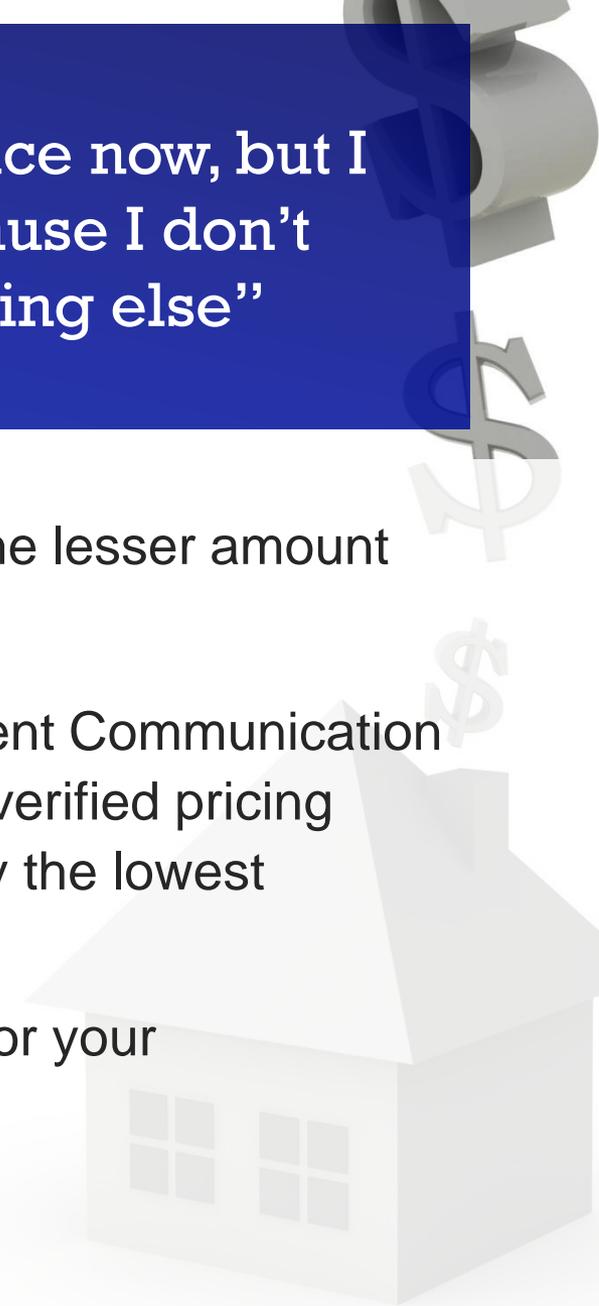
- Postal discounting can easily add up to \$100's if not \$1000's of dollars of savings on bulk PreSort Letter lodgements
- Our address validation, sorting and barcoding software works on your data before printing so that we can maximise your postal discounts
- We don't charge a flat rate per item, but instead pass on all possible postage savings regardless of volume

“One solution we looked at printed a cover page or header sheet to be used as the address piece. They wanted to charge us more and it seemed a waste, especially when we only need to send a one page letter”

- We don't need to print a cover page for each item
- We don't require you to stick to a generic template either
- The item is the address piece, resulting in less pieces of paper
 - *and less “click” charges for printed pages on the printer*
- We also enable variable multiplexing, which is where some documents are printed both sides and some are just one sided
 - *leading to less click charges too*

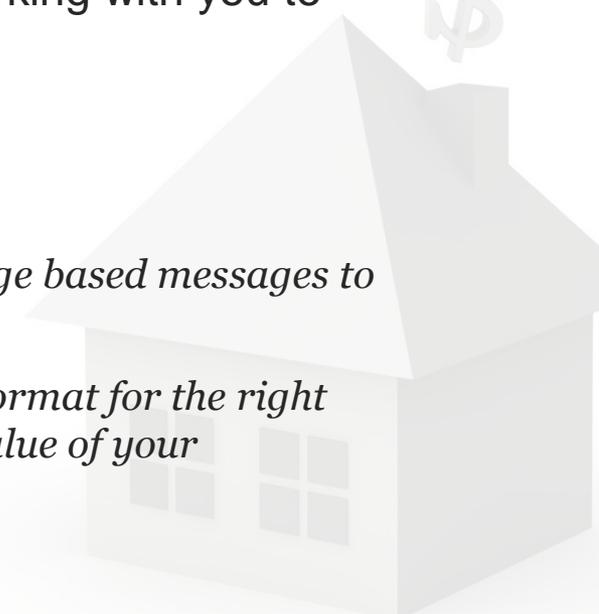
“I’m pretty sure we’re paying a good price now, but I could have simply been ‘sold’ well, because I don’t really have a direct comparison to anything else”

- We will cost multiple ways and charge you the lesser amount
 - *YOU CAN'T LOSE*
- We are so confident in our Strata Management Communication Solution offering that we offer to report on 3 verified pricing models for a 3 month period and you will pay the lowest amount
- From there, we can choose the best model for your requirements
 - *Basically we want to take price off the table!*



But that's just one way we can help financially...

- Do you have other services that you want to up sell, cross sell, or educate the recipient on?
- Do you have partners that might be interested in working with you to communicate to the recipients too?
 - *Might they be willing to share the cost with you?*
- If so...
 - *We can variably and selectively add these text or image based messages to your documents*
 - *Intelligently choosing the right message in the right format for the right person, to increase the relevance and maximise the value of your communication to them.*



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Thank you. Questions?

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