

BUSINESS CASE

Communication Automation & Mail Fulfillment Solutions

Quadient Impress, ConnectSuite e-Certify, iX Series Mailing System



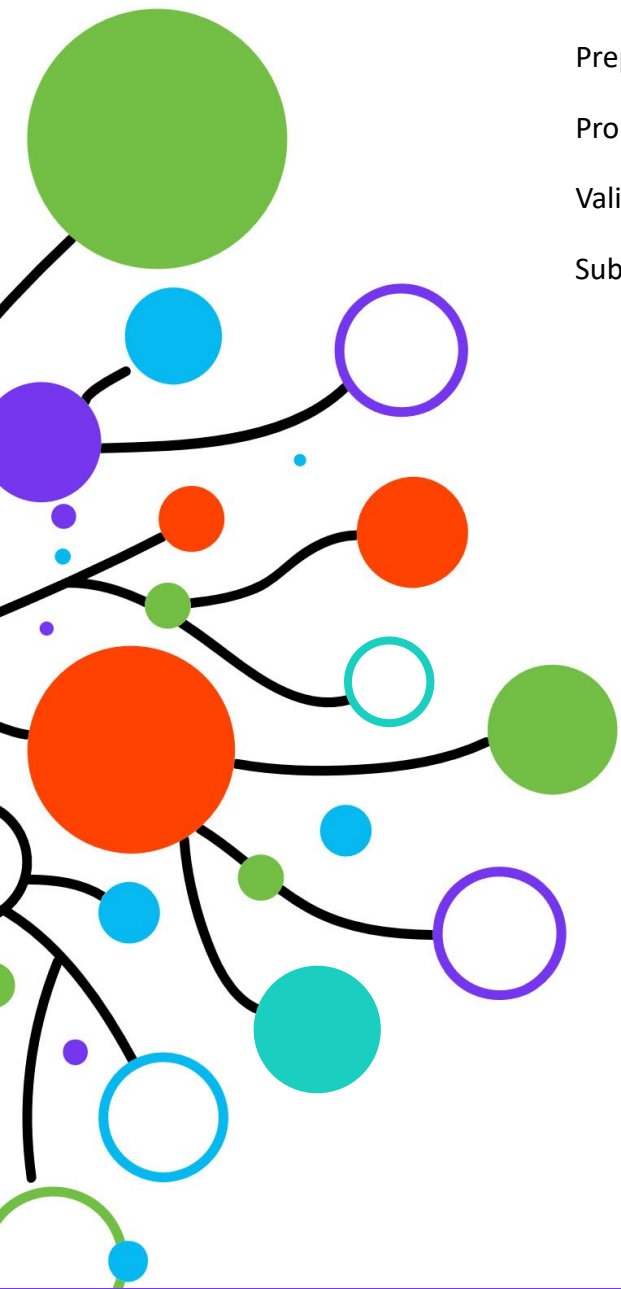
CITY OF
FROSTBURG
IT'S JUST COOLER HERE

Prepared for: **City of Frostburg**

Proposal date: **August 20, 2026**

Valid until: **September 17, 2026**

Submitted by: **Bryce Conley**
Pittsburgh Area | West District
Email: b.conley@quadient.com
Mobile: (724) 712-3011



quadient



Project Team



CITY OF
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City of Frostburg

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Executive Summary



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Purpose: The following information is Quadient's findings and recommendations to automate mailings workflows through state of the art, cloud-based software to expedite the fulfillment of the city's water & tax bills, and their certified mailings.

Validated by: Amy Phillips & Patrick O'Brien

Challenges

Time-Consuming Processes

- **Tax & Water Bills:** Managing and composing physical document sets through the core system provider of tax and water bills with limited visibility, reporting and version control of documents.
- **Certified Mail:** Preparation involves numerous time-consuming steps, and returned green cards require physical storage space and tedious manual organization.

Resource Allocation

- Full-time employees are diverted from core responsibilities to manage these processes for thousands of mailings each month.

Financial Burden

- **Tax & Water Bills:** Significant costs are associated with stationary supplies and other associated "soft costs." → *Material costs, shipping costs, wasted materials & postage, etc.*
- **Certified Mail:** Green card service fee is positively exorbitant

Postal Costs

- **Tax & Water Bills:** First-Class Metered Rate of \$0.78 per 1oz. letter
- **Certified Mail:** Certified Mail Fee w/ Return Receipt = \$10.20 per piece

Recommendations

Mail Automation and Management Software—Quadient Impress

Implement a solution for offsite mail preparation that allows for both physical and digital communications.

Electronic Certified Mailing Software—ConnectSuite e-Certify

Eliminate most of the work by eliminating paper forms, implementing digital archives, and save on postage.

Right-Sized Mail Machine—iX Series Mailing System

Quadient's state-of-the-art mail hardware for in-house mailings



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Measurable Business Impact

Operational Savings

Reductions in supply, postage, shipping, and other resources

- Based on ~33,200 customer billings processed on an annual basis
 - ❖ Labor Savings = \$259.35 per month (**\$3,112 –Annual Savings**)
 - ❖ Wasted Materials & Consumables = \$157.09 per month (**\$1,885 –Annual Savings**)
 - ❖ Postage Savings = \$298.84 per month (**\$3,586.08 –Annual Savings**)

Labor Reallocation

Employees can focus on core responsibilities.

- **Reduced labor resources of up to 90%** *processing time reduced to 36-minutes per month*
- **Ditch the manual hassle of certified mail green cards** with a streamlined four-step digital process that digitizes documentation, simplifies compliance, and makes record retrieval effortless.

Growth Flexibility

The solution can adapt to future communication and digital transformation needs.

- **Future-proof communication & business continuity:** Digital delivery options
- **Onboarding Additional Communications**—not just limited to tax & water bills
- **Ability to utilize mailing software FROM ANYWHERE** (e.g. multiple departments/locations)

Postage Savings

- **Tax & Water Bills:** Process first-class mailings at the 3-digit/SCF Rate: **\$0.672 up to 3.5oz** (vs. metered rate of \$0.78 up to 1oz)
- **Certified Mail:** Process certified-mailings w/ electronic return receipt: **\$8.46 per piece** (vs. manual green-card method cost of \$10.20 per certified mailing)



City of Frostburg | Tax Bill Sample



CITY OF
FROSTBURG
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City of Frostburg
37 S Broadway
PO Box 440
Frostburg, MD 21532-1731
(301)689-6000

REAL ESTATE PROPERTY TAX BILL

LEVY PERIOD:
7/1/2026 - 6/30/2027

PROPERTY INFORMATION

DIST/ACCOUNT NO: 12- 005571 PIN: 9935 ACCOUNT ID: 2538
LOCATION: 124 BOWERY ST
BILLING DATE: 07/01/26
DUE DATE: 09/30/26
LEGAL DESCRIPTION: 124-126 BOWERY ST
LOT 5 BLK 25 50X150
BEALLS 1ST

AMOUNT DUE

PAST DUE: 0.00
TOTAL DUE: 704.67

PROPERTY VALUE ASSESSMENTS

IMPR/PHASE-IN VALUE: 100,667
NET VALUE: 100,667

SPECIAL MESSAGE

Taxes are due and payable upon receipt. Delinquent taxes must be paid in full before payment can be accepted on this bill. Failure to receive a bill does not excuse the payment of taxes or interest.

Non-owner occupied property taxes are due in full by September 30.

Interest accrues at the rate of 1.5% per month for all payments received after the due date.

View tax accounts or pay bills online at www.frostburgcity.org. Please use the Account ID (not the Dist/Account No.) and PIN to log in. Credit card payments incur an additional processing fee. There is no fee to the customer for E-check payments.

To enroll in E-billing, please email your request to cityhall@frostburgcity.org.

Property owners are responsible to forward the tax bill to lenders if taxes are escrowed.

Past due balances above are correct through July 31, 2026. Additional interest posts monthly.

CURRENT CHARGES DETAIL

DESCRIPTION	RATE	AMOUNT
REAL ESTATE TAX	0.700000	704.67

USE THIS SCHEDULE AFTER 09/30/26

IF PAID IN	INTEREST	PAY THIS AMOUNT
OCT	10.57	715.24
NOV	21.14	725.81
DEC	31.71	736.38
JAN	42.28	746.95
FEB	52.85	757.52
MAR	63.42	768.09
APR	73.99	778.66
MAY	84.56	789.23
JUN	95.13	799.80
JUL	105.70	810.37
AUG	116.27	820.94
SEP	126.84	831.51

PAYMENT COUPON - PLEASE DETACH AND RETURN THIS PORTION ALONG WITH YOUR PAYMENT

ACCOUNT INFORMATION

DIST/ACCOUNT NO: 12- 005571 ACCOUNT ID: 2538
LOCATION: 124 BOWERY ST
BILLING DATE: 07/01/26 TAX YEAR: 2026
DUE DATE: 09/30/26

AMOUNT DUE

TOTAL DUE: 704.67

AMOUNT ENCLOSED

MAKE CHECKS PAYABLE TO:

City of Frostburg
PO Box 440
Frostburg, MD 21532-0440

124-126 BOWERY ST INC
8000 WASHINGTON AVE
ALEXANDRIA, VA 22308





City of Frostburg | Tax Bill Sample



CITY OF
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City of Frostburg
37 S Broadway
PO Box 440
Frostburg, MD 21532-1731



You can be a
*supportive
neighbor!*

The **Homeowner Protection Program (HPP)** assists low-income, elderly, and disabled homeowners with the Tax Sale process through short-term loans and individualized assistance.



A voluntary contribution to the HPP Donation Portal can support at-risk homeowners in your local community.

DONATE NOW

Please support with a voluntary donation:

<https://www.velocitypayment.com/client/maryland/sdat/hpp/index.html>



City of Frostburg
37 S Broadway
PO Box 440
Frostburg, MD 21532-1731
(301)689-6000

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124-126 BOWERY ST INC
8000 WASHINGTON AVE
ALEXANDRIA, VA 22308

AMOUNT ENCLOSED

MAKE CHECKS PAYABLE TO:

City of Frostburg
PO Box 440
Frostburg, MD 21532-0440



Window Clearance Requirements



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*** ALL ENVELOPES HAVE INSIDE TINT ***

#10 Double Window Envelope

Diagram of a #10 Double Window Envelope. It features two rectangular windows stacked vertically. A small rectangular area in the top right corner is labeled 'PAID'.

Measurement	4 1/8" x 9 1/2"
Window	1 3/8" x 4 1/4" 1/2"L 5/8"B 1" x 3 3/4" 1/2"L 2 11/16"B
Max Pages	9 sheets - 20# 8.5x11 Paper 7 sheets - 20# 8.5x11 Paper + #9 return

6x9 Double Window Envelope

Diagram of a 6x9 Double Window Envelope. It features two rectangular windows stacked vertically. A small rectangular area in the top right corner is labeled 'PAID'.

Measurement	6" x 9 1/2"
Window	1 3/8" x 4 1/2" 3/8"L 2 1/16"B & 1 1/4" x 4 1/2" 3/8"L 3 3/4"B
Max Pages	13 sheets - 20# 8.5x11 Paper 11 sheets - 20# 8.5x11 Paper + #9 return



City of Frostburg
37 S Broadway
PO Box 440
Frostburg, MD 21532-1731



Mailing Equipment, Supplies
and Maintenance Contract

State of Maryland

NASPO Master Agreement Details

ValuePointContract Number: CTR058809

Website: [NASPO ValuePoint/Quadient](https://naspo.valuepoint.com/Quadient)

Contract Start Date: January 1, 2023

Contract End Date: May 14, 2027

Vendor: Quadient, Inc.

Vendor Website: mail.quadient.com

Vendor Contact: Larry Waters
l.waters@quadient.com

MD NASPO Contract Information

This NASPO ValuePoint contract may be used by all state agencies, institutions of higher education, political subdivisions and other entities authorized to use statewide contracts in the state of Maryland.

Statewide Term Contract: [001B3600105](#)
For more information visit: [Quadient MD Contract](#)

Contract Benefits



Provides government facilities with the best value in current mail center technology



Eliminates the time-consuming bid process



Provides the convenience of no protests



Incorporates pre-negotiated terms in compliance with Maryland state law



First year maintenance contract included at no charge



How to Order

Provide a purchase order with the required product number(s).
Make all purchase orders out to:

Quadient, Inc. or
Quadient Leasing USA, Inc.,
478 Wheelers Farms Rd.,
Milford, CT 06461

Purchase order must include NASPO contract number (CTR058809), MD state contract #([001B3600105](#)), name, address, contact and phone number.

Find us on **PROCURATED**

See what public sector professionals say about us.



4.4 Stars



Financial Analysis



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Product Summary

- **Impress Business Subscription (100,000 clicks/pages per year)** Includes Access to Automate, Distribute. **Usage charges apply* See pg.7 for additional details*
- **IDA Professional Services – Software Migration**
 - SOW, implementation, testing, and training/onboarding
- **ConnectSuite Level-1 Subscription & Configuration Fee**
- **ix-5 Series Base w/ Autofeeder, Sealer, Catch Tray, Ink Cartridge & 5lb Weigh Platform**

Cost Summary

Valid Until: 09/17/2026

01	60-month lease term	\$677.30 / Month
02	ix5 Series Mailing System <i>Includes: USPS meter rental + Maintenance/Repairs</i>	Included
03	Impress & e-Certify software license	Included
04	Professional Services <i>Includes: development, support, training, onboarding</i>	Included
03	Freight, Delivery, & Installation	Included
Total Monthly Lease Investment:		\$677.30

Notes

NASPO State Contract # (MD): 001B5600349

No Payment Promo – No payments until February 1, 2027

Buyout of Existing Pitney Bowes Lease – **\$10,440.18**

Impress PayG ACU Program – any usage billed in arrears with true up at end of year if annual commitment usage amount is not met.

❖ **Estimated monthly usage: \$1,051**

❖ **Committed usage per year: \$12,000**



IMPRESS PAY-AS-YOU-GO | PRICING DETAILS



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Usage Type			Invoice Unit*	Pricing
Distribute Usage	IMPFIRSTP1	First Page (US Letter, 10)	Per Envelope	\$0.22
	IMPADDP1	Additional Page (US Letter)	Per Page	\$0.10
	IMPCOL1	Color print (upcharge) **	Per Page	\$0.10
	IMP6X91	6X9 (upcharge)**	Per Envelope	\$0.05
	IMPC41	Flat (9X12) **	Per Envelope	\$0.38
	IMPBOX1	Box SM (upcharge)**	Per Box	\$22.00
	IMPLBOX1	Box LG (upcharge)**	Per Box	\$25.00
	IMPBRE1	Business Return Envelope	Per Envelope	\$0.09

Usage Commitment:

Committed Annual Usage: \$12,000

Pricing reflects 15% discounted rates based on the committed annual usage

* Based on 2,767 finished envelopes per month

* Approx. \$1,051/month x 12-months

Cost Considerations:

- Usage fees apply once documents are released through the Impress Distribute print & mail application
- Billing occurs in arrears for usage and postage
- Annual true-up applied against committed usage at year-end

Additional Benefits:

- **3-Digit/SCF Postage Rate:** \$0.672 up to 3.5oz (vs. metered rate of \$0.78 up to 1oz)
- **Enhanced Accuracy:** Intelligent Mail barcode (IMB) applied to all mail-pieces
- **Lower Future-State Costs:** Incorporate QR codes to push members to digital delivery and self-service options (e.g., electronic bill pay)
- **Enterprise Flexibility:** Available across multiple offices and locations
- **Digital Delivery Options:** Email and portal options for multi-channel delivery



Financial Analysis



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- **IDA Professional Services – Software Migration**
 - SOW, implementation, testing, and training/onboarding
- **ConnectSuite Level-1 Subscription & Configuration Fee**
- **iX-3 Series Base w/5lb Integrated Weigh Platform, Moistener & Catch Tray**

Cost Summary

Valid Until: 09/17/2026

01	60-month lease term	\$583.24 / Month
02	iX3 Series Mailing System <i>Includes: USPS meter rental + Maintenance/Repairs</i>	Included
03	Impress & e-Certify software license	Included
04	Professional Services <i>Includes: development, support, training, onboarding</i>	Included
03	Freight, Delivery, & Installation	Included
Total Monthly Lease Investment:		\$583.24

Notes

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Your order with Quadient qualifies for the following rebate amount:

Monthly Lease Payment		Remaining Lease Term
\$580.01/Mo.	X	18-Months March 2028

Rebate = \$10,440.18

About your rebate:

- The funds from this rebate are intended to be applied towards the payoff of your existing lease with your current vendor.
- Rebate checks are automatically mailed to you after your order is accepted and processed.
- We hope this offer makes your transition to Quadient even easier.



With Quadient software solutions, you can transform the documents produced by your ERP or virtually any other platform. No changes to your ERP are required to output automation-ready documents complete with marketing and receivables enhancements:



123 Any Street
Sometown, ST 12345

USPS® Intelligent Mail® barcode
Results in 100% correct + move-updated addresses, plus the lowest postal rates.



SHIP TO:
SPRAKER INSURANCE
ATTN: PATRICK FOSTER
1776 79TH ST
BROOKLYN, NY 11214

2D integrity barcode
Read by your folder-inserter. Protects customer privacy by ensuring the right pages go into the right envelopes.



*****AUTO**MIXED AADC 060 Tray 1 : Piece 1
Patrick Foster
Spraker Insurance
1776 79th St
Brooklyn NY 11214-1614

See how Impress Automate helps businesses easily produce actionable, personalized and secure communications. Enhance customer experience with engaging, targeted and timely communications sent according to their specifications.



Due Date	Billing Period	Order/Contract No.	Invoice Date	Invoice No.	Page
3/20/2024	-	MR27221122	2/19/2024	202038497	1

Item #	Description	Unit Price	Qty	Amount
OMS-PI-1	OMS-500 Custom Plug-in	\$10,000.00	1	\$10,000.00

Personalized ads, messages, offers
Drive more revenue via transpromo marketing and weblink QR codes.

For billing inquiries please contact us at 1.800.636.7678. For service requests or to place an order please contact your local YOUR Company office at 800.545.0437

Total Invoice Amount **\$10,000.00**

Scan-to-pay QR code
Add customer convenience and speed up payments.



Detach and return this portion with your payment.

MAIL US A CHECK
(7-10 Days for processing)

Please include your customer and invoice number on the check.

Mail payment to:

YOUR Company
123 Any Street
Sometown, ST 12345

PAY ONLINE BY CARD/CHECK
(Immediate processing)



Patrick Foster
Spraker Insurance
1776 79th St
Brooklyn NY 11214-1614

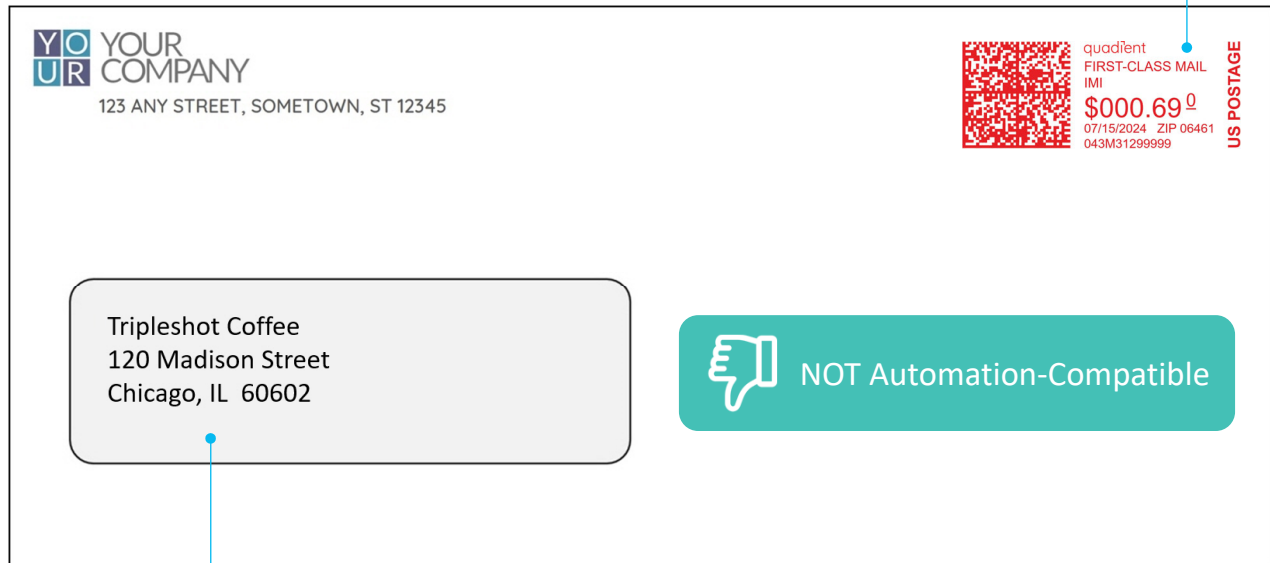
Account #: MR27221122

Invoice Number:	202038497
Amount Due:	\$10,000.00
Amount Paid:	

1 MR27221122 202038497 2/19/2024

Retail Postage Rate

Maximum, single-piece postage amount for each mail piece.

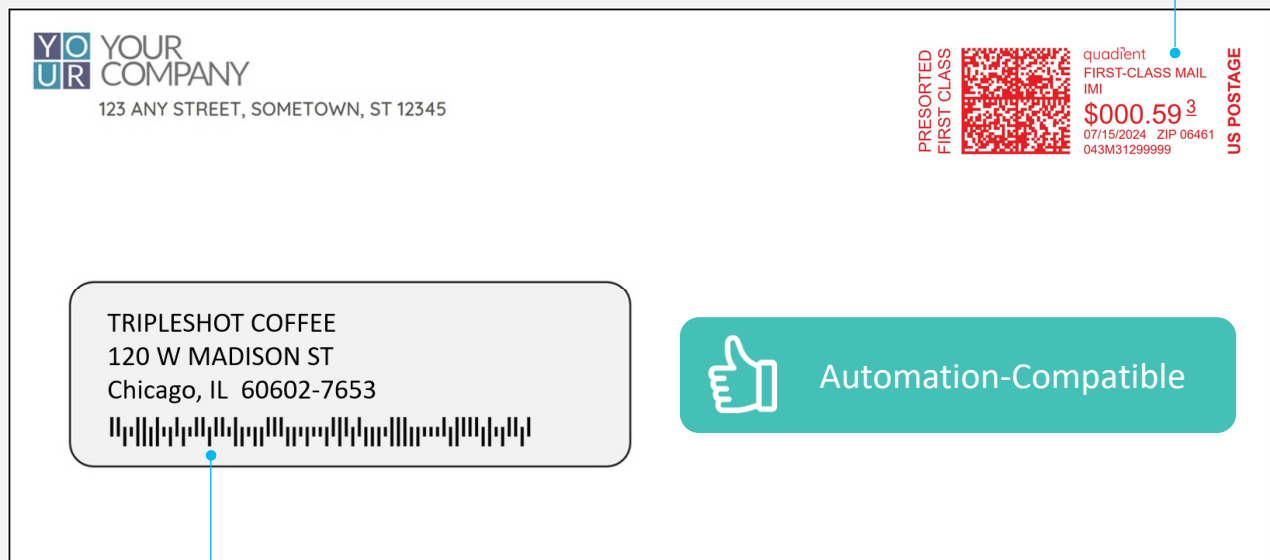


No Address Validation or Postal Barcode

Address may be inaccurate, incomplete or outdated, creating a higher rate of costly returned mail. Absence of USPS® Intelligent Mail® Barcode slows mail delivery.

Commercial Postage Rate

Discounted postage amount for each mail piece.



USPS®-Compliant Address Cleansing, Move Updating and Barcoding

Significantly improves deliverability to the intended recipient. Returned mail costs virtually eliminated. Intelligent Mail® Barcode shortens delivery times, accelerating business results.



Quadiant Print Facility Coverage



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**Oregon
Facility**

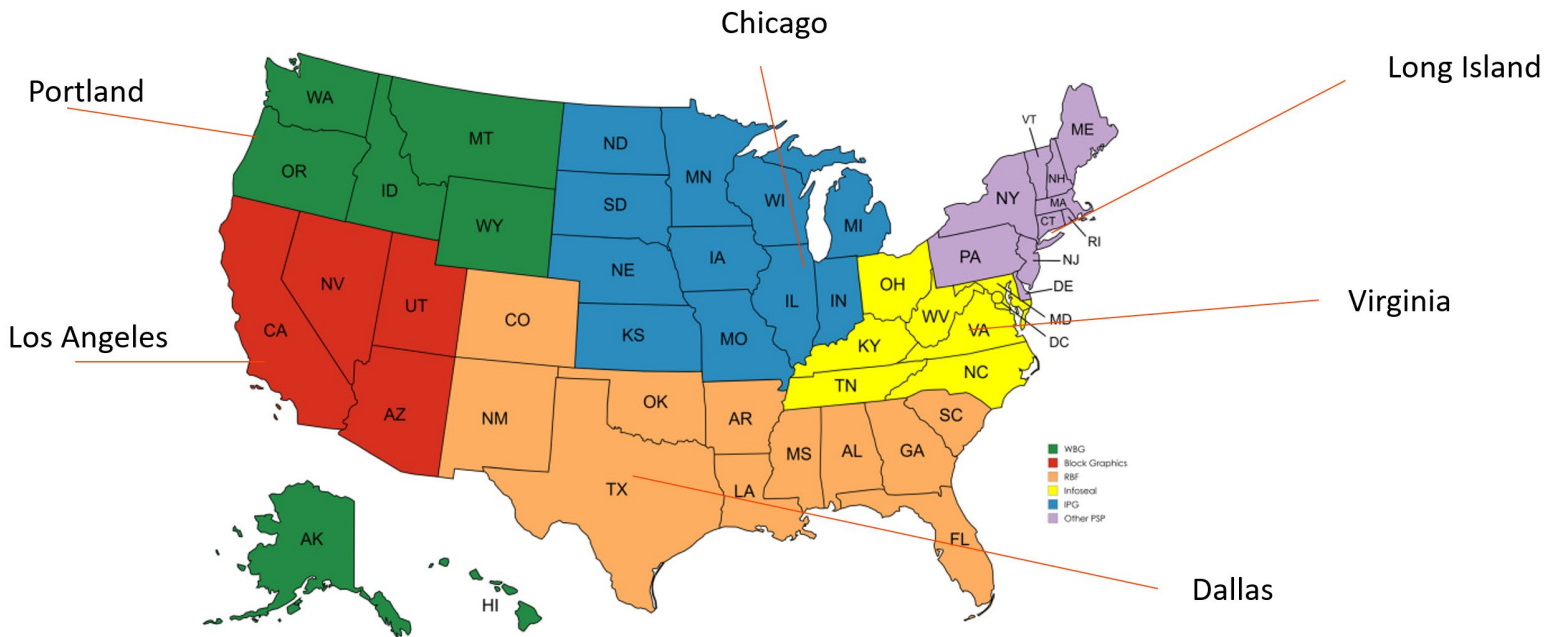
**California
Facility**

**Illinois
Facility**

**Texas
Facility**

**Virginia
Facility**

**New York
Facility**



SECURITY AND COMPLIANCE CERTIFICATIONS

Quadient's Impress Platform adheres to the strictest industry standards and latest best practices for regulatory compliance, corporate and social responsibility across the entire solution to ensure your documents are delivered and managed with the highest security and integrity.

Regulatory Compliance Certifications

QUADIENT GLOBAL RESEARCH & DEVELOPMENT TEAM



ISO 27001 certified for Information Security Management Systems



ISO 27017 & 27018 certified for cloud services

QUADIENT US PROFESSIONAL SERVICES



Compliant with **Soc II Type II**

PRINT SERVICE PROVIDER



Compliant with **Soc II Type II**
Compliant with **SSAE 16**

QUADIENT IMPRESS PLATFORM



Powered by Microsoft Azure - The cloud platform leading the industry with more than 90 compliance offerings



ISO 27001 certified for Information Security Management Systems



Health Insurance Portability and Accountability Act
Health Information and Technology for Economic and Clinical Health



Health Information Trust Alliance certified

Corporate & Social Responsibility Certifications

QUADIENT



EcoVadis Gold Certification for commitment and performance for Corporate Social Responsibility



Carbon Disclosure Project Label for efforts linked to climate change and a reduction in greenhouse gas emissions

PRINT SERVICE PROVIDER



Compliant with SFI standards for responsible procurement of forest products



Forest Certified Council certification for use of products associated with responsible forest management

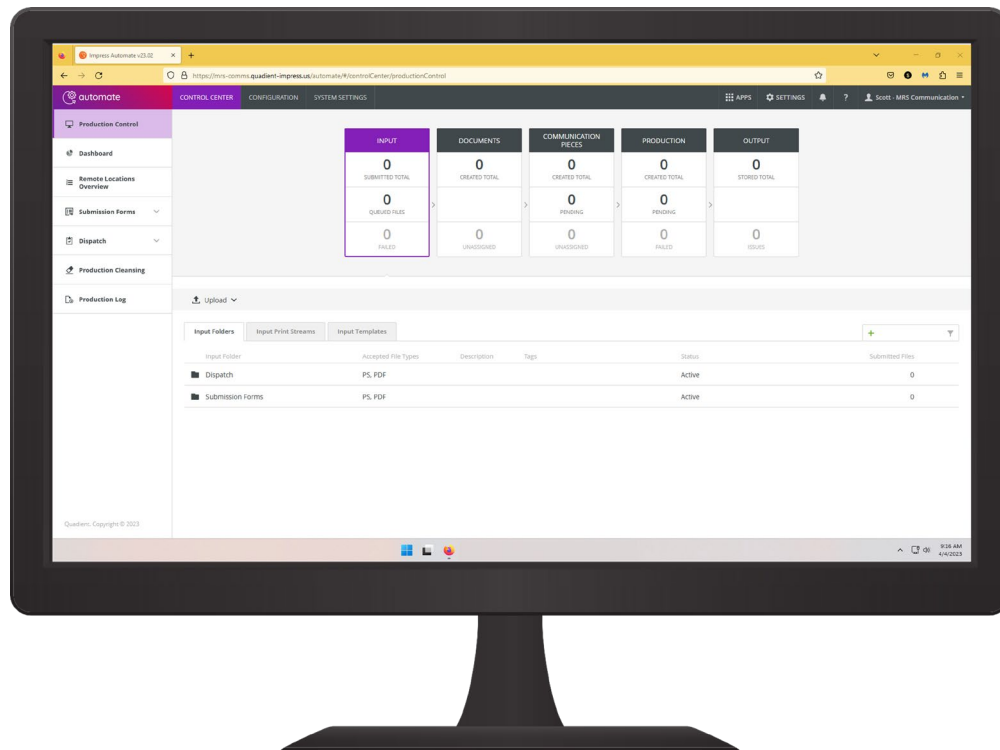
Print & Mail Center Security

- Data hosted in a state of the art high-security data center
- Redundant infrastructure to guarantee continued power supply and network connectivity
- Data transferred by secure protocol (SSH), identical to those used for banking transactions
- Fire, temperature and physical access controls
- 24/7 monitoring





Product Overview

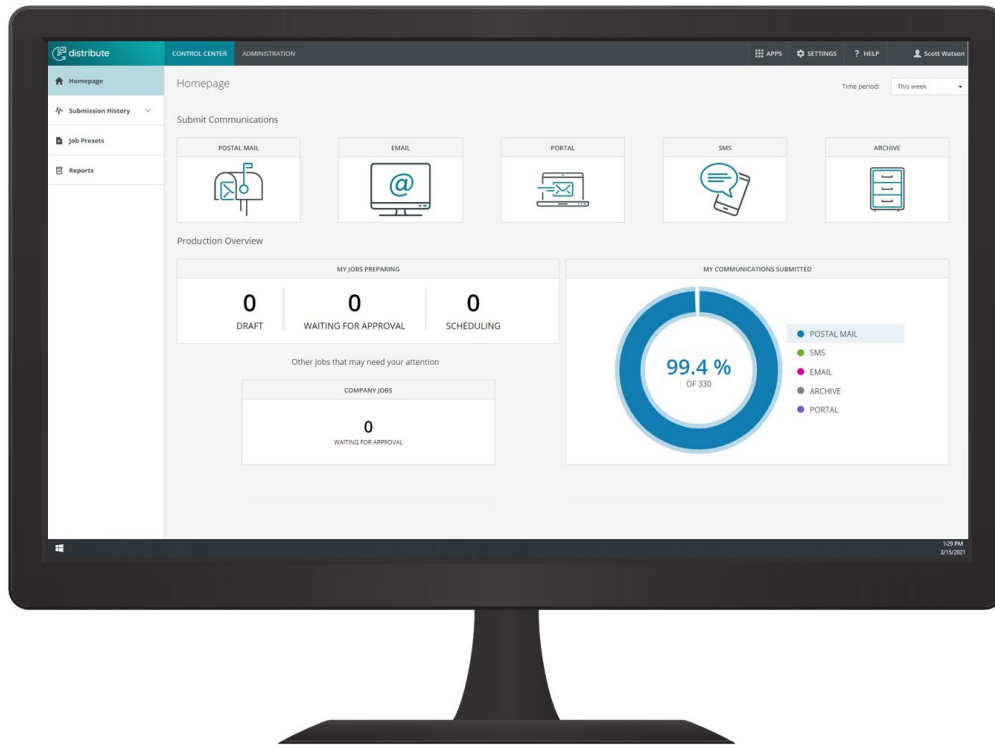


Achieve end-to-end optimization of outbound document workflows

- Overlay color and branding elements onto existing document formats to improve customer experience
- Add personalized offers or notifications to documents for customers who meet certain criteria
- Barcode your documents for custom mail piece assembly by an intelligent folder-insertter
- Enables barcode reading that completely automates variable-page folding/inserting jobs
- Ensures the right pages go into each customer's envelope, every time
- Include an extra enclosure in the envelope for targeted recipients only
- Auto detect documents that should not be mailed and separate or remove them before printing
- Automatically merge same-recipient documents into a single envelope to reduce postage costs
- Output documents in batches according to the size of envelope required
- Validate and standardize mailing addresses to improve the deliverability of your mail
- Print documents in postal presort order for the lowest possible mailing rates
- Automated selection of physical or digital document delivery based on customer preferences

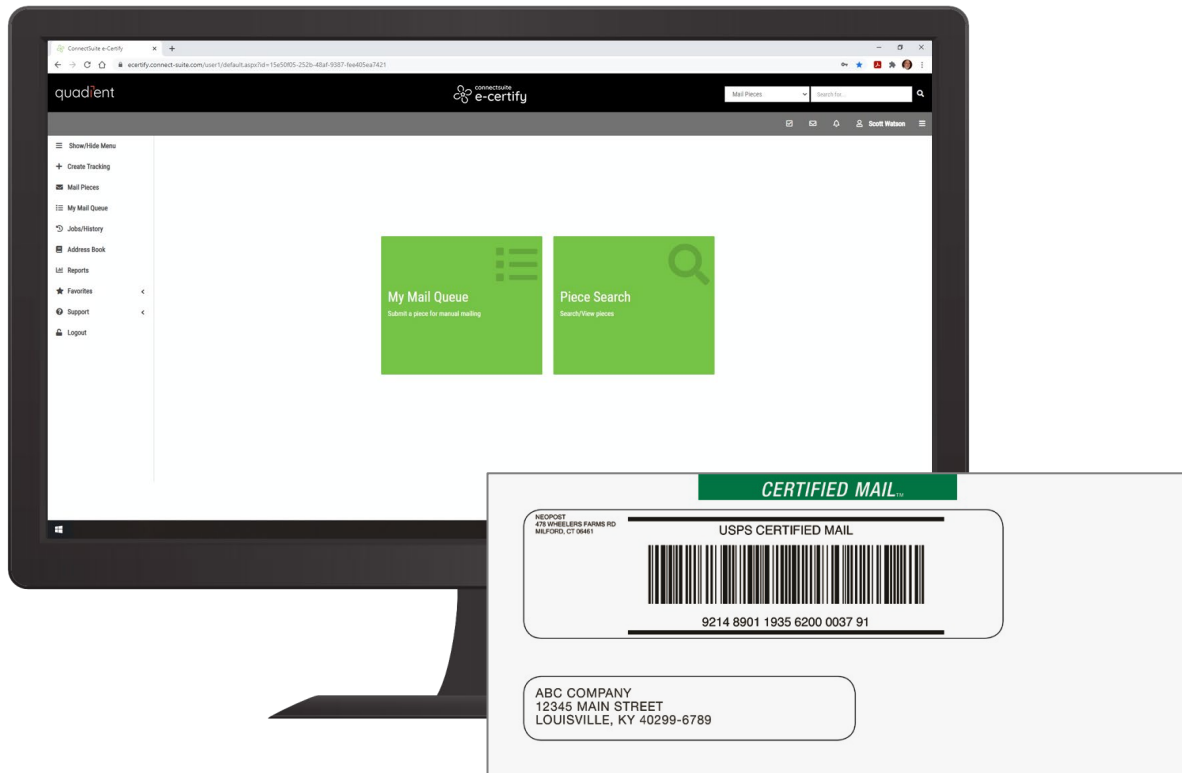


Product Overview



Prepare and deliver your business communications in just a few clicks

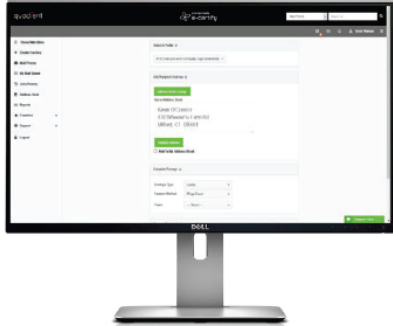
- Cloud-based hybrid mail solution to send one, many, or even thousands of letters from your computer in minutes
- Send invoices as they're created so they reach customers faster and you get paid sooner
- Simply use your business or office applications to create documents like you normally do
- Manage mailings in the office or remotely – all that's needed to complete a job is an internet connection
- Virtually print your documents via the user-friendly Distribute print driver
- Document tracing provides real-time processing status of each individual mail piece
- Your documents are uploaded to our state-of-the-art mail prep facility for assembly and mailing
- Secure data transfer (SSH) and certified processes that ensure privacy and regulatory compliance
- Print, sort, stuff, meter and deliver the mail to the post office, all without leaving your desk
- Eliminate the distraction of mail preparation to focus on core business activities



A Complete Solution For Electronic Certified Mail™

- Multi-user, web-based software that streamlines the preparation and management of Certified Mail™
- Easy-to-use interface and process flow enables users to send Certified Mail™ in a fraction of the time
- Prepare one mail piece at a time or upload multiple addresses for batch processing
- No forms to handwrite and no labels or Return Receipt™ cards to apply to envelopes
- Saves over \$1.00 per letter by providing a USPS® digital signature in place of the “green card”
- Centralized tracking and reporting for all sent items – find signatures with ease and incredible efficiency
- Digital archiving eliminates the need to store paper receipts and keep them organized
- Generates USPS® form 3877 (Firm Mailing Book) if round dating/proof of mailing is desired

Stop handwriting USPS® Certified Mail® forms. Streamline your preparation process and start saving today with ConnectSuite e-Certify from Quadient. Here's how it works:

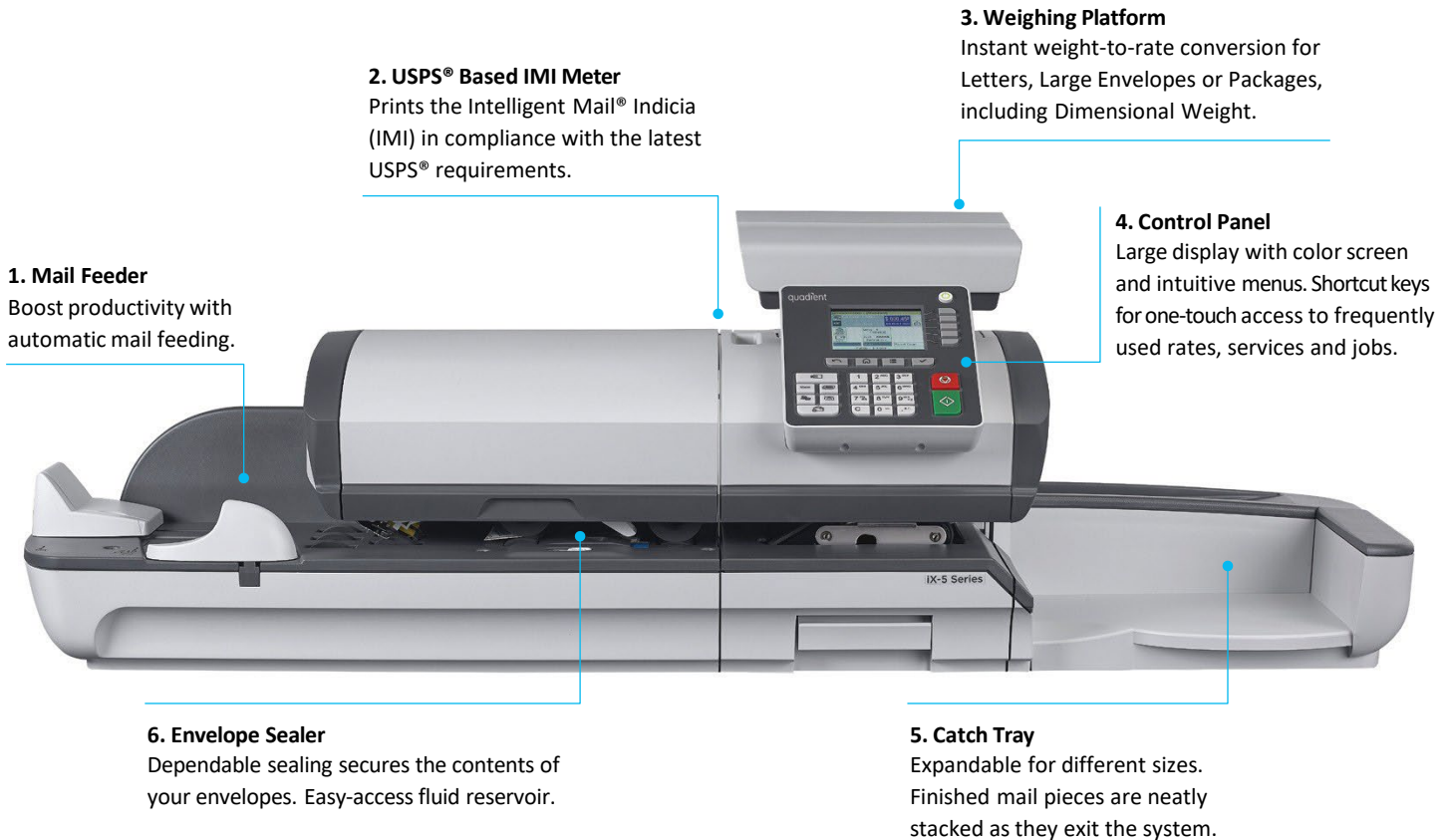
STEP 1	Enter recipient's address or select it from address book. Address validated for accuracy and proper formatting. Mail piece data uploaded to USPS®.	
STEP 2	Print Certified Mail® barcode. Option A: Print a barcoded cover page and place on top of documents. Option B: Print a barcoded tracking label using a thermal label printer.	
STEP 3	Prepare Certified Mail® piece. Option A: Insert folded cover page and documents into a double-window Certified Mail® envelope. Option B: Apply thermal tracking label onto any type of envelope.	
STEP 4	Meter the envelope for \$1.58 less than the "green card" paper-based method (reflects reduced amount for electronic Return Receipt service).	
STEP 5	Delivery status of all sent items is automatically tracked and displayed in a user-friendly online portal. Download electronic PDF signature files as needed (replaces "green card"). All activity and signature files are stored for the lifetime of your subscription. Run simple or advanced searches and print or export reports.	



Product Overview

>> [Click Here to View iX5
Product Video](#) <<

iX-5 SERIES



Key Specifications

iX-5 AF

Processing speed: Up to 110 lpm

Weighing platform capacity: 5, 10, 30 or 70 lb.

Envelope thickness: Up to 1/2"

Accounts/departments: 100 standard, up to 500 optional

Online expense reporting (Neostats Basic): Standard

Connectivity: LAN standard, Wireless LAN optional

Postage labels: Self-adhesive with automatic dispenser

Security: 4-digit operator PIN codes

Job presets (imprint memories): Up to 9

Envelope printing: Graphics (10), Text messages (10)

Ink supply: Quick-change cartridge, up to 15,850 imprints

S.M.A.R.T. Online shipping software: Available



Product Overview

>> [Click Here to View iX3 Product Video](#) <<

iX-3

SERIES



Key Specifications

Processing speed: Up to 45 lpm	Postage labels: Self-adhesive, feed-to-print 2-sided sheet
Weighing platform: 5 lb. standard, 10, 30 or 70 lb. optional	Security: 4-digit operator PIN codes
Envelope thickness: Up to 3/8"	Job presets (imprint memories): Up to 9
Accounts/departments: 50 standard, up to 300 optional	Envelope printing: Graphics (10), Text messages (10)
Online expense reporting (Neostats Basic): Standard	Ink supply: Quick-change cartridge, up to 5,400 imprints
Connectivity: LAN standard, Wireless LAN optional	S.M.A.R.T. Online shipping software: Available