

Satori Software's

MailRoom ToolKit

Address Management Solutions

*Corrected addresses, postal presorting and barcoded labels
all from within your original database!*



ZIP+4 Agent

*Address verification and
rapid data entry.*

CASS Agent

*Batch cleansing and
USPS certification.*

PRESORT Agent

*Postal sorting,
labels and reports.*

MOVE Agent

*Real-time Change of Address
updating via the Internet.*

Standard Edition

MailRoom ToolKit Standard Edition comes with a suite of three agents: ZIP+4 Agent, CASS Agent and PRESORT Agent. It can support up to 25 users, and includes wizards for Microsoft Office.

Enterprise Edition

MailRoom ToolKit Enterprise Edition is a robust client/server solution that is suitable for larger organizations, using multiple platforms. It can handle any number of users, and can also be configured for Address Quality and Internet-based applications.

Featuring **COM** Technology



Microsoft Office Compatibility -

MailRoom ToolKit was designed with Office in mind, including MS Access, MS Excel and MS Word.



2815 2nd Avenue, Suite 500
Seattle, WA 98121-3200
Ph. (206)357-2900 / Fx. (206)357-2901
Sales: (800)553-6477
www.satorisoftware.com

How MailRoom ToolKit works

Integrated address cleaning and mail preparation

MailRoom
ToolKit



Featuring COM
technology

Cleaned and corrected addresses, postal presorting and barcoded labels all from within your original database!

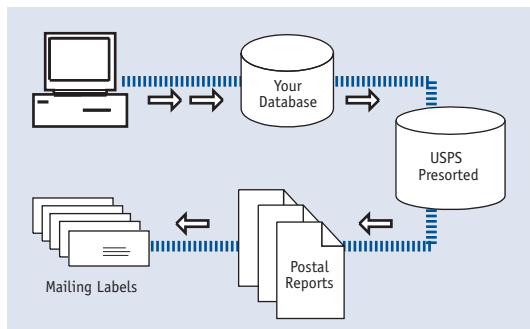
When it comes to addresses, think of MailRoom ToolKit as your database assistant. By using simple setup wizards, or by adding a small amount of Visual Basic code to your application, MailRoom ToolKit can access the key elements of your address database. Once installed, it cleans the address data you've entered, and becomes your postal authority when it's time to prepare a mailing.

MailRoom ToolKit can easily standardize the spellings and abbreviations used in your address data. It can also speed entry by automatically filling in such fields as city and state.

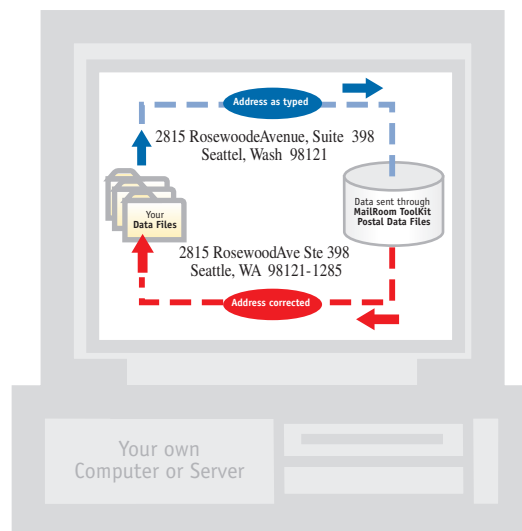
When you're ready to submit a mailing to the United States Postal Service, MailRoom ToolKit will automate the entire process by presorting the list, printing required postal reports and barcoded labels.

Here's what it does for your database:

- Increases address accuracy
- Reduces returned mail & packages
- Qualifies your mailings for presort discounts
- Streamlines postal preparation
- Saves on address correction fees
- Prints barcoded address labels plus sack or tray tags
- Integrates in minutes, using COM technology
- Adds Change-Of-Address data via the Internet



Postal Preparation



Address Cleaning

A COM-based integrated solution:

MailRoom ToolKit is built upon COM technology, which makes deployment easy within a number of different environments, and simplifies ongoing maintenance.

- Installs instantly inside Microsoft Office (Access, Excel & Word) and includes its own toolbar
- Offers compatibility with COM-friendly applications and databases
- Has an interface accessible using VBA, C/C++, FoxPro, Paradox, SQL, Oracle, PowerBuilder and others
- Includes a server system that communicates with multiple operating systems via TCP/IP



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ZIP+4 Agent

Address quality starts here.

MailRoom
ToolKit



ZIP+4 Agent
provides
address
verification and
rapid lookup
capability

How much is poor address quality costing your company?

ZIP+4 Agent is a lookup and data entry control for individual addresses. Designed to work inside your database or word processing package, it will add the correct nine-digit ZIP code, automatically fill in city and state data based upon ZIP code entry, and standardize address data using USPS preferred spellings and abbreviations. ZIP+4 Agent also includes an exclusive ZIP Browser window, which makes it easy to search and review the addresses in the postal database.

An address cleansing tool.

ZIP+4 Agent stops errors upon entry, speeds data input, adds nine-digit ZIP codes and standardizes address data using USPS preferred spellings and abbreviations.

- **Standardizes Address Data** – Ensures data is accurate and deliverable, and aids in the search for duplicates.
- **Adds Nine-Digit ZIP Codes** – Corrects city and state entries and verifies an address' ZIP code, plus adds other postal data elements.
- **Barcodes Addresses** – Barcoded mail moves faster through the postal service, and the barcode is based upon accurate address data.
- **Includes ZIP Browser** – This window allows a user to browse through the entire USPS address database, easily locating hard-to-verify or mistyped information.
- **Works everywhere** – ZIP+4 Agent can work in most any environment, including Web sites, Microsoft Office, custom databases and much more.



"If the address you enter is mishandled on the desktop... how do you think it will be handled by the post office?"

Saves Money.

Clean address data saves money throughout the organization, providing an excellent return on investment.

- **Ensures deliverability** – Returned mail costs money. By ensuring deliverability you save on wasted postage and brochures.
- **Avoids address correction fees** – If you ship packages, having verified address data will ensure that you can avoid expensive address correction fees imposed by carriers such as UPS and FedEx.
- **Prevents missed opportunities** – Lost or returned mail can cost your firm in missed opportunities. Cleaning address data at the point of entry avoids this possibility.
- **Checks physical address** – Check an address to see if it is a physical address or PO Box, before you ship via UPS or USPS.

Before



After

Speeds data entry.

ZIP+4 Agent allows users to enter data faster, regardless of application or database.

- **Use the Auto Lookup** – Type in a ZIP code to retrieve and automatically fill in city and state information. This speeds data entry and ensures fewer typos.
- **Copy & Replace in Microsoft Word** – Zip+4 Agent will replace a selected portion of text in Word with corrected address data by simply pressing a button.

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CASS Agent

No import, no export... No hassle, no mistakes

MailRoom
ToolKit



An address
verification tool
that cleans entire
mailing lists,
ensuring
maximum postal
discounts

Shouldn't your database qualify for the greatest postal discounts?

CASS Agent is a USPS certified control that will process an entire batch of addresses, and print the USPS Form 3553. It will standardize the address spellings, add the nine-digit ZIP codes, allow you to review uncertified entries, print the USPS Form 3553 and qualify your mail for the lowest postal rates. CASS Agent integrates into your existing database, so importing and exporting to certify your addresses is no longer necessary.

Cleans entire address lists.

CASS Agent will clean and standardize an entire address database, ensuring deliverability and qualifying for postal discounts.

- **Batch processes lists** - CASS Agent will process an entire batch of records, right inside your database.
- **Standardizes and Adds Address Data** - The CASS certification process adds nine-digit ZIP codes, plus carrier route, line of travel, delivery point and other postal data. All address spellings and abbreviations are standardized using the latest USPS information.
- **Review Uncoded Addresses** - A special review window allows the user to review addresses that were not coded, and to amend the information until a match is found.

Qualifies mailings for the lowest rates.

Having a CASS certified list ensures that your mailing will qualify for the lowest possible USPS rates. Mail can be sent for as little as 15 cents per piece.

- **CASS Certification** - CASS Agent provides USPS CASS certification. Certification is a requirement to qualify for automation-compatible (barcoded) and carrier route postal discounts.

- **Prints USPS Form 3553** - Once a batch is processed, the USPS Form 3553 is printed. This CASS certification form is required when submitting automation (barcoded) or carrier route mailings.
- **Qualify For Lowest Postal Rates** - When a mailing list is CASS certified, it can qualify for the lowest possible postal rates.

Eliminates import/export. Works within your original database or application!

CASS Agent is designed to work inside your original database or application. This important feature means no more import/export, and your cleaned-up data will be kept for future use.

- **Works within most databases** - Any COM-compatible system can use CASS Agent, including MS Access, MS Excel, SQL and many others.
- **Avoids import/export hassles** - For many, the process of CASS certifying a database means the cumbersome process of importing and exporting data. This error-prone method is eliminated with a truly integrated solution.

Standard Class Mail	Rate*	Savings per/pce.	Savings per/1000
Basic (Non-Auto)	.268¢	—	—
Barcode - Basic	.219	.049¢	\$49.00
Barcode - 3-digit	.203	.065	65.00
Barcode - 5-digit	.190	.078	78.00
Carrier Route (En)	.171	.097	97.00

First-Class Mail	Rate*	Savings per/pce.	Savings per/1000
Single Piece	.37¢	—	—
Presorted	.352	.018¢	\$18.00
Barcode - Basic	.309	.061	61.00
Barcode - 3-digit	.292	.078	78.00
Barcode - 5-digit	.278	.092	92.00

*Rates assume correct Zip +4 addresses presented in automation compatible (barcoded) form. Based upon R2001 Rate Case Proposal. Significant non-profit savings are also available.

"The postage savings we earned from using CASS Agent paid for the software many times over."



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PRESORT Agent

Prepare USPS PAVE certified mailings

MailRoom
ToolKit



A postal tool
that
streamlines
presorting and
mass mail
preparation

Do you prepare large First-Class, Standard Mail or Periodicals mailings?

PRESORT Agent is PAVE certified and will sort your mail for the lowest possible postal rates. In addition to barcoded addresses, it even prints barcoded sack and tray tags and all required USPS printed documentation. Best of all, since it's integrated within your database you can print presorted addresses right on your custom documents, such as invoices and statements.

Complete mail preparation.

- **PAVE certified presorts** – First-Class, Periodicals and Standard Mail sorts are included. Optional sorts are available including Package Services and Mixed Weight Sorts.
- **Barcoded labels** – Address labels can include the barcode for automation discounts.
- **USPS documentation & reports** – All of the USPS required documentation is printed as well as a user-friendly Presort report and realistic facsimiles of the Postage Statements (e.g. PS Form 3602, 3541, 3600).
- **Sack/Tray tags** – All sack or tray tags for your mailings are printed, including barcodes on the tags.
- **Optional Endorsement Line** – Addresses can include OEL data that meets USPS requirements and avoids using stick-on labels.
- **Entry point discounts** – Support for SCF, BMC and DDU entry point discounts is included.
- **Returns presort ID** – Use this field for presorted output in other applications.

Addressing & label printing.

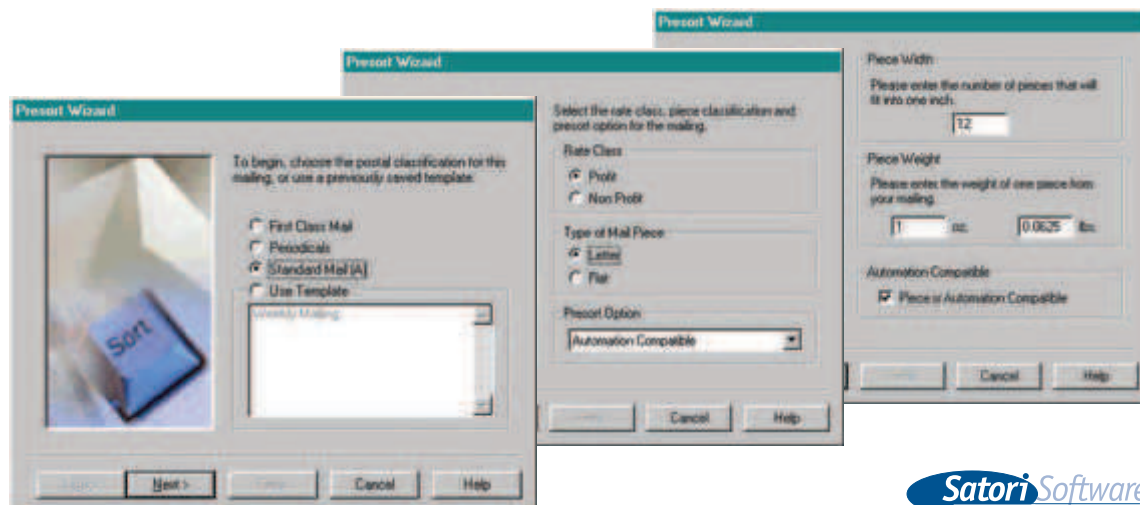
- **Graphical label editor** – Use the editor to format labels, envelopes or postcards. Alternatively, print presorted and barcoded addresses from your own custom documents.
- **Direct impression printers** – Support is included for most models including RENA, Francotyp-Postalia, Datatech, Bryce, Pitney Bowes and others.
- **Package spacers** – A spacer label with sack/tray and package information can be printed between groups.

Other presort features:

- **Optional Package Services & Mixed Weight Sorts** – PRESORT Agent offers these sorts as options.
- **Easy-to-use wizards** – Complicated postal regulations are made easy using our wizard technology.
- **Save common settings** – If you have repeating presort requirements, you can save your settings as a template for future use.



"With PRESORT Agent, we are now able to prepare bulk mailings knowing they will be accepted by the USPS."



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MOVE Agent

Real-Time, NCOALink™*

MailRoom
ToolKit



An address quality tool that updates your resources using the United States Postal Service® Change of Address database

Your customer just moved - now what? Correct addresses BEFORE your next mailing.

MOVE Agent updates the addresses in your current database by matching your records against the change of addresses that are on file with the United States Postal Service®. Because it's designed to work via the Internet, the MOVE Agent add-on provides nearly real-time processing. MOVE Agent helps you avoid the delays of the regular USPS® mail-forwarding process and increases your overall address quality by updating your database with current addresses. MOVE Agent also helps ensure deliverability and faster receipt in these mobile times.

Every year the Postal Service™ handles over 40,000,000 change of address requests from individuals, families and businesses. In approximately 81% of these cases, there exists valid forwardable information for that record. By updating your address list, you are ensuring that your mailing piece is delivered to the correct address and that your important contact information is kept up-to-date. You are also meeting the USPS® First-Class® Move Update requirement for having lists preprocessed within 185 days by using an approved address update tool.

MOVE Agent, based upon Component Object Model (COM) technology, works directly inside your existing system, avoiding an error-prone import or export. Once it's installed, you simply use your Internet connection to update your address files. Your transmitted list is processed using the latest USPS® Change of Address data, which is updated weekly.



"With MOVE Agent, we avoid the delays associated with USPS® mail forwarding."

NCOALink address updating.

- **Change of Address data** – NCOALink processing updates individual, family and business Change of Address data maintained by the USPS®. The NCOALink database covers the previous 18 months of updates, with new moved information added weekly.
- **Saves money** – Returned and undelivered mail is expensive in postage costs, wasted literature and lost opportunities. It's best to catch the moved address BEFORE your next mailing.
- **Surprisingly affordable** – MOVE Agent is very affordable, and list processing is charged by the number of records processed. Results vary, but it only takes a very small percentage of moved data to pay for this service.

Real-time updating via the Internet.

- **Eliminates import/export** – Because it's integrated, MOVE Agent brings you Change of Address data without having to deal with import/export issues. This is a significant advantage.
- **Safe and reliable** – Our encryption scheme and security measures give full assurance that your transmitted data will be returned to you reliably, quickly and without any fear of privacy issues.
- **No waiting** – Because MOVE Agent is designed to work over the Internet, you will receive your updated addresses nearly in real-time. Speed will depend upon your Internet connection, but you can certainly process hundreds of thousands of addresses with little wait.

* Defined as the real-time processing of lists using a current release of USPS® NCOALink data.



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Standard Edition

Small Business Address Management Solutions

MailRoom
ToolKit



The Standard Edition is designed for organizations with up to 25 users.

Integrated address management that is easy and affordable.

The MailRoom ToolKit Standard Edition comes with a suite of three agents: ZIP+4 Agent, CASS Agent and PRESORT Agent. Other options are available, including support for up to 25 users. The Standard Edition is ideal for organizations wishing to benefit from address quality and mailing solutions in a local environment. Setup is straight-forward, it works well with many systems such as Microsoft Office and it's affordable.

MailRoom ToolKit Standard Edition offers these great features:

- **ZIP+4 Agent** - Single address verification and cleaning.
- **CASS Agent** - Batch processing and CASS certification.
- **PRESORT Agent** - First-Class, Periodicals and Standard Mail presorts are included; optional Package Services and Mixed Weights Sort are available.
- **MOVE Agent** (optional) - Updates moved address information within your database, via the Internet.
- **Up to 25 Users** - Additional users can be added to this Edition up to a maximum of 25.
- **Easy to set up** - Installation wizards and a simple programming interface makes it easy to set up in most any environment.
- **Easy to use** - MailRoom ToolKit's wizard technology makes using it straight-forward and easy to learn.

Straight-forward wizards step you through each process:

Using the Standard Edition, wizards are available to assist users through processes such as CASS certification and postal presorting.



Wizards make it easy to complete mailing processes, such as CASS certification.

For installation, use the Setup Wizards, or write your own code.

The Standard Edition has setup wizards for Microsoft Access. For other applications, because it uses COM technology, surprisingly little code needs to be written in order to use the full features of MailRoom ToolKit!



Within Microsoft Access, you can set up MailRoom ToolKit by using Wizards.

- **Microsoft Access** - Installation is automatic from the Setup program. Use the wizards to set up, or write your own code to customize your implementation.
- **Microsoft Excel** - Match MailRoom ToolKit fields with column headings, to use with Excel
- **Microsoft Word** - Installation gives you the Copy and Replace feature.
- **Visual Basic** - Compatible with any 32-bit version.
- **C/C++** - Any 32-bit application written in C/C++ can use the MailRoom ToolKit controls.
- **Visual FoxPro** - FoxPro Version 4.0 or higher can use MailRoom ToolKit.
- **Other COM compatible applications** - Because it's based upon COM technology, virtually any other database or application can use these great features.



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Enterprise Edition

Client/Server Address Management Solutions

MailRoom
ToolKit



Designed for
large
organizations,
multiple
platforms and
Web sites.

A scriptable tool set that is applicable for many environments.

The MailRoom ToolKit Enterprise Edition features the latest and best technologies, including client / server architecture and automatic updating for clients. The MailRoom Server is scalable, offering multi-threading and multiple processor support. TCP/IP makes it easy to operate within multiple platforms. The Enterprise Edition is also an ideal Web site solution.

MailRoom ToolKit Enterprise Edition offers these great features:

- **Customized configurations** - The ability to access all the functionality of MailRoom ToolKit via code creates customizable solutions to a variety of problems.
- **Client/Server design** - This architecture makes it scalable and compatible with a variety of platforms and environments.
- **ZIP+4 Agent** - Added functionality includes increased integration capabilities, more address parsing options, enhanced error handling and user feedback.
- **CASS Agent** - Additional functionality includes unattended processing, distributed processing in multi-server environments and multi-threading.
- **PRESORT Agent** - Added features include delayed or automated processing and combines presort & CASS routines to streamline preparation.
- **Web Site Development** - The COM technology plugs into ASP pages, or use TCP/IP to communicate with other platforms.

Includes our powerful MailRoom Server.

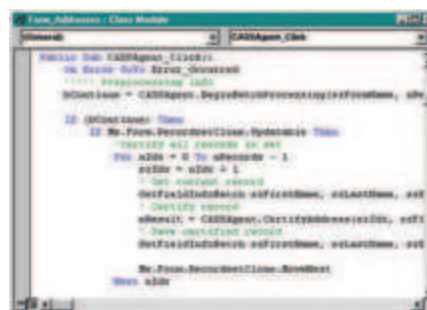
The scalable MailRoom Server can meet the needs of any size organization. MailRoom Server gives you accelerated server-side processing, multi-processor and load-balancing support, multi-thread ability, server and performance monitoring tools and more.



Multiple servers can be set up to become MailRoom Server Assistants.

Use VBA or any other compatible language to develop scripts or automated routines.

Because it uses COM technology, surprisingly little code needs to be written in order to use the full features of MailRoom ToolKit!



MailRoom ToolKit also comes with many examples of code and technical notes, making it easy to add it to your custom application or database.

Works in a variety of environments.

- **Microsoft Office & SQL** - Access, Excel, Word plus SQL compatible.
- **Web Sites** - Via ASP or TCP/IP for other platforms.
- **SalesLogix** - A SalesLogix integration tool is included.
- **Visual Basic** - Works with any 32-bit version of VB.
- **C/C++** - Any 32-bit application written in C/C++ can use the MailRoom ToolKit controls.
- **Visual FoxPro** - FoxPro Version 4.0 or higher can use MailRoom ToolKit.
- **Oracle, Siebel & Other COM-compatible applications** - Virtually any other database or application can use these great features.



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About Address Quality

Ensuring Deliverability

MailRoom
ToolKit



Address Quality
verifies and
corrects
valuable data.

Address Quality affects the lifeblood of every organization.

Address Quality is the result and benefit from using a post-office-certified process to clean and standardize your data, by correcting spellings, abbreviations, city, state and ZIP Code entries. Within your organization, address data is found everywhere. You encounter it when you interact with customers, prospects, vendors, donors and Web visitors. The basis of much of your business communication comes via the address data used for your contact. This interaction includes invoices, marketing campaigns, shipments, newsletters and general correspondence.

The effectiveness of this interaction can be greatly affected by the quality of the contact address data you are using to conduct this business. If your data is inaccurate, your ability to communicate will be diminished.

**Address
Quality
provides an
exceptional
return on
investment.**

Here's what Address Quality offers:

Based upon the latest data from the Postal Service and other sources, Address Quality takes the entered data elements and, through various matching algorithms, 'cleans' the output.

- **Standardized address data** – Spellings, abbreviations, city names and ZIP Codes are all corrected to meet USPS guidelines.
- **Adds postal data elements** – Nine-digit ZIP codes, Line of Travel data, Carrier Route number, delivery points and other items are available to your database for further use. Useful error codes are generated when a match does not exist.
- **Verifies deliverability** – Certified addresses ensure deliverability. MailRoom ToolKit will even recognize if the address is a physical location or PO Box.
- **Finds move updates** – Every year the Postal Service handles over 40 million change of addresses for individuals and businesses. An address quality process includes updating your address changes before your next mailing.

Address Quality for databases.

With MailRoom ToolKit, you can apply Address Quality directly inside your database.

- **Upon entry** – Check for incorrect addresses upon data entry, and speed data entry with automatic lookups for city and state.
- **Postal discounts** – Use integrated CASS certification to ensure your mailings can qualify for the lowest rates.
- **Saves money** – Make sure your mail is deliverable and save on address correction fees, wasted postage, brochures and lost opportunities.

Address Quality for Web sites.

By adding Address Quality to your Web site, you ensure that submitted data is accurate.

- **Verifies address data** – Checks submitted address data for accuracy, deliverability and physical attributes (street address or PO Box).
- **Provides error messages** – If there is missing or incorrect data, the friendly error messages will be able to tell your visitor what needs to be re-entered.

Address Quality for shippers.

Adding Address Quality to your shipping process verifies address correctness, and saves on expensive address correction fees. Additionally, you can recognize whether your shipping address is a physical (street) address suitable for carriers such as UPS or FedEx or whether it is a PO Box requiring USPS service.

- **Verifies deliverability** – Ensures data is accurate and deliverable, based upon the latest postal address database. Checks for addresses that must be sent via USPS (e.g. PO Boxes).
- **Saves on expensive address correction fees** – Carrier (UPS, FedEx) fees for incorrect addresses are expensive – as much as \$10 per package.

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Microsoft Office Compatibility

Integration using ActiveX Controls

MailRoom
ToolKit



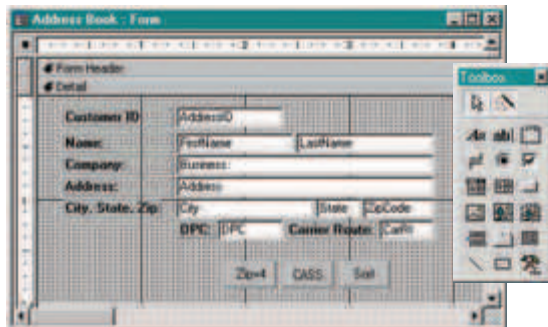
Installs
instantly into
Microsoft
Access, Excel
and Word.

Instant and seamless integration within Microsoft Office.

The MailRoom ToolKit series' COM technology includes ActiveX controls that install into Microsoft Office. This brings address quality and postal solutions right into the applications you use most often. Setup is automatic using the MailRoom ToolKit installer program. Once installed, all of the features of MailRoom ToolKit are available within Access, Excel and Word. There is even a MailRoom ToolKit toolbar added to the menu. Multiple users can share the same address data files over your local network.

Use MailRoom ToolKit with MS Access:

- **Wizard setup** - MailRoom ToolKit comes with a setup Wizard for each control, making it easy to install into your Access database. Absolutely no coding is required.
- **One click away** - Once the buttons are added to your form, MailRoom ToolKit features are just a click away.



Within Microsoft Access, MailRoom ToolKit buttons can be added to your form.

Use MailRoom ToolKit with MS Excel:

Excel files can also be used for CASS certifying and postal presorting. Simply link the columns to field names to get started.

	A	B	C	D	E	F	G
	First Name	Last Name	Organization	Address	City	State	Zip
1							
2			ABC Group	157 37th Ave E	Seattle	WA	98112-4901
3			The Graphics	950 Wynnwood Ave	Akron	OH	44315-3081
4			Lester Flat	120 Main St	Burlington	VT	05408-0912
5	Paul	Ackerley	Ackerley & Co	2918 Meadows Ln	Orange	CA	92668-6012
6	Susan	Smith	Alpena's	1330 E 14th St	San Leandro	CA	94577-4714
7	Tom						
8	Mary	Stone	Brookstone	14 Dexter Ave N Ste 4	Seattle	WA	98108-2736
9	Joe	Morris	Books & Stuff	747 10th Ave E	Seattle	WA	98112-2142
10	Ricky	Brown	Brown	834 W Nickerson	Seattle	WA	98119-1247

Excel files work well with MailRoom ToolKit features.



Toolbar added to Microsoft Office

Use MailRoom ToolKit with MS Word:

Inside of Word, you can select a block of address text and have it cleaned and certified. You can even include the barcode.



Simply select the address block within Word and click to clean and correct the data.

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Case Study

University of Washington – Admissions Department

MailRoom
ToolKit



How a simple
solution pays
for itself over
and over again.

"The savings are incredible – their service is excellent"

The University of Washington Admissions Department mails approximately 40,000 freshman admission packets every year. 30,000 additional packets are sent to students interested in transferring to the U of W. The Admissions department calculates that in 1997 they spent about \$8,000 per month on First-Class postage, almost \$100,000 a year!

John Sweeny, the Assistant Director of Admissions at the University of Washington, came to Satori Software wondering, "Is it really necessary to be spending \$100,000 a year, mailing packets to students?" He was concerned about wasting postage on bad addresses and the lack of uniformity on the outgoing packets.

"The students often give incorrect addresses over the telephone," Mr. Sweeny explained. "We receive information requests by mail, email, and from student walk-ins. Our system has no means of verifying the addresses. The staff is hand-writing the addresses directly on the information packets and mailing them out First-Class, piece by piece, as they take requests. Packets are mailed to wrong addresses frequently, wasting valuable time and money."

Satori Software has changed the way the University of Washington's Admissions Department mails to students since meeting Mr. Sweeny in December of 1997. The installation of the MailRoom ToolKit, with 6 seats, enables the office staff to easily verify and correct addresses over the telephone, immediately entering the correct information in their MS Access database. The packets are mailed with the correct address and ZIP+4 code printed on uniform, easy-to-print labels.

Since the MailRoom ToolKit is a series of ActiveX-based COM Controls including a ZIP+4 Agent, CASS Agent and PRESORT Agent, those functions can easily be added to any COM-friendly database or application. Completely compatible with the Admissions Department's MS Access database, this new mailroom manager was installed at the department in early February of that year, the same day their 800-piece recruitment brochure was scheduled for mailing. The department saved enough money putting together that first mailing to pay for half of their investment in the MailRoom ToolKit.

"The savings are incredible," says Mr. Sweeny. "The software checks the addresses before they are entered in the database, all the labels are uniform. Satori Software has helped us eliminate a big mailing headache here at the Admissions Department."

The savings are incredible. The heavier Freshman admission packet was mailed out First-Class at \$1.70 per packet, transfer packets mailed First-Class at about 56 cents per packet. Now, with the installation of the MailRoom ToolKit CASS Agent, all packets qualify for the automated flat rate of between 18.9 and 27.7 cents per piece. The Admissions department predicts spending about \$16,500 this year on postage. That's a total savings of \$83,500.

What does the University of Washington's Admissions department have to say about Satori Software? "We are delighted to have hooked up with Satori. Their service is excellent. We got so much more than we ever expected."

UNIVERSITY OF WASHINGTON

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2815 2nd Avenue, Suite 500
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