

# Mailing

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## systems technology

Product Profile

## Finish Fast in a Single Pass

### The OPEX Mail Matrix provides answers for incoming employee mail sorting

By Ryan Bowen

Every day, millions of pieces of employee mail circulate throughout institutions and corporations across America. That same mail requires hours of processing time as each piece is handled, sorted and ultimately delivered to its final destination. Anyone involved in this process understands how labor intensive it can be.

The constant challenge is this: How do you process thousands of pieces of mail that could go to thousands of different people, in hundreds of different locations in your office building or on your campus, in an efficient and timely manner? If that doesn't seem difficult enough, throw in messy employee databases, location changes, poorly addressed and time-sensitive mail, and you get close to what the daily incoming mail sorting process looks like in many operations.

To meet this challenge, OPEX Corporation recently introduced Mail Matrix, a mixed mail sorting system designed to easily sort an extremely wide range of media

and address formats. Mail Matrix can process letters, flats, magazines, newspapers, accountable mail, interoffice mail and even small parcels in a single pass.

Using its unique iBOT delivery method to send pieces to individual bins ranging in number from 30 to a maximum of 1,020, Mail Matrix provides a scalable throughput rate that can achieve speeds of up to 3,600 pieces per hour, with just one operator. Additionally, with the inclusion of OPEX's recognition and database software, wireless communication and a high-quality Imaging Module, Mail Matrix represents the newest evolution in low-cost, efficient mail sorting.



### The Desire for Streamlining Workflows

For years, incoming employee mail has been sorted manually, often requiring handling by multiple mail center clerks. When mail arrives, it frequently travels through a complex sort system that may involve one, two or as many as three different sort schemes. In most cases, mail sorting depends on human memory to match the recipient name with the designated sort pocket from which the mail will in turn be routed to a specific destination.

Many attempts have been made to simplify the process, including using sorting technologies based upon voice activation or

lights. These technologies, while novel, have proven difficult to justify or simply inefficient. With Mail Matrix, the sorting process can be reduced to one pass, one touch of the mail and one operator. This is accomplished using several innovative features that cannot be found in other mail sorting solutions.

### Mail Matrix Configurations

Mail Matrix is offered in two different configurations: key from paper (KFP) and key from image (KFI). The KFP configuration (which is also the base machine configuration) requires the operator to key the name directly from the mailpiece itself. Once the piece is keyed, the operator drops the mailpiece into the input section and repeats the process.

The KFP configuration uses the OPEX Incoming Directory Retrieval System (IDRS) to match keyed names in a very quick and accurate manner, thus allowing the machine to process the mail as quickly as an operator can key. Once the mailpiece is dropped into the input section, it is delivered to an iBOT that quickly and automatically delivers the item to its correct bin.

The KFI configuration adds an Imaging Module to increase productivity as well as throughput. Unlike the KFP configuration, the KFI configuration will process a

percentage of the volume autonomously via the Imager and the Multi-Line Optical Character Recognition (MLOCR) software. The pieces that are correctly read and processed by the Imaging Module will be “killed” and automatically routed to the correct bins.

In the case of unknown names, poorly imaged pieces and other image errors, the operator has the ability to key the mailpiece from an image on the computer monitor in real time to ensure that the piece is accurately routed to its proper sort bin.

This is made possible by the iBOT’s ability to hold a piece of mail while circulating in the system waiting for a response. This delay feature is one of the many benefits that help Mail Matrix generate such efficient results.

Also available with the KFI configuration is the ability to add an auto feeder. The Auto Feeder Module allows the machine to automatically drop envelopes into the Input Section to be imaged. The Auto Feeder ensures a consistent flow of letter mail into the machine, thereby simplifying the sorting process and allowing time for other mail center operations to be completed.

Both configurations allow for easy editing of your employee database. No longer will mail centers depend on slow HR database updates

that do not keep up with the daily changes. Instead, the OPEX database and accompanying sort schemes can be securely updated by mail center supervisors to account for employee relocations as soon as they happen.

As the updates are made, the mail sorts are adjusted to allow for a seamless transition of mail delivery without the stress caused by angry employees looking for their mail.

### Answering the Need

The OPEX Mail Matrix provides mail centers with the flexibility and functionality they need to process their mail in an efficient manner. With a small footprint, high functionality and low cost, Mail Matrix offers a powerful solution that meets the needs of mail centers in a variety of market segments, including corporations, universities, hospitals, service bureaus, presort bureaus, government departments and agencies, lockboxes and many more.

With so many obstacles potentially interfering with mail center efficiency, it’s nice to know that Mail Matrix is on the job, providing a single station solution that streamlines the mail sorting process and allows mail centers to become more productive.

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