

## Executive Summary

The State of South Dakota, Central Mail Services, is now processing Business Reply Mail more efficiently and accurately, which is critical in today's mail center.

The United States Postal Service recognized the ingenuity of this process and awarded the State of South Dakota the Innovative Idea Award at the National Postal Forum in Orlando Florida this spring.

While most business' think of Business Reply Mail as being post cards with surveys, the State of South Dakota uses this mail class for such items as:

- Biological and pathological materials
- Air and water specimens
- Revenue
- Merchandise
- Forms and documents

Central Mail Service created a solution which is a state of the art windows application for processing Business Reply Mail. The State of South Dakota spent one year documenting the efficiency and accountability of this system to the United States Postal Service. Central Mail Service requested that the United States Postal Service allow the State complete control over the processing of this mail class.

Quality controls were put in place by the United States Postal Service to protect postal revenues. Random audits are performed to ensure the accuracy of the postage costs. Today the United States Postal Service gets a manifest sheet that includes an account number, number of pieces processed, and postal cost.

Benefits received by the State of South Dakota are eliminating 4 hours each day in processing this mail class. The State Laboratory had additional time to process and analyze critical laboratory specimen. Money for child support and hunting applications , lottery winning tickets and other time sensitive materials are received and processed hours earlier.

The United States Postal Service saves 2-3 hours daily in labor by not having to process this mail class for the State of South Dakota.