

# totalpost News

The latest news from our mailroom and security screening industry

Autumn 2013

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## Welcome to our first newsletter



Queens Award for Enterprise in International Trade 2013



Bruce Lenton accepts the official award while David Hymers receives the Queen's Award certificate from Mrs Claire Hensman, Lord Lieutenant for Cumbria

We've wanted to launch a newsletter for some time and in such an amazing award winning year now seems like the perfect time to do it.

We hope that this is a place that you will turn to for an update on what is going on in the mailroom and security screening industry. We also hope that you will be pleasantly surprised to learn of some of the other activities, products and services that we do which you may be able to benefit from.

### A Fantastic Year So Far

We decided to launch this on the back of our Queen's Award for Enterprise in International Trade which was granted earlier this year.

The award was given in recognition of our growth in franking machine cartridge manufacturing and export. Since it was announced all the plans we had have accelerated and there's been a whole host of new opportunities thrown into the mix.

In June the UKTI held a fantastic networking lunch for North West award winners. In the same month the Queen's Award Office invited us to take part in an exhibition for award winners in Sheffield. In July, our Managing Director and Ruth Reed, part of our export team, attended a Queen's Award celebration at Buckingham Palace. Later that month David took part in a video interview taken by the Department of Business, Innovation and Skills which can be viewed on our website. The celebrations culminated in August with the official award presentation which was presented by the Cumbria Lord Lieutenant, Claire Hensman at our head office in Alston, Cumbria.



Some of the Alston staff and guests at the Queen's Award presentation



Queen's Award cake and bunting



Queens Award Special Edition

## IN OUR NEXT EDITION:

Read about our brand new product launch



Queens Award for  
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2013

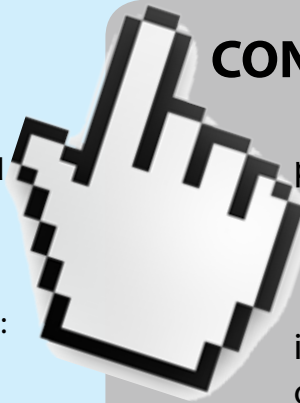
## Around the Totalpost blog

As well as all our latest news, on the news and blogs section of our website [www.totalpost.com/news-events/](http://www.totalpost.com/news-events/) you will find comment on industry issues, information on the latest developments effecting our customers and best practice advice.

For example trending on our blog right now are stories about:

- Franking machine cartridge FAQ
- What is Dual-View X-Ray security screening?
- Planning for mailroom continuity
- Businesses are overpaying on postage
- X-Ray security screening for prisons
- Exporting masterclass
- Franked mail hints and tips
- Which franking machine is best for my business?

If you would like to contribute to our site or if you would like one of our experts to contribute a blog for your website please get in touch.



## CONNECT with us

We are constantly putting out updates on latest offers, news, comment on the industry and general information and advice on product usage. You can connect with us in a number of ways

[www.totalpost.com](http://www.totalpost.com)



<http://www.linkedin.com/company/totalpost-services-plc>



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LOOK OUT FOR  
US IN...





Queens Award for  
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2013

## France, Germany, South Africa and beyond.....

At the start of the year we opened a subsidiary company in Paris, France and employed Mederic Thiout as Director General. This is to provide mailroom machine maintenance services as we do in the UK and to supply a full range of cabinet X-Ray security screening equipment. Additionally we will be expanding upon our strong franking machine cartridge sales operation. We have also just opened a company in Germany where we plan to roll out a similar operation.

Further a field we have been in South Africa. David Hymers, and our Technical Director John Leach spent 2 weeks here in June. Key staff here are Brad Howard, Local Director and Nico Visser, Service Manager. They visited Johannesburg and Durban where they set up an office, employed staff and met with key security and government officials.

Totalpost has become the main distributor for Astrophysics Inc X-Ray security screening equipment here and will be providing a range of security focused equipment. The South African team is building a strong network and are exhibiting at Intersec Dubai in January 2014. David and John have also spent time in the USA this year where they worked with the team to expand the mailroom operation. The supplier of



Cape Town, South Africa

### David Hymers Column

It's been an extremely busy year so far and as you can see we've been busy setting up new offices in France, Germany and South Africa as well as growing operations in the USA. I couldn't do this without the incredible team that I have behind me at Totalpost.



Last year I was a mentor for the Warrington Young Enterprise scheme, this year I'm really looking forward to getting involved in judging this prestigious competition. I have now become the Chairman of the Cumbria Export Club having been Vice Chairman for several years. I'm passionate about this organisation as it is a mechanism to help other businesses grow. I was truly delighted to be granted the Queen's Award for Enterprise in International Trade this year and again team Totalpost were instrumental in this. It was great to see so many staff and friends of Totalpost at our presentation event in August. Thanks to all for taking the time to help us celebrate. I hope to bring you news of more things to celebrate in the next edition but until then if you need advice on products, services or about business growth please get in touch.

our belt driven X-Ray security screening machinery, Astrophysics Inc, is also based here 25 minutes from our Monrovia LA office. Time was spent at their factory gaining knowledge and undertaking training.

## A very brief history of Totalpost Services Plc

2002



Total Postweigh International Ltd formed, name & rebrand to Totalpost Services Plc in 2009.

2006



Gained Royal Mail accreditation as "third party maintainers & suppliers of franking machines." In 2010 they also approved our cartridge products

2008/2009



Opened offices in the US and in Swindon & soon after Warrington. Royal Mail approves our own franking machine ink.

2011



Set up cartridge manufacture facility in-house. Became exclusive UK supplier of Astrophysics Inc X-Ray equipment.

2013



Opened companies in France, Germany and South Africa.

## IN OUR NEXT EDITION:

More X-Ray security screening installations



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## What's happening in your mailroom?

### Goodbye to Secap

Pitney Bowes Secap franking machines are being discontinued as of end of December 2013. Franking machines included in the discontinued list are the PPO, DP21(i) and DP41(i) series. Users of these machines will be able to continue using them but should you have any maintenance problems it will become more difficult and take longer for us to source parts. This means that users may potential have to deal with lengthy periods of machine downtime. For customers using Secap machines this may be the perfect time to upgrade your franker. We're currently running a special offer where customers that choose to upgrade to a smart franking machine due to this discontinuation will be eligible for a discount in excess of 25% from Totalpost.

### Get smart with blue ink

Royal Mail announced new guidelines for transition to blue ink, for smart meter and cleanmail fanking

## Businesses overpaying on postage

Since the postage rate change came in this year we have been visiting companies and undertaking mailroom audits to advise if savings can be made. Surprisingly we have found that many businesses have been overpaying on their postage.

One company was spending £2.36 for the majority of the mail, they were overpaying by £1.12, simply because they had not really understood how Royal Mail's pricing system works. They had been sending what was a Large Letter item with weight between 251-500g using the Packet item tariff 0-750g. When the new tariff came into use in April they had thought they would be spending £2.65 each time using the Small Parcel 0-1kg. When we audited their usage we advised that by making a slight adjustment in the envelope being used and switching to the correct postage they would make savings of £1.32.

We help clients simply by making a suggestion such as "Why don't you change that envelope type and whilst your at it can't that item be folded."

machines only, earlier this year. Following this all smart meter and cleanmail franking machine users should now bemaking the transition to blue ink. Both our Red and Blue ink cartridges have been fully tested and approved by Royal Mail, however blue ink is for use in smart machines only.

## Our World of Cartridges

Totalpost has been manufacturing and distributing compatible and remanufactured franking machine cartridges since 2011. We are perhaps the leading compatible franker cartridge manufacturer in Europe. We have capacity to produce up to 10,000 cartridges every week from our UK factory.



**Neopost IS Series cartridge**

We produce and distribute 15+ types of compatible cartridges and 10+ types of remanufactured franker cartridges. We brought manufacturing in-house because we were not satisfied with the quality of other products on the market and were largely bought in from the US and China. By manufacturing cartridges ourselves we have been able to overcome common problems such as leaks through the development of our own cartridge secure technology. We supply our UK franking machine cartridges worldwide and have offices in the US, France and Germany. We launch new cartridges every year via our R&D programme. Some of the most popular cartridges we have launched include the Pitney Bowes Connect Series, the Neopost IJ90 and IJ110, and Frama and FP cartridges.

Note: these products are not endorsed by the original suppliers and we produce compatible or re-manufactured versions of those originals.



**Machinery at our factory**



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## Totalpost helps accountants save money

More than eight new accounting clients have signed up with us in recent months. The Howard Matthews Partnership, who send out up to £200 of mostly second class mail per month were coming to the end of their contract when they approached Totalpost. Senior Partner, Howard Matthews says: "We were looking for a new supplier as we were tired of the hidden costs. Totalpost were the only company to give us a full and thorough explanation of our mailing options." The Financial Management Bureau was sending out up to £300 of mail a month, their franking machine was an essential tool in the everyday running of the business. However, their previous supplier was slow in addressing breakdowns and



extra charges were often levied against them. We sat down with them assessed their needs and suggested options. From this an individual plan was put together that included all costs such as rental of the franking machine, postage advice and maintenance with no extra hidden charges and this worked out cheaper than using their previous incumbent.

Speaking about the plan Gill Forrester, Director of HR & Compliance at the Financial Management Bureau comments: "Like any business we do not like unplanned expenditure, therefore to be able to have a plan for our mailing needs that covered all costs gave us peace of mind. Additionally because Totalpost presented all the options to us we felt that the service given was very transparent and therefore trustworthy."



IS330 / IS350 Franking Machine

## See our mailroom team at....



2014



The Wigan Business Expo  
11th October 2013  
8am -3pm  
At the DW Stadium,  
Wigan

The Integra National  
Conference  
14th November 2013  
Chesford Grange Hotel

Paperworld 2014  
Messe Frankfurt  
25 - 28 January 2014

Coming Soon  
Totalpost mailroom  
event, London  
Nov / Dec 2013

## IN OUR NEXT EDITION:

Read about the benefits of returned mail data capture

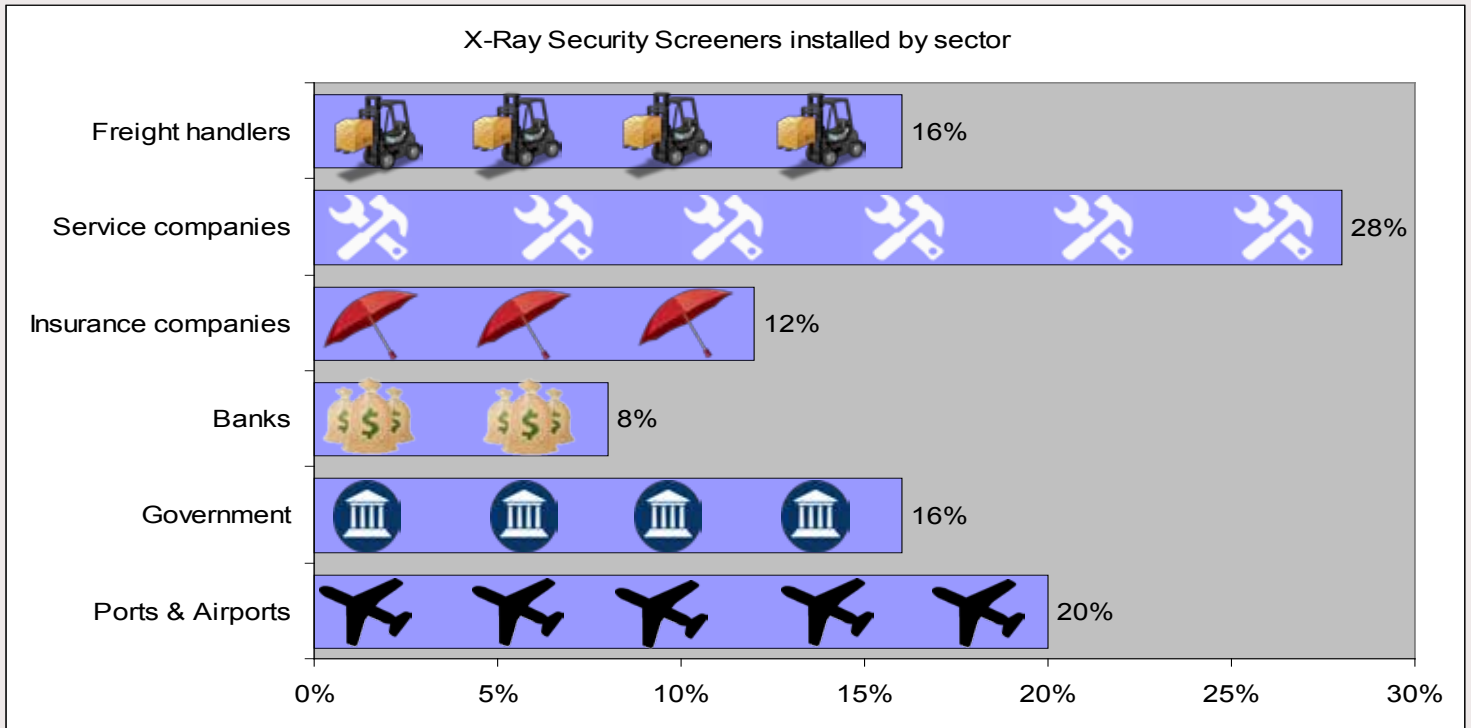


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## Totalpost achieves top X-Ray spot.....

For those of you that don't know, Totalpost is a leading supplier of X-Ray security screening equipment. We provide both conveyor and cabinet style security screeners as well as general detection equipment such as walk-through arches. We supply this equipment to corporate mailrooms, security checkpoints and freight screeners amongst others. 18 months after entering the X-ray security screening industry we have become one of our suppliers (Astrophysics Inc) number one distributor in Europe. We secured well over £1m of orders for Astrophysics machinery in the first half of 2013. The high quality design and build of the Astrophysics

machinery coupled with our flexibility and good service in terms of our willingness to help the customer has proved a winning combination. We've employed some of the leading professional experts in this field which has greatly contributed to this acceleration in growth. These conveyor security screeners come in various different sizes offering different levels of screening penetration for different applications. They are used to screen letters, parcels, baggage and freight. The table below is an illustration of the industries that we are supplying these security screening units into.



## Next time in Totalpost's Newsletter...



Next time we will be taking an in depth look at our **Data Capture Division** which encompasses:

- Returned & Gone Away Mail Data Capture
- Forms Processing
- Data Scanning

This division of the business is growing rapidly and has some large national clients. In the next edition we will have an in-depth look at what this team does and review some case studies. In the meantime more information can be viewed at [www.totalpost.com](http://www.totalpost.com)



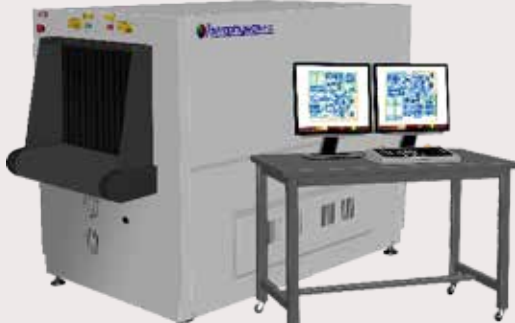
Queens Award for Enterprise in International Trade 2013

## Dual View for high value freight handler

Earlier in the year a specialist freight handler which deals with the international transportation of high valued items approached us as they were looking to upgrade to Dual View security screening technology. One of the key factors in them choosing us was our willingness to be flexible around therequirements of the installation.

To get the machine into the secure area, it had to travel through some very confined spaces. We undertook detailed location audits and recommended a machine (6545 DV) that would both exceed the screening specification required and fit in to a confined space.

As expected installation of the machine was tight, but we'd planned for this. Our engineers were able to remove machine panels and generators to enable the machine to be moved into the required



The XIS 6545 Dual View

location. The company has now been using the machine for some time and are very happy with it.

Note: Images not to scale

## X-Ray Security Screening for Prisons

Security screening is an obvious requirement for prisons, but the space available for the technology is often limited. This has been an issue in deploying the best technology available.

Prisons have had to accommodate large conveyer X-ray machines or use cabinet screeners which until now have not utilised Dual View technology.

Dual View X-ray gives the ability to show different substances in different colours. However, ultra-compact high performance X-Ray security screening cabinets utilising materials discrimination are now available.

These can easily be used in small spaces within prisons such as accommodation blocks, wings, workshops etc. Mobile versions of the machines are also available making it very versatile. The dual view technology makes it much quicker and easier to spot hidden threats such as knives but also to spot hidden drugs or Sim cards.



Medium Cabinet X-Ray Screener

Totalpost are currently installing a number of systems with the highest degree of penetration in the industry into freight handlers around Heathrow. We are also opening a local service and sales centre here. Details to follow soon.

## Exhibitions coming up...



13-14 November 2013  
Olympia, London



19-22 November 2013  
Paris Nord Villepinte



19-21 January 2014  
Dubai International  
Convention & Exhibition  
Centre



29-30 April 2014  
Olympia, London



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## 5 Years for Bruce



**Bruce Lenton**

Our Production and Compliance Manager Bruce Lenton has just received a company award for five years of service with Totalpost.

Bruce is the backbone of the manufacturing centre in Alston and has been instrumental in the development of this side of the business.

Additionally Bruce is a font of knowledge when it comes to Totalpost cartridges.

Outside of work Bruce is part of the UK National Benchrest Shooting Team who are sponsored by Totalpost. The team regularly take part in international competition and their next significant date is in Australia in October 2013

## Rick raises £500 in cycling challenge

Our Commercial Manager, Rick Binns raised £500 for The Cystic Fibrosis Trust. Rick cycled 65 miles from Manchester to Blackpool on a sweltering hot day on 14th July 2013. Well done Rick.



**Rick Binns**

## Totalpost scoops more Awards

We were very pleased to be shortlisted for two Warrington Business Awards and were delighted to win both. We won the Team of the Year Award which recognised the efforts of our Export Team and, the Customer Excellence Award for the great quality of service that we provide.

In September 2013 our Managing Director David Hymers was awarded the Weightmans Award for Innovation at the Institute of Directors North West annual awards ceremony.



**Kate Simpson**

## Other awards coming up...

We have entered the EEF Future Manufacturing Awards and have been shortlisted for the annual awards which are run by The Manufacturer Magazine.

Additionally we have been shortlisted in 4 categories at the CN Group Business Awards - Manufacturing Business of the Year, Exporter of the Year, Customer Excellence and Business person of the Year.

