

## Transactional Print Case Study

### Retail UK – A National Retail Outlet

#### Customer Background

Retail UK, who has 8,000 employees spread across Head Office and 800 branches, were printing and distributing payslips and P60's in house. Data was prepared by the Human Resources department with payslips printed using continuous pre-stuffed mailers on dot matrix printers at their offices. The time taken to print the payslips was more than 10 hours.

The payslips were then manually sorted into packs for each of the 800 branches throughout the UK, inserted into outer C4 envelopes, addressed and mailed to the individual branch manager to distribute to their staff.

Unfortunately, due to the amount of manual work involved and the pressure on the team, payslips were often late and sometimes delivered to the wrong branch, causing problems and queries from staff. These queries were handled by the HR department who had to use the paper file copy of the payslip as their record.

#### Customer's Need for Change

There were a number of production issues arising from the way the job was handled internally which the customer needed to overcome. Namely;-

- Speed up the process
- Hit deadlines consistently
- Make payslip information more accurate
- Manage cost levels
- Make records more accessible to payroll



#### The Challenge

To provide an effective solution, Retail UK and Datagraphic set three main objectives;-

- Pre-sort the records for easy processing
- Introduce quality controls to remove the errors
- Introduce automation to speed up payslip delivery

#### The Print Solution

A Data Preparation programme was written to receive data direct from the HR department. This data consisted of one file containing the employees pay details and another file in the form of a look up table consisting of all the managers' names and branch details. Flags were contained in this data to identify which branch or paypoint the employee belonged to. The data prep programme prepared the file for printing and sorted the payslips in branch order.

The PReS Print Script (\*) was prepared so that each branch's payslips were separated by a pink dividing sheet - each sheet printed with all the names of the employees included in the branch, together with the name and address of the Manager. This provided a quick reference guide for the Manager to confirm which payslips were included.

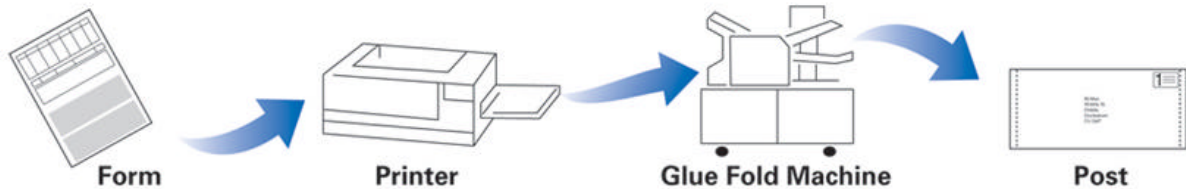
A Mailcare '2D' barcode unique to the branch is printed in the address area to provide a final quality check using our Mailcare (\*) system.

The printing is done using high speed Xerox 4635 printers with multiple feed trays for the payslip base stock and the divider sheets. At 8,000 sheets per hour the printing time is approximately 1¼ hours including set up.

## The Fulfilment Solution

The payslips and the pink address/detail sheet are folded, glued, perforated and sealed into an Origami (\*) Self Mailer using our unique Origami Gluefold equipment. Payslips are kept in order with the pink sheet used to identify the start of each branch.

Each branches' payslips are then inserted into outer oversized DL window envelopes with the pink address/detail slip addressed to the manager, used in the window for the addressee.



The Mailcare (\*) 2D barcode reader fitted at the delivery end of the Kern 2000 is used to capture and validate that all payslips are shipped correctly and that there are no duplicates or payslips sent to the wrong branch.

Mailing details are then recorded via the Internet using Royal Mail's EPRO system which means that the HR Department can log on the Royal Mail EPRO system at any time to check the status of the mailings.

At the end of the process, reports are automatically generated which are sent off to both the client and the distributor providing full details of the payroll mailing.

## Archiving Service

At the end of each run, an exact copy is produced in a PDF format which is burnt to a CD and fully indexed for instant searching of individual payslips. CD's are sent by secure carrier to Retail UK's HR department and used to handle queries and as an archive copy satisfying Inland Revenue requirements.

### **The Customer's Overview**

*Outsourcing has provided Retail UK with a faster and more accurate method of printing and distributing the employees' payslips. These payslips are now consistently mailed to the branches within 48 hours of the data being prepared, which is an improvement of up to 3 days on the previous in-house service - staff no longer phone the Human Resources Dept chasing their payslips!*

*The quality controls and reporting process means that Retail UK now feels more in control of the process even though the work has been outsourced, off-site.*

### **(\*) Notes**

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|-------------------|--|
| Retail UK         | – This case study has been based on a real customer, however the name of the customer has been changed for confidentiality purposes.   |
| PRoS Print Script | – PRoS is the programming software which is used internationally by direct mail and transactional print companies. All programming is undertaken by an in-house team of programmers in the technical services department                 |
| Origami           | – A secure document that is folded perforated and glued with permanent glue all in one pass on our unique Glue Fold equipment.   |
| Mailcare          | – A customised system using "2D" barcodes, originally designed to meet the high demands of banks and other financial institutions to verify that mailed documents such as cheques, payslips and statements match with the original data. |
| Royal Mail EPRO   | – A web based alternative to Royal Mail's paper postal docketts.   |