



[Mailroom software.](#)

Effortlessly manage your organisation's inbound mail and parcels with first-class **Mailroom Software**

SOFTWARE THAT DELIVERS



Mailroom automation software.

Level-up your inbound mailroom management

Experience Enhanced Efficiency and Security with our mailroom software, which allows you to **track every delivery step**, ensuring there are no chances of loss, theft, or mis-delivery, while meeting contractual delivery deadlines.



Full Track and Trace:

Keep track of the entire parcel journey with a full chain of custody from delivery to desk and back.

Certified Security

Backed by ISO27001, ISO22301 and Cyber Essentials certifications.

Delight Customers:

Self-service tracking reduces customer queries.

Save Time:

With automated notifications and more.

Insightful Reports:

Our reports guide strategic decisions for continual service improvement.

We are **Metafour**.

Motivated by a relentless pursuit to help **private and public sector deliver better.**

What we offer our customers is **great software** supported by people who **care** about helping transform their businesses.



Industry-leading Innovation

Established in 1980, our four decades of relentless re-investment in our product has ensured that we are the go-to company for all types of courier and logistics companies; not only locally, but nationally and globally, across both private and public sectors.

World Class Personal Support

We pride ourselves on providing unrivalled service from your initial enquiry to the implementation of your project, and beyond.

Modular and Cost-effective

Scale up as you grow with our modular, sliding-scale pricing.

Service Offering

MetaMail Inbound Mailroom services

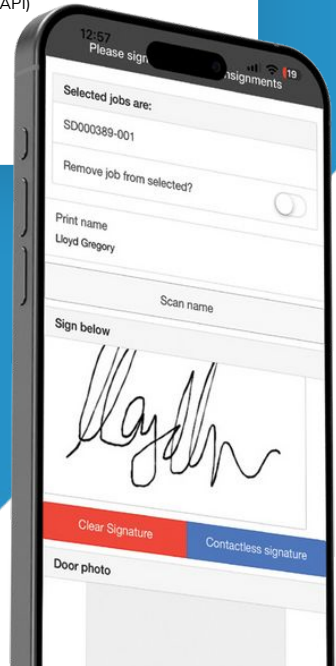
Only pay a flat monthly fee for the core system with unlimited users. Handheld messenger app is charged per device if used in that month.

What is included:

- ✓ Regular reviews
- ✓ Dedicated account management
- ✓ Dedicated bespoke advanced hosting
- ✓ Dedicated consultancy
- ✓ Regular bespoke reporting
- ✓ Support SLA
- ✓ Regular service reviews
- ✓ Extensive training programs
- ✓ Access to enterprise infosec
- ✓ 24/7 support options available
- ✓ And more.

Modules available

- ✓ Quickship
- ✓ Datasense Premium & advanced reporting
- ✓ Compliance Suite
 - System Audit Chain Log
 - Data Retention
 - Audit data export (CSV or API)
- ✓ Single Sign On (SSO)
- ✓ Smart Lockers
- ✓ Global Link connectivity

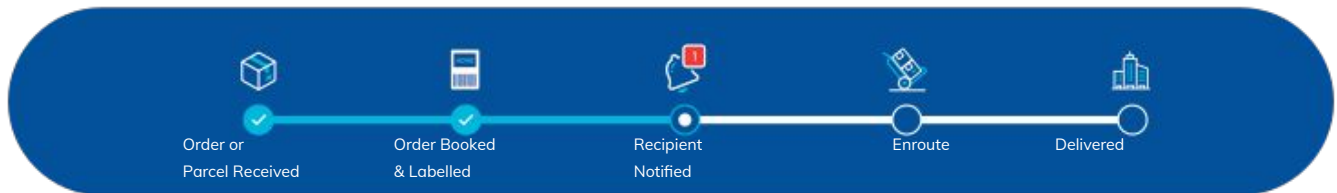


Receiving

Items are **logged** into the system and **notification** sent to the recipient.

Utilise our **advanced track and trace system** for precise delivery management. Record and oversee **all incoming items** from mailroom to desk or locker, ensuring a **comprehensive audit trail**, reducing administrative errors.

- Easy receiving process.
- Monitor delivery progress.
- Collect proof of delivery.
- Report on SLA compliance.
- Eliminate **double entry** and errors.
- **Reduce** processing time by **50%**.



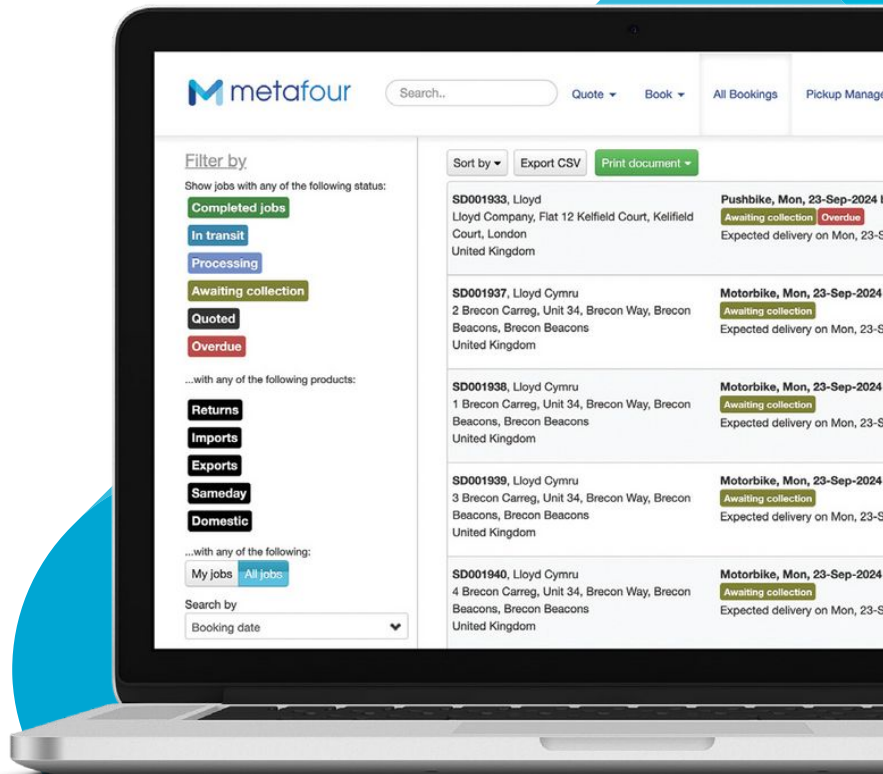
Tracking

Parcels tracked at every step.

Create a **full chain of custody** from delivery to desk and back.

Metafour mailroom tracking software features full track and trace to establish seamless **accountability throughout the entire delivery journey**.

- ✓ Somebody is accountable for each item throughout each stage of the process, and this information is available in real-time. Where the package is, who has it, when it was received, when it was delivered.
- ✓ **All proofs of delivery are easily accessible** via the Client Portal and Back Office set-up.
- ✓ This is especially important for mailrooms who face regulatory compliance standards.



Labelling

Record tracking events at each delivery stage.

Create a **full chain of custody** from delivery to desk and back.

MetaMail Inbound tracking software features full track-and-trace capabilities to establish seamless **accountability** throughout [the entire delivery journey](#). Email alerts can be sent for each tracking event.

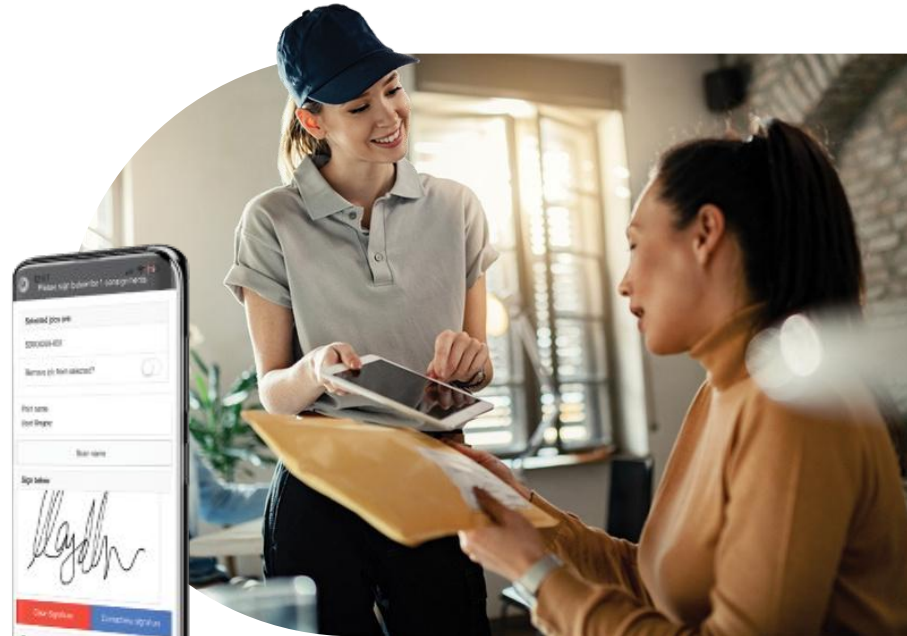


Labelling...

Utilise the **core** of
inbound efficiency.

As the cornerstone of our MetaMail Outbound module, it empowers you to effortlessly capture and upload tracking events and proofs of delivery using compatible rugged handhelds or smartphones.

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Delivery

Items delivered to recipient location.

To **guarantee** that your important items **reach their destination securely**, recipients have the freedom to select their preferred method of delivery:

- ✓ Delivered to **desk**.
- ✓ Deposited in **locker**.
- ✓ Stored in **mailroom for collection**.
- ✓ Sent to the **recipient's home address**.



Office/Desk



Locker
s



Mailroom



Home

Handheld Scanning

Our **proof of delivery** system **notifies** recipients when delivery has been made.

Allowing recipients to **check in** for deliveries hasslefree! **Proofs of delivery** can be collected, or packages can be **effortlessly claimed** from a secure locker using a unique PIN/code.

- ✓ Full integration with **Smart Locker systems**.
- ✓ Items delivered to locker.
- ✓ Recipient notified – with barcode or PIN code.
- ✓ Item **retrieved by recipient from locker**.
- ✓ **Proof of delivery recorded**.



Your package is ready for collection: Locker 224.



Reporting

Transform your data into world-class service with powerful reporting.

Harness insights from our software to **drive strategic decisions** and drive **continuous improvement** in your mailroom operations.

- ✓ Real-time reporting for **up-to-the-minute insights**.
- ✓ **Identify trends and patterns** in performance to make informed decisions that maximise service.



Leverage your Data:

Our integrated reporting tools allows you to create in-depth reports on all aspects of your business to aid you with your decision making. Monitoring and analysing your business performance can offer you real, bottom-line value.

Share Information:

Run reports across over 200 data sets at the click of a button. Create and save your own reports, or make use of a range of preset reports. Save reports to your own dashboard or make reports available for staff and customers online.

Make Reporting Easy:

Create visual reports for presentations, or save and schedule large data exports. Our powerful exporter lets you create and save reports to run latter at the click of a button. Reports can also be scheduled to run automatically and sent to an email address directly from our system.

Compliance & Security

Secure, certified cloud-based platform to give your customers peace of mind.

As a trusted software provider with **40+ years of expertise** serving the courier, banking and corporate mailroom sectors, we ensure your **data's safety and confidentiality** allowing you to confidently pitch to new clients.

- ✓ **ISO27001, ISO22301 and Cyber Essentials certifications** demonstrate our adherence to international standards for information security management systems.



Pass on the Value to your Customers:

This gives you and your customers confidence that your system is operated to an information security level that is externally audited to meet an internationally recognised standard.

Peace of Mind:

We understand that speed and reliability are of utmost importance to your business, and we are confident that our secure, fully-hosted system can offer you complete peace of mind.

Secure and Certified:

Our ISO27001, ISO22301 and Cyber Essentials certifications demonstrate that your data security is our priority.

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