

Enterprise Account Management

Endicia's enterprise solution includes consolidation, payment, and management tools that link together multiple Endicia desktop shipping accounts for distributed fulfillment shippers, such as department stores, online merchants with outsourced fulfillment, small business outsourcing chains, and other corporations. The concept is illustrated in Figure 1 using a small business outsourcing chain as an example. Each fulfillment location (store) is assigned a separate Endicia account with a unique USPS meter license number. The meter license number is associated with the Post Office which services that shipper. The shipper uses Endicia's desktop shipping service to print prepaid shipping labels for their packages. Individual information on all packages sent by these shippers is stored centrally on Endicia's servers, and their accounts are all linked under one enterprise master account. Administrators and support staff at corporate headquarters or other locations are provided secure account and password protected access to this data to manage and track the postage spending for the organization.

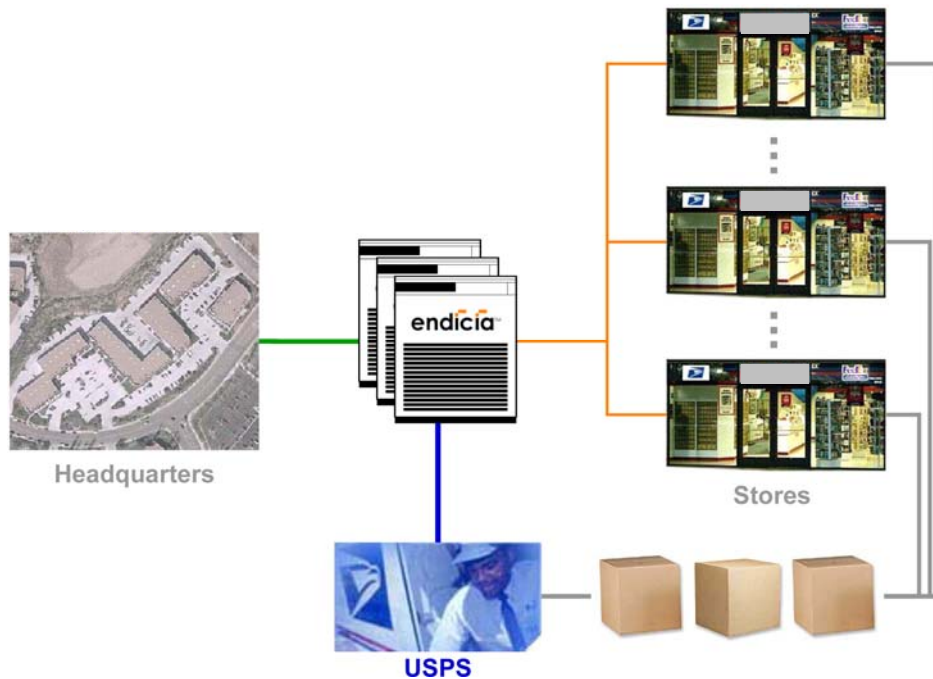


Figure 1. Enterprise shipping solutions

Endicia's enterprise solution gives customers the flexibility to pay for postage from one single source for the entire organization, or to use individual payment methods for each account (shipping location). For example, when all the shipping locations are company-owned facilities, such as department stores or corporate accounts, the company will use one single checking account to provide postage payment for the individual shippers. When a shipper presses the "Buy" button on their desktop shipping software, this central checking account will be debited the amount of the purchase. Each shipper can be assigned a maximum allowed postage balance, based on their expected usage, to control spending. On the other hand, when the shipping locations are outsourced fulfillment houses or franchisees of the corporation, each shipper will provide an individual payment source for their account. Many franchisees will prefer to use their individual credit cards for postage payment to take advantage of fraud protection and rewards programs.

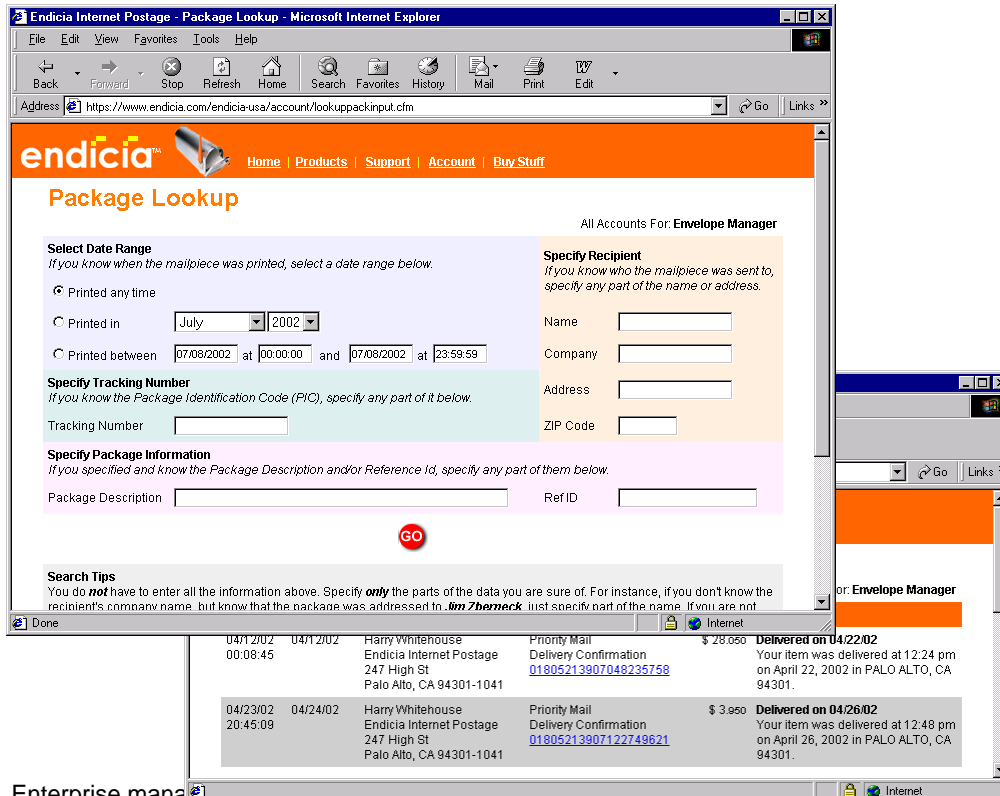
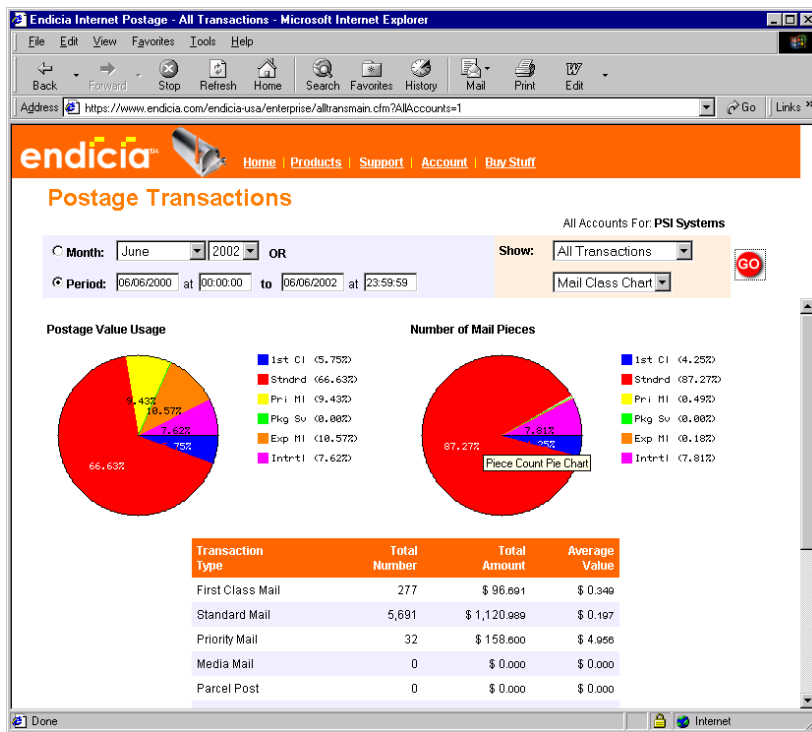


Figure 2. Enterprise man

Administrators and support staff at the corporate offices of distributed shippers will have secure access to online reports of the company's accounts and their postage spending. These reports can show listings of individual accounts, lookup accounts that match certain criteria, summarize postage spending for the entire enterprise, categorize spending by mail class in charts and tables, summarize delivery-time statistics for all mail classes used, and present detailed shipment information corporate-wide or for individual shippers. Figure 2 depicts an example of a consolidated postage spending report. The postage spending for our own accounts is categorized based on the mail class used and presented in a table and two pie charts showing the mail class usage by the number of pieces and by the postage spent.

Endicia's enterprise management tools include a feature required by many distributed fulfillment shippers, including department stores and merchants with distributed fulfillment: enterprise package lookup (Figure 2). This feature allows support staff at the corporate headquarters or other locations to search for packages that match certain criteria from all the shipments originating from anywhere across the entire enterprise. This feature is essential for corporations to ship from their multiple locations, yet field customer support inquiries about packages from a single location, such as a customer support center. In order to search for packages with this feature, the user need not know the delivery confirmation number for the package. The user can specify any information known about the package, such as approximate mailing date range, recipient name, address data, package description, or cost code. All packages matching the specified criteria will be displayed so that the user can choose which package to get detailed information for.

Enterprise needs vary from company to company, and many USPS corporate clients will require new features to the enterprise management and reporting tools. For example, some clients may need to segment their user base based on business units, divisions, departments, or groups. Our system is designed to accommodate such requests, because it supports a variety of ad hoc reporting capabilities that allow us to build customized reports quickly and efficiently for large clients.