

go.hybridmail Webinar – 12.05.20 – Summary of Questions

- Is there the ability to select a bespoke, one-off "onsert"?

Yes, onserts can be added in 2 ways.

Firstly, we can upload onserts for you. These can be configured for specific user groups or made available to all users. This is great for standard T&Cs or leaflets. It ensures correct version control at all times and makes it easy for your teams to find the right documents.

It's also entirely possible to send a one off onsert. Users can just select from their files. Once selected the onsert becomes a consolidated part of that pack, along with the covering letter.

- What would the minimum volume be necessary to make it cost effective?

There is no minimum volume requirement in order to use go.hybridmail – it is enterprise grade but suitable for all and so available to small and medium sized organisations.

There is a monthly management fee for using the product – although this is tiered, so the lower volume users do pay the lowest possible fee.

Communis can work with you to look at your volumes and assess the potential business case.

- Is it possible to test any new documents I create, including onserts and inserts?

With our 'Rapid Onboarding' option we use a standard set of documents for testing purposes, but with our fully featured standard product you can test specific new documents. Validation tests are done within the print driver before submission to make sure documents are fit for purpose (documents & onserts). For Inserts, Communis will configure the system and run print/enclosing testing.

- **With the IP address request, people working from home and IP addresses changing frequently ... does this cause an issue?**

go.hybridmail uses whitelisting to limit how users access the platform. A user would first access their business (typically through VPN), before submitting a document to print. The IP Addresses will be limited to a small range.

- **Do you have a minimum order volume? How much does that minimum cost? Any subscription charges?**

There isn't a specific minimum order volume but we'd be happy to discuss your requirements in more detail and provide the appropriate costs.

- **Is this compatible with cloud drives, for example Google Drive, and not just 'hard drives'?**

When selecting an onsert within the print driver, a default Windows file select box opens for the user to select the onsert PDF. If the Google Drive is available through other default Windows file select boxes (e.g. within Word when selecting an image to add to a page), then yes.

If Word/PDF files are stored on Google drives, these would be opened within the relevant Windows application (Word or Adobe Reader) before being printed to go.hybridmail.

- **What's the cut off time for submission of a letter for next day's delivery?**

For 'priority 1' same day delivery the submission cut off time is 12:00 and for 'priority 2' two day delivery the cut off time is 23:00.

All documents submitted will be batched into the same priority print file. Giving you any postal benefits where possible.

- **How is colour managed from composed document to printed output? Is the cost of the service dependent upon mono/colour or page coverage?**

This is primarily relevant to onserts and Communisis will need to analyse and approve all onserts prior to being used.

If you have some onserts with a very high colour coverage, then please share these and we can do the analysis up front and discuss any potential cost implications before implementation.

- **What delivery service is used when posting the letters? Is this optional (first class, second class etc)**

Rapid Onboarding is 2nd Class only

1st class is also available.



To explore how Hybrid Mail can help your staff communicate with customers more efficiently, please get in touch: Communis.Enquiries@Communis.com.