

Release instructions: For immediate release

Headline: 21 Grams win the coveted 2010 Customer Service World Mail Award

Summary: 21 Grams have won the coveted 2010 Customer Service World Mail Award for its C/O (Care Of) administration service that provides end to end postage cost control – a significant offering for mailers to better manage their postage/costs, and reduce postal related administrative costs and claims.

Body:

21 Grams have won the coveted 2010 Customer Service World Mail Award for its C/O (Care Of) administration service that provides end to end postage cost control – a significant offering for mailers to better manage their postage/costs, and reduce postal related administrative costs and claims. 21 Grams were on a prestigious shortlist, accompanied by Post Denmark and Australia Post – judging criteria was based upon those companies that demonstrated delivering exceptional and industry-leading customer service.

“I believe that the World Mail Awards scheme is the first class incentive to encourage excellence and best practice among world’s postal organisations” - Thomas Leavey, Former Director General, Universal Postal Union (UPU)

The C/O service developed by 21 Grams provides an answer to many questions relating to postal revenue protection – wide-spread application of the creative software tool, iSort™, and the C/O service could increase the level of confidence towards postal operators, especially in the liberalised European markets, where we see a significant increase in postal governance requirements for mailers.

21 Grams C/O administration service provides a service for managing companies’ current and future Postal operator agreements. This end to end postage cost control C/O service provides monitoring, control and billing through managed mail submissions to one or more Postal operators that the company has agreements with.

A pre-requisite for the administration services is that the iSort™ software platform is installed and operational at your Print operator, either an in-house print & mail centre or at your selected external print & mail partner.

21 Grams thereby helps companies find and eliminate errors in postage administration, through the effective use of iSort™ technology, to provide better control of their postal and print & fulfilment operators, less postal related administrative work and much easier budgeting for future purchasing of postage.

Further information:

Further information can be gained from www.21grams.co.uk

About:

21Grams was formed in 2004 and provides a number of products and services to the postal industry - they have offices in Sweden and the UK, and currently operate in the UK and throughout Scandinavia.

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