

## Handling Exeter City Council's most important mailing of the year.



### THE CHALLENGE.

In 1999 Exeter City Council approached us to manage the sorting and despatch of their Council Tax and Business Rates mailings.

### THE PROCESS.

Naturally, the management of this type of mailing is highly sensitive, so confidentiality and accuracy is key. We have to be 100% certain we get the right bill to the right person, every time.

Making sure the bills arrive on time is also vital, as they provide a large proportion of the Council's revenue. This is challenging because, due to legislation, timing is particularly tight. The council is given each year's financial data just four weeks before the mailings have to be despatched, and have to do a lot of internal work before the actual mailing can start.

The Council Tax bills are printed in house, and HWC despatches the mailings via a mixture of Walksort and 2nd class post. This combination means the council receives a discount of up to 36% on postage costs.

### THE RESULTS.

By outsourcing to HWC, the Council can be sure the work is done efficiently, on budget and on time, without pulling staff from their core duties at their busiest time of year. They have trusted us to handle this important mailing successfully for the past nine years.

*"I find HWC extremely efficient in meeting the tight timetables I have to set them in order for the Annual Bills to be despatched on the correct date. I've always found them courteous and helpful in assisting me at a very crucial time of the year. Long may our association continue."*

Kevin Hughes,  
Senior Revenues Officer

### FURTHER INFORMATION.

To find out how we could help with your DM or other business processes, please contact:

Claire Bedwell  
01392 445 995 or at  
clairebedwell@hwcltd.co.uk

