



***Kpost***  
***Products and Services***  
***Catalogue***

**2009**



## ***Company Profile:***

**Kpost** is a Kuwait Courier Service Company that offers mail management services to companies looking for complete solutions to their mailing requirements.

**Kpost's** parent company **Arab Orient** has been operating delivery services since 1993, beginning with exclusive contracts to the Ministry of Communication of Kuwait. This experience has been enhanced through co-operation with the British Postal Consultancy for over the last six years and with New Zealand Post over the last eight. Kpost is now the regional agent for New Zealand Post's international consulting arm, Transend Worldwide.

The **Kpost** management team includes a mix of Kuwaiti and international postal experts who can tailor a solution to meet the needs of your organization by combining overseas best practice with detailed local knowledge.

**Kpost** now provides services to most of the Kuwaiti Banks, and to other major utilities providers.

## ***Mail Made Easy and Effective***

**Kpost** has developed a unique mail delivery system in Kuwait to meet distinct customer requirements, from the banking sector to corporate companies.

**Standard Delivery** is the closest to a traditional mail operation with the added advantage of higher service speed and the ability to assist our customers to improve their addressing accuracy and reach more customers. Standard Delivery is to the household.

**Delivery Plus** requires a confirmation signature from a member of the household

**Delivery by Appointment** is a high security service that is now trusted by major banks for the delivery of Credit Cards and other sensitive forms and documents. Confirmation of delivery must be obtained from the addressee and signed with Civil ID presented. Careful separation of functions ensures a high level of security.

For all delivery service levels, our couriers are tracked on their exact routes and times by an integrated GPS system on each vehicle.

We also provide an Internet link to our customers showing the progress of each mail item. Where an item is undeliverable, the exact reason is listed (for



example, “No Block Number”). This information enables our customers to fix their address lists quickly and easily. Alternatively, our own Nortel Systems equipped Call Centre can assist with the address cleansing process.

**Data to Delivery and Address Cleansing** is a **total solution**. Kpost runs a modern mail Secure Print Facility and can take data directly from a file, print and envelope it, and then deliver it for the customer. This eliminates the need for our clients to find or invest in separate printing and inserting resources. Kpost can manage the printing and enveloping of items for all of the service delivery standards we offer.



**Six Day delivery to every residence and business address in Kuwait**

**Eighty Couriers in modern (2008) cars and vans and no motorcycle couriers**

**Secure Mail Print and Insertion Facility equipped with state of the art Technology**

**Internet based item tracking and address cleansing**

**Nortel equipped Call Centre support operation**

**Total mailing solutions within one company**



## Standard Delivery

Standard Delivery is a reliable value for money service for those important items that must reach your customer. Our standard service comes with our promise, delivered on time or your money back!

If any item has been sent to us with an incorrect address we will clearly print this information on the envelope and return it to you.

### Pricing

	100 – 4999 items	5000 – 9999 items	More than 10,000 items
DLE (standard)	Pricing on request		
A5			
A4			
FS			
LF			
500 grams plus			

### Delivery Standard – within 7 working days



Our fleet of 57 vehicles, recently upgraded to 2008 models. Kpost does NOT use motorcycles, which we regard as both dangerous for our valuable Couriers and less secure for our customers.



## ***Delivery Plus***

This is the standard service plus a confirmation signature obtained at the point the item is delivered.

If we find some items with incorrect address details these items will be collated, and a report prepared showing the reasons for the address being incorrect (we have 16 classifications for undeliverable mail) will be produced and returned to our customer with the items. In the event that your customer is not available to receive these items we will make up to three attempts to deliver before they are returned to you.

### ***Pricing***

	<b><i>100 – 4999 items</i></b>	<b><i>5000 – 9999 items</i></b>	<b><i>More than 10,000 items</i></b>
DLE (standard)	<b>Pricing on request</b>		
A5			
A4			
FS			
LF			
500 grams plus			

### ***Delivery Standard – within 7 working days***



Bar-coding combined with our GPS bases tracking system ensures that we know the progress and location of your items. All couriers are equipped with barcode scanners and GPS tracking devices to ensure accuracy and prompt delivery to your clients.



## ***Insured Delivery / Delivery by Appointment***



In addition to Delivery Plus features, Kpost will ask for an Appointment at a time that suits the recipient prior to delivery.

Delivery will require a signature with Civil ID check.

Kpost can arrange insurance of up to 1,000 KD against loss of items and any damage caused by this.



**This delivery service is trusted by Banks for credit card, pre-paid card and other special insured delivery**

### ***Pricing and Delivery Standard***

By Quotation



Our Kern 2500 is the first inserting machine of its type in Kuwait. It can process 12,000 envelopes per hour, insert additional flyers into pre-selected envelopes and has advanced software systems to prevent the wrong pages entering the wrong envelopes.



## *The Integrated Outsource Solution*

Kpost can take your data (addresses plus message information, which can be unique for every address, such as with Invoices or Bank Statements) do the whole job from beginning to end.

Data  
Print  
Envelope  
Deliver  
Address Cleansing  
Web Based Reporting



***Xerox Nuvera 120  
One of two owned  
and operated by  
Kpost***

This exciting range of services that can help your organization to:

- Provide better customer service
- Improve your communication to your customers
- Reduce production costs
- Reduce Capital costs
- Improve Efficiency

If yours is a large organization with complex internal and external mail needs, Kpost can also provide **Mail Room Management** services that will integrate further with your print and delivery requirements to create the perfect Integrated Solution.

### ***Pricing and Delivery Standard***

By Quotation



### **Data Preparation**

- *Streaming* – allocating accounts to different print files which can then be processed differently.
- *Sorting* – each stream can be sorted by its own key.
- *Selective Inserts* – selectively decide based on the data which envelopes will have flyers inserted in the envelope.
- *Data Validation* – we can perform any checks to ensure the integrity of the data.
- *Security* – calculation of OMR marks for security in the inserting process.

### **Data Formatting**

Turning data into electronic print files with:

- Text – English / Arabic
- Images
- Data Driven Graphs
- Barcodes

### **Printing**

We have two Xerox Nuvera 120 printers giving us speed, volume and high quality output.

### **Inserting**

We have the latest Kern 2500 Intelligent Mail Inserter:

- Capable of 12,000 envelopes per hour.
- Both portrait and landscape feeders capable of reading OMR marks along the edge or bottom of the page.
- Two insert bins capable of inserting flyers into all envelopes or selectively based on the OMR marks.
- High security with OMR marks, double sheet sensor.