

In the age of electronic everything, getting correspondence out the door still rules the legal system. Which makes sense. Good ol' mail, shipping, express delivery, and couriering are the best ways to level the legal playing field—especially for those without computer access. Also, many government agencies and businesses rely on manual sending and receiving for verifiable, reliable distribution of vital legal information. Thus, law firms need sending solutions that work when they're supposed to. Which, as it turns out, is pretty much all the time.

"Businesses move fast, but they generally have time to forecast their mail and shipping needs on a given day," said Elizabeth Seltzer, Support Services Director for Sussman Shank, LLP. "But in legal, there are so many instant issues, like last-minute notices or court-mandated documents that must reach certain people, or the court, immediately. It can't go out tomorrow. Kelley Connect knows that."



**"We are in an industry where it's imperative mail gets out the same day, even last second. If your mail machine goes down, it's close to the end of the world"**

-Elizabeth Seltzer, Support Services Director, Sussman Shank LLP

We sure do. The fact is, legal support services – those who perform the essential, behind-the-scenes work that enables legal assistants, paralegals, and attorneys to serve their clients – need simple solutions that ensure sending success, even at a moment's notice. And trusting partnerships.

"I've been in this industry for a long time and know all the players," explained Ms. Seltzer. "However, I was looking for a local service, not a 1-800 number, and a place where I could have a personal connection and feel taken care of. That's what I found with Kelley Connect."

In this case, "taking care of" meant setting up Ms. Seltzer with an automatic digital poster meter, SendPro® Online postage generation, and Inview Analytics™ to track expenses. Later, we provided Certified Mail™ and Priority Mail® solutions, and carrier auditing – when seconds count, a few seconds late earns our partners a well-deserved rebate. Finally, once things we're humming, we made sure they stayed that way.

"There have been several times when I've needed last-second attention, but I never had to dash to the post office," explained Ms. Seltzer. "If I have any equipment issues, or even run out of ink, I make a call and have it immediately, Kelley Connect rushes right over."

That's because what gets us up early is our passion to deliver more than we promise. And when it comes to mail, we don't want any of our partners standing in line at the post office with armloads of important letters, parcels, or packages instead of helping those they seek to serve.

"With Kelley Connect I don't have to worry, it's an easy relationship with solutions that allow me to help our larger team get things done and support clients in the backend," concluded Ms. Seltzer.

[Learn more](#) about how Kelley Connect can support your Mail and Shipping solutions.