



Customer Challenge

- Large number of disparate forms required intensive printer maintenance and support
- Customers reacted unfavorably to hard-to-read pre-printed, multi-part forms
- Form updates were difficult and time-consuming

Solution

- Bottomline Technologies' Create!form® product suite

Benefits

- Use of Create!form has streamlined National Envelope's output processes, saving an estimated \$10,000 to \$15,000 in one year on forms-related expenses
- Addition of Create!archive has enhanced National Envelope's disaster recovery plan
- Create!archive has provided customers with instant, self-service access to electronic documents, thus improving customer satisfaction

Bottomline Technologies Helps National Envelope Go Paperless

Paper-Based Business Becomes More Efficient with Electronic Output and Distribution of Forms and Documents

National Envelope is an organization that generates a lot of paper. Each day at its 18 manufacturing facilities, the company produces more than 180 million envelopes. That level of daily production adds up to make National Envelope the largest privately-held envelope manufacturer in the United States with annual sales of approximately \$650 million.



Despite an affinity for paper, National Envelope realized its core business processes could be more efficient without it. To generate thousands of different documents each day, the company had created a vast array of multi-part and pre-printed forms. Such a large number of disparate forms required intensive printer maintenance and support, associated postage and were often perceived by customers to be unwieldy and hard-to-read.

As the organization prepared a major initiative to roll out a new ERP system, executives at National Envelope recognized an opportunity to enhance their document output management needs through the addition of Bottomline Technologies' Create!form® family of products. The Create!form products provide advanced output formatting capabilities that reduce paper with more efficient and cost effective electronic documents that can be delivered via print, fax, email, the Web and archive.

Streamlined Processes Increase Usability and Functionality

By choosing to deploy Create!form, Create!stream™, Create!email® and Create!archive®, National Envelope has been able to completely streamline its output processes, helping to save time, reduce errors, improve customer satisfaction and provide the organization with the ability to better meet the evolving needs of its business and market. At one division alone, the company estimates that it has saved between \$10,000 and \$15,000 in one year on forms-related expenses.

Self-Service Web Access Benefits Customers and Employees Alike

National Envelope has used Create!form to make 3 million invoices and statements available on the company's intranet (for employees) and on its e-Commerce site (for customers). By providing customers with instant, self-service access to archived documents, National Envelope improved customer satisfaction and reduced inbound call volume at the same time. Create!archive also allows the company's customer service representatives to access information more effectively because they no longer have to search through rows of file cabinets for important documents. Additionally, Create!archive has simplified the company's disaster recovery plan as optical disks are easier to manage than millions of pages of printed hardcopy.

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides payments and invoice automation software and services to organizations seeking more secure and efficient financial processes. The company remains at the forefront of delivering innovative solutions that complement and extend the value of existing financial processes, business relationships and back-office systems. These solutions have enabled industry-leading corporations, banks and financial institutions to automate, manage and control processes involving payments and collections, invoice approval, cash flow, risk mitigation, reporting and document archive. For more information, please visit www.bottomline.com.



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The Create!form Suite

The Create!form suite – featuring Create!form Designer and Create!stream™ – is a powerful, next-generation e-forms solution for formatting, personalizing and delivering ERP and business application output. A true enterprise-class application, Create!form converts standard application output into more attractive, functional and efficient electronic documents, and then intelligently distributes them over a variety of delivery channels including print, fax, email, Web or digital archive.

Transactional Document Destinations

- **Create!print®** - Output has been optimized for use with PostScript® printers, however your Create!print license(s) will allow you to print to any Windows® compatible printer.
- **Create!email®** - Emails document output automatically to recipients in real-time as a PDF attachment, embedded PDF hyperlink or email body text.
- **Create!fax®** - Integrates with fax server software to deliver documents to a fax destination, using fax numbers retrieved from the base document or reference to external ODBC database.
- **Create!archive®** - A digital archive of all your final documents, including full indexing, search and retrieval capabilities.
- **Create!archive Web agent** - Web-enables documents for secure, online Web self-service search and retrieval.

Transactional Payment Destinations

- **Create!form ACH** - Provides secure, NACHA-compliant electronic payment formatting and transmission for business-critical vendor and employee payments.
- **NetTransact® Express** - Allows your trading partners to pay their Create!form invoices online via Electronic Invoice Presentment and Payment (EIPP).
- **CheckDefense™** - Advanced Positive Pay technology protects your MICR check printing environment from check fraud.

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