Main European postal operator finds greatly improved workflow processes when handling undeliverable mail thanks to CL-S700 printers from Citizen.

Post Danmark is one of the foremost postal operators in the EU and a key Danish employer, with a workforce of almost **22,000 people**. The postal operator has to compete in the open market, so its procedures must be **cost-effective, reliable and fully efficient**, with particular attention to good working practices and process improvements.

A total of more than **11 million items** are handled by the company every day, with delivery to **5.2 million customers** across Denmark.

Given the scale of operations it's no surprise that a number of items are returned as undeliverable, for various reasons. Every returned item needs to have a non-delivery label affixed to it, to inform each sender of the reason for the item being returned. To make this process as efficient as possible Post Danmark realised that it needed a simple and reliable printing system that was easy for employees to use and which produced clear and easily readable labels for its customers.

The company's specific requirements were presented to one of Denmark's largest IT distributors and Citizen Systems Authorised Reseller: **Delfi Technologies A/S**.

The Citizen **CL-S700** printers are currently used at Post Danmark's main distribution centres and have significantly speeded up the handling of returns. **Kennet Helmer-Jensen** continues, "Previously, returns were handled manually, but as the level of automation in reading and processing mail items has steadily increased, it has been extremely beneficial to have the non-delivery labels filled in automatically, so that addresses are read more quickly and reliably by our sorting machines. This has obviously enhanced the quality of our processes, while also producing savings in terms of our resource consumption. Labels used to be filled in by hand; now it is done automatically".

The CL-S700 is a **front loading** abel printer with resolution of up to **300dpi** and a print speed of up to **250mm/s**. This outstandingly versatile printer is designed with ease of use in mind and comes with a **heavy duty and vertical opening case**, as well as **large graphic LCD** for clear indication of printer status and easy printer configuration. An **Active Ribbon Control & Positioning** mechanism that completely eliminates ribbon wrinkle and media slippage is also included.

Thanks to the CL-S700, Post Danmark has speeded up the handling of returns, while improving the **quality of the processes** involved and saving resources; the Citizen solution has also contributed to *increased worker satisfaction* too.

Kennet Helmer-Jensen concludes, "Our workers are extremely pleased with the new printers because they are easy to operate and avoid having to write labels for several hours a day."
>>>

Kennet Helmer-Jensen, a Project Manager at Post Danmark, explains:

"We chose Delfi Technologies A/S because we had worked closely and successfully with them in the past, as well as the fact that their proposed solution using the Citizen CL-S700 printers represented outstanding value for money".

Featuring printer:

CITIZEN CL-S700

Robust and reliable industrial label printer:
- ultra-fast loading of media,
- simplified maintenance.

About Citizen Systems Europe

Citizen Systems Europe operates from London, UK and Esslingen, Germany covering Europe, Middle East and Africa. Citizen offers a broad range of thermal label & barcode printers, portable and dot matrix printers, mini and POS printers. Via a network of specialized partners, these are sold into markets as diverse as industrial, retail, healthcare and mobile applications.

Citizen Systems Europe is a wholly owned subsidiary of Citizen Systems Japan and part of the Citizen Watch Company of Japan. The globally operating group produces its world-famous eco drive watches and mini printers, industrial print systems and machine tools, crystal oscillators, LEDs and other electronic components.

For further information contact

Citizen Systems Europe GmbH
Marketing Department
Tel.: +49 (0)711/3906-400
marketing@citizen-europe.com

www.citizen-europe.com

CITIZEN SYSTEMS EUROPE GmbH