

Managing Expatriate Employees' Mail

As soon as an employee accepts an overseas appointment, the Human Resources department swings into action. The Global Mobility Specialists (or a team of similarly trained individuals) take over the process of helping the employee (and family) transition their life from the US to the foreign country where they will be stationed.

Depending on the company, the process of relocating the employee can include some or all of these services:

- Helping sell or lease the employee's home in the US
- Finding a residence in the destination country
- Arranging for packing/shipping of the employee's belongings
- Providing temporary housing and other general assimilation services

The one thing that is often overlooked but is just as (if not more) critical to a foreign transition:

- **Handling personal mail for the employee still being delivered in the US.**

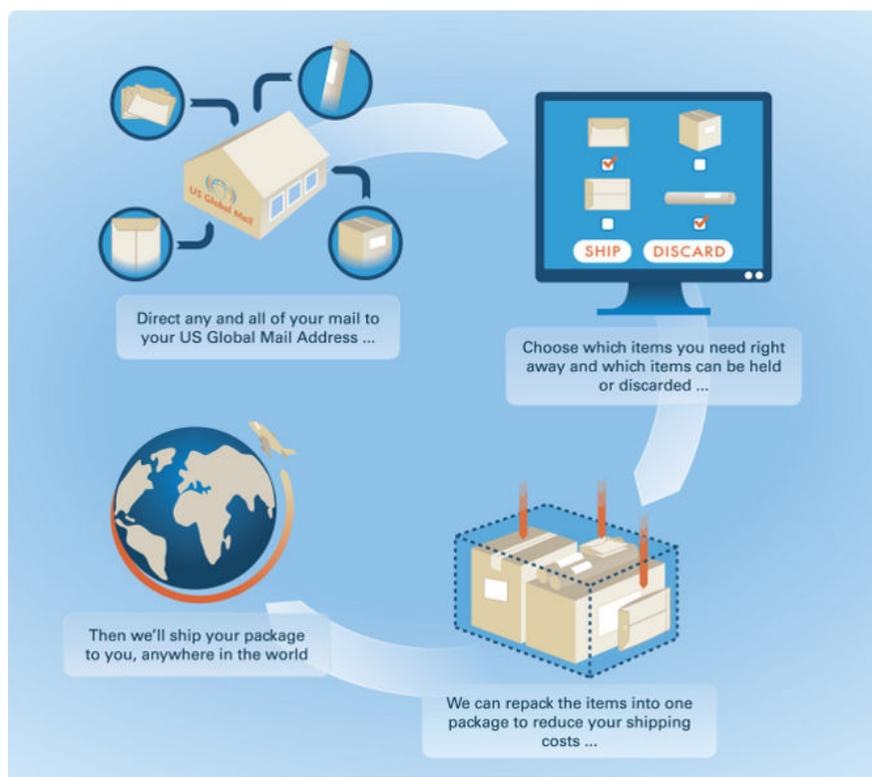
Generally, if HR is responsible for managing employee mail, the employee provides the HR department's designated address to everyone sending him or her mail and packages: banks, brokerage firms, government agencies, magazines, catalogs, online stores etc. HR then receives this mail and has to work with the Corporate Mail Room to sort and separate this mail by employee, repack it into larger packages and then forward it on to the employee either at the foreign corporate location or at the employee's home abroad. This means that a significant amount of manpower resources and storage and packing space are utilized by the company for the relatively basic process of managing expatriate mail.

Unfortunately, at the end of this long process, the employee may or may not receive their often time-sensitive mail in a punctual manner. In addition to efficiency, the in-house mail-redistribution process also sacrifices privacy and confidentiality resulting in dissatisfied employees who would rather not have the company handling their personal mail. And if the employees are required to figure out this mail management process themselves (as is often the case), it is even worse as this leaves the employees at sea with no clue how to manage their mail once they are overseas.

This vital yet difficult step is where US Global Mail (USGM) comes in. Over the last 15 years, USGM has perfected the process of managing expatriate mail. When a company signs up with USGM, we take over the entire process of managing expatriate employees' mail and packages. The HR department no longer has to devote valuable time and manpower to addressing the arduous process of managing employees' personal mail in an efficient manner. USGM's state-of-the-art equipment and processes give complete control to the expatriate employees, who use their personal portal on our website to prioritize and manage all aspects of their own mail and instruct us on how they would like it handled. And the best part is that the expertise gained over years of experience and the volume of mail handled by us allow USGM to offer better services at lower cost than most in-house solutions.

The process is very simple and intuitive. When a company signs up for our service, US Global Mail works with the HR department to contact all existing expatriates and set up a process to contact employees preparing to become expatriates. Each employee is then provided a unique US address (at our facility in Houston, TX) with their own login credentials for their personal web portal. The employee gives this address to all the senders and all their mail ships to the secure address provided by US Global Mail. We receive the mail on behalf of the employee and upload details (a photograph of the front and the weight and dimensions of each piece of mail) to our secure servers. Through their personal portal, the employee has access to these details, and full control over what mail ships when, where and how. We then take care of the re-packaging and consolidation of shipments, as requested, to maximize cost-effectiveness for the employee and the company. Employees have secure access and see only the mail which is addressed to them specifically, eliminating any privacy concerns. All mail and packages are then handled as requested by the employee.

A pictorial representation of the process:



At US Global Mail, we recognize that companies may have different policies regarding reimbursement of the costs associated with this relocation service. USGM can customize each company's portal based on these policies to reflect pre-set shipping allowances provided by the company. Payment options can be either corporate payments, personal payments or a pre-determined combination. The specific employee portals are customizable to enable expense reporting as needed by the employer. Invoices and reports are created and processed based on the reporting requirements of the company. In the event that the company does not want to get involved in the process, US Global Mail can offer, through

a referral arrangement with HR, a significant corporate discounts over the its standard rates to the company's expat employees.

Benefits of US Global Mail Management for the Expatriate Employee

- Ability to manage a crucial component of continuity with life in the US – incoming US mail – no matter where one is in the world
- Easy sign up and set up (even easier if managed through Corporate HR)
- Very user-friendly web interface (enables employee to be as hands off or hands on as they desire)
- Continue shopping from US based websites without worrying about overseas shipping (the employee gets a street address, not a P.O Box and US Global Mail signs for all packages)
- Ability to choose from a variety of carriers, consolidate shipments and direct them to multiple addresses
- Request opening and scanning of important mail so it can be viewed immediately
- “What you see is what you pay” pricing with no hidden charges; significant discounts over retail shipping rates
- Hassle free expense reporting; customizable to employers' requirements

Benefits of US Global Mail Management for the Human Resources Department

- The US Global Mail solution can be customized to meet the needs of each company's HR Department – from comprehensive solutions where the company pays for the services on behalf of the employee with annual maximum spending amounts to simple referral arrangements whereby the employee gets a low pre-negotiated rate for the service simply by using the company's referral code
- Eliminate one of the most time-consuming non-core activities of the HR Departments' Global Mobility or Expatriate Management personnel – managing expat employees' mail (receiving, sorting, re-packaging, forwarding etc.);
- Reduce nonproductive work-hours and resource allocation
- Avoid expensive mistakes by ensuring compliance with all shipping regulations
- Track expenses easily and efficiently through easy-to-use web interfaces
- Multiple carrier options and volume discounts to significantly lower cost

Relocation Companies

One of the key components of the global expatriate management system is relocation companies. US Global Mail also partners with relocation companies to customize its Expatriate Mail Management service for these partners. Partnering with US Global Mail provides the following benefits to relocation companies:

- Enables the relocation company to offer this crucial, yet often-overlooked service as part of its suite of relocation offerings to both individual and corporate clients
- Landing pages for these clients can be customized with the relocation company's logo and can be used as a communication tool by the company to communicate on a regular basis with the expatriate (keeping the client relationship alive)
- Offers the relocation company an additional revenue stream as the partnership with US Global Mail would include revenue sharing and/or referral fees