

MailHub

Postal software platform

**Posting mail is complicated.
MailHub makes it simple.**

Managing a mailing campaign involves more moving parts than most people realise.

Getting mail sorted correctly, understanding when it will land, and knowing what happened after it left your building – all of that takes proper tools.

MailHub is BBS's postal software platform. It brings together three products that give businesses clearer control over every stage of the mailing process – from planning and sortation through to real-time delivery tracking. Built by people who have worked in mail for decades, and backed by BBS's long-standing Royal Mail accreditation.



Inside MailHub



Plan My Mail

Predict exactly when your mail will land – and plan everything around it.



Sort My Mail

Prepare and sort your mail to access Royal Mail postal discounts.



Track My Mail

Follow your Mailmark campaign through the postal network in real time.



PLAN IT

| SORT IT

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Sort My Mail

Sort your mail. Cut your postage costs.

Sort My Mail is the UK's leading postal sortation solution. It organises outbound mail into the format Royal Mail requires to apply postal discounts – meaning businesses pay less per item posted, often significantly less from the very first campaign. Royal Mail accredited and integrated with all major UK postal operators, it handles everything from small runs to campaigns of millions of addresses.

- ✓ **Reduce postage costs** Qualifies your mail for Royal Mail's discounts from day one.
- ✓ **Save time** Sortation that used to take hours is handled in minutes.
- ✓ **Scale with confidence** Handles campaigns from a few hundred items to millions.
- ✓ **Full Mailmark functionality** Generates barcodes and uploads manifests directly to Royal Mail.
- ✓ **Expert support** Built and used by the BBS team themselves.

Track My Mail

Know where every piece of mail is – every day.

Track My Mail gives businesses real-time visibility of their mailing campaigns as they move through the postal network. Taking data directly from Royal Mail and carrier partners, it shows exactly where a mailing is each day – which items have been scanned, which Mail Centres have processed the campaign, and when delivery is expected. It also reveals the Acorn demographic profile of every mailing, so you can see exactly who your campaign reached. By lunchtime each working day, you know the status of your mailing.

- ✓ **Daily visibility** Check the status of your campaign every morning.
- ✓ **Identify problems early** Spot missorts and reversions as they happen, not after.
- ✓ **Acorn demographic breakdown** See the profile of every mailing by CACI Acorn category.
- ✓ **Clear reporting** Visualise progress through charts, tables and maps.



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Plan My Mail

Know when your mail will land — before it leaves the building.

Plan My Mail predicts exactly when mail will land at any UK address, based on Royal Mail's address-by-address delivery schedule. It works at individual item level and across full mailings — so whether you are sending a thousand letters or a hundred thousand, you know when to expect the response.

- ✓ **Predict delivery dates** Find out exactly when individual items or full mailings will land.
- ✓ **Plan staffing and stock** Organise your team around when responses will arrive.
- ✓ **Optimise postage costs** Balance D+2 and D+3 sections to manage speed against budget.
- ✓ **Hit target drop dates** Know exactly when to hand mail over to Royal Mail.
- ✓ **Make confident decisions** Accurate delivery data across every campaign.



Royal Mail delivery has changed.

Second Class and Standard Class mail is now delivered on alternate weekdays, not every day. For businesses that rely on mail landing on a specific date — to manage stock, staff call centres or time campaign responses — knowing exactly when each piece will arrive is no longer optional.

Plan My Mail was built for exactly this.

How to access Plan My Mail

Lookup — A web-based tool for checking planned delivery dates at any UK address.

Program — A Windows application that appends delivery dates to a file or splits records by delivery date.

Integration (Coming soon!) — Alongside Sort My Mail, processes each record through the most appropriate Royal Mail service automatically.

DLL — A system-integrated DLL for real-time access to delivery data within your own platform.



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Why **MailHub?**

Most businesses sending mail have no real visibility of what happens after it leaves the building. They do not know whether it was sorted correctly, when it will arrive, or whether something went wrong in transit. MailHub exists to change that – giving mailing professionals the control, clarity and confidence they need at every stage of the process.

Cut the cost of every campaign

Sort My Mail organises outbound mail to qualify for Royal Mail's postal discounts – meaning clients consistently pay less per item posted. For businesses sending at volume, those savings add up significantly across a year.

Know what happened

Track My Mail gives daily visibility of every Mailmark campaign as it moves through the Royal Mail network. If something goes wrong, you know about it – and you have the evidence to do something about it.

Plan around delivery, not despite it

With Royal Mail's USO changes meaning Second Class mail now delivers on alternate weekdays, knowing when mail will land is critical. Plan My Mail removes the uncertainty – so campaigns are timed with precision, not crossed fingers.

One platform, all operators

Sort My Mail integrates with Royal Mail, Whistl, Citipost, The Delivery Group and UKMail. Clients are not locked into a single carrier – they access the best available rates across the full range of UK postal operators, all through one platform.

Why BBS?

Royal Mail accredited

One of a deliberately limited number of approved Mailmark software developers in the UK. MailHub has direct access to Royal Mail's delivery data.

40+ years in mail

Sort My Mail, Track My Mail and Plan My Mail are built on four decades of operational knowledge – not adapted from generic logistics software.

We use what we build

The BBS team uses MailHub to manage its own mailing operations. Every product improvement is one the team depends on themselves.

Personal service

Family-owned. Clients work with people who know their account, understand their volumes and are invested in getting results.

Take control of every mailing.

**Make mail easier to manage.
Talk to BBS.**

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