

# ECI

*ECI contracted NBS to process ECI applications that included Mail Processing, Order Processing, Imaging, and Data Entry.*

## **Challenge:**

ECI is a publishing organization which specializes in the Education Industry. ECI publishes a number of commemorative publications which recognize exceptional achievement by high school and college students. Among the publications are "Who's Who Among American High School Students" and "The National Dean's List". ECI contracted NBS to provide the up-front processing of the ECI applications. This process entailed Mail Processing, Order Processing, Imaging, and Data Entry.

## **Solution:**

NBS began the project by opening multiple Post Office Boxes to accept the responses for the various ECI programs. A courier picks up the mail multiple times daily from the Post Office and transports it to the NBS Milton processing facility. There, we weighed the responses by program and provided preliminary mail counts to ECI for each program. The responses then went to the Mail Processing where they were opened and sorted according to specific parameters. The Plain Batches (applications with no order) proceed directly to Imaging where they are imaged in batches of 100. The Buyer Batches are separated into multiple categories. Payments and pictures are sorted into appropriate groups, while the applications are batched and sent for imaging. The image process is the same as for the Plains. The Buyer Batches then proceed to Data Entry for keying. The payments are endorsed and encoded in our secure processing area. Payments were deposited into ECI's bank account. Tally Sheets and Deposit Tickets were sent to ECI daily.

The data entry of the forms is quite complex. In addition to the student's name and personal data, NBS also captures scholastic and extra curriculum information. This can include degrees earned, offices held, and honors awarded. NBS installed a VPN (Virtual Private Network) between our various offices allowing us to transfer batches of images to additional NBS sites during peak processing periods in order to meet the ECI turnaround requirements.

## **Conclusion:**

Once complete, the images were output to CD and delivered to ECI on a regular schedule. The image files were used by ECI as a customer service tool as well as for data reconciliation. The turnaround time for the entire process was *three days* from receipt of the data. We have received and processed as many as 80 mail trays within this timeframe during ECI's peaks.

