

## About Us

**Product Info**  
[Zumbox Overview](#)  
[How it Works](#)  
[Why Use Zumbox](#)  
[FAQs](#)

[Company Info](#)

[Privacy & Security](#)

[Our Perspective](#)

[Press](#)

### Help Center

For answers to more detailed questions, please visit the [Help Center](#)

## Product Info / FAQs

### General Questions

#### What is Zumbox?

Zumbox is a paperless postal system, offering a practical alternative to traditional postal systems. We have created more than 150 million virtual mailboxes – one for every street address in the United States – including yours. Using Zumbox, any person or business can send an electronic message to any street address in the country. Mail recipients go to [Zumbox.com](#) and type-in their street address to view their mail safely and securely.

#### Why was Zumbox created?

Traditional postal mail continues to be widely used by businesses, organizations, and consumers - over 15 billion pieces of paper mail are sent each month in the United States. This mail includes bills, statements, advertisements, and more.

Zumbox believes that over time, more and more traditional postal mail will transition to a digital platform. The cost savings, revenue opportunities, and environmental benefits are overwhelming.

By offering a paperless postal system that mirrors the way traditional postal systems work, Zumbox delivers the world's first practical service that enables all mail senders and mail recipients to transition to a digital platform.

#### How does Zumbox work?

To check your mail at Zumbox, you simply type-in your street address. You see an envelope, you click to open the envelope, and you view what looks like a duplicate version – a facsimile – of what you would normally find in your front yard mailbox or at your place of business.

There are a number of ways to send mail via Zumbox. The simplest way is to upload a Word or PDF document, specify the recipient's street address, and the mail will be sent to them electronically via Zumbox.

#### What types of mail can Zumbox deliver?

Almost any digital content can be sent via Zumbox. This includes popular document formats (Word and PDF) as well as interactive formats (HTML, Flash, Video, and Audio).

Additionally, any content that can be printed can also be sent via Zumbox. This includes bills, statements, purchase orders, and other accounting documents. Zumbox offers special support for widely-used accounting packages including QuickBooks, Peachtree, and Microsoft Dynamics GP (Great Plains).

#### How do I know my mail is secure with Zumbox?

Keeping your information private and secure is of paramount importance to us. We have designed and implemented comprehensive information security, audit, compliance, and risk programs to ensure that Zumbox is safe and secure.

Zumbox has implemented bank-level security. Additionally, Zumbox is compliant with the security standards of the financial, healthcare, and banking industries.

#### How is Zumbox different than e-mail?

To send someone an e-mail, you must know their e-mail address. The simple fact is that most businesses do not have the e-mail addresses of their customers. In contrast, most businesses do have their customers' street addresses. With Zumbox, every business in the country can send secure electronic communications to its customers right now – without having to ask for additional information.

#### How much does it cost to receive mail via Zumbox?

Receiving mail via Zumbox is free for everyone.

### Detailed Product Questions

#### How do I send mail via Zumbox?

There are a number of ways to send mail via Zumbox:

- ✓ Use the Zumbox website to upload your mail content and mail recipients.
- ✓ Use the Zumbox Printer Driver to send mail directly from your accounting software (for example, QuickBooks, Peachtree, Microsoft Dynamics Great Plains, etc.)
- ✓ Use Secure FTP to transfer your mail content and mailing lists to Zumbox for electronic delivery.
- ✓ Use the Zumbox API (for software developers) to send mail directly from your company's internal software programs.

#### What content formats does Zumbox support?

Zumbox supports many popular content formats widely used by businesses and other organizations:

- ✓ Raw data files from your Accounts Payable, Accounts Receivables, CRM, and ERP programs.
- ✓ Popular document formats, including PDF and Word.
- ✓ Desktop Publishing formats: Illustrator, InDesign, QuarkXPress.

- ✓ Graphics formats: Photoshop (PSD), GIF, JPG, TIFF, etc.
- ✓ Print stream: PostScript and others.
- ✓ HTML, Flash, video, audio and other media.

**Can I embed audio, video, Flash, and other interactive elements in my mailings?**

Yes. You may use standard HTML "embed" codes to include audio, video, Flash, and other interactive elements to enhance your mailings. For example:

- ✓ Embed a YouTube video.
- ✓ Embed a catalog or magazine with page-flipping technology.
- ✓ Embed a survey.
- ✓ Embed a "Reply" or "Comments" area.

**Can Zumbox tell me when the mail I sent has been viewed, printed, deleted, etc?**

Yes. Reports are available on the Zumbox web site that indicate, for each mailer, the number of times it was viewed, printed, and deleted.

Additionally, for our mail senders who are interested in more comprehensive analytics, Zumbox supports all third party packages used for tracking web campaigns, including Omniture SiteCatalyst, Coremetrics, and Google Analytics.

**Can I use Zumbox to send highly sensitive information?**

Yes. Zumbox is compliant with the security standards of the financial, healthcare, and banking industries.

Zumbox allows mail senders who are sending highly-sensitive information to implement their own "security keys" for each piece of mail. In this case, the mail recipient would be prompted to enter some private information that you specify in order to open their mail (for example, a customer account number).

## Business Related Questions

**In what ways can my business use Zumbox?**

Your business can use Zumbox to send mail digitally to your customers using the street addresses that you already have on file. Additionally, you can send mail to any geographic region – any city, state, ZIP code, county, street, building, or radius – without requiring a mailing list.

You can save mailing costs, increase traffic to your web site, and help save our environment.

- ✓ Send statements/invoices/bills.
- ✓ Send notices to comply with laws or contractual obligations.
- ✓ Send HR-related correspondence.
- ✓ Send shipping confirmations.
- ✓ Send time-sensitive alerts and notifications.

**How do I use Zumbox to send millions of statements/invoices/bills per month?**

To send millions of statements/invoices/bills, Zumbox recommends the following:

- ✓ On a regular basis (daily, weekly, monthly, as applicable) use the Secure FTP option to transfer your mail content and list of mail recipients to Zumbox.

Consider the example of a Department Store with 5 million account holders:

- ✓ Each business day, the company transfers to Zumbox (via Secure FTP) 250,000 Account Statements in PDF format.
- ✓ Additionally, the company transfers to Zumbox a corresponding data file that indicates where each PDF should be delivered (name and street address).
- ✓ The Zumbox system immediately processes each PDF and prepares it for delivery.
- ✓ Each of the 5 million Department Store account holders can go to Zumbox.com and view their Account Statement. They see an envelope on the screen and what looks like a duplicate version – facsimile – of the Account Statement, exactly as if they had received it via traditional postal mail.

The Zumbox Professional Services team is available to assist you with your mailing needs.

**Can my customers pay their bills via Zumbox?**

Yes. When sending your bills via Zumbox, you have the option of including a "Pay Now" button alongside the bill.

When your customer views their bill at Zumbox.com and clicks the "Pay Now" button, they can be directed to pay the bill using any payment system that you choose. For example, you may direct your customer to your web site. Alternatively, you may direct your customer to Paypal.com or any other popular consumer payment system.

## Non-Profit Related Questions

**In what ways can my Non-profit Organization use Zumbox?**

Your Non-Profit Organization can use Zumbox to send mail digitally to your members, supporters, and donors using the street addresses that you already have on file. Additionally, you can send mail to any geographic region – any city, state, ZIP code, county, street, building, or radius – without requiring a mailing list.

You can save mailing costs, increase traffic to your web site, and help save our environment.

- ✓ Send newsletters.
- ✓ Send receipts to donors.
- ✓ Send information to potential supporters.
- ✓ Send invitations to events.
- ✓ Send surveys and perform voting.
- ✓ Send notices and report cards.

#### **Can I receive donations through Zumbox?**

Yes. When sending mail via Zumbox, you have the option of including a "Donate Now" button alongside your mail content.

When the mail recipient views your correspondence at Zumbox.com and clicks the "Donate Now" button, the donor can be directed to donate using any payment system that you choose. For example, you may direct your donor to your web site. Alternatively, you may direct your donor to Paypal.com or any other popular consumer payment system.

## **Government Related Questions**

#### **In what ways can Government Entities use Zumbox?**

Government Entities can use Zumbox to send mail digitally using the street addresses that they already have on file. Additionally, Zumbox offers the ability to send mail to any geographic region – any city, state, ZIP code, county, street, building, or radius – without requiring a mailing list.

They can save mailing costs, increase traffic to their web sites, and help save our environment.

- ✓ Send statements/invoices/bills.
- ✓ Send community notices to a geographic area.
- ✓ Send newsletters.
- ✓ Send vehicle registration renewal notices.
- ✓ Send property tax statements.
- ✓ Send surveys.

#### **Can my mail recipients pay their bills via Zumbox?**

Yes. When sending your bills via Zumbox, you have the option of including a "Pay Now" button alongside the bill.

When your mail recipient views their bill at Zumbox.com and clicks the "Pay Now" button, they can be directed to pay the bill using any payment system that you choose. For example, you may direct your customer to your web site. Alternatively, you may direct your customer to Paypal.com or any other popular consumer payment system.

#### **What if my mail is time sensitive?**

Community alerts and emergency notifications can be quickly and easily sent to an entire geographic region. For example, in a matter of minutes, a Government department can alert all households and businesses in their constituency about an emergency situation.

## **Advertiser and Marketer Related Questions**

#### **In what ways can Advertisers and Marketers use Zumbox?**

Advertisers and Marketers can use Zumbox to send mail digitally to the street addresses that they already have on file. Additionally, Zumbox offers the ability to send mail to any geographic region – any city, state, ZIP code, county, street, building, or radius – without requiring a mailing list. Advertisers and Marketers can increase revenue opportunities, save mailing costs, increase traffic to their web sites, and help save our environment.

Advertisers and Marketers can increase revenue opportunities, save mailing costs, increase traffic to their web sites, and help save our environment.

- ✓ Send coupons and other Special Offers.
- ✓ Send catalogs with page-flipping technology.
- ✓ Send movie trailers and other rich media (video, audio, interactive, etc.).

#### **Can my mail recipients buy my products and services via Zumbox?**

Yes. When sending your offers via Zumbox, you have the option of including a "Buy Now" button alongside your offer. Additionally, you may place buttons, links and other calls-to-action (HTML is permitted) anywhere within your mailer.

When your mail recipients view the offer at Zumbox.com and click the "Buy Now" button, they can be directed to pay using any payment system you choose. For example, you may direct them to your web site. Alternatively, you may direct them to Paypal.com or any other popular consumer payment system.

#### **What if my mailing is time-sensitive?**

Zumbox is well-suited for time-sensitive mailings. Mail delivered via Zumbox is available instantly to the mail recipient. Advertisers and Marketers can change the content of their mailings in response to real-time market feedback (including pricing, availability, and other important details).