

Suburban EMS streamlines their subscription remittance process.

**Challenge**

*This local EMS Charter needed an inexpensive solution to meet their various print and mail needs.*

**Solution**

*Berkheimer developed a customized print and mail solution that efficiently gets subscriber notices to the subscribers. Suburban was given online access to the status of all subscriptions processed by Berkheimer.*

**Results**

*By removing themselves from the distribution and remittance process for their subscriptions Suburban has improved efficiencies and saved money.*

Suburban EMS received its Charter on June 5, 1953. Its purpose was to “Serve the Community with Emergency First Aid and Ambulance Service” on a volunteer basis. They provide coverage 24 hours a day, 7 days a week to the residents of Palmer Township, Wilson Boro and West Easton who are in need of an ambulance for any emergency.

Suburban needed a cost effective solution to enable them to print and mail their subscription notices as well as process the payments submitted for the subscriptions. They were manually hand-stuffing the subscription notices into envelopes to mail and distribute them. They were also processing all of the incoming checks and handling the bank deposits.

“Berkheimer allows us to focus on what we were originally founded for, saving lives,” said Jeff Young of Suburban EMS, “not processing paper.”

Berkheimer established a complete solution for Suburban EMS that eliminates the need for them to be hands-on in the process at all. Because we print the subscription notices, mail them and process all remittance, they only need to go to the online portal to know the status of any subscription.

Suburban EMS saves time and money by automating all of these processes. They also have online access to the check images, subscription information and various reports which provide details on all subscribers.