

Elevate Lockbox Operations with Instabase

How Federal Agencies Reduce Backlogs and Lower Costs of Mailroom and Lockbox Operations

Many federal agencies maintain extensive mailroom and lockbox operations to process payments and applications for federal benefits, patents, passports, visas, taxes, grants and other government services.

These operations — some of which cost tens of millions of dollars or more annually — collect and process forms, supporting documents, paper checks and other materials received through the mail that are required for the delivery of government services. Lockbox operations are similar to mailroom operations but differ only in that they involve the collection of payments.



These operations are highly manual and time-consuming. Mail must be physically opened, then the enclosed documents and payments are reviewed and validated to ensure they contain the needed information. Once validated, the critical information in those documents is extracted and scanned into a system and sent to processing centers for further action.

Because these operations process thousands, sometimes even millions, of pieces of mail per month, backlogs are commonplace, with some stretching for many weeks or even months. Consequently, federal agencies today are under increased pressure from Congress to reduce their backlogs, deliver faster citizen services, trim budgets, and reduce overtime expenses.

An obvious solution to this, of course, is automation. But mailroom and lockbox operations have been stubbornly difficult to automate because the data involved contains both structured and unstructured documents. Unstructured documents are not stored in a structured database format, such as a fixed-field spreadsheet, that is easy to process. Examples of documents that contain unstructured data include passports, resumes, government forms, checks, explanatory letters, bank statements, paystubs, charts and tables within a document, emails, post-it notes, and more.

But today, intelligent, accurate, reliable automation of mailroom and lockbox operations is a reality due to the advanced state of deep learning artificial intelligence (AI) algorithms.

INSTABASE: Dependable automation for federal mailroom and lockbox operations

Instabase is advancing the frontier of document understanding for government and commercial institutions with our hyper-automation software platform. Our highly versatile deep learning platform enables large federal enterprises to economically automate the most time-consuming, labor-intensive aspects of their mailroom and lockbox operations — validating submissions and extracting needed data from structured and unstructured documents — with a high degree of accuracy.

Importantly, Instabase not only digitizes unstructured data quickly and accurately, it also classifies, extracts, validates, enriches, and circulates that data where it is needed to immediately leverage that data's value for the agency enterprise. Here is how Instabase reduces backlogs and lowers costs of mailroom and lockbox operations for federal agencies:



Validating Submissions

Every submission sent to a mailroom or lockbox must be validated as meeting specific criteria. Criteria might necessitate, for example, that certain data fields of a federal form are properly filled out, that the form submitted is the correct version, that needed signatures are included, that certain supporting documents are provided, or that a check for a certain amount is provided.

Typically, these validation checks are done manually and take several minutes or more per submission. That may not sound like a lot of time, but when multiplied by many thousands or millions of submissions, it adds up to significant amounts of staff time.

Instabase performs these validation checks instantaneously with high accuracy by employing a suite of technologies and capabilities, including optical character recognition (OCR), deep learning algorithms, logical rules, APIs, and more. These capabilities classify highly variable documents accurately and cognitively understand those documents in their different parts in the same way that a human would.



Extracting needed unstructured data

Once a submission is validated, mailroom and lockbox staff must create or update a case and then manually enter the needed data from the submitted documents into a digital case management system to be processed. This can be the most time-consuming portion of the mailroom or lockbox workstream and contributes greatly to backlogs when case numbers are high.

Instabase automates this work, reducing it to mere seconds. Instabase can even batch process existing cases, thus eliminating current backlogs and freeing up potentially tens of thousands of hours of staff time that can be dedicated to the most complicated cases.

What makes Instabase different



When it comes to intelligently understanding complex documents and the unstructured data they contain, there is no one-size-fits-all approach – that's why many of today's 'general purpose' automation approaches fail. Instabase is different from other document processing solutions because it takes the best technologies available for finding specific attributes and allows them to be easily mixed and matched as building blocks to automate specific end-to-end workflows.

This makes Instabase enormously versatile and adaptable to an infinite number of federal mailroom and lockbox use cases. For example, a federal loan agency can configure the low-code Instabase platform to quickly build an app that automatically verifies customer income in a fraction of a second by combing through documents such as camera pictures or scans of paystubs, tax documents, bank statements, and other similar documents submitted by the customer.



The Instabase value for federal agencies

With Instabase, federal agencies can easily and quickly unlock and exploit vast amounts of data that otherwise would be entombed in formats difficult and time-consuming to work with. This presents many benefits to any federal agency:



Faster time-to-mission-value
for your vast stores of
unstructured data



A more data-driven enterprise



Improved citizen experience



Less errors, more accuracy in
extracted data



Staff, freed up from menial
data entry work, that can now
focus on more critical tasks



Cost avoidance due to less time
being spent on correcting errors
in the data and faster processes

Find out how Instabase can accelerate and lower costs
for your agency's mailroom or lockbox operations.

[Learn More](#)



Instabase Federal | 1775 Tysons Blvd.
Suite 500, Tysons, VA 22102

instabase.com

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