Epiq Systems Case Study - End to End Print Service

Epiq Systems is a leading provider of integrated technology products and services for the legal profession. Based in the United States, Epiq Systems has eleven locations across the United States and the United Kingdom.

Each year in the United States, significant new 'class action cases' are settled in federal and state courts. Epiq Systems is the national leader in claims administration for class action settlements and provides expertise throughout the lifecycle of a case from initial project planning to settlement awards distribution.

Problem

A class action lawsuit, filed in federal court in the United States, resulted in two British airlines agreeing to provide a partial refund of the fuel surcharge paid by long hall customers between 11 August 2004 and 23 March 2006.

Epiq Systems is responsible for the administration of the claims on behalf of the plaintiffs and were responsible for issuing a refund cheque to each of the plaintiffs and to all who submit a valid claim up to 2012.

In order to refund customers with UK bank accounts, Epiq needed to provide cheques that complied with stringent *Cheque and Credit Clearing Company Limited* guidelines for printing of UK cheques and distribute these cheques to addresses both in the UK and internationally.

Solution

After consultation with Epiq, Jill Humphrey at Checkprint, a member of the TALL Group of Companies recommended the End to End Print Service; an outsourcing solution for the entire process of cheque issuance from design and print through to fulfilment and mailing.

Jill explains "A secure data file is sent into Checkprint by the customer. The file is then used to personalise the cheques before printing. Once the documents are printed we enclose them ready for mailing."

Outcome

An initial file of over 100,000 cheques was submitted to Checkprint and the team worked around the clock in order to meet the 72 hour deadline for the mailing of the cheques. From receipt of the file, Checkprint printed and mailed the entire 100,000+ cheques to addresses from across the world in three days.

More secure data files will be sent from Epiq Systems to Checkprint in order to send out further batches of refund cheques as and when required over the next three years.