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OSG Billing Services Announces Customer Portal Enhancements

Improvements to OSG Insight Product Boost Billing Management Efficiencies

ENGLEWOOD, NJ – January 12, 2012 – OSG Billing Services (OSG), a leading outsource provider of transactional communication management solutions, has announced that their web-based customer portal, OSG Insight, has been significantly enhanced. Upgrades have been made that allow OSG customers to access and track account activity and provide more targeted management reports and real-time production status updates.

The new developments feature more robust management tools and give customers access to a variety of performance reports including presort postage qualification reports, print statistics, summary information on all output types, and a visual library of invoice messages, inserts and envelope messages. The portal has been expanded to give OSG customers greater accessibility to manage, control and track their billing processes.

In addition, the new OSG Insight features an updated customer view of the OSG Dynamic Messaging feature. This consumer messaging product allows OSG customers to place customized messaging and graphics on the front of their bill, invoice or statement utilizing an easy-to use online interface. This feature opens the door to multiple advanced marketing and communication opportunities. With the new enhancements, it will now be possible to view the image library while creating a message, view the image being used while creating the message and preview the message before saving.

Edward Donohue, senior vice president of technical services at OSG states, “Our goal is to always try and exceed our customers’ expectations. The real-time access to critical cash-flow operations allows them to view information regarding their printing and mailing process. With these enhancements, we are confident customers will see an improvement to backend operations, messaging capabilities and their overall experience.”

About OSG Billing Services

OSG is a next-generation business technology partner providing integrated multi-channel print and electronic solutions through a state-of-the-art processing environment. OSG offers comprehensive and flexible solutions including electronic billing and statement services, document print and mailing, and a suite of forward-thinking marketing campaigns. Progressive communication technologies enable OSG’s clients to transform their customer interactions to drive revenue, reduce costs and strengthen relationships.

With 20 years’ experience as a business outsourcer for total customer communication management, OSG has the knowledge and expertise to best suit the needs of the telecommunications, leasing, financial services, distribution, healthcare, heating oil/propane and publishing markets. A solid reputation has made OSG an award-winning transactional communication provider. Visit www.osgbilling.com or call 1-888-EASY BILL.

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