

# Relyco® Customer Story: CsS Services



## Tenant Processing Services Leverages REIMAGE™ to Help Increase Efficiency, Ensure Compliance

For more than 30 years, CsS Services has provided comprehensive tenant processing services—including resident screening to ensure quality rentals; dispossessory filings, writs of possession, legal process coordination, eviction services, and collections—for property owners and managers.

Traditionally, the pre-printed, multipart forms required for legal filings were provided by the courthouses in the jurisdictions in which CsS operates. For each filing, CsS would complete the jurisdiction's forms using client information from its database and an impact printer in a process that was time consuming and cumbersome.

As court budgets tightened, obtaining an adequate supply of court-approved forms became difficult, so CsS contracted with a local printer to print each court form. To meet court requirements, each unique form needed to have a specific number of pages, in appropriate color order, and be able to capture signatures, judge's orders, service orders from law enforcement, etc. on each sheet. However, this new approach was costly, didn't reduce the time required to prepare legal filings, and meant that each time a jurisdiction changed its form requirements, existing forms in stock needed to be destroyed and a new supply printed.

"Ensuring compliance saves time and money each time we make a court filing, and we decided that we needed more control and flexibility over our forms processes," says Herb Schwartz, President of CsS Services. "We invested in a major upgrade of our back-end systems and built a new database platform that includes all the standard forms each jurisdiction needs any time we prepare a legal filing on behalf of a customer. We now have a highly advanced, customized software program that allows us to select the right multipart form, then choose and order sheets of color carbonless paper. Forms are printed, bundled, and stapled in a way that will comply with the requirements of each jurisdiction."

Finding a durable, high-quality carbonless laser paper was an important component of this new process, so Schwartz researched a number of vendors, requested samples, then tested the carbonless laser paper on CsS's new system. "I was aware that traditional carbonless paper contains chemicals that can damage the components of a laser printer, so I wanted assurances that the solution I chose was completely laser compatible," explains Schwartz. "I also had high standards for paper quality, and in the end, I chose REIMAGE from Relyco. The team at Relyco was knowledgeable and responsive, with excellent service and follow-up. Plus, the pricing was very good."

Schwartz credits the new CsS platform with increasing staff efficiency, enabling his team to print as many as 25 documents a minute, a significant improvement from the two documents printed in a minute with the old impact printer. "We now spend less time manning the printer and more time serving our customers," Schwartz notes. "Our filings are better. We provide the color and order of pages required by each jurisdiction, and we do so with forms that are crisp, clear, and easy to read. We also have much greater flexibility. For example, one jurisdiction would like to include a bar code on each form, and with our new technology, we can make that change quickly and easily. Most importantly, our new system gives us the capacity to grow our business, allowing us to incorporate forms from other jurisdictions to expand virtually anywhere in the country."

## For More Information

For more than two decades, Relyco has been a leading provider of dedicated print and payment consulting services and dependable, guaranteed business printing solutions to more than 10,000 satisfied customers worldwide. Relyco's industry-leading expertise in fraud prevention strategies, including ANSI board membership, a focus on innovative forms technologies, and a commitment to superior, highly responsive service ensure customers always benefit from the best solution available, protecting documents while improving business productivity and efficiency.

To learn more about Relyco products and services, call **1-800-777-7359**, email [info@relyco.com](mailto:info@relyco.com), or visit us on the web at [www.relyco.com](http://www.relyco.com).

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**Herb Schwartz**  
President - CsS Services

## AT A GLANCE

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CsS Services

**INDUSTRY:**  
Services

**RELYCO PRODUCTS**  
REIMAGE Laser  
Carbonless Paper

**WEBSITE**  
[www.csslive.com](http://www.csslive.com)

