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# The Future of Direct Mail Is Here and It's Dynamic

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# It's Time to Reevaluate Mail

Marketers think they know all the facts about direct mail. The memorability of the medium: higher than most.<sup>1</sup> The response rates: 9% with a house list.<sup>2</sup> The personalization possibilities: infinite. These factors have made direct mail an effective print marketing tool, though one that's unappreciated.

Now, that story has changed. Today's mail is categorically different. Inherently digital, it drives customers to action across every stage of the customer journey. Welcome to the dynamic world of direct mail, where every interaction can create action.

Conducting proprietary research, we found that a more dynamic approach to direct mail is the way forward. It's established a new place in marketing strategies and yearly budgets, all thanks to its effectiveness.

**40%** conversion rates when digital and direct mail are combined<sup>3</sup>

**68%** of marketing respondents said combining digital and direct mail increased website visits.<sup>4</sup>

**60%** of marketing respondents said combining digital and direct mail increased ROI.<sup>4</sup>

Through retargeted direct mail, Informed Delivery® notifications and Informed Visibility® tracking, companies can now begin tapping into the power of mail to drive results in an omni-channel ecosystem.

In the coming pages, we'll dispel common myths about direct mail, replacing them with hard-won truths, and provide tips for marketers looking to merge digital and direct mail into a brand new paradigm.



# The Latest Innovations

For years, the story of digital and direct mail has been dominated by QR codes<sup>®\*</sup>, augmented reality (AR) filters, near-field communication (NFC) tags, virtual reality (VR) apps and more.

Now, three digitally driven innovations are changing the landscape and upending how marketers use mail.

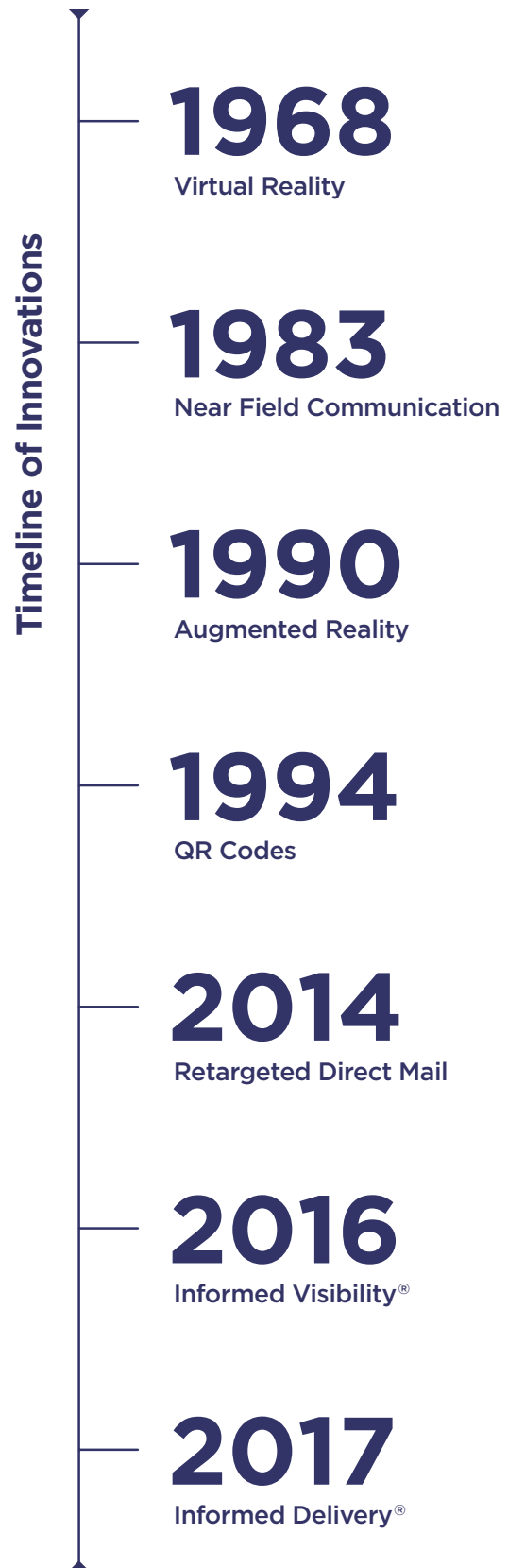
## Myth

Direct mail has peaked.

## Fact

Three innovations are making direct mail more intelligent and effective than ever before.

\*QR code is a registered trademark of Denso Wave Incorporated.



# Retargeted Direct Mail

## How It Works

With programmatic technology, companies can now see what actions customers take online—whether on a website, email or through social media. Leveraging that information, they can then retarget customers with personalized direct mail sent within 12 to 24 hours of the initial interaction.

## The Benefits

Mail can be hyper-targeted and sent while a brand and products are top of mind. Marketers saw a 300-400% lift in conversion rates when targeting cart abandoners specifically.<sup>5</sup>

## Survey Says



65% of marketing respondents reported an increase in **website traffic**<sup>4</sup>



47% of marketing respondents reported an increase in **conversions**<sup>4</sup>



Digital Interaction



DM Piece Sent



Digital Interaction  
or In-Store Action

## Myth

Direct mail takes weeks to create, design and send.

## Fact

With retargeted direct mail, a mailpiece can be sent within 12-24 hours of a digital interaction.

# Informed Delivery®

## How It Works

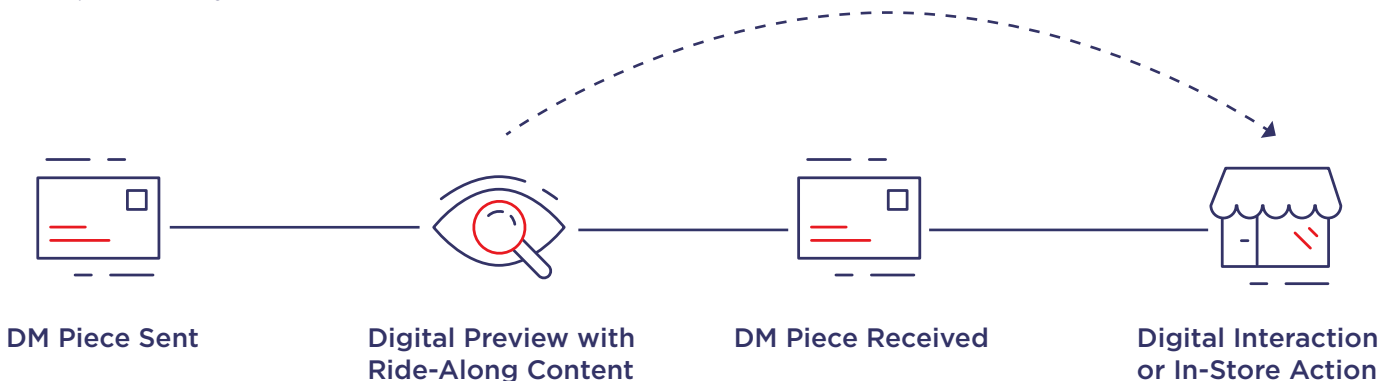
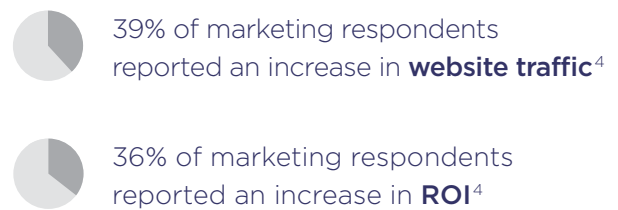
With Informed Delivery notifications from USPS®, companies can connect direct mail and digital marketing strategies. The feature provides customers with a daily preview of their mail, showing exterior images of letter-size mailpieces—all viewable via USPS mobile app, email notification or online dashboard.

In the preview, customers also can access digital ride-along content associated with a direct mail campaign. This content can drive them to a company’s website, social channel, app, video and more.

## The Benefits

This triple impression allows users to interact with digital content associated with their mailpiece. It also provides marketers with valuable data, such as email open rates and click-through rates. In fact, 68% of notifications are opened daily.<sup>6</sup>

## Survey Says



# Informed Visibility®

## How It Works

This tool from USPS® provides end-to-end mail tracking for barcoded letters, flat pieces, bundles and more. Leveraging Informed Visibility tracking, marketers can know when mail has been delivered.

## The Benefits

By monitoring mail tracking, marketers can instantly coordinate their efforts on complementary digital channels like paid media and social. This helps ensure omni-channel campaigns are both timely and optimized for effectiveness.

## Survey Says



48% of marketing respondents reported an increase in **website traffic**<sup>4</sup>



# The Facts to Remember (and the Myths to Forget)

In conducting our research, we spoke to marketing decision-makers across four industries: retail, digital commerce, financial services and telecommunications. The results upended years of sniping at direct mail as an old and ineffective medium. Direct mail that's more dynamic tells a whole new story.

## Myth

Marketers have stopped relying on mail.

## Fact

Our survey found marketing respondents were committing 30% of their budgets to direct mail. Their goals: for digital and direct mail campaigns to drive purchasing, site visits, sign-ups and store visits.

The Postal Service has felt the lift, with spend on its USPS Marketing Mail® product up \$184.1 million year over year.<sup>7</sup>

## The Goals for Coordinating Digital and Direct Mail

*According to marketing decision-makers<sup>4</sup>*

Purchasing

71%

Visiting a website

67%

Getting sign-ups

41%

Visiting a physical store/business location

40%

Downloading an app or asset

21%

Revisiting an abandoned cart

13%



# The Results of Coordinating Digital and Direct Mail

*According to marketing decision-makers<sup>4</sup>*



**68%**

Increased website visits



**63%**

Increased response rate



**60%**

Increased ROI



**53%**

Increased leads



**39%**

Increased traffic to a physical store or business location



**11%**

Increased downloads

## Myth

Direct mail is ineffective at driving digital actions.

## Fact

Direct mail that's more dynamic drives website visits, increases digital response rates, lead generation and ROI.

# Where Digital and Direct Mail Coordination Was Most Effective

*According to marketing decision-makers<sup>4</sup>*



## Myth

Direct mail only penetrates the upper marketing funnel.

## Fact

In our survey, marketing respondents found direct mail to be effective across the entire customer journey.

# How Companies Are Coordinating Campaigns

*According to marketing decision-makers<sup>4</sup>*



**80%**

Drive traffic from direct mail to digital channels



**76%**

Integrate a unique URL or discount code in direct mail



**61%**

Timing digital media once direct mail is delivered to customers



**51%**

Sending personalized direct mail based on online behavior



**49%**

Creating a digital version of direct mail



**15%**

Using QR codes<sup>®\*</sup> in direct mail



**7%**

Embedding AR or VR in direct mail

## Myth

Mail is siloed and unable to integrate with other channels.

## Fact

Marketing respondents regularly coordinate mail and digital channels 60% of the time.

\*QR code is a registered trademark of Denso Wave Incorporated.

# Gear Up for Digital and Direct Mail Integration

Ready to add dynamic digital mail into your marketing mix? We unearthed common issues marketing respondents face when coordinating both channels. Learn how to tackle them in the tips ahead.<sup>4</sup>

## Production Time

**61% of marketing respondents said the length of a standard direct mail production cycle hampered the coordination of campaigns.**

### PRO TIP

Direct mail campaigns don't have to have long production cycles. Avoid odd mailpiece shapes and sizes as well as unnecessary finishes to save time. Better yet, work with a printer with the best automation technology. That way you can leverage machines with camera matching capabilities to help get your mailpieces out sooner.<sup>8</sup>

## Price

**59% of marketing respondents attributed their issue with coordinating digital and direct mail to production costs.**

### PRO TIP

To cut costs, bid multiple printers. During the vetting process, determine which one can most efficiently deliver the direct mail campaign you have in mind. You also can create templates of your direct mail to prevent having to design new pieces for each marketing effort.<sup>9</sup> This is a key part of retargeted direct mail, allowing you to run "always on" campaigns that can be sent after any digital interaction.

# Gear Up for Digital and Direct Mail Integration

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## Silos

55% of marketing respondents said siloed data challenged integration efforts.

### PRO TIP

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To truly integrate teams, consider consolidating data management systems and creating a single customer data platform for marketing and sales. By conducting an audit of each department's data collection methods, your company can decide what can be merged or discarded.<sup>10</sup> After assessing your systems, get management to invest in cross-functional training for your teams.<sup>11</sup>

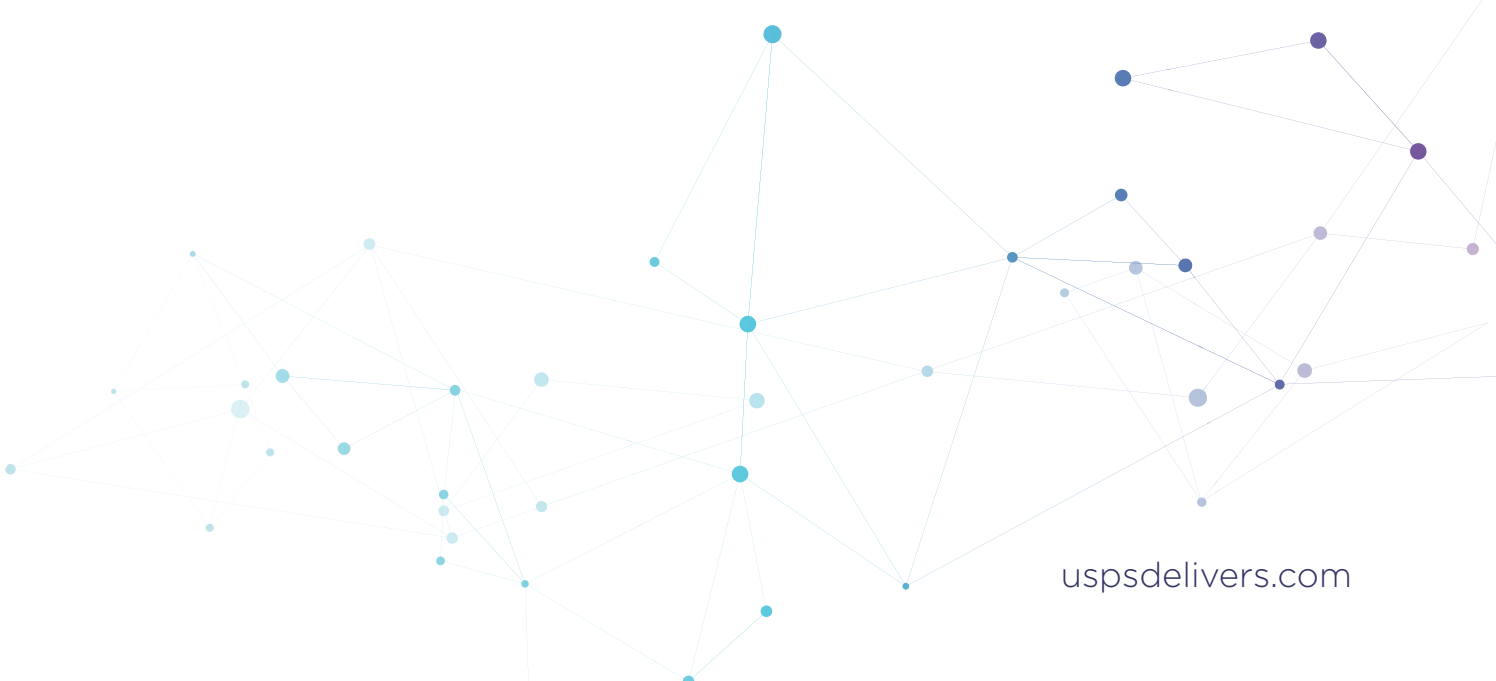
## Lack of Integration

43% of marketing respondents said the lack of integration of DM within media planning and agency processes prevented coordination.

### PRO TIP

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Create a culture of communication between your company and your agencies and mail service providers (MSPs), allowing you to align on omni-channel strategies and share necessary documents.<sup>12</sup> This can help during campaign planning, when your agencies, MSPs and internal teams can share omni-channel data.



# Gear Up for Digital and Direct Mail Integration

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## Lack of Buy-In from Leadership

21% of marketing respondents cited a lack of support from leadership.

### PRO TIP

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Gather analytics on your current channels and decide where direct mail can help improve digital campaigns. Once you have your learnings, involve stakeholders early on and show them the value of integration. Tailor your messaging to executives' motivations and keep them in the loop about the progress of your projects.<sup>13</sup>

## Expertise

16% of marketing respondents stated a lack of knowledge about direct mail hindered their efforts.

### PRO TIP

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To boost your direct mail expertise, explore our site. We have content covering: [retargeted direct mail](#), [Informed Delivery® notifications](#) and the [National Postal Forum](#), the annual mail industry conference. Be sure to promote a culture of mentoring, professional training and cross-discipline work-sharing as well.

# Key Takeaways

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Direct mail has fundamentally changed in recent years—and for the better. What once was a staid print medium has become a hyper-targeted marketing tool powered by digital intelligence.

- Retargeted direct mail, Informed Delivery® notifications and Informed Visibility® tracking are making mail more intelligent and effective than ever before.
- Marketing respondents are hoping for digital and direct mail campaigns to **drive purchasing, site visits, sign-ups and store visits.**
- Research shows that a more dynamic approach to direct mail drives **website visits, increases ROI, response rates and lead generation.**

Thanks to the latest innovations, companies can now achieve their marketing goals from awareness through purchase and beyond, earning repeat sales. Direct mail that's more dynamic has reworked the very fabric of a physical channel, bringing it in lockstep with digital. The time for doubt and skepticism has passed.

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**A more  
dynamic  
approach to  
direct mail  
has arrived,  
with the  
potential to  
create action  
from every  
interaction.**

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