service, service, service

Whether you are part of our AccuZIP family now or looking to join our family, we want you to know that we are always here to assist you in growing your business and using our solutions to increase your revenue. If there is ever a time you need help, please use any one of these free customer service options to get your questions or concerns answered.

AccuZIP Video Tutorials
Learn how to use the AccuZIP software products and services with these instructional videos. Refer back to this page often, as new videos will be added and categorized.
accuzip.com/tutorials

AccuZIP Community Forum Message Board
Discuss our products and services and the direct mail industry in general, and get help and suggestions from other users as well as AccuZIP staff. A great way to learn without needing to ask a single question.
accuzip.com/forum

AccuZIP Technotes
Technotes are a great way to get step by step instructions to some of the more common How-To questions that customers ask the AccuZIP technicians during phone calls, emails, and in the Live Online Support Room.
accuzip.com/support/technotes

AccuZIP Commands Source
Database manipulation, ie. correcting data entry errors, adding information to your database, etc., can be sped up considerably by utilizing the powerful Command features. Visit the Command Source for a list of commonly used commands.
accuzip.com/support/commands

Live Chat Support
Enter the AccuZIP Live Online Support Room during normal business hours, where technicians await your questions. There's no waiting in the AccuZIP Live Online Support Room!
accuzip.com/chat

15 Minute Response - Email Support
Guaranteed 15 minute response on all emails sent to support@accuzip.com during normal business hours. Questions about the change-of-address service can be sent to ncoalink@accuzip.com

15 Minute Response - Toll Free Fax Support
Guaranteed 15 minute response on all faxes sent to the AccuZIP toll free fax Line during normal business hours.
(877) 839-6531

Telephone Support
Fast, personal service with friendly, knowledgeable AccuZIP technicians. Get through to a technician right when you dial the Support Line.
(805) 461-7300

iSite Support
An interactive support tool that allows AccuZIP technicians to see your computer via an Internet connection and Web browser.
accuzip.com/support/gotoassist

CORE VALUES

The following core values were developed using input from the entire AccuZIP Team, first with a confidential online survey, then through discussion at an employee meeting. They were unanimously accepted by the group, and are listed in order of priority.

service
AccuZIP is responsive and helpful with our knowledgeable and experienced staff providing a clear benefit to our customers every single day. There is no automated answering service at AccuZIP. When you call us, a familiar voice will always answer the phone, ready to help you with your production and printing needs. We were the first in our industry to offer Live Chat on our website, and have a 15-minute guaranteed email response time.

loyalty
AccuZIP is reliable and consistent, and our employees are honest and fair. We work to ensure that our products and services are open and transparent so that our customers can trust us with their multi-medium mailing software solutions into the future. We have a 21-year history of doing the right thing, which in turn has built us a loyal customer base.

excellence
AccuZIP sets the industry standard for product and service excellence. Our high standards ensure that our products and services continue to provide valuable and affordable solutions, allowing businesses to have in-house production and printing with ease.

innovation
We develop value through software solutions that meet our customer's needs. It is extremely important to AccuZIP to provide effective products and services using the latest technological advances and continuing to invent better methods that produce amazing results.

integrity
AccuZIP is one big family, and our customers are part of our family. Our customers and employees are loyal to AccuZIP and AccuZIP is loyal to them. We continue to go above and beyond to ensure that they have what they need to be successful.

OUR TECHNOLOGY. YOUR SUCCESS.

WELCOME!

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