



Shipping & Mailing

The new parcel management

How automated services help Universities
and Colleges attract students and lower costs.

New challenges call for new solutions.



77%

of college students
made an online purchase
in the last 30 days.

—SheerID

It's time for a new approach to parcel management.

Today's world is digital. Ecommerce is commonplace. Mailrooms originally intended for standard letters are now cluttered with online deliveries and care packages—many of which are of significant value.

Expectations have changed too. Every detail counts as your college competes for quality enrollment. Parcels can be ordered in seconds to arrive on campus within hours. Then, you're expected to get them delivered near instantly upon arrival.

Cost pressures, space limitations and short staffing all add to your challenges. Inbound, outbound, and all around campus, you need a better way.

It's not just about the parcels anymore.



"Institutions compete for students the same way Lexus and Mercedes compete for car buyers."

— [Wall Street Journal](#), 2014

What's changed?

01. The university experience

Universities are transforming themselves into destinations-of-choice. They're sprucing up their campuses, upgrading halls of residence, offering better food and enhancing parcel services.

02. The always-on, always connected student

Any time of the day or night, you'll find students up, about and often online. Late-night dining service, 24/7 study areas, mobile apps and anytime parcel pick up are now the norm.

03. The economic realities

Pressure from Government, students, parents and press leaves universities with less latitude to raise tuition to cover costs. Despite higher expectations, you need to do more with less.

Three ways to increase efficiency, precision and satisfaction



Automate to save time, money and headaches

You'll be able to enhance services and satisfaction among students, faculty and staff.

Plus, you can increase security and control.

Here are three ways you can automate your parcel management services to step up to today's challenges.

- 01 On-campus tracking and delivery
- 02 Self-service parcel pick up
- 03 Centralised management within and across campuses

Case-in-point

At Manchester University, the system is dramatically more efficient and boasts many overall improvements. Queries are dealt with instantly through searching the database by student or tracking number. An image of the signature can be provided along with the date and time for each delivery made to the halls of residence.

Time savings as well as a reduction in the number of staff needed to manage the process have also been great benefits for the overall management team. 'The amount of time saved is considerable. Now, it only takes 30 seconds to log a mail item and notify the student. Our old paper-based system took at least twice the amount of time, not including delivery of the slip to a mail box.'

Streamline inbound delivery with on-campus tracking.



“Where’s my package?”

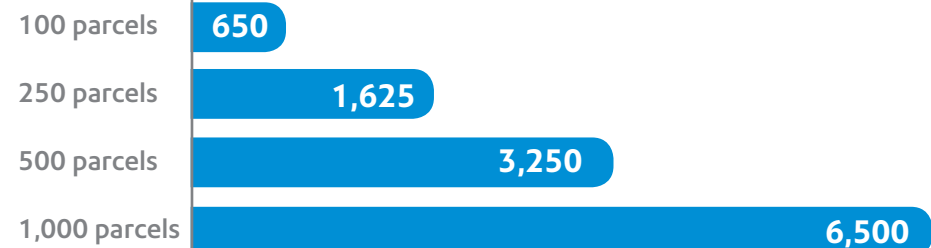
Many students order expensive electronic equipment online. They want to know that their purchases are safe. If one goes astray, they expect it to be paid for.

When you make the tracking process painless, you reduce their stress, your stress, and the time you have to devote to coping with both. Many universities have adopted automated inbound parcel tracking systems for efficiency and peace-of-mind. They provide:

- Accurate status information from the time a parcel arrives on campus.
- The ability to process inbound parcels fast.
- Instant automated messages about pickup and delivery.
- Knowledge of just where every parcel is until it’s delivered.

The more parcels you receive each day, the more lost, misplaced or stolen parcels you’ll experience each year

Parcels received daily



Lost parcels per year

Source: [Mailing Systems Technology](#)

Add cost-saving convenience with self-service parcel pickup.



01
Automatic alerts



02
Single-use PINs



03
Anytime access

“But I can’t get there before 5PM.”

Students and faculty operate on unconventional, unpredictable schedules. Budget constraints mean you can’t staff for odd-hour pickups. Space shortages mean you don’t want to hold parcels for long.

Many schools now offer self-service package pick-up 24/7. Parcels are stored in individual lockers. Students, faculty and staff receive one-time PIN codes to access their packages.

Storage is secure. Delivery and pickup are automatically tracked. A strict chain-of-custody is ensured.

This saves money as you add convenience. Plus, it helps reduce liability risk, too.

Add efficiency and control with centralised parcel management.



Reduce errors



Add efficiency



Boost satisfaction

Establish rules for everyone to live by.

Paper logs and manual processes simply can't keep pace with the volume and complexity of today's campus shipping needs. Colleges need a foolproof way to streamline receiving and delivery.

Automating processes makes it possible to eliminate costly inconsistencies and inefficiencies across campuses.

Choose the right solutions for your university.



“How do I pick?”

When you're ready to improve service and lower your costs, a few simple considerations will help you choose wisely.

01. Ease of integration

How easily can you integrate prospective parcel management solutions with other university systems?

02. Flexibility and scalability

You may change your business rules. You won't want to keep changing your solutions. Look for systems that can support your evolving needs.

03. Compatibility

You're looking to make life simpler, more efficient and less stressful for you and those you serve. So, look for solutions, inbound and outbound, that work together. The easiest, most cost-effective choice is often to select a single provider that offers integrated capabilities.

Look for extra benefits.



Quickly generate reports for managing assets and their associated costs.

Parcel management automation solutions may provide options for efficiencies in surprising places. Look beyond your typical services to see where your establishment might benefit.

With best-in-class services, for example, the same technology that helps you track and manage parcels can help you maintain control over equipment, assets and more.

Case-in-point

Universities are full of valuable assets that shift around between departments and users, including scientific and audio-visual equipment, laptops, printers and books you name it.

There are parcel management systems that help manage these items too. Simply apply a barcode to any item. These solutions seamlessly integrate tracking with existing inventory systems. Plus, they help answer a lot of questions that enable universities and colleges to boost productivity and satisfaction campus-wide.

- The exact location and status of assets in real time
- When and where assets have been signed out or delivered
- The current users
- The return dates
- The wait lists
- The inputs for inventory, maintenance and upgrade plans

SendSuite[®] Tracking solutions



A modular solution
that lets you do it all

Take control and save.

SendSuite has set the standard for precision and accuracy, so you can manage inbound parcels with confidence. It reflects the Pitney Bowes promise to help customers meet the demands of today's complex and interconnected world of commerce.

Key advantages

- Consolidated reporting
- Automated inbound parcel and asset tracking
- Compatible with many self-service locker systems
- Seamless integration with other systems

SendSuite Tracking solutions can transform parcel management at your university. Call us today or visit pitneybowes.com to learn more.



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