



Shipping  
Management & Tracking

# Take control of inbound packages

Track, monitor and deliver with confidence

# Say goodbye to lost or misplaced packages.



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## Information is everything.

Every carrier knows that. They barcode, scan and track every parcel at every step, sending emails and updates that keep recipients informed. That is, until it reaches your mailroom.

What happens next?

Having a package recognized as “received” at your location is only half the battle. Getting it to its final destination and the proper recipient in a timely fashion is the ultimate goal. Paper logs and manual processes simply can’t keep up. But now you can automate every step. Access the information you need to maintain control. See real-time status. Manage workflow. Report where it is in the delivery chain. And put an end to lost and misplaced packages.

Say hello to inbound parcel tracking.

Pick up where carriers leave off:

- Provide accurate status
- Ensure chain of custody
- Increase satisfaction
- Avoid time-wasting searches
- Helps reduce misplaced items

# Expectations run high.



*"The hospital staff expected me to track internal package deliveries just like FedEx."*

— Director, Materials Management,  
major children's hospital

In organizations that receive over 100 packages a day, many items fail to reach recipients on a timely basis.

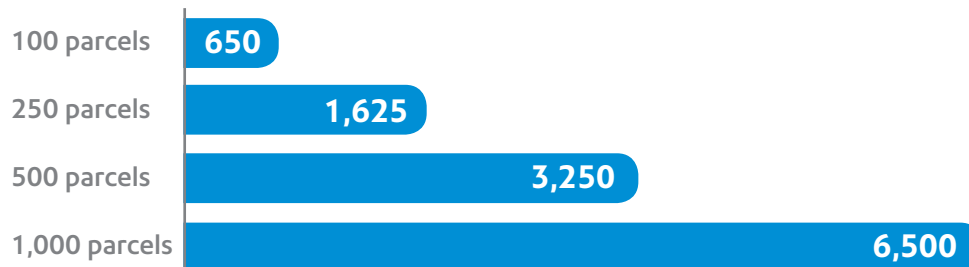
The major carriers do a good job of tracking status, so end recipients often know when a package has reached your facility. When it's not delivered on time, frustration levels rise.

A recent study found that 2.5 percent of incoming packages are misplaced or delayed every day, a number that increases to 3 percent in multi-site organizations.

This creates anxiety, threatens deadlines and puts customer good will at risk. If you log and track items manually, you run a higher risk of lost, stolen or misplaced items.

In addition to the added expense of phone calls and manual searches, there's a high cost associated with replacing lost items. At hospitals, for example, the situation can be critical. Roughly 15% of all radiology X-ray film is lost or misplaced each year. With diagnosis time short, films must be redone, adding time and cost all around.

## Lost-parcel impact



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

# It's time to take control.



Organizations expect timely delivery of internal mail.

**25%**

Within 2 hours



**52%**

Within 4 hours



## Automate your inbound tracking to eliminate the headaches, hassles and surprises.

With today's tools and technologies, you can easily ensure that every package makes it to its final destination. Log, track and manage inbound packages at every step, and gain real-time visibility into status.

Inbound parcel tracking picks up where your carriers leave off:

- Send email and text notification of package delivery
- Automate your receiving area
- Inquire into missing package requests
- Create daily internal delivery logs and manifests
- Get urgent package alerts
- Re-route packages and assign alternate recipients

Whether your facilities include one large site, multiple sites, or multiple buildings at one location, today's technologies make it easy to satisfy everyone.

- Exceptional flexibility and precision
- Database security driven technology
- Advanced reporting for increased accountability
- Sophisticated notification with self-serve status updates

# Account for every parcel, every time.



Consider how inbound parcel tracking can benefit your organization.

## **Increase productivity:**

- Eliminate errors from illegible handwriting
- Reduce time spent responding to status inquiry calls
- Automate communications
- Track both mail pouches (bags) and the individual content of each container

## **Maintain integrity and security:**

- Ensure proof of delivery
- Document chain of custody
- Photograph suspicious items and confirm with addressee prior to delivery
- Make more informed decisions about delivery status

## **Provide accurate information:**

- Look up precise package status
- Demonstrate progress against service level agreements.
- Prepare budgets with precision
- Conduct accurate annual performance reviews

## **Facilitate damage claims:**

- Photograph damaged item
- Share visual evidence with sender/carrier via email
- Improve damage claim turnaround



### **Increase**

Efficiency  
Productivity  
Processing speed  
Satisfaction



### **Decrease**

Status inquiries  
Time searching  
Labor costs  
Error rates



### **Improve**

Accountability  
Mail security  
Compliance  
Chain of custody

# Automate package status at every stage.

From the time a parcel arrives at your premises to the time it's delivered, inbound parcel tracking helps you get the job done fast and with minimum errors. A simple process helps ensure your business delivers mail at optimum efficiency.



## 01. Check in

- External carrier delivers parcel to your mail distribution center
- Scan items directly into the system for proof of date and time each item was received
- Capture images of items for future reference



## 02. Manifest

- Transfer outstanding deliveries onto handheld portable data collectors
- Create paper or electronic delivery manifest automatically



## 03. Deliver

- Define delivery routes based on established routing rules
- Designate deliveries automatically by mail stop or by department
- Record status of delivery to defined mail stops or end users:
  - Successful
  - Attempted
  - Refused
  - Picked up at mailroom
- Send email alert to inform a recipient that their mail is en route

Today's robust review and reporting functions give you instant access to valuable information.

- Transfer data automatically from handheld portable data collectors onto base system
- Field status enquiries via web
- Demonstrate cost reduction and improved accuracy of delivery
- Create reports to meet requirements of Service Level Agreements
  - Receiving and delivery logs
  - Detailed damage reports
  - Route activity analysis
  - Productivity reports



# Improve performance in so many ways.

*"In a time sensitive industry like ours where communications need to be acted on swiftly, a system like this is extremely valuable and ultimately means we can provide a better service to our customers."*

– Facilities Manager, AIG

Industry	Business challenge	Benefits
Insurance	Must step up to tough regulatory requirements. Often operate decentralized and widely dispersed organizations, with some sites receiving over 1000 letters, overnights and parcels each day.	<ul style="list-style-type: none"><li>• Support compliance process</li><li>• Reduce costs</li><li>• Boost productivity</li></ul>
Financial Services	Face pressure from regulatory requirements, including Sarbanes Oxley and Dodd-Frank. A lost document can bring business to a halt, resulting in lost productivity, dissatisfied customers and, perhaps, regulatory penalties.	<ul style="list-style-type: none"><li>• Speed processing</li><li>• Reduce errors</li><li>• Maintain an audit trail and support compliance process</li><li>• Verify that mail reaches the proper recipient</li></ul>
Healthcare	Manage complex systems, with little to no room for error. Often run 24/7 with staff constantly on the move. If medical supplies, urgent reports or important mail go astray it can be life threatening.	<ul style="list-style-type: none"><li>• Gain real-time visibility on parcel status</li><li>• Increase control</li><li>• Reduce risks, losses, and costs</li><li>• Maintain privacy and confidentiality</li><li>• Document chain of custody</li></ul>

*"We've eliminated lost, missing, stolen and undeliverable packages—saving large sums of money that used to be charged to the Materials Management Budget."*

– Brian Fischer, Materials Manager,  
Providence Yakima Medical Center

Industry	Business challenge	Benefits
Legal	Timeliness and accuracy are vital. Affidavits, depositions and court filings must be on time. Critical paper documents must get to the right person. The chain of custody must be documented. Lost, misplaced, delayed or leaded communications can result in costly court delays, dissatisfied clients, and lost productivity.	<ul style="list-style-type: none"> <li>• Document and maintain chain of custody</li> <li>• Improve speed</li> <li>• Verify proper recipient</li> </ul>
Higher education	Under pressure to manage expenses while delivering the high quality experience needed to compete for students and faculty. Manage frequent schedule changes, transient student population and evolving faculty schedules. Textbooks, care packages and online shopping put increased pressure on mailroom staff.	<ul style="list-style-type: none"> <li>• Gain real-time visibility to parcel status</li> <li>• Respond quickly to inquiries</li> <li>• Expedite delivery</li> <li>• Improve satisfaction among faculty, staff and students</li> <li>• Communicate with recipients automatically</li> </ul>
Corporate campus	With people spread out across multiple buildings, the need for automated tracking intensifies. Many organizations receive more than 1,000 mail items each day; some handle over 10,000 pieces.	<ul style="list-style-type: none"> <li>• Speed processing</li> <li>• Reduce errors</li> <li>• Streamline delivery</li> <li>• Gain operational efficiency</li> <li>• Meet SLAs</li> <li>• Increase client satisfaction</li> </ul>
Retail	Time-sensitive product samples, vendor deliveries, and promotional materials arrive every day. Samples that are lost or delayed can bring a sales display or photo shoot to a halt, delaying product launches and resulting in unplanned expenses and lost revenue. Retailers need to hold vendors accountable for on-time delivery and accurate charges	<ul style="list-style-type: none"> <li>• Gain real-time visibility of parcel status</li> <li>• Provide quick, accurate response to inquiries</li> <li>• Reduce staff time spent looking for lost items</li> <li>• Resolve delivery errors, ensuring correct items are received, on time, and billed accurately</li> </ul>



# Put an end to the lost-package panic.

## Say hello to SendSuite® Tracking solutions.

Pitney Bowes offers end-to-end solutions—on premise and in the cloud—that provide instant command and control over your inbound package tracking. You'll gain a comprehensive view of:

- What you received
- What time it was received
- Identity of both sender and intended recipient
- Current status within your physical plant
- Exact time of delivery to the intended recipient

SendSuite® Tracking and SendSuite® Tracking Online define new standards for precision and accuracy, so you can manage incoming mail with confidence. It's part of our promise to help customers like you meet the demands of today's complex and interconnected world of commerce.





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