




pitney bowes 



**Sending**  
Higher Ed Edition

# The new parcel management

How automated services  
help schools attract  
students and lower costs.



# New challenges call for new solutions.

Students spend  
**\$6.9B**  
shopping online

Source: Deloitte 2019



Shipping  
volume  
**+13.7%**  
annually

Expected increase through 2023

Source: Pitney Bowes Parcel Index 2018

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

Today's world is digital. Ecommerce is commonplace. Your mail center is now inundated with parcels of far greater value than your favorite cookies and winter socks.

Expectations have changed, too. Every detail counts as your school competes for quality enrollment and parent contributions. 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.



*50% of students shop at online-only retailers for back-to-school.*

Source: Deloitte 2019

In your world, incoming parcels can range from student care packages and online orders to important documents for administration, research samples and artifacts for faculty, supplies and equipment deliveries for facilities.

As the number of students and parcels rise, on-campus mail centers are struggling to keep up with volumes, space limitations and campus-wide delivery.

## **Higher expectations have raised the bar.**

- Surge in package volume leads to delivery delays, raising concerns from students, parents, faculty and administration.
- Recipients demand fast, round-the-clock, error-free updates.

## **Mail centers are experiencing challenges.**

- Higher volumes require longer shifts, resulting in overworked staff.
- Time-wasting, manual login limits responsiveness and increases costs.
- Packages not being picked up quickly take up valuable shelf space.
- Lost or misplaced packages create a negative experience.
- More packages require more storage space in already cramped mail centers.



# Four ways to increase efficiency, precision and satisfaction



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## Automate to save time, money and headaches.

You'll be able to enhance services and satisfaction among students, faculty, parents and staff. Plus, you can increase security and control.

Here are four 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 Multi-carrier outbound shipping
- 04 Centralized management within and across campuses

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### Case-in-point

Haverford College receives large volumes of packages and parcels on a daily basis. The mail center sorts these deliveries and notifies students that they have packages for pick-up.

By adding an automated shipping and tracking, the College now streamlines package handling, while also providing full accountability for parcels until they are delivered to students and faculty. Barcode readers, electronic signature capture, and tracking and reporting functions also helped the College simplify the management of inbound parcels by recording the details of each parcel, including date, time, carrier, sender and intended recipient.

# 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.

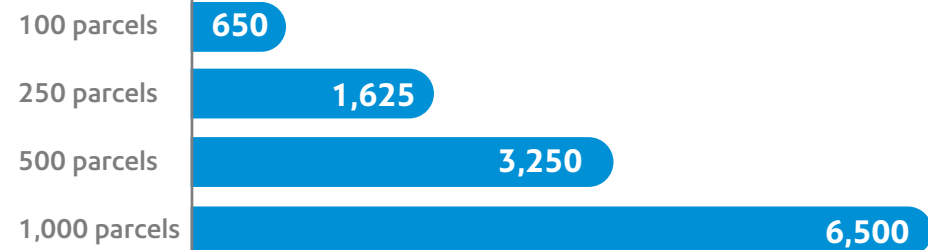
When you make the tracking process painless, you reduce their stress, your stress and the time you have to devote to coping with both.

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

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“But I can’t get there before 5PM.”

Many schools now opt for self-service package pickup via Intelligent Lockers.

Intelligent Lockers are designed to provide secure, unattended delivery while improving the package pickup experience across the board. Using lockers also frees up space in small, confined mailrooms that can result in damaged or misplaced packages, as well as an unsafe work environment.

Intelligent Lockers can easily meet the demands of a 24/7 college lifestyle. Recipients receive prompt incoming package notifications and can pick up packages at their convenience, using a secure PIN, barcode or issued ID. Once the package is picked up by the recipient, the locker is free to be used for another package, for another recipient.

With an Intelligent Locker solution, colleges can simplify and streamline mail center processes while improving productivity and student satisfaction. Delivery and pickup are automatically tracked. A strict chain-of-custody process is ensured to reduce liability risk.

# Provide best-in-class services with multi-carrier outbound shipping.

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Save up to

# 75%

when you switch to  
multi-carrier  
shipping

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## “Isn’t there a better way to send this?”

Universities want to economize on shipping. Faculty and staff need to allocate expenses and control spending. Students demand low costs and a variety of options. Plus, everyone wants online tracking and reliable delivery.

Single-carrier negotiated contracts that once provided surefire savings no longer suffice. Regional carriers and new USPS® services often offer huge savings and excellent delivery options.

Universities are finding more options and better pricing through multi-carrier shipping. They’re turning to automated solutions to simplify the selection process.

# Add efficiency and control with centralized parcel management.

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Reduce errors



Add efficiency



Boost satisfaction

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## 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. Schools need a foolproof way to streamline shipping and delivery.

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

- Negotiate more favorable rates.
- Identify opportunities to reduce costs.
- Set business rules and enforce compliance.
- Gain upfront visibility.
- Avoid carrier surcharges.
- Easily allocate billing to the appropriate cost centers.



# Choose the right solutions for your school.



Convenient 24/7  
package pickup



Automated  
parcel tracking



Shipping rate  
comparison tool

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## “How do I pick?”

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

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### 01. Ease of integration

How easily can you integrate prospective parcel management solutions with other university systems? For example, you'll want to manage chargebacks automatically across accounts, departments and grants with current accounting 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.

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# Look for extra benefits.



*The same technology that helps you track and manage parcels can help you maintain control over equipment, assets and more.*

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## 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 school might benefit.

### **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 schools 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 schools 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

# Parcel Management Solutions from Pitney Bowes

SendPro® Enterprise  
SendSuite® Tracking Solutions  
Intelligent Locker Solutions



*A modular solution that lets you do it all.*

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## Take control and save.

In a connected and borderless world, mailing and shipping grows in scale and complexity every year. Our solutions make it simple, so you can send and receive everything—confident that you'll get it right every time.

Colleges and universities of all sizes rely on Pitney Bowes technology to stay ahead of the curve. For 100 years, our innovations have helped administrators mitigate risk and become more efficient. See what we can do for you.



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