



## Shipping & Mailing

Outbound and Inbound Package Management

### SendSuite® Tracking Online

# Get packages out of the mailroom and into the right hands.

Enhance service and increase customer satisfaction while reducing costs.

#### Inability to manage the surge of incoming packages efficiently.

On-campus deliveries are at an all-time high. Campus mail centers quickly become bogged down, notably at the start of each semester. Manually logging incoming packages takes time, is error prone, and slows the delivery process.

#### Increased pressure to reduce costs across campus.

Pressure from the Federal Government, students, parents, and media leave colleges and universities with less latitude to raise tuition to cover costs. Despite higher expectations, campuses need to do more with less.

#### An unlimited number of deliveries for a limited mail center staff and space.

Students don't just spend time online. They also spend a lot of money there. Packages can be ordered in seconds to arrive on campus within hours, often inundating campus mail centers. This leads to overcrowded mailrooms, long shifts, and misplaced or late packages.

#### Heightened expectations of students, parents, and faculty

Real-time delivery updates offered by carriers and retailers puts pressure on campus mail centers to receive, control, and deliver more efficiently. Customers demand fast, round-the-clock, error-free notification and delivery, but are often met with delayed delivery or misplaced packages.

#### Increased value of deliveries calls for increased security.

Today's world is digital and ecommerce is common place. Mailrooms originally intended for standard letters are now cluttered with online deliveries and care packages—many of which are of significant value. Security has become a must have to ensure packages are safe. If one goes astray, students may turn to the school to pay for it.



77% of college students made an online purchase in the last 30 days (SheerID)

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 (Mailing Systems Technology)

For more information, visit us online: [pitneybowes.com/us/ssto](http://pitneybowes.com/us/ssto)

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### Keep up with your campus' incoming package volume.

Drastically reduce processing time by automating the receiving process. By simply scanning a single barcode you capture important package details instantly. The recipient, sender, carrier, tracking number, and the date/time of receipt are all automatically entered into the tracking system, eliminating errors.

### Reduce costs and gain visibility into your processes.

When delivery traffic is heavy, multiple carriers can be processed quickly so fewer staff are needed. For your planning purposes, you can easily review activity to identify the busiest periods and address staffing needs effectively.

### Increase efficiency and customer satisfaction.

Automated email alerts help increase customer satisfaction by meeting heightened expectations. Alerts also help alleviate mail center overcrowding and increase productivity of staff by eliminating interruptions of package status inquiries.

### Gain the security of full chain of custody and reduce liability.

Tracking lets you immediately see who's had the package, when and where, throughout the mail center and across campus. The history is recorded automatically, along with signatures, to reduce the possibility of loss; and it remains searchable.

### Avoid IT set-up and maintenance.

SSTO is installed and maintained by Pitney Bowes in a secure cloud, so it can be accessed from any desktop or laptop. Just register, sign in, and you're up and running.

Since the solution is online, information is automatically synced when scanned, so mobile and desktop applications remain current. On release, updates are automatic, so you always have the latest version.



SendSuite Tracking Online (SSTO) offers seamless integration into your campus' existing systems. It's flexible, to fit different campus mailroom needs and budgets.

"Our accountability, communication and the customer service have all improved dramatically. We've gone from four days to two hours in our processing time. This is a real benefit. Our efficiency has increased dramatically"  
— Director of Campus Center Services

"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."  
— Residences Administration Officer

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## Automated tracking of inbound packages with SendSuite® Tracking Online provides an efficient, secure solution to on-campus mail center challenges.

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