



Shipping & Mailing

# The new parcel management

How automated services help schools  
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

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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 Junior's 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.



*"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

Schools are transforming themselves into destinations-of-choice. Sprucing up their campuses. Upgrading dorms. Offering better food and wider selections of it. 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 the Federal Government, students, parents and press leaves universities with less latitude to hike tuition to cover costs. Despite higher expectations, you need to do more with less.

# Four ways to increase efficiency, precision and satisfaction



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Automate, and you can save time, money and headaches.

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

And you can increase security and control.

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

- On-campus tracking and delivery
- Self-service parcel pick up
- Multi-carrier outbound shipping
- Centralized management within and across campuses

## **Case-in-point**

A university in Texas was facing increasing levels of inbound and outbound package shipments. By adding automation tools, they:

- saved more than \$100,000 through reductions in planned mail center hiring.
- charged back actual costs, saving \$27,000.
- reduced fees by \$23,000 a year by increasing compliance on national and international shipments.

# Streamline inbound delivery with on-campus tracking.



## “Where’s my package?”

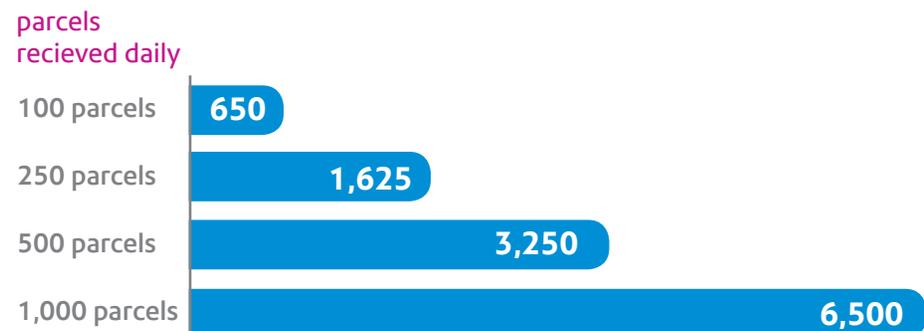
Many students order expensive electronic equipment online. They want to know that their purchases are safe. If one goes astray, they expect it to be paid for.

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



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.”

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. And it helps reduce liability risk too.

# Provide best-in-class services with automated 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. And 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.



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.



## “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? 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. 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.



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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.

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. Scientific and audio-visual equipment. Laptops. Printers. Refrigerators. 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. And 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

# SendSuite<sup>®</sup> Parcel Management and Intelligent Lockers



A modular solution that lets you do it all

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## Take control and save.

SendSuite has set the standard for precision and accuracy, so you can manage both outbound and 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

- Centralized carrier management
- Instant rate comparisons for outbound shipping optimization
- Consolidated reporting
- Automated inbound parcel and asset tracking
- Self-service package pickup
- Seamless integration with other systems

Combined with our Intelligent Locker Systems, SendSuite can transform parcel management at your university. Call us today or visit [pitneybowes.com](http://pitneybowes.com) to learn more.



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