

Case study

Fielding 50,000 packages is a walk in the ballpark for the Minnesota Twins.

Client profile

Minnesota Twins

www.twinsbaseball.com

- Major League Baseball team in the American League Central division
- Home Stadium: Target Field, Minneapolis, MN
- Streamlined front-office operations require high individual productivity

MINNESOTA TWINS

The can-do club

From its scrappy beginnings in 1901 as the Washington Senators and the subsequent move to Minnesota in 1961, the Minnesota Twins have worked hard to establish a winning tradition. The Club's perseverance yielded two World Series titles and produced 14 American League batting champions. With its focus on continuing a winning tradition, the Club welcomes each new season with renewed grit, gumption and a healthy dose of good humor.

Those qualities extend to the front office, where office services coordinator Josh Fallin is undoubtedly one of the most valuable players. A one-man full-service organization, Fallin is responsible for all incoming and outgoing parcels, packages and mail, fielding some 50,000 pieces a season. His secrets to success: efficiency, attention to detail and Pitney Bowes package receiving and mail processing solutions.

Move less, do more

Every morning of the seven-month baseball season, Fallin steps up to the mound—the mound of packages and mail, that is, from team suppliers, sponsors, fans and many others. Wielding his wireless scanner, he passes quickly over the piles, each beep signifying another item logged and uploaded to Pitney Bowes SendSuite® Tracking Online. He can log hundreds of items in about two

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— Josh Fallin, Coordinator,
Office Services, Minnesota Twins



Technology used

- SendSuite® Tracking Online
- SendPro® P3000

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hours, moving them only to stack them on his hand truck as he heads to the clubhouses to make his deliveries.

Previously, he had to scan each item, then move to his laptop to access the tracking software. "When you're one person, that takes a lot more time," Fallin says. "Now I'm saving a couple of minutes on every package. Multiply that by 50,000 packages, and it's very significant. SendSuite is simply much more convenient." Because SendSuite Tracking Online runs as a cloud service, there's nothing for Fallin to load onto his handheld scanner. And the tracking software is always up to date.

Never drop the ball

Even while he's out making the rounds of the clubhouses, Fallin is never at a loss for a package status update. "It's so nice when I'm walking by and someone says 'Hey, have you seen my package?' and I can quickly access SendSuite Tracking Online from my iPhone, or from anywhere I have Internet access."

For his more inquisitive package recipients, Fallin can have SendSuite Tracking Online populate a spreadsheet to show, for example, how many items a person received in a given week, along with details about each item.

Team effort keeps costs in check

The Twins have been using Pitney Bowes mailing and shipping solutions for years. In addition to SendSuite Tracking Online, Fallin uses the Pitney Bowes SendPro® P3000 mailing and shipping system to process all of the team's outbound items. He looks to his Pitney Bowes rep to help him keep his operational costs as low as possible, while accommodating changing tracking requirements and mailing and shipping needs.

"Having Kelly George [the Pitney Bowes rep] on our side is huge," Fallin says, recalling the team's switch from a Neopost mailing system to the SendPro P3000. "We'd been discussing new models for a while, when she presented the SendPro system. And when our lease came up for renewal, it was a no brainer."



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