Three Common Mailroom Challenges and Three Achievable Solutions

2016 Federal Mail Education Forum
Agenda

3 Common Challenges & 3 Innovative Solutions

• Inbound Supply Chain Optimization
• Efficient and Accurate Processing of Shipment Labels
• Enhanced System for Internal Door to Dock Shipment Distribution

UPS and Sustainability

Question & Answer
CHALLENGE: Inbound Supply Chain Optimization

Typical processes for inbound shipments

- Supplier uses their carrier of choice and bills the agency for delivery as an invoice line item
  - Charges are generally more than would be paid if billed on government program
    - E.g. Supplier charges $75 for delivery, yet government cost is $50 if sent under your account number
- Average agency loading dock receives delivery from 10-20 different carriers per day
- A large portion of mailroom and loading dock staff time is spent receiving and sorting inbound deliveries
- Limited visibility to what is coming in on a daily basis
SOLUTION: UPS Inbound Supply Chain Control

UPS provides routing orders clearly guiding suppliers on how to process shipments with Ups and bill to receiver

- Government saves as much as 70% on inbound delivery costs through government program
- Full visibility for inbound shipments for staff planning
- Less trucks at the loading dock, saving time and money through efficiency and uniformity
- Aids in addressing consolidated deliveries for security scanning
SAVINGS: Lower Spend While Improving Service

Agency receives an average of 50 inbound shipments per day (33 ground / 17 air) with an average weight of 7 lb. per shipment

- Supplier daily cost estimate: $568.67 / $143,304
- Agency daily cost estimate: $235.88* / $59,441*

Estimated annual savings for this office: $83,863*

59% Savings with UPS Inbound Control Solution
VISIBILITY: UPS Inbound Supply Chain Dashboard

Quantum View Manage

![Inbound Supply Chain Dashboard Image]

| Receiving Address | 28/08/2013 | 29/08/2013 | 30/08/2013 | 03/09/2013 | 04/09/2013 | 05/09/2013 | Total
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CHALLENGE: Efficient and Accurate Processing of Shipment Labels

Existing two pronged approach

- Desktop shipping by user – Good!
- Mailroom delegation of shipment label – Area of Focus

SHIPMENT REQUEST FORM

SHIPPER INFORMATION
NAME: Dave Johnson
ADDRESS: 550 Fiddler St
CITY: Washington
STATE: DC
PHONE: 202 555 - 7036
REFERENCE NUMBER: PKX3745

CONSIGNEE INFORMATION
COMPANY: Department of Energy
CONTACT: Richard Hill
PHONE: 703 433 0406
ADDRESS 1: 123 Spring St
ADDRESS 2: 6th Floor
CITY: Arlington
STATE: VA
POSTAL CODE: 22202
COUNTRY: US
SERVICE LEVEL: Ground
SOLUTION: **Automate** with UPS Batch Import Processing

Improved process flow

- Shipment requestor completes UPS import template
- Emails file to mailroom
- Mailroom staff easily imports file to UPS WorldShip
- Label is printed automatically
- Shipment notification with hyperlink is automatically sent to shipper and receiver if desired
- Reference numbers/cost codes are captured for precise reconciliation
SAVINGS: Time Back for Other Requirements

Processing time reduced from 5 to 1 minutes per shipment

• For a mailroom processing 30 shipments per day, this can save you **2 hours** in shipment labeling time per day
• If you have a 200 shipment project to process, this solution could save you over **12 hours** of manual processing time
• No transcription errors mean less shipment delays and issues to resolve
CHALLENGE: Internal Dock to Door Shipment Distribution

Increased security procedures has required the rapid consolidation of entire buildings and government campuses into a single loading dock & mailrooms

• Anyone ever seen one of these?
SOLUTION: Automate with UPS Trackpad

Be prepared for increased mailroom and loading dock flow with a best in class dock to desk solution

- Automated scan-based system for recording deliveries
- Internal distribution system for all carriers, even if they don’t have a “smart” label
- Increased accuracy, accountability and efficiency from the scan of packages through delivery to end users
- Decreased number of lost packages and thereby lowering the costs associated with unnecessary processes
- Highly sustainable solution for reducing paper while staying organized
A Global and Comprehensive Greenhouse Gas Reduction Strategy

WE MEASURE EVERY SOURCE OF GHG emissions associated with UPS and address them all through our Greenhouse Gas Reduction Strategy. This worldwide, enterprise-wide approach helps us reduce emissions from transportation operations and facilities, as well as those associated with customers and suppliers in our value chain.

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Question and Answer

For more information on any of these solutions, please contact your UPS representative
Thank you