Mail Services 2.0

An Introduction to Centralized Receiving and the Future of Mail and Packages at UT

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What is Centralized Receiving?

- Centralized Receiving creates a single point of entry for nearly all of the deliveries being made to the University.

- All carriers, such as the USPS, FedEx, UPS, DHL, etc., would be required to deliver all mail and packages to a centralized location at Mail Services.

- The inbound package shipments would be accepted and signed for by Mail Services and scanned into a package tracking system, creating a chain of custody.

- Packages from all carriers will be consolidated and delivered to designated locations on campus.

- Upon delivery the tracking system will be updated with final delivery information.

- Outgoing mail and packages will be collected by Mail Services and prepared for pick-up by the carriers at Mail Services central receiving.
Why do we need Centralized Receiving?

UT Campus Master Plan

In support of the Master Plan, it is absolutely necessary to remove as many vehicles from campus as possible.

This would include a large majority of the delivery vehicles currently on campus.
Why do we need Centralized Receiving?

Logistics, Operations, and Sustainability

The Pivot from Mail to Packages

• Mail volumes have declined
• Number of delivery points have increased
• Package volumes have increased
• Online shopping is the driver – think Amazon, Zappos, WalMart.com, etc.
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For example, look at the student package trend for UT:

• AY2016-2017 – 88,127 packages received
• AY2017-2018 – 105,209 packages received
• AY2018-2019 – 116,000+ packages received

The trend for faculty/staff packages is also up
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The Challenges

• **Online shopping is in a long term uptrend** – packages will continue to increase for the foreseeable future.

• Brick & Mortar stores are **declining** – recent examples are Sears, Toys R Us, Payless Shoes, Charlotte Russe, Lifeway Christian, etc.

• The University expects to **increase the number of students, faculty and staff** – this will add to the increases in package deliveries.

• The increase in the number of packages creates challenges with **increased handling, storage and security**.

• Along with the increase in the number of packages comes an increase in the need for information – think **“delivery confirmation”**.

• Recipients **expect quick delivery** and monitor shipment and delivery of their packages constantly.
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The Opportunities

• Package receipt, processing and delivery can now be approached from a logistics and operations perspective.

• Sophisticated software can be utilized to keep track of incoming packages and confirm delivery to recipients.

• Efficiencies are achieved by eliminating redundancies, reducing friction, speeding up the inbound processing and broadening the scope and scale of delivery.

• Greater safety, security and accountability is gained by restricting incoming deliveries to a single point of acceptance.
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Logistics, Operations, and Sustainability

Instead of inefficient desktop processing...

...large quantities of packages will be processed in a production environment.
Why do we need Centralized Receiving?

Logistics, Operations, and Sustainability

The highly inefficient redundancies of having multiple carriers make deliveries to the same locations...

...will be replaced by having Mail Services deliver all mail and packages.

The result – a long term sustainable approach to deliveries that is fully supportive of the Campus Master Plan.
How will we handle mail and packages for faculty and staff?

Faculty and Staff Mail

• Mail Services will receive all mail and packages for the University.

• Mail and packages will be delivered daily on AM and PM routes to all departments at designated mail drops.

• Mail Services staff will use a handheld scanner to scan a barcode at the mail drop to confirm mail delivery and pick-up.
How will we handle mail and packages for faculty and staff?

**Faculty and Staff Packages**

- Mail Services will receive all packages for the University.
- Inbound packages are scanned and processed into the package tracking software.
- Packages are sorted and delivered daily on AM and PM routes to all departments at designated mail drops.
- Mail Services staff will use a handheld scanner to scan the package barcode and capture a signature at the mail drop to confirm package delivery.
- Any outgoing packages will be picked up for return to Mail Services for processing and pick-up by all carriers.
How will we handle mail and packages for faculty and staff?

Faculty and Staff Packages

• All existing carrier service standards for package delivery will continue to apply.

• Exception - packages that are shipped for next day delivery by 8:00 AM will continue to be delivered by the carrier.

• Mail Services is creating a single sign-on web portal for campus users to log into to check package availability, inventory, delivery, etc.

• Mail Services will regularly receive a file update from IRIS noting faculty and staff departmental addresses.

• Damaged packages can be photographed and archived in the package tracking system.
How will we handle student mail and packages?

Student Mail

- Mail Services will receive all University mail.
- Student mail will be delivered daily to all residence halls.
- Housing staff will sort and box the mail.
- There is no material change at this time for student mail.
How do we handle student mail and packages?

**Student Packages – a cutting edge solution**

- Mail Services will receive all University packages.
- Packages will be scanned into the tracking software.
- Small and medium size packages will be scanned and placed in three strategically located intelligent locker banks multiple times throughout the day.
- Students will be notified by email when their packages are available for pick-up.
- Students will be able to access their packages by using a kiosk, a mobile phone app or a card reader.
- Lockers automatically open for package retrieval - software indicates that the locker is available for reloading.
UF HOUSING PACKAGE LOCKERS
YOUR PACKAGES.
ON YOUR TIME.
How do we handle student mail and packages?

**Intelligent Package Lockers – the benefits**

• Unprecedented convenience and 24/7 card access at each location.
• Ease of use and speed of package retrieval.
• Multiple students can retrieve packages simultaneously.
• Email notification.
• Student experience is enhanced by increasing communication about the status and availability of a package.
• Lockers are strategically located around campus between residence halls and the center of campus.
• Lockers communicate with tracking software and carriers to improve delivery confirmation.
• Packages requiring refrigeration (medicines, perishables, etc.) and oversize packages will continue to be delivered to residence halls for student pick-up.
Intelligent Package Lockers

Who uses them? Here’s a partial list...
Intelligent package lockers

**Proposed Locations**

- Presidential Court                  500 lockers
- VolShop Cumberland Ave.    200 lockers
- Stokely Hall                             100 lockers
Intelligent Package Lockers – a sample format

Lockers Dimensions:
- Width: 227"
- Height: 77"

 Locker Units:
- Total: 106 Units
  - X Small: 66
  - Small: 34
  - Medium: 6
Package Delivery... the current method

The average package room can only serve one or two students at a time.

Depending on the location, service hours may be limited.

During peak hours, students may need to wait in line for service... have you ever experienced this?
Package Delivery... the new way

Simply use an app on your smartphone, scan a QR code at a barcode reader and enter a PIN into a kiosk or scan your ID card at a card reader...

The assigned locker will open automatically... and there’s no waiting in line!
The Results – a “win-win” for the University of Tennessee

In summary, the Mail Services 2.0 and central receiving plan:

• Fully supports and is consistent with the principles of the Campus Master Plan.
• Combines cutting edge technology and robust processing operations to improve package handling and delivery.
• Enhances the customer experience with improved communication and delivery status.
• Has a minimal impact on existing campus infrastructure.
• Improves overall campus security.
• Provides a scalable solution that addresses the future needs of UT as the campus population and online shopping continues to grow.
• Creates a robust chain of custody for package receipt and delivery.
Leveraging Synergies and Creating Partnerships

Opportunities exist across the campus to develop collaborations, such as:

• Partnering with VolShop to deliver apparel, books, and other items.
• Partnering with VolTech to deliver technology products and repaired items.
• Partnering with University Printing to deliver printed items such as business cards, pocket folders, clear stadium bags, etc.
• Partnering with the Central Ticket Office and Athletics to deliver tickets to events.
• Partnering with event planners to aggregate event deliveries and schedule consolidated delivery to the event venue.
Questions?

Thank You!