BETTER BUSINESS PROCESSES:
Streamlining the Mailroom

shiptrack

The mailroom is the central hub of the internal mail system and the interface with external mail. As organizations grow and require a more costly and more time-consuming information hub, it becomes challenging to work to maximum productivity in the mailroom. While the optimum flow of vital information is one of the best ways to increase profitability and improve service levels. Many organizations from virtually every sector face significant challenges in obtaining and disseminating information in the most timely, efficient and accurate manner possible. This is key to an organization's cash flow, client acquisition, retention and ultimately, its profitability. In this white paper we will discuss the challenges mailrooms face and you will learn the means to overcome these with a viable track and trace solution.
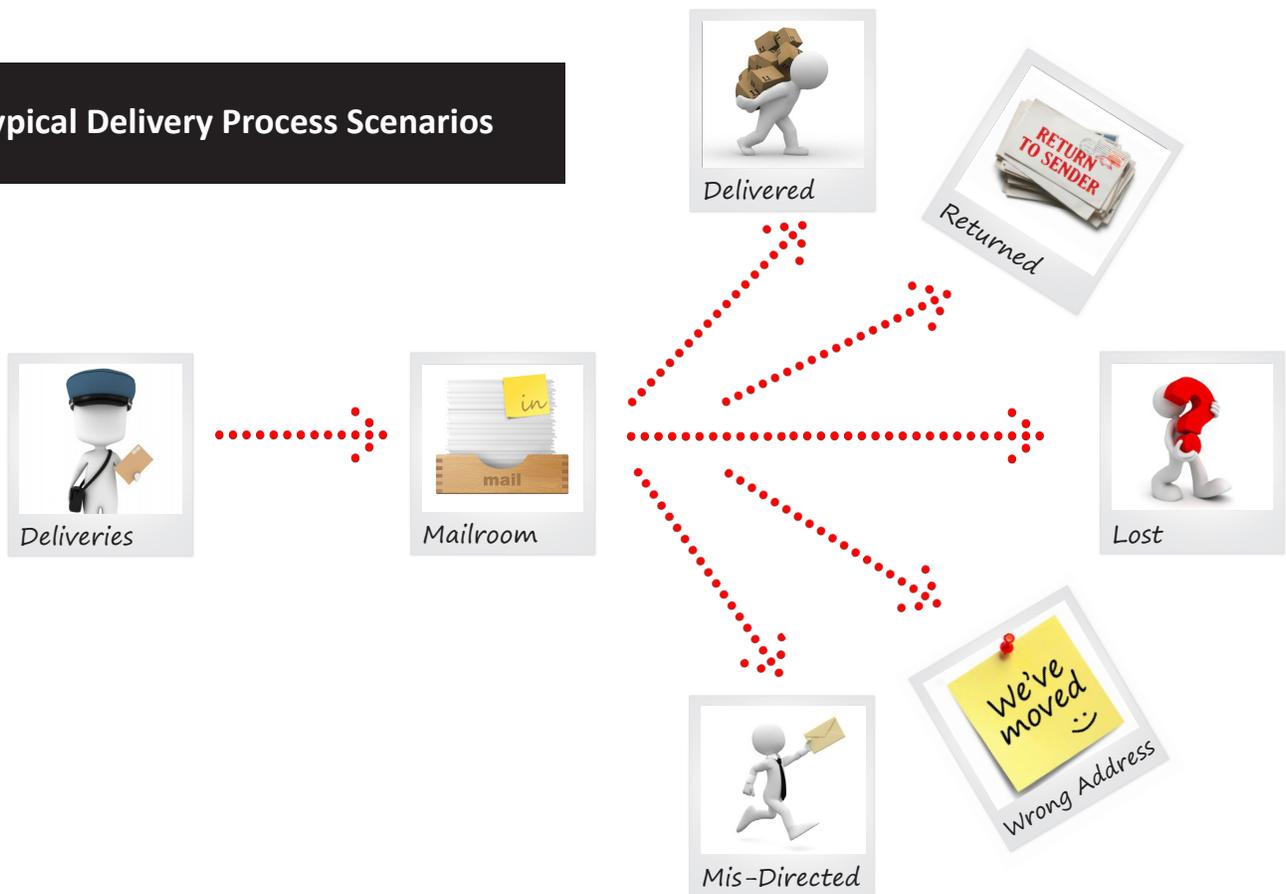
The Mailroom

Have You Seen My Parcel?

Mailrooms are commonly found in campus style environments such as government departments, financial institutions, universities and schools, IT companies and law firms. Information flow is the vitality of any organization. There are many contributing factors that prevent parcels from being delivered and this process needs to be managed to ensure that the parcel is successfully delivered to the intended recipient.

Once an item arrives at the mailroom, the mailroom personnel are then responsible for delivering items to the intended recipients. Sometimes this process involves loading a mail cart for physical interoffice distribution while in other cases, it incorporates the support of multiple buildings with secondary locations for delivery. This poses additional risks of delays, lost or misdirected parcels.

Typical Delivery Process Scenarios

Key Challenges for Mailrooms

Paper Intensive Processes

Recent studies show that 75% of organizations say paper reduction is part of their business improvement goals. One area in partial organizations can focus on is on the reduction of paper in the mailroom process. When delivering some items there is a need for physical signatures. These signatures need to be filed and require a lot of physical space to store the documents leading to higher costs and potential compliance issues.

Handle the Volume

Despite the increase in electronic communication, organizations of all size still receive huge volumes of mail. Every organization is challenged by a daily flood of business correspondence that are vital communications with clients, supply chain partners and other stakeholders that flow into, through, and out of an organization. Even mid-size companies can receive 100,000 pieces of mail per month. High volumes can occur simply as a result of the organizations growth but can also be seasonal in growth.

Maintaining Mailroom Costs

Mailrooms may seem like an ancillary activity now more than ever before, but without it the core cannot function. A study cited in *The Management Handbook* reported mail accounts for more than 9% of operating costs for Fortune 500 companies. Organizations must maintain mailroom cost and ensure efficient operations.

Establishing Chain of Custody

Government and regulators require ever more onerous compliance, including evidence of good working practices compliance is ever more demanding. Regulatory oversight of certain industries can include risks of financial penalties or other negative consequences. The ability to establish and document a virtual paper-trail for items in transit are extremely important to the Professional and Public Sectors.

The Digital Mailroom

Digital mailroom solutions improve efficiency in the mailroom function through the scanning and intelligent distribution of incoming parcels but are sometimes not worth the investment. The solution may eliminate the need for manual sorting of parcels and facilitate the automatic routing of parcels but lacks the most important aspect - the actual delivery. The digital mailroom solution, although effective, is an extremely robust platform in terms of time and cost often including major changes to an organizations infrastructure.

Benefits of Implementing a Track and Trace Solution

Lower Operating Costs

Large organizations that have numerous remote locations, either domestically or across the globe, will have no issue processing their incoming parcels. With a track and trace solution that is cloud-based, there is flexibility to access information via any workstation around the globe without installing or updating software at each station which is a critical benefit. Freed from the frustration of waiting for an important parcel or a large order, employees can move on to more pressing tasks.

Reduction of Mailroom Costs

The most visible and practical benefit of implementing a track and trace solution is the substantial reduction in cost. Manual routing costs, lost documents, delays in processing within a mailroom can virtually be eliminated. Human error is virtually removed from the equation, all with a reduction in labor costs.

Improved Productivity in Less Time

Antiquated mailroom processes can take up to days or weeks, with manual handling and hand-offs of documents often leading to errors. With a track and trace solution, parcels are processed faster and more efficiently. Existing resources can be reassigned to maximize production and profit within the organization.

Quick Response Time

The right business decisions depend on thorough and timely information. When important documents are waiting to be processed, it slows down the entire company. From new orders, approvals, contracts and other important documents, decision-makers can't afford to wait for information. With a track and trace solution, they always know the location of the documents.

The Solution: Visibility, Automation, Proof of Delivery

Scan Types

The built-in flexibility for companies to configure ShipTrack to be customized to their business is highly valued by customers. To understand how ShipTrack works, think of it as a remote-control for tracking packages. Every scan of a package is displayed on the ShipTrack tracking portal. There are three categories of ShipTrack scans:

Induction Scan – The first scan loads (inducts) the item onto the ShipTrack platform. This would be the case when an item arrives at the mailroom.
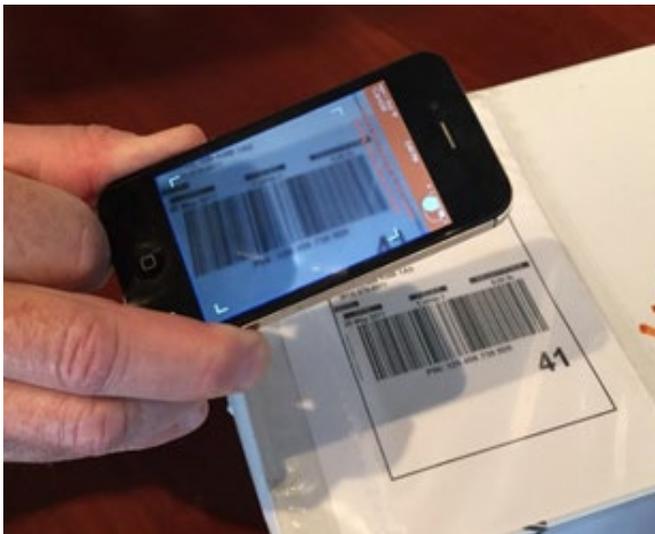

Figure 1: Scan Package

Transit Scan – At the end of every leg of the package's journey a transit scan occurs which tells the ShipTrack platform the current location.
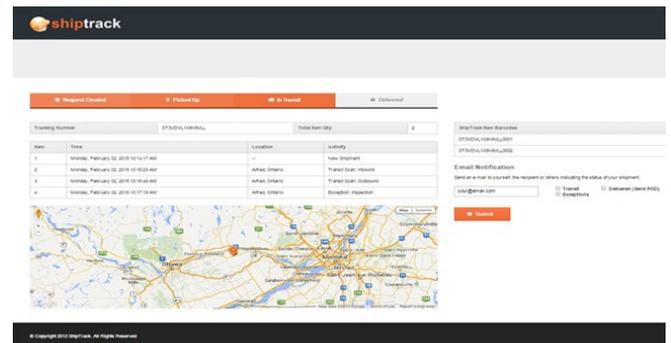

Figure 2: Tracking Portal

Delivery Scan – When the package arrives at its final destination the customer is presented with a signature screen to sign with a finger. This action initiates the automatic emailing of a Proof of Delivery document in PDF format back to the shipper to confirm the package has been delivered.
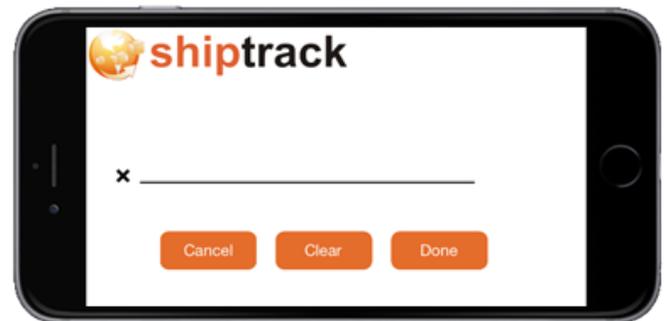

Figure 3: Delivery Scan & Signature Capture

ShipTrack - Track and Trace Solution for Mailrooms

Benefits

- Deliver Faster
- Eliminate Paper
- Fast & Easy Setup
- Increase Productivity
- Improve Customer Service
- Reduce Cost
- Try & Grow Program

Features

- Automatic Dispatch & Routing via ZIP Code
- Exceptions Management and Reporting
- GPS Tracking and Geocoding
- High Volume Scanning
- Item-Level Scanning
- Notification Management
- Proof-of-Delivery Electronic Signature Capture
- Real-Time Tracking and Tracing
- Route Building
- Web-Based Dashboard & Admin
- And Many More...

About ShipTrack

ShipTrack is an innovative logistics management platform that provides complete control and visibility of any shipment's movement worldwide. ShipTrack enables vendors all over the world to provide complete visibility and control that their customers demand of their deliveries. ShipTrack is a simple, easy-to-use service that is providing highly accurate shipping tracking to the masses. The shipping system has the potential to benefit companies of all sizes by increasing delivery speed and reliability, improving customer service and retention and streamlining operations. The ShipTrack smartphone app is a real-time shipping tracker that allows for easy management of multiple drivers, deployment of a fully branded web portal, and the collection of valuable reports and business metrics.

To learn more about how ShipTrack can simplify your business, contact us at info@shiptrackapp.com.