

# CSS Solutions

## University of Florida Snaps Up Packcity Intelligent Parcel Locker System to Improve the Experience of its Students.

The University of Florida (UF) in Gainesville is the third largest university by student population in Florida. Spanning over 2,000 acres, UF is the eighth largest single-campus university in the United States. Known as "Home of the Gators", the campus has more than 900 buildings including sixteen academic colleges plus 150 research centers and institutes. It has an undergraduate enrollment of 35,000 students of which 8,500 live in residence halls on-campus.

### Challenge

The University of Florida needed a more efficient, flexible and accountable method for delivering packages to student residents. Fed Ex®, USPS®, UPS® carriers all delivered packages to desks within the common areas of each residential complex or hall where assigned Resident Assistant staff were responsible for tracking and distributing the packages to other students. During peak times, area desks were receiving up to 4,000 packages a day\* and student package pick up was limited to the operating hours of the area desk.

The UF Housing Department was facing challenges due to issues resulting from students handling student packages, such as missing and undelivered parcels. It had researched intelligent parcel lockers with two Neopost competitors but had not initiated a bidding process.

### Solution

After identifying a contact within the department of Housing and Residence Education, which operates as a self-contained University business unit, Neopost's Peter Fernandez approached the university by simply walking through the door. After this initial meeting, he was referred to Steve Conley, Assistant Director of Finance. This led to a webinar demo to key University decision makers within the Housing Department, including Finance, Facilities and IT departments. The Neopost team emphasized the tracking, reporting and analytical capabilities around achieving 100% chain of custody. They showcased Neopost's expertise and understanding of UF's priorities and assured them that Packcity Parcel Lockers could work with UF's own home-grown tracking system.

In just a few short weeks, after submitting a proposal, Neopost won the bid. Originally UF intended to purchase one bank of lockers for the Broward Area for testing and was considering an additional bank a few months down the road. However, only two weeks after the PO for the first set of lockers was signed, Peter received a request for a second set of lockers for a residence hall named Beaty Towers. This led Peter to ask if they had thought about expanding parcel lockers to more areas within the campus. UF said they had and were receptive to the idea. Peter recommended that they could do measurements of all possible locker sites in one visit and provide revised pricing for the full project.



In the end, the University of Florida purchased 12 locker banks (11 indoor/1 outdoor) all of which have been customized with the school's branding. These lockers support all undergraduate residential areas which includes 26 residence halls and up to 8,100 students.

### Result

Housing rolled out a select number of parcel lockers in the 2017-2018 school year for testing. Now that all lockers are in use, the department was able to change their carrier delivery strategy and establish an internal centralized mailing team who is responsible for receiving, tracking and transporting student packages to the parcel lockers across the campus.

On average, UF's parcel lockers receive 700 - 750 packages a day. The lockers have not only improved the student experience for those receiving packages, it has also allowed UF to reallocate the time of student workers, who were once responsible for distribution, to other resident needs and activities. In turn, the University has reduced their operating costs by decreasing human capital by 20 hours per week. Since the installation of Packcity Parcel Lockers, students get faster package delivery and complaints about missing parcels have nearly been eradicated.

To promote and support the installation of Packcity Intelligent Parcel Lockers by Neopost, the University of Florida includes a talk track and a visit to one of the systems during freshman walkthroughs as a part of the new student recruiting process. It also created its own promotional video and uses the Neopost, Packcity Parcel lockers as an added-value service and selling point on their website. [Click here to view.](#)

### Key University of Florida Benefits

- Risk Mitigation
- Improved Student Experience
- Expense Control
- Revenue Growth

\* Source: University of Florida website

# Telemundo Enhances Its Internal Customer Experience with Packcity Parcel Lockers

Telemundo is a global Spanish language television network with headquarters in Miami, Florida. A division of NBC/Universal, it is the second largest provider of Spanish language content nationally, with programming syndicated to more than 100 countries. The channel broadcasts programs aimed at Latin American audiences consisting of telenovelas, sports, reality television, news programming and film.

## Challenge

The Telemundo corporate campus is over 100,000 square feet with over 2,200 employees and growing. The customer runs a 24/7 facility with many employees working 12 to 14-hour days. In a demanding as well as competitive industry like media, retaining employees can be a challenge. For this reason, the customer offers many on-site amenities and services like day care, car wash, dry cleaning, and personal IT for home laptops to their employees to promote an enticing and desirable work environment. The customer actively seeks ways to improve operations and unique benefits that can help secure their position as an exemplary facility. Telemundo considers their offices to be a showcase for their affiliates around the world.

Telemundo had a full suite of competitor products and solutions for mailing and shipping (inbound and outbound). However, they were struggling with the limited features, legacy technology, and lack of support or upgrades. The competition's offerings could not work in a virtual environment and provided a loose chain of custody. Telemundo prides itself on setting the bar as a technological leader. In this regard, the solutions were falling short of Telemundo's goals and were not scalable to the extent that the customer desired.

## Solution

Over the course of two years, the Neopost South District engaged Vincente Sierra, Director of Operations and Facilities, encouraging him to reevaluate his vendor partner. For inbound shipping Neopost recommended Web-Tracking Software (WTS), a cloud-based system that provides an electronic chain of custody, from drop-off to delivery, as well as an enterprise level of visibility and control of all accountable items and assets.

A cloud-based system would give much needed flexibility. Authorized users with credentials and privileges could search inquiries and access reports from any computer with internet access.

While demonstrating the benefits of WTS, the conversation progressed to Packcity Parcel Lockers. Telemundo saw the value of the lockers immediately. The customer saw it as a valuable amenity for its employees for personal packages and was impressed by the simplicity of use and its 24/7 pickup availability. As a result, Telemundo moved forward and ordered one bank of Indoor Parcel Lockers with 100 doors for personal packages.

## Results

Employees are enjoying the added convenience of being able to pick up personal packages at work. In addition, Telemundo has replaced all their inbound and outbound mailing and shipping solutions from a leading competitor to Neopost. Along with parcel lockers, the new suite of products include Enhanced Mailing and Shipping (EMS) a multi-carrier shipping station designed for high volume accounts; WTS Cloud, and a Mailing System with a weighing platform. The upgrade offers viable metrics, quicker processing and helps protect asset loss. Since the installation, the customer has benefitted from reduced labor time, along with better tracking and reporting. It has helped to accelerate the department's response time to internal stakeholders and elevated the Operation and Facilities department's level of service. Vincente Sierra has stated on more than one occasion that he is pleased with the speed, accuracy and efficiency of the solutions and that Neopost's attentiveness and level of service has exceeded Telemundo's expectations.

## Business Impact

### Risk Mitigation

- Full visibility, accountability and control of packages and assets across the enterprise, mitigating the risk of loss or delays.

### Expense Control

- Automating manual functions makes their receiving and shipping process more accurate, efficient, and effective.

### Customer Engagement

- Improved response time to internal customer requests and improved SLA's.
- Happier more engaged employees (internal customers).

# CSS Solutions

## Neopost Improves Data Integrity and Accelerates Mail Stream for Holloman Corporation with ConnectSuite e-Validate

Holloman Corporation, based in Houston, Texas, specializes in engineering, construction services and property development for energy-related projects. It is actively involved in the oil and gas exploration industry on a global level with offices throughout the United States, Asia, and the South Pacific. The company was founded in 1960 as Holloman Construction. In 2002, the company formed an Employee Stock Ownership Plan (ESOP) becoming Holloman Corporation and is 100% employee-owned.

### Challenge

Holloman's Human Resources Department sends out thousands of confidential mail pieces annually including paychecks, W2, and 1095C forms. Each year Gwen McKay, Human Resource Manager, sends out a 3,000-piece mailing of employee stock options which she was manually processing. Approximately 15% of the mail was returned to Holloman by the USPS® as a result of incorrect addresses. Gwen spent hours researching addresses, making corrections and re-mailing, in addition to wasting postage and materials on invalid addresses. Holloman needed a solution that would improve their data integrity and reduce the risk and consequences of undeliverable mail including exposing personal information.

The company also processes a large amount of critical out-of-date HR files that need to be destroyed in a secure manner. The HR Department had a room full of documents that required shredding. Files were periodically shredded on small "line-cut" (low security) shredders or outsourced. Holloman didn't like using outside resources and wanted to keep the process in-house.

### Solution

Neopost's Central District sales office recommended adding the ConnectSuite e-Validate service to cleanse employee contact data. Gwen was thrilled to learn that Neopost could help her with address validation and how quickly Holloman could achieve an ROI. By verifying addresses prior to the ESOP mailing, she could save the company significant postage and materials costs on returned mail and reduce subsequent labor hours used to correct addresses. Aside from reducing the risk of mail being delivered to the wrong person at an outdated address, e-Validate would help ensure that employees received all their intended communications.

Holloman Corporation has been a Neopost customer since 2005 for postage metering and mail inserting. In addition to offering e-Validate, Neopost offered up a holistic solution to help automate and accelerate their workflow. This included upgrading their postage meter and folder/inserter to better accommodate their current mail output volume. Neopost also solved their issue of having to outsource shredding by adding a high-security cross-cut shredder to keep the process in-house.

### Results

Neopost streamlined the internal mail process which led to time and cost savings. Neopost's comprehensive solution helped eliminate gaps in Holloman's workflow. Holloman Corporation now saves several hundred dollars per mail run in postage and supplies by running their database through e-Validate, which automatically corrects and updates addresses. It also saves several

hours of Gwen's time that can be reallocated to other priorities. Now, Holloman has a smooth, accurate communication process and is pleased with the positive impact Neopost products and solutions are having on their business.

#### Key Customer Benefits

- Expense Control
- Risk Mitigation
- Data Integrity
- Increased Employee Engagement