



Who decides how to send your packages?

New delivery options add complexity, but organizations are finding ways to pay much less without sacrificing service.



Insight

Can employees compare rates and services across all carriers?



Agility

Do people choose what's best or just what's easy?



Savings

How can you get lower prices without changing your process?

Quick Facts:

- Package volumes are up by as much as 10% or more each year.
- Carrier rates have increased 27% over the past 5 years.
- Many companies overpay by 20% or more on every package.
- 81% of customers track their orders when expecting delivery.

It's bigger than big boxes.

Costs add up on card-board envelopes, overnights and two-day deliveries as well as small and large boxes.

How fast is fast enough?

Rapid deliveries and guarantees are costly and potentially wasteful, especially when the requestor is not vested in the actual cost.

Getting beyond the rates.

In addition to hidden fees, you need to account for soft costs and staff expenses. Time spent on misdirected deliveries, status follow-ups and manual tracking can increase your total cost.

The ROI of technology.

Can new tools address both the hard and soft costs of sending packages? How can your mail center better serve customers? Smarter technologies may help everyone make better decisions.

Mail Centers and Operation Managers are dealing with the new realities of shipping.

How many of these needs are relevant to your company?

Carrier Decisions

- The information and support needed to choose between carriers and services
- Controls that ensure we do not overspend on private carriers
- Validation that we're getting the best rates and highest discounts from each carrier
- Ways to make sure the person sending the package has a vested interest in the cost
- Rules that guarantee we're not paying more without a good reason

Tracking Deliveries

- A record of delivery for the sender or the recipient, no matter which carrier is selected
- An ability to easily validate delivery, so we can quickly respond to inquiries
- Ready access to status, so we can tell where a package is even when it's not yet delivered

Optimized Processes

- Ways for employees to evaluate the different options available for a carrier, including delivery date expectations, extra services and special handling
- An ability to validate addresses in advance (especially when hand written) so we can avoid problems down the road
- Automatic email alerts that track delivery and keep package recipients in the loop



We can help.

If you have similar concerns, now might be a good time to look deeper. Discover how organizations like yours are saving time and money on each and every package. Your Pitney Bowes representative can help you find an approach geared to your specific needs and shipping volumes. Talk to us today.



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