



Take Control of Your Overnight Mailing Costs! (5 W's)



Who Sends Overnight/Expedited Mail & From Where?

- ✓ PURCHASING
- ✓ ORDER ENTRY
- ✓ EXECUTIVE
- ✓ CUSTOMER SERVICE
- ✓ SALES
- ✓ FINANCE
- ✓ A.R. / A.P.
- ✓ SHIPPING / MAIL SERVICES

Who in the Organization is Most Familiar with Your Carrier Relationship?

- CONTRACT
- RATES
- CLASS & SERVICE
- PACKAGING OPTIONS
- AUTOMATION TOOLS
- VISIBILITY

What are You Sending?

- CONTRACTS
- MERCHANDISE
- SALES MATERIAL
- FILES
- DO YOU KNOW?
- SHOULD YOU KNOW?

Where Are These Items Shipped?

- **NATIONALLY**
- **INTERNATIONALLY**
- **LOCALLY**
- **TRI-STATE**

Where are They Shipped From?

- Internal Client Desktop
- Carrier Supplied System
- Vendor Supplied System
- Hand Written Airbills
- Pre-Paid Envelope Packs
- Multiple Choice
- All of the Above

Who Decide's How to Ship Items?

- The Big Cheese
- Individual / Originator
- Mail Services Manager
- Customer / Recipient
- You Do
- Not Sure

Why Do you use Overnight & Expedited Services

- 1) Trust Delivery
- 2) Get Tracking
- 3) Get Proof of Delivery
- 4) Cost
- 5) Convenience
- 6) Relationship
- 7) I was told to
- 8) It absolutely, positively has to be there tomorrow.
- 9) That's the way we have always done it.

Steps to Reducing Overnight Mailing Costs

1. Survey the community
2. Educate - Yourself & Your Team
3. Audit All Carrier Bills
4. Centralize Decision Making
5. Automate & Standardize the Process



Develop an Overnight/Expedited Mail Survey

1. What Carriers do you use?

Fed Ex DHL UPS USPS Other

2. What Level's of Service do you use?

Next Day___ 2nd Day___ 3rd Day___ No Time Required ___

(AM, MID-DAY, END OF DAY)

3. Why do you use Expedited Service's?

Tracking___ Guaranteed Service___ Cost___

Pick up/Drop Off Convenience___ Trust / Peace of Mind___ Other___

4. What Carriers do we get the best discount's from?

Fed Ex DHL UPS USPS Other

5. How do you determine the weight of your items? Describe.

Educate - Knowledge is Power

- 1) Review the Details of your Carrier Contract.
 - ✓ Discount Levels Banded by Volume and Class
 - ✓ Fuel Surcharges & Delivery Area Surcharges
- 2) Request Delivery Profile from all Carriers.
 - Volume by Class, Zone, Weight, Res/Commercial and/or Monthly
- 3) Learn & Document the Delivery Requirements of your Community
- 4) Compare your Choices:
 - Carriers, Service Levels, Tracking & Visibility Tools, Billing Options

Audit Your Bills

- ❖ Establish an Approval Process-
 - Accounts Payable - Shipping / Mail Services
 - Originator - Require Reference Field to be Completed
- ❖ Compare Invoices to carrier / vendor manifests, airbills, web receipts etc. for accuracy
- ❖ Scrutinize Accessorial Charges
 - Residential / Commercial, Missing Account Numbers, Delivery Area Surcharges, Address Correction Fees, Insurance Fees, D.I.M. Rating
- ❖ Pursue Refunds for Late Shipments - Don't Bother this never happens!
 - Fax - Review Paper Bill & Electronic Reporting Tools
 - UPS- Research Electronic Reporting Tools
 - Quantum View
- ❖ Consider a 3rd Party Auditing Firm or Vendor Supplied Solutions

Centralize Decision Making

- ❖ Identify who owns the Budget and the Process
- ❖ Define in writing a Brief Policy Overview outlining Carriers & Services available to each Department
- ❖ Define in writing an approval process for certain Department or Individuals
- ❖ Mandate Reference & Department Fields for all Shipments
- ❖ Utilize Carrier and/or Vendor Supplied tools to capture chargeback services data in order to pass back upstream
- ❖ Meet with Department Heads to Educate them on the new Policy and Procedures

Automate & Standardize

- ❖ Build a Manual Request form Requiring Specific Shipment Information most notably Delivery time & day needed along with Description of Goods.
- ❖ Mandate Electronic Form Generation
- ❖ Migrate to one mailing & shipping platform
ie- UPS Airbills - Worldship - Web API - Vendor System
- ❖ Standardize your Address Database at the Highest Levels and attempt to use only one for Mailing & Shipping Purposes.
- ❖ If you are using Multiple Carriers, investigate the use of a Vendor Supplied System to manage through a one user interface.



Questions?

Thank You for Attending!