



## UPS Professional Services

## case study

### Purdue's Mail Service Solution Earns High Marks

Founded in 1869, Purdue University has built upon its historic strengths in engineering and agriculture to become one of the nation's leading research institutions. The thriving university hired UPS Professional Services to help achieve the same level of excellence in its internal mail delivery services.

#### Client Challenge

Purdue University's main campus in West Lafayette includes more than 38,000 students and 14,636 employees, spread out over 117 buildings. The university has grown rapidly during the past three years and continues to expand, with more buildings under construction.

The rapid growth and heightened security has started preventing outside delivery vehicles from entering the campus, creating new challenges for the university's Materials Distribution Services (MDS) department. The department, which receives more than 100,000 pieces of mail and packages annually for distribution throughout the campus, developed its own software program for tracking deliveries, using cell phones with attached scanners. But the system was slow, cumbersome and had a high failure rate: it simply could not keep pace with the demands placed on it.

As a result, MDS could not consistently provide proof of delivery for customers. The department had to pay for any packages that were reported lost, including high-end items such as computers.

"We needed to upgrade to a system enabling us to reliably track items from the time we received them, through to delivery," said Mike Wilkins, General Manager of Materials Management and Distribution for Purdue. "UPS Professional Services offered us a complete solution."

## Purdue University High Tech

#### GEOGRAPHIC AREA SERVED

United States

#### CHALLENGE

Enhance the internal package delivery operations at a leading research university, to improve service and accommodate rapid growth.

#### SOLUTION

UPS Trackpad®, state-of-the-art logistics technology that tracks the movement of packages, from arrival to internal delivery, and logs the data electronically so it can be easily accessed to respond to customer inquiries or to review key metrics.

#### RESULTS

- Enhanced customer satisfaction
- Boosted productivity of delivery staff
- Improved visibility and accountability
- Streamlined operations

## Our Solution

UPS Professional Services presented UPS Trackpad®, a patented, state-of-the-art logistics and delivery technology, to Purdue's Materials Distribution Services department. UPS Trackpad enables the MDS staff to simply scan packages as they are received with electronic handheld computers. Each package's tracking number and other data are automatically uploaded into the receiving department's central computer system. When a package is delivered, the handheld computer electronically captures the signature of the recipient.

UPS Professional Services worked out a phased solution for the MDS department. The first phase included 18 handheld scanners, networked to computers in the main MDS receiving center and 11 satellite receiving stations throughout the campus.

"To support the implementation of the new system, UPS Professional Services developed an outstanding relationship with our IT group and held two excellent staff training sessions," Wilkins said. "As a result, we had a smooth rollout."

Now, when a customer makes an inquiry, MDS can quickly determine if a package has been delivered and, if so, who signed for it.

UPS Trackpad also captures performance metrics, broken down by individual delivery drivers and receiving clerks.

## The Results

UPS Professional Services provided a solution that helped Purdue's Materials Distribution Services department save time and money in its operations, while enhancing its customer service. The solution meets the university's current needs and can easily expand to accommodate future growth.

"UPS Trackpad gives us the flexibility to tap more value-added benefits as we require them," Wilkins said. "We are now planning to implement a Web-based upgrade that will allow our customers to log onto their computers and track their packages themselves."

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— Mike Wilkins  
General Manager  
Materials Management  
and Distribution  
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