



UPS Mail InnovationsSM

case study

San Jose State Earns High Marks for UPS Mail Logic[®] Solutions

California's San Jose State University is known as an engine of intellectual capital, helping to drive innovation and excellence in the Silicon Valley. San Jose State turned to UPS Mail Innovations to help drive efficiencies in the university's mail center operations.

Client Challenge

San Jose State University is the oldest public institution of higher education on the West Coast. Located in the core of Silicon Valley, the university has grown into a premier choice for academics looking for hands-on learning, professional development and personal growth.

The mail center operates as a nerve center for the thriving university, processing nearly 5 million pieces of mail annually—a labor-intensive, costly task. The university was looking for ways to improve efficiency and control costs and turned to UPS Mail Innovations.

“Our mail was growing in volume,” said Dan Soriano, Manager of the San Jose State University mail center. “UPS Mail Innovations offered us a total solution that saves us money, reduces our workload, and provides value-added services to further streamline our operations.”

Our Solution

The mail center manually processes the university's outgoing mail. The procedure is complicated by the fact that the university has more than 300 departments. The mail center must track mail volumes for all of these departments, to ensure that each one is charged back the correct amount for postage.

UPS Mail Innovations analyzed the university's outgoing mail and determined that approximately 25 percent of it was Bound Printed Matter and flats—mail that is larger than a letter but smaller than a one-pound package—that met United States Postal Service[®] (USPS[®]) qualifications for UPS Mail Innovations' Mail Logic[®] processing. The university no longer has to weigh, meter and separate these items into departments. Instead, they are simply collected for daily pickup by UPS Mail Innovations.

San Jose State University

Education

GEOGRAPHIC AREA SERVED
Global

CHALLENGE

Enhance efficiencies and reduce costs in the processing of qualified outbound mail for a major U.S. university.

SOLUTION

UPS Mail Logic[®] for Flat Mail and Bound Printed Matter that leverages a secure, reliable ground and air network and improves visibility to further streamline operations.

RESULTS

- Enhanced mail center productivity
- Achieved significant savings on postage
- Improved visibility and simplified accounting process

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—Dan Soriano

Manager

San Jose State University Mail Center

UPS Mail Innovations transports the mail that evening to their regional processing facility in Ontario, California, where it is immediately sorted into regional, national and international categories. Regional mail is metered and manifested by zip code at the California facility, then trucked to the USPS locations nearest to those zip codes for local induction into the USPS mail stream within 24 hours from the time it left San Jose State.

National mail is dispatched to a nearby UPS air hub where it will be carried to one of the other 11 regional UPS Mail Innovations facilities. It's processed, then inducted into USPS locations nearest the destination zip codes within an average of 48 hours from pickup at San Jose State.

International mail is transported to a UPS Mail Innovations center in California or New York for processing, then inducted into the appropriate international postal stream.

By co-mingling San Jose State's qualified mail with that of other customers, UPS Mail Innovations gains a volume discount with the USPS. San Jose State garnered a 20 percent savings in its postal costs.

“UPS Mail Innovations' portfolio of Mail Logic® services helped us immensely,” Soriano said. “Not only are we saving on postage, we're saving hours of time each day. Instead of processing flats via our meter machines, we can funnel staff into jobs that are more urgent, like sorting incoming mail.”

UPS Mail Innovations offers San Jose State University consistent, reliable service even when the university undergoes seasonal spikes in mail volume.

“If our outgoing mail volume goes up, we can count on our UPS Mail Innovations couriers to bring in a larger truck or arrange for an additional pickup,” Soriano said. “UPS Mail Innovations is extremely flexible.”

As an additional benefit for San Jose State, UPS Mail Innovations uploaded the various zip codes for the more than 300 departments at the university into its processing system. The mail center staff no longer has to separate the mail by departments for billing purposes—UPS Mail Innovations has the technology to automatically do it for them.

“UPS Mail Innovations captures all the charges to the various departments electronically and provides us with up-to-date billing information each day, broken down into departments,” Soriano said. “That has greatly streamlined our accounting system and made it easier to manage.”

For more information please visit:
www.upsmailinnovations.com
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