CAMP LOGISTICS: BUILDING TRUST

Explore the Wildlife of Package and Mail Delivery

Presented by Fred Gomez and Robbie Jacob

PC East: Governance Chambers | 12:30 – 1:15
ENSURING WORLD CLASS EDUCATION & RESEARCH

Two ways your items get to you:

Campus & Student Mail and Messenger Services
- 99.99% of all U.S. Postal Service items
- Delivery to your building mailbox
- 2,000,000 pieces of mail per year
- On demand courier services throughout San Diego

Receiving & Distribution
- All parcel carriers (UPS, Fed Ex, DHL, etc.), vendors own fleet (VWR, Fisher, Office Max, Genesee Scientific etc.) and freight deliveries to campus
- Desktop Delivery to your building and room number
- 300,000 packages and 3000 – 4000 palletized freight items per year
Why Does Campus & Student Mail Exist?

• We are the U.S. Postal Services Agents for the UC San Diego campus community
• Campus Mail 92093
• Student Mail 92092
CAMPUS MAIL

Operations

MAIL CODES
- 698 MAIL CODES THAT CONSIST OF 1-3 DELIVERIES
- REDUCED DELIVERIES TO 280 LOCATIONS
- CENTRALIZED THROUGHOUT CAMPUS

MAIL PROCESSING & TRACKING
- PROCESS 2 MILLION INBOUND
- SCL INTRA TO TRACK INBOUND PACKAGES

OPERATIONS
- SELF-SUPPORTING
- 2.9 MILLION DOLLAR BUDGET
- 5 FTE’S & 20 STUDENTS
CAMPUS MAIL
Tracking Inbound Packages
STUDENT MAIL
Operations & Tracking Inbound Packages

Locations
• 7 Parcel Centers
• 3 HDH Locations
• 7 Amazon lockers on campus
• Revelle Campus Electronic Mailboxes (reduce from 1,800 to 270)

Deliveries
• Sort and deliver 1 million pieces of mail
• 230,827 total packages scanned
• Amazon - 20% of inbound packages
• Transfer of student packages from Receiving & Distribution

System
• 1.5 FTEs and 30 students
• SCL Intra used for tracking packages with email notifications
• Provides on-demand courier service through San Diego county
• Utilizes mobile technology to support in the field customer requests
Why Does UCSD Receiving & Distribution (Trade Street) Exist?

A central receiving & distribution operation is the campus chosen solution to many issues: parking/traffic, reduced lability, sustainability, accuracy of delivery (risk of perishable spoilage) and special services (uncrating/trash disposal).

Without a central distribution facility, campus would see an influx of additional vehicles on campus. With 7 trucks we do the job of approximately 5,720 delivery vehicles that would need to be on campus. Many with multiple delivery stops.
**Customer Value Added**

- Parking / Traffic: Construction & New Staff = Parking at a premium, congested campus roads
- Additional large vehicles = Increased chance of incidents and liability
- Fleet of CNG (Compressed Natural Gas) vehicles = More sustainable delivery method

**Campus Value Added**

- Getting something delivered to the correct person, building and room is not easy (many address variations).
- Our facility allows for cheaper cost of shipping, and drastically reduces undeliverable items.
- We Offer services that a trucking company cannot do or will charge fees to do
Order Life Cycle

- Purchase Order Approved
- Vendor Receives Order
- Vendor Ships Order
- Receiving Processes Item
- Distribution Delivers Item

- Once submitted it needs departmental approval
- Vendor fulfills order. Back Orders, partial shipments, different shipping facilities could cause delays
- Receiving processes the package via track&ship
- Distribution will deliver next business day
Poorly addressed packages

- 35% of our approximately 300,000 packages need further information to get to end user (105,000)
  - Does not mean a good address was not provided by the purchaser, but the shipper didn’t provide quality information on the label
- Receiving has the ability to utilize various tools to find end customers
- Let’s review different reasons packages have problems
Fed Ex Redirect Sticker

MAIL CODE ONLY
INCOMPLETE BUILDING/ROOM
"UCSD-DIRECT" SHIPPING ADDRESS
EXPRESS CARD PURCHASES
What can you do to help?

University of California, San Diego

Name of recipient and Mail Code

Building Name and Room Number

Purchase Order Number (if applicable)

7835 Trade St., Suite 100
San Diego, CA 92121
UPDATE YOUR BLINK PROFILE

Updating your Building/Room on Blink
• Unpack items
• Dispose of trash
• “Plug and Play” / Building Furniture
• No “inside delivery” fee
DOING WHAT OTHER CARRIERS CAN’T/WON’T

- 5,000 lbs. unit to campus
- Dispose of shipping materials
COMING SOON
Updates for Campus Mail and Receiving & Distribution

Mail & Distribution Integration
Working towards combining efforts to streamline process of delivery to customers. Package and Envelope swap.

Core Bio Deliveries
Distribution has begun delivering orders from Core Bio to off campus customers removing Sustainable and efficient

Same Day Delivery
In the next year Distribution will begin delivering perishable and priority deliveries the same day we receive them. Currently On Fridays
Passport Service

- **OPEN M-F**: 8AM-1PM
- **No Appointments Needed**
- **Sales**: $273k
- **Passports Processed**: 5,348
- **Pictures Taken**: 2,838
- **Every 2ND Saturday of each month**: 9AM – 1PM
- **Open to UC San Diego & San Diego Communities**
- **9 Certified Passport Agents**

**COMING SOON**
Updates for Campus Mail and Receiving & Distribution
Don’t forget to stop by and visit us in the Price Center East Ballroom.