VANDERBILT V UNIVERSITY

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Vanderbilt University, located in Nashville, Tennessee, is a private research university and medical center offering a full-range of undergraduate, graduate and professional degrees. The 330-acre campus located right in the middle of downtown Nashville is virtually a city within a city – bustling with more than 12,000 students and nearly 24,000 university and medical center employees – and like many large universities, has several of its own post offices. And like many university post offices, it was quickly outgrowing its space in its main postal facility.

Although the Vanderbilt facility offered 7,000 individual undergrad student mailboxes, this number fell far short of the need, leading to some students having to share a mailbox. Like most postal operations around the world, increased online shopping has triggered a steady increase in the number of packages delivered to the facility each year.

Last year, the University Post Office more than doubled the number of packages processed and anticipates continued double digit increases every year, with packages far outnumbering regular mail. As a consequence, the facility's lobby space and available package storage space was shrinking every year prompting the need for a remodel of the facility to help to speed up wait times for package pick-ups and to expand facility hours to times more convenient to the students – an initiative validated by a survey of the student body to identify new and better ways to serve them.

The University's mail and logistics team developed a plan to completely reengineer the Vanderbilt Post Office facility – in both process and flow – to accomplish several objectives:

› Meet the students' need for individual mailboxes

› Open up the space required for package storage

› Decrease the wait time for mail and package pick-up

Rather than expand the physical footprint of the facility in an already real estate-starved campus, the mail and logistics team looked to technology-based mail and package delivery solutions — and became the first university post office to use 21st century solutions to better serve their campus customers.

The first remodel initiative was to remove the 7,000 individual mailboxes and replace them with 7,300 Virtual Mailboxes. Each Vanderbilt student is now provided a mail folder imprinted with a discreet bar code. Student mail is deposited into the folder and the bar code is scanned to alert students via email or text message to pick up mail at the post office window. This move not only freed up lobby space, but it made the student mailbox process more scalable for future student population growth.

But the removal of the individual mailboxes meant that students now needed to pick up from their Virtual Mailboxes as well as their packages at the service windows. So, the logistics remodeling team increased the number of service windows from four to seven in order to service more students at any one time and reduced the wait time for package pick-up by using innovative, intelligent lockers in their now spacious lobby.

Four TZ SMArt™ Locker Banks, each offering 125 lockers in three different sizes, were installed in the lobby. More than 70% of the packages they receive fit into one of the three locker sizes available. The remodeling team found that the TZ system could be customized and integrated with their current system to work in tandem seamlessly.

Students simply swipe their ID cards at the Locker Kiosk to find out if they have a package delivery and if so, they are directed to the appropriate Locker Bank where they again swipe their ID cards to open and collect their packages. TZ was also able to enhance their standard platform with new customized features that Vanderbilt requested. For instance, when students swipe their ID cards at a TZ Kiosk, it lets them know that although they don't have any packages for pick-up in the Locker Bank, that they do have a package available for pick up at the window.

Prior to the reengineering project, students experienced 30 to 40 minute wait times to get a package during peak traffic times. With the remodel, the University Post Office not only gained nearly 1400 square feet of space, but it met its goal to keep line wait time under 15 minutes. Now, if at any one time there are 60 students in the service window lines, five minutes later, the lines are gone.

The students and post office staff are impressed with the new Virtual Mailbox and Smart Package Locker System. They find the new processes easy to use, like the high tech aesthetic the intelligent lockers add to the facility and especially enjoy the 24/7 access to the intelligent Locker Kiosks, since most of their deliveries are packages and not traditional mail.

Vanderbilt University – the first university post office to deliver a very new age "**You've got mail**" message.

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