

Survey highlights trends and challenges in campus mail and package delivery

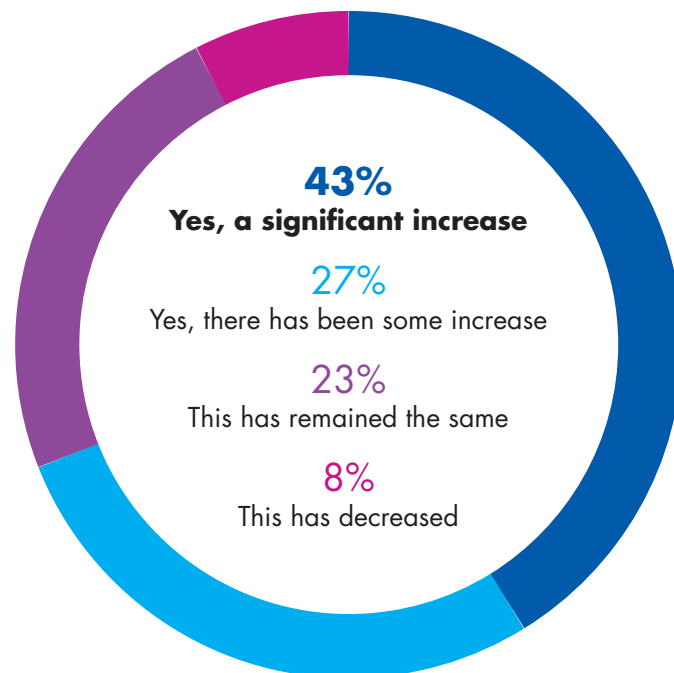
Pitney Bowes partnered with University Business to develop and deploy a survey of higher education leaders in the UB audience in February 2020. Some 163 respondents participated, describing issues and challenges related to campus mail operations and package delivery at their institutions.

All respondents were asked if there has been an overall increase in the volume of packages received by students, faculty and staff members on their campus, compared to 3-5 years ago. **43% said there had been a “significant increase” and 27% said there had been “some increase” in the volume of packages received.** Just 23% said the volume had “remained the same” and just 8% said it had “decreased” on their campus.

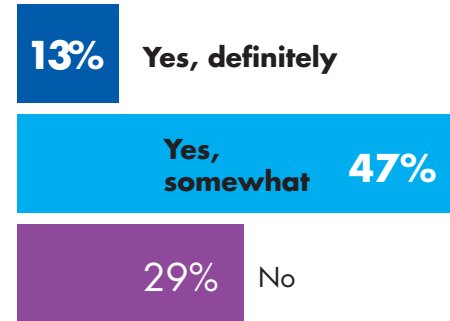
Those respondents who had experienced an increase in volume of packages were then asked if the increase had created significant problems for their institution. **57% said “Yes, somewhat,” and 13% said “Yes, definitely.” Just 29% said this had not created problems.**

The same respondents were presented with a list and asked to identify the most significant problems created by the increase. The most common challenges were **lack of storage space (77%) and logistics of delivery and/or pickup (77%).** These were followed by “Recipients not picking up packages in a timely manner” (47%) and “Large amounts of cardboard and paper waste/recycling” (35%).

Overall, has there been an increase in the volume of packages received by students, faculty and staff members on your campus, compared to 3-5 years ago?

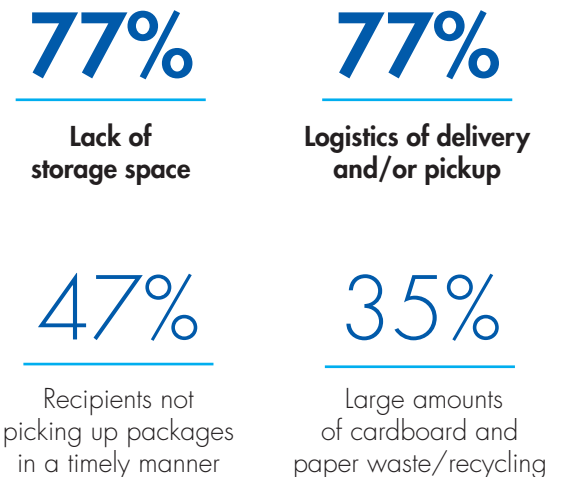


Would you say this increase in the volume of packages has created significant problems for your institution?



When asked to describe how much insight their institution had into the total costs of all shipping, receiving and postage being used by all departments, 37% described it as “extensive and detailed,” while the leading answer was “Some,” selected by 44%. Another 16% said they had “Very little” insight and 3% said they had “None at all.”

What are the most significant problems created by the increase in volume of packages?



“This survey clearly demonstrated that Institutions are continuing to experience a significant increase in packages received on campus, and this trend is creating many challenges,” says Jason DeStratis, product manager at Pitney Bowes. “Leading institutions are implementing solutions such as on-campus tracking and delivery, self-service parcel pickup with intelligent lockers, and centralized management to keep track of costs and reduce expenses.”

If you would like to learn more about the campus mail and shipping solutions available from Pitney Bowes, visit [PB.com/UB](https://www.pitneybowes.com/UB)

*Data taken from the survey of UB subscribers, “Campus Mail Survey,” conducted in February 2020, with 163 respondents participating.