



### Alternative Delivery Methods by Sal Dassaro, CMDSM

When referring to alternative delivery methods, we mean delivering items within a facility to an organization's end users by methods other than desk-to-desk. The old method of delivering desk-to-desk is becoming less practical in today's business environment of doing "more with less."

In addition to saving time-consuming deliveries, by implementing alternative, personnel can be put to more productive use while, at the same time, preventing the usual interruptions associated when mail or items are delivered desk-to-desk.

Many companies are introducing Mail Stops; Satellite Stations and Service Centers in multi-floor and/or multi-building facilities.

**Mail Stops** -- Mail bins are located geographically on floors and/or buildings where mail and items are delivered to a group of people or departments located in the same general area, instead of to each person's desk. Mail center personnel pick up and drop off mail at designated mail stops. If a floor contains 100 people, there may be anywhere from two to ten mail stops, making it much easier and faster to deliver to ten stops instead of 100.

**Satellite Stations** -- Similar to mail stops, satellite stations reduce the number of pick-up and drop-off locations even more. Typically, a block-long floor with 100 people being serviced by the mail center would have one to four satellite stations. These stations are strategically located near or in copy centers, pantry areas or utility areas, especially near the entrances and exits. Mail is usually delivered to the satellite station and end-users (or their support staff) pick up their items and the same station is used to drop off any outgoing mail or other deliveries.

**Service Centers** -- These areas serve as a satellite station as well as an area where basic supplies and packaging materials can be obtained. These areas can also contain a PC at the station so any outgoing packages can be processed (so, when the packages are sent to the main mail center, they are already prepared to be picked up by the carrier. Then, only a carrier manifest has to be printed in the central mail center).

Lately, more organizations have been implementing one or more of these methods. A financial services company we worked with introduced one satellite station per floor in twenty floors of their building. The stations were located in broom closets (the only space available) on mobile sort stations. These stations, unlike the typical satellite station mentioned above, were used to do a fine sort by mail stop. The mail services person then delivered to the pre-assigned mail stops. An administrative assistant at the station further sorted the mail to individuals who would then pick up their mail and drop off outgoing items at their mail stop.

The above may sound like a lot of mail handling, however Mail Services' responsibility ended at the mail stop, thereby reducing the overall delivery time and allowing for more frequent mail deliveries throughout the day. This, in turn, improved service to all end users.



We can help you consider these and other alternative delivery strategies.

**About Datamation Systems**

Datamation Systems has more than 38 years of experience developing mail, shipping and other types of distribution systems. Representing hundreds of manufacturers, we are the leading provider of mailroom furniture, receiving systems and other distribution products in the Metropolitan area. Datamation has worked with almost every fortune 100, financial, health and educational corporation in New York and New Jersey.

*For more information:*

Sal Dassaro  
Datamation Systems  
(201) 329-7200  
[s.dassaro@pc-security.com](mailto:s.dassaro@pc-security.com)

Dag Gonzalez  
Director, Technology Services Group  
(201) 329-7200 x243  
[TSGdir@aol.com](mailto:TSGdir@aol.com)