

Postal World



Speed Delivery

Cut Costs

Improve Efficiency

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✓ When it comes to protecting your mail users the value of intermediary isolation of incoming mail and parcels pays for itself in avoided shutdown of your main corporate functions, that's the experience of **CRC Group, Inc.** Dallas, TX, which provides 3rd-party site ops for a major energy company. According to **Robert J. Castillo, CMDSM, ops mgr.** and **CRC President Patricia Rodriguez**, the firm has worked with its client to lease a 5,000-sq. ft. space in an industrial area strategically located in a line with the appropriate USPS facility.

At the facility, x-ray and bomb detection equipment have been installed, totaling approximately \$100,000, with capability equal to some of the same types of equipment employed at airports, says Castillo. The cost of this equipment has more than paid for itself by avoiding hoaxes and other false alarms that could and previously had forced over 2,000 people in the HQ to evacuate. To further amortize the cost of the facility, more and more of the standard mail functions are being transferred to the separate facility, freeing space in the main HQ for other purposes, Castillo reports.

CRC has gone even farther to maintain quality service. To make added time available to check parcels and shipments from the private carriers, the firm has worked with the major carriers to allow a CRC staffer to go to their local depots and pickup directly from them early in the day rather than wait for delivery. This effort is needed to maintain delivery times at the HQ since private carried parcels get the same security scrutiny as mail, Castillo tells us.

Lastly, to keep x-ray operators on their toes, CRC and its client paid for the extra option of a special tester software built into the machine. The software, which added about a \$1,000 to the total cost of the machine, displays test images at random of potential bombs or other hazards to make sure the operator remains alert. So far the score has been 100%.