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# Use Case: University of Central Oklahoma

“There’s no more searching through pages of logs for one package. In addition, each package record has more information available, which makes closing the accountability gap easy.”

— Marilyn Gaskill, Manager of Campus Mail Services,  
University of Central Oklahoma





## Organization: University of Central Oklahoma

Founded in 1890, the University of Central Oklahoma (UCO) is one of the top public universities in Oklahoma City's metropolitan area. Based in Edmond, UCO has more than 17,000 students with 450 full-time faculty and staff on a 210-acre campus.



## Challenge: Managing the Inefficiencies of a Manual Process

Located in the Student Union Building, the Campus Mail Services Department of UCO handles all student packages, receiving an average of 75 packages per day. All incoming packages from USPS go through Marilyn Gaskill, Manager of Campus Mail Services, and her team. All other carriers, including FedEx, DHL, and UPS, are routed through the Central Receiving Department. Student packages sent through one of these carriers are rerouted to Marilyn's team for delivery.

Prior to purchasing a package tracking system, the Campus Mail Services Department processed packages by manually entering incoming packages on paper, noting the date, package type, and tracking number. Students were notified via a handwritten notecard and generally picked up their package within a few days. Using this method created an inordinate amount of paper, which had to be kept on hand for frequent package status inquiries and accountability questions. To add to an already sluggish process, the team had difficulty deciphering illegibly written or incorrectly transcribed tracking numbers. As a result, looking up packages was an aggravating and time consuming effort and accountability wasn't absolute.



## Needs: User Friendly Software to Ensure Proof of Delivery

As a member of the National Association of College and University Mail Services (NACUMS) since its inception in 1995, Marilyn has been a vocal proponent to automating the mailroom using a package tracking software system.

Among her most important requirements:



### Accountability

- ▶ Email notifications and signature capture capability to ensure proof of delivery



### Ease of Use

- ▶ Intuitive and dependable software that both employees and managers could count on



### Value

- ▶ High quality, vendor written software for a good price with superior tech support that would pass IT's security tests



## Solution: The Long but Worthwhile Road to Intra Enterprise™

After seeing SCLogic at the annual NACUMS conference and trade show for several years, Marilyn was able to view several software demonstrations and meet many SCLogic Sales and Technical Support team members. "The software fulfilled my requirements and all the old timers at NACUMS had nothing but good things to say," recalls Marilyn. From then on, she knew SCLogic's Intra Enterprise was "the one" and decided to champion SCLogic as her vendor of choice to upper management. However, Marilyn had her work cut out for her trying to convince decision makers of the value of a package tracking software solution. Changes in management meant starting the persuasion argument over again, which slowed the process down even more.

After five years, Marilyn's hard work paid off and she was given the green light to look into a package tracking solution. Due to university policy, she was required to research and test several vendors. In the end, SCLogic was the only vendor that fulfilled all her needs and passed the tests set by upper management and the Central Receiving and IT departments.

Between the Campus Mail Services, Inventory & Receiving, and IT Departments, UCO has 4 Intra Enterprise workstations, 5 MC55A mobile rugged devices, 4 cordless scanners, 4 desktop barcode printers, 4 signature capture pads, and 24/7 technical support. In addition, they have SCLogic's handy Depot Express Hardware Service package, a no-fault product warranty and guaranteed hardware loaner program.



## Results: Successful Installation, Reliable Software, Improved Processes

According to Marilyn, the installation of Intra Enterprise and training of her department "couldn't have been better. An SCLogic tech came on-site and spent time with all three departments. It was easy, fast, and very helpful."

UCO now simply scans packages upon receipt, assigns the package, then either delivers it to a department or notifies a student they have a package available for pick up. Students receive up to three notifications, each sent 10 days apart, before a package is returned to sender as unclaimed. As a result, processes have become more streamlined and efficient. "We spend about a quarter of the time processing incoming packages. Students typically pick up their packages the day they receive their notification, so we can make better use of our space."

*"In the past we had to skim through endless paper trails. Now we can quickly type in a search and locate a package for staff or students. Not to mention the security we now have to prove a package was delivered and signed for...and it's all at our fingertips!" --Megan Matthews, Manager of Campus Mail Services, UCO*

*Note: Marilyn Gaskill retired in September 2015 and the position of Manager of Campus Mail Services has been filled by Megan Matthews. Congratulations to both!*