

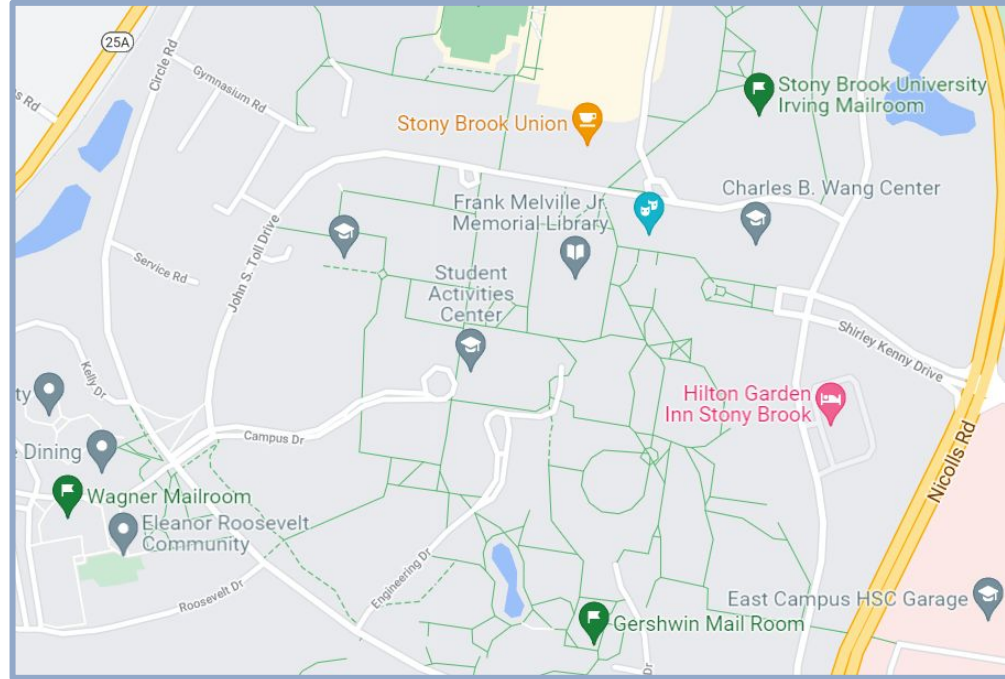
# Mailroom Study

CSE/ISE 300: Group 6

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# Context

- Only 4 active mailrooms on campus
- Only allow 1 student in at a time
- Have a increased inflow of packages this semester
  - ▶ Since the start of this year there has already been a 39% increase in online sales



# The Problems

- Backed up a lot more often
- Packages take extra time to process
- Students cannot pick up during very short hours
  - ▷ Classes overlap with hours
  - ▷ Longer than expected pickup time at certain hours
- Mailroom employees have to work harder to manage mailroom



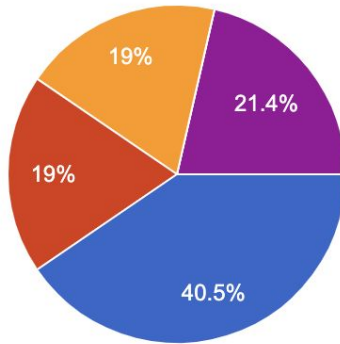
The background features a large, dark blue chevron shape pointing to the right, set against a light blue background. A thick orange horizontal bar is positioned at the bottom right, partially overlapping the blue shape.

**Survey/Data**

# Data

Which mailroom do you utilize?

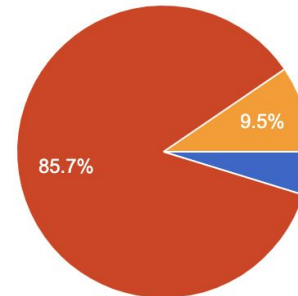
42 responses



- Wagner Mailroom
- Irving Mailroom
- Gershwin Mailroom
- Chapin Mailroom
- Off Campus

Based on your experience, during what time of the day is the mailroom busiest?

42 responses

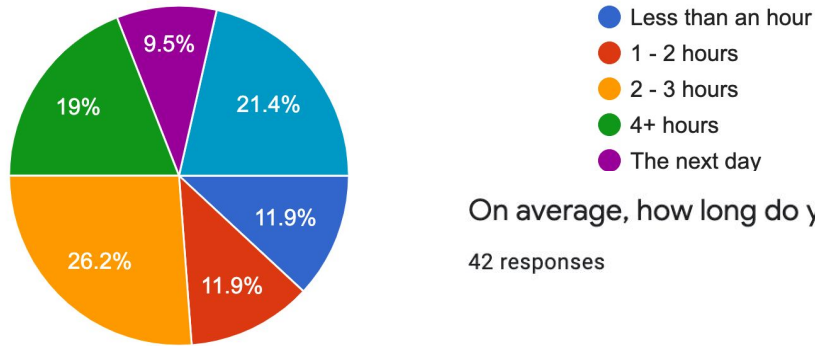


- Morning
- Afternoon
- Evening

# Data

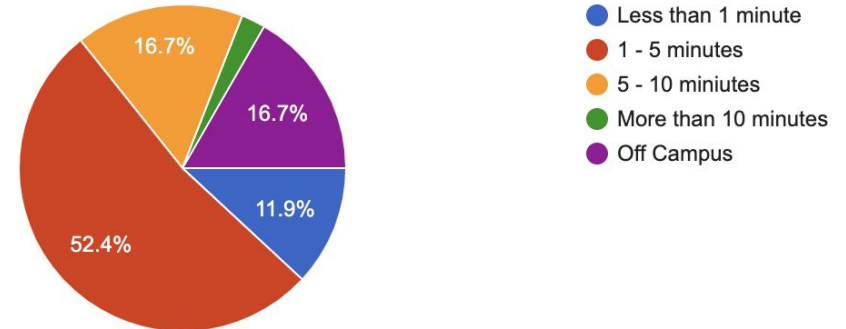
Approximately how long does SBU mailrooms take to process your packages?

42 responses



On average, how long do you have to wait on line to receive your package (minutes)?

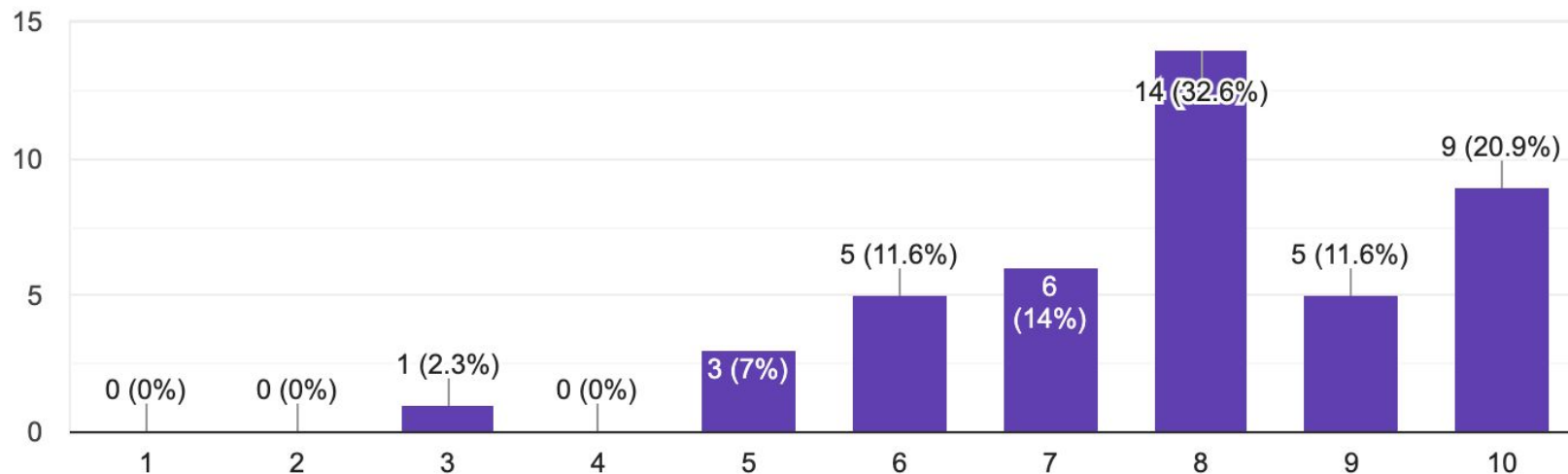
42 responses



# Data

On a scale of 1-10, how satisfied are you with the mailroom service?

43 responses



## Observations

- Wagner handles over 40% of traffic among mailrooms
- 85% of students state mailrooms are busiest in the afternoon
- Almost 30% of packages takes 4 hours to the next day to be processed
- Only 11.9% of packages are picked up instantly



# Potential Solutions

## Solution: Existing Infrastructure

- Can look to opening more mailrooms
  - ▷ Reduce traffic in existing mailrooms (Wagner)
  - ▷ Reduce pick up times
  - ▷ Create more jobs opportunities for students
- Can utilize residential mailboxes in each building
  - ▷ Student dormitories have mailboxes that are currently unused
  - ▷ Send small packages or letters to these mailboxes.

## Solution: Amazon Locker Room

- Reuse the closed down Amazon location as a Mailroom
- Follows the idea of Amazon Hubs
  - Amazon Lockers in apartments where residents can receive mail securely.
- Creates a Mailroom in the center of campus (Melville Library).



## Solution: Amazon Locker Room (cont.)

### Pros

- Commuter friendly
- Eliminate time dealing with package handling by staff
- Contact-less delivery
- Reduces congestion
- Already installed!
  - ▷ \$10,000-\$20,000 installation cost null

### Cons

- Hiring new workers cost money
- Permission from Amazon (?)
- Slightly inconvenient to access
  - ▷ In the basement of the Melville Library

## Solution: Electronic Kiosk

- Logistical update: installation of kiosks along with the electric lockers into mailrooms
  - ▷ Students can swipe their ID into electronic kiosks
  - ▷ Lockers would contain packages
  - ▷ Mailroom workers find and take package to the counter

## Solution: Pros of Electronic Kiosk (cont.)

### Pros

- Eliminate time for interaction
- Less stress for workers
  - More focus on handling packages
- Follow COVID guidelines



## Solution: Cons of Electronic Kiosk (cont.)

### Cons:

- New system comes new challenges
- More human/user error
- Installation costs
  - ▷ Kiosk: \$11,000
  - ▷ Locker: \$6,000-20,000



## Audience

- Student Mail Services
- Manager: Louis Melious



## Sources

- <https://propertymanagerinsider.com/what-are-amazon-hubs/>
- <https://2ndkitchen.com/apartments/package-lockers/#:~:text=However%2C%20it's%20reported%20that%20a,%241.50%20to%20%246.00%20per%20compartment.>
- <https://www.digitalcommerce360.com/article/coronavirus-impact-online-retail/>
- <https://tuftsdaily.com/news/2021/09/10/tufts-mailroom-to-feature-new-alerts-system-electronic-kiosks-for-fall-2021-semester/>
- <https://printandmail.princeton.edu/lockers>
- <https://priceithere.com/interactive-kiosk-cost/>