

## **SUCCESS STORY FOR DEFENSE SECURITY SERVICE POSTAL OPERATIONS**

In 2002, the program manager for Defense Security Service's postal operations was faced with the dilemma of quickly and efficiently replacing stamp usage at 74 individual field offices with a faster and more accurate mail processing capability. According to the customer, the time, effort and activity based processing costs associated with purchasing, inventorying and accounting for stamps far exceed the cost of investing in digital technology. Unsure of what technology was available, the manager turned to FedSource for the solution. According to the postal manager, the solution must incorporate state-of-the art features that result in improvements related to efficiency, accountability and effectiveness. Additionally, because the 74 offices were located nationwide, it was imperative that any proposed solution provide easy-to-operate instructions and ready access to technical support in the event of problems.

To achieve the desired results of improving efficiency, accountability and effectiveness FedSource proposed that DSS lease for each of the 74 locations a Pitney Bowes Personal Post Meter and Scale. In addition to eliminating the cost of using of stamps, the Personal Post offers the convenience of Postage by Phone, an exclusive meter resetting system that through a built-in modem automatically refills the meter with a 30 second toll free phone call. Personal Post is designed for postage volumes of \$50 or less per month which based on historical records satisfies the requirements for the 74 field offices. Additionally, the practice of applying excess postage is now eliminated as the result of having the capability of determining the exact postage needed, every time. Additional benefits for the postal manager include more effective accountability with regard to actual usage at each location, as well as development of more accurate postal budgets based on data retrieved electronically from the Postage by Phone database.