

SLIDE1

Good afternoon, and welcome to the NWPPA Conference. I am Jennifer Renken. I am with Tacoma Power, here in Tacoma. My position is Senior Warehouse Technician, and I have been with Tacoma Power for almost 18 years. I have been involved in Warehousing and Material management for over 35 years. As an employee of Tacoma Power, I have worked all facets of warehousing, over the years, and 5 years ago, found myself, in the shipping and receiving area. I am now responsible for the day to day operations of this department, with 2 employees reporting to me.

Several years ago we found it necessary to track packages as they arrived, for several reasons. The main reason was the miss-delivery of packages. They would arrive with incorrect destination information and we would not know it was incorrect, then would send packages to the wrong people. Leaving the package miss-delivered, and us not remembering where it went, and no record of who received it. It was then that we decided that by keeping records, we could track back to see if and when the package passed through our receiving area.

Today, I will be giving you a glimpse into our daily receiving process and the way we have overcome some of our tracking difficulties. I will be showing you how we used to track shipments into our facility, by hand, and how we are now tracking these same shipments electronically.

You will see how easily you can transition from manual to electronic tracking of deliveries.

SLIDE 2

On this slide you can see how many shipments come through our department. With 1400 employees, each capable of ordering material and over 10,000 packages arriving annually, you can see why it would be necessary to keep track of these shipments.

So I will begin with a short intro into our old system and why we find it necessary to track our packages, in house. And, I will show how inefficient this process was.

SLIDE 3

Information was first, hand recorded on paper, then eventually entered into an Excel spreadsheet. It was basically just an Excel spreadsheet that held historical data. Data that we didn't use for anything, except keeping a record. I will not bore you with the details, as I am sure you can each imagine what I am talking about. It was just several columns that we recorded data into, on a daily basis...nothing more.

The problems that we encountered with this process were:

It was time consuming and burdensome to record the information by hand. Errors were easily made and too many people were involved. All of which contributed to slowing down the movement of the package to its final destination, with its owner.

So, we began discussing how to turn this data sheet into an interactive tool, that would benefit us and our customers.

SLIDE 4

What we came up with are the following Excel spreadsheets. One each for UPS, Fed Ex and Miscellaneous. Daily we capture a total package count as deliveries are made from each freight company. This generates the correct number of document numbers. Then, as each package is processed, its individual information is entered into a line, which automatically assigns a document number, that will identify the package in our system.

SLIDE 5

The following information is recorded: Date, tracking number, addressee, time, contact method, stock/nonstick, warehouse location, and document number.

SLIDE 6

The addressee column is the interactive column. Once an entry is made, the receiver will double click on the column heading and will then be redirected to our e-mail server. A pre prepared letter is now displayed. This letter can be personalized or used "as is", whichever is appropriate. All that is necessary now, is for the operator to fill in the addressees e-mail address and send.

SLIDE 7

After sending the e-mail, a copy of the document is printed, then placed into the copier, where a picture of the package label is applied to the backside of the document. This document is then affixed to the package and the package is placed into the pick-up area or placed into outgoing interoffice mail.

SLIDE 8

When the package is picked up, the document gets a signature and employee number. This document is filed by document number and kept on record for 1 year. The electronic record is kept for 5 years.

SLIDE 9

Future plans for the system include: a hand scanner for copying the package labels, and a digital signature pad. With both of these items we will eliminate paper completely, and have a fully electronic recording system.

To review where we have been today: We took a look at our old system and its many limitations. We analyzed our needs, as well as our customer's needs. As a result we were able to redesign our method, simply by creating an interactive Excel spreadsheet, and linking it to our e-mail system. The end result is more than we envisioned. Not only did we organize our record keeping, we became more

responsive to our customers needs and were able to reduce a portion of our staffing. Making us more fiscally responsible to our rate payers. All without spending a dime. Just using the tools we already had available.