

Consolidated Mail Services

Delivering savings on finances, time

Consolidated Mail Services (CMS) provides a full range of [mail services](#) to state agencies and local governments. More than 116 agencies and political subdivisions use CMS to process mail. More than 50 million mailings are presorted to obtain postage discounts, which currently save customers nearly \$3 million a year on postage costs.

CMS key daily services

- Provide pick-up and delivery service for interagency documents and packages to 45 cities in 10 counties.
- Dispatch drivers to cover more than 1,800 miles and make 1,135 separate deliveries and pickups.
- Handle more than 237,000 pieces of mail, ranging from one-ounce letters to 150-pound boxes.



Service commitments

- Next-day campus mail delivery when received by 5 p.m.
- Same-day campus mail delivery upon request.
- Folding, inserting and labeling mailings fast and efficiently.
- Same-day delivery of presorted mail to USPS with discounted postage when received by 2:30 p.m. Next-day delivery if received after 2:30.
- Same-day full-rate letter mail delivery to USPS when received by 5 p.m.
- Mail design assistance for automation to achieve postal discounts, as well as other no-charge mail consultations.
- Provide security by X-raying all incoming mail addressed to the 98504 ZIP Code to ensure safe delivery to the customer.

Streamlining services to save customers money

The core function of CMS is to streamline government mailing and allow state employees to focus on their agencies' priorities. Examples include:

- **\$21 million in postage savings since 2005:** CMS provides a centralized operation from which all state agencies can benefit, no matter the size or volume. Since 2005 CMS has saved the state \$21 million in postage costs by combining agencies' mail to achieve significant postage discounts. The Employment Security Department alone has saved more than \$1 million annually in postage by using CMS since 2007.
 - **\$324,000 in Certified Mail savings:** CMS provided savings to the state by providing an electronic return receipt service to track Certified Mail. The service saves \$1.35 per piece in postage and is available to all customers. This also saves FTE time and eliminates the need to purchase additional equipment necessary to process Certified Mail. The Department of Labor and Industries alone has saved over \$260,000 by utilizing this service.
-

- **\$200,000 in savings through technological advancements:** The U.S. Postal Service gave certification to CMS that allows it to spray a unique barcode on each piece of outgoing first-class mail. Since implementation in 2012 this has reduced postage costs for the state by approximately \$200,000. The Postal Service was set to require all mailers to utilize this barcode for discounted mailings as of this year, but CMS's early adoption helped realize additional savings.
- **\$750,000 in consolidation savings:** The Department of Social and Health Services transferred operation of an entire high-production mail inserting facility to CMS in 2010, saving more than \$500,000 per year. In the first year, CMS streamlined operations resulting in an additional savings of more than \$250,000. The savings were achieved by removing the need for planned equipment purchases and allowing for staff restructuring by incorporating the work into the existing CMS system.

Contact

For more information, visit <http://www.des.wa.gov>, or call (360) 586-0457.

May 30, 2014