

1. Employee Engagement:

Postal & Passport Services staff are crossed trained in all job functions in both units. University training has been accomplished in a wide variety of subject matter, this allowed for staff to become more engaged in the overall workings of the unit. Staff members have completed University Finance certificate programs and IT certificate programs, and Passport Agent certification as well. Our staff's level of training and empowerment has increased morale, and they remain actively engaged in unit operations for the betterment of the University.

2. New Technology:

Smart Lockers-Mailboxes: Implemented during Covid, used lockers and mailboxes for departmental mail in the early stages of pandemic. Smart mailbox technology has greatly reduced wait times for student mail pickup and has provided our students and campus staff access to mailboxes 24/7 thus enhancing the overall mail experience.

Virtual Letter Mail system: With the implementation of our Smart Lockers and Smart Mailboxes, we created a homegrown system which cost under \$500.00, we use a mobile cart, with 1 foot trays and barcode labels on letter mail, electronic notifications are sent and signatures are captured for chain of custody purposes. This system has greatly reduced forwarding of mail once the semester ends.

Microsoft Power Apps: We've developed a Power App for our Student Mail check-in and checkout process, this app eliminates the need for a third party tracking software, and provides a significant cost savings to unit operations. We're in the developmental stages of a similar app for our campus mail operation. The Microsoft Power Apps have increased and improved our technology, we currently use a multitude of products such as Bookings, Shifts, in various areas of our unit. Again, these apps provide a significant cost savings to overall unit.

3. UNCW Postal & Passport Services staff:

Samuel Nevarez-Operations Manager  
Andrew Kosch-Postal Clerk  
Heather Frehim-Postal Clerk  
Patti Golka-Passport Associate  
Virginia Hayes-Passport Associate  
Larry Cooper-Postal Clerk  
Delaurence Walker-Postal Clerk  
Jodie Cheers-Postal Clerk

4. Process & Operational Procedure Improvements:

Relocation of Campus Mail Center to CPU/Student Mail center improved unit efficiency and allowed for Campus Mail staff to gain experience in student mail and CPU operations, providing the unit with trained staff in all unit operations.

Microsoft Power Apps have been a game changer that have improved check-in and checkout procedures, with customizable templates for email notifications, mail forwarding, and dashboard reporting.

Passport Services implementation of Microsoft Bookings App has improved flexibility in operation allowing for both appointments and walk-ins to fill up time slots, response from customers has been very good with change for the previous way we did business. We've added six bilingual (Spanish) Federal Work Study students to assist Passport applicants, also we've produced Passport Services brochures in Spanish as well that explain our services.

Bulk Mail services have been (USPS Marketing Mail) combined with University Printing Services to provide to provide a more streamline service which have improved customer service.

5. Describe Inter-and Intra – Departmental process implemented by the Mail Center:  
All Inter-campus departmental mail is scanned into tracking software app for chain of custody and dashboard reporting. All departmental stops have been issued a barcode that is scanned, and email sent to departments when mail delivery is complete.
6. Cost Reduction:  
With the implementation of Microsoft Power Apps going forward will greatly provide a significant cost savings to the University and Postal & Passport Services.
7. Industry and Community Involvement:  
We're members of the PCC (Greater Wilmington PCC) hosted PCC event and participate in events hosted by local PCC. Passport Services has partnered with Centro Hispano to increase awareness to the Hispanic population in SE North Carolina as to the services we provide. We've also partnered with U.S. Department of State to assist in Passport Acceptance Agent Training by providing space and IT services for many years.
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