



Smart Mail Centers Integrate Tech and AI to Produce Revenue, Increase Services, Market their Services and Improve Customer Services

Don McCarty, Marine Postal Officer 27 years (1981-2008)

- Implemented numerous programs to allow Marine Corps Postal **thrive & excel**
- Army, Navy and Air Force Career Postal – are gone didn't embrace change

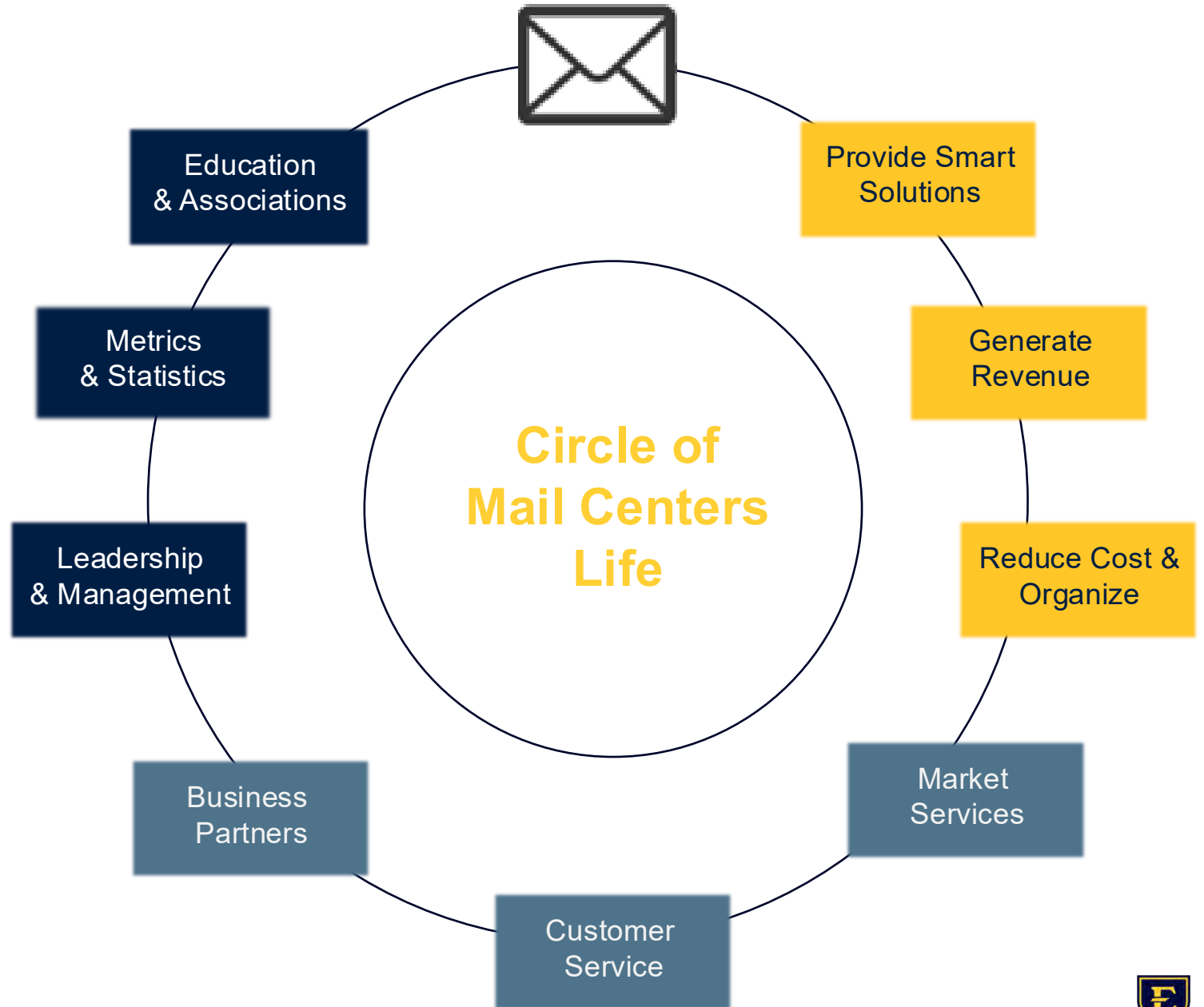
ETSU Director of Postal, Passport & Printing since 2013

- 2013 Very Outdated and only did mail processing and retail window
- Mail Center now offers Passport, Photo and Printing Services
- Generated \$280K revenue in FY25 from retail, passport and printing
- Modern - 90% of time is computer software and smart equipment processes
- Helped Dozens of schools with Smart Solutions and start Passport Services

No Need to
take Notes
Full
Presentation
available

Tech & AI
are involved
in all these

Mission: Save Mail Centers!

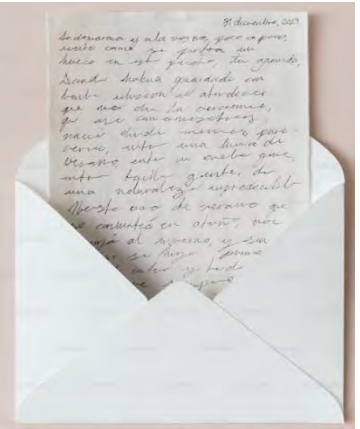


Presentation Agenda

- Smart Mail Solutions and Mail Center Organization
 - Smart Lockers
 - Smart Mailboxes
 - Smart Letter Boxes
 - Smart Refrigerated Lockers
 - Smart Department Lockers
 - Digitalized Mail
 - Amazon Key
- Small things add up – eliminate steps & wasteful practices
- Think out of the Box for new opportunities
- Market your Mail Center and Customer Service
- Business partners (can't do it without them)

Please Fill
out the
Session
Evals at the
End

All of these were at One Time Considered the Best of their Times



Typical Mail Centers are Considered:

- Drain on the budget
- Limited in value or contributions to School
- Forgotten except in emergencies like Covid
- Mostly manual labor operation
- Easy but boring job
- Outdated facilities, equipment and thinking

Mail Centers without Smart Solutions

- Not enough space or people to do more
- No time to generate additional revenue
- Not able to add additional services
- No revenue to purchase proper equipment needed
- No system to measure metrics to make informed decisions
- Don't have Capabilities, Reputation or Appearance of professional operation



It all starts with having the right Smart Solutions

Smart Mail Centers Are:

- Utilizing Smart Solutions & Equipment
- Technology driven – limited manual labor
- Organized, efficient and generate revenue
- Operated with smart and dedicated staff (Covid proved that)
- Marketing – If you don't who will
- Customer service focused

Strive to be invaluable in all areas!



**WORK
SMARTER
NOT HARDER**

Let's see if
we can put
the "AI" in
Mail

- We live in a world where technology and communication are causing everything to accelerate faster than ever before.
- Yet many operations in the university print & mail industries remain stuck.
- AI can help just like computers, email, internet, smart devices and software.

Delivery Issues Facing Mail Center

Parcel Delivery

- Parcel volume going up \ Space at a premium
- Package Tracking System is not the solution (need to reduce # of touches)
- Smart Lockers not **IF** but **when** and **who**

Letter Mail Delivery Options (Space vs Access)

- Traditional PO Boxes (24/7 access but **needs space**)
- High Density Folder options saves space but **limits access** (need to reduce # of touches)
- Smart Mailboxes (provides 24/7, reduces space and reduces touching by 75%)

Smart Mail Center - Open 24/7, 365 days a year



Summary of ETSU Smart Lockers

3 banks of Smart Student Lockers

- Average 96% pick-up in 24 hours
- 4 different door sizes
- 180 doors (47' wall space)
- 460 doors but over 600 packages at same time over 800 packages loaded 1 day

Key is consolidating packages into same door

Reloading at lunch and at end of day is critical for success

24/7 Access to lockers is needed

1 Bank of Smart Department Lockers

Smart Lockers will be Everywhere!



Smart Department Delivery Lockers

114 doors - 12 feet of wall space

104 doors for permanent assignment

- Most dept usually get mail everyday
- Emails only sent if there is mail

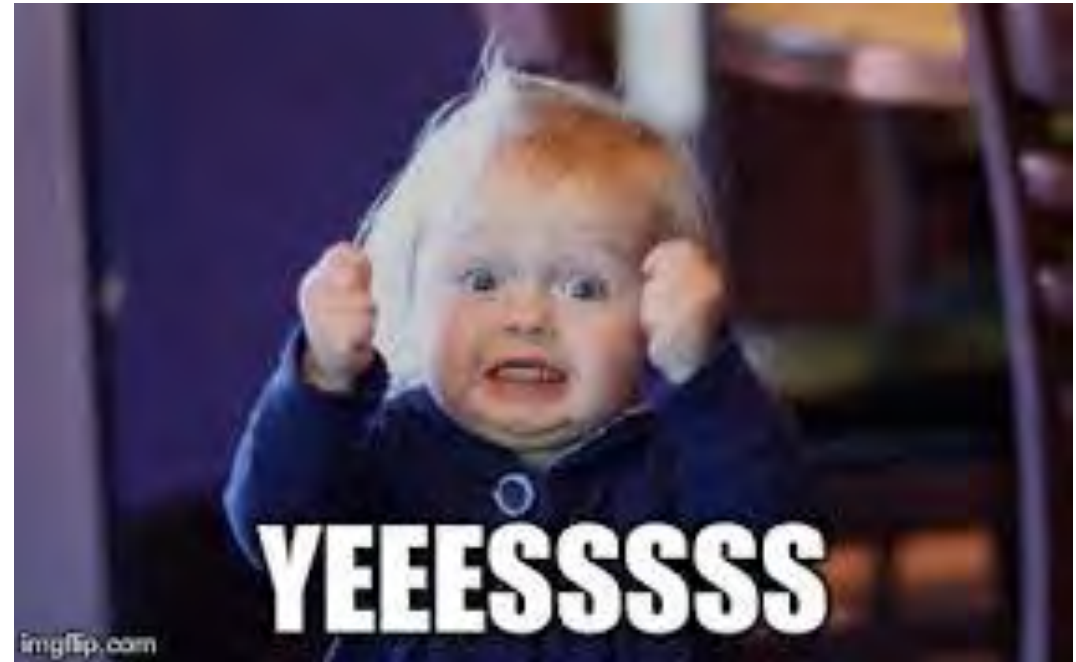
10 doors for re-assignable use

- Departments don't get much mail, only come to pick-up when emailed
- 26 depts that get little mail



Costly to drive bldg. to bldg., floor to floor, room to room to only leave the mail on a desk.

Ready for the really exciting news?



Most Critical Development in Mail Delivery

Traditional PO Boxes

- All removed
 - 8,700 PO Boxes
 - 330 linear wall feet vs 29'
 - 2,900 vs 400 square feet to access



Dials & Handles

- Difficult to open
- Hard to clean
- Lots of Maintenance



Old Mail Center Configuration



New Mail Center Configuration

Gave Up Space

Became More Efficient!



Smart Mail Boxes

Smart mail box stats

- 5 seconds per piece to process
- 1 second per piece to place in boxes
- 92% pick-up in 24 hours
- Pick-up procedures same as Lockers

Smart Mail Boxes 1

- 21 feet wall space long
- 200 doors
- 474 pick-ups one day (not full)



New Smart Letterboxes – 88 Doors (80 xxsmall & 8 Small)



The Old Days and Ways were not Better



Smart Mail Box Operations



Smart Mailroom Storage



Pros of Smart Mailbox System vs Traditional PO Boxes

- **Not just letters** – ability to accommodate letters, magazines, flats & 70% of packages
- **Easier and faster loading** – larger doors than traditional PO Boxes
- **Mail retrieval** – by PIN, Student ID card or mobile app
- **Notification** – ability to send pick-up info and tracking numbers via e-mails
- **Online viewing** – monitor system from anywhere
- **Smaller footprint** – (built into the wall) decreasing letter mail space
- **Integration** – can be integrated with other automated programs to streamline data updates (changes to Open, Close, Forward & Hold)
- **Accountability** – every piece of mail is accounted for: Delivery, RTS, Forward & Recycle

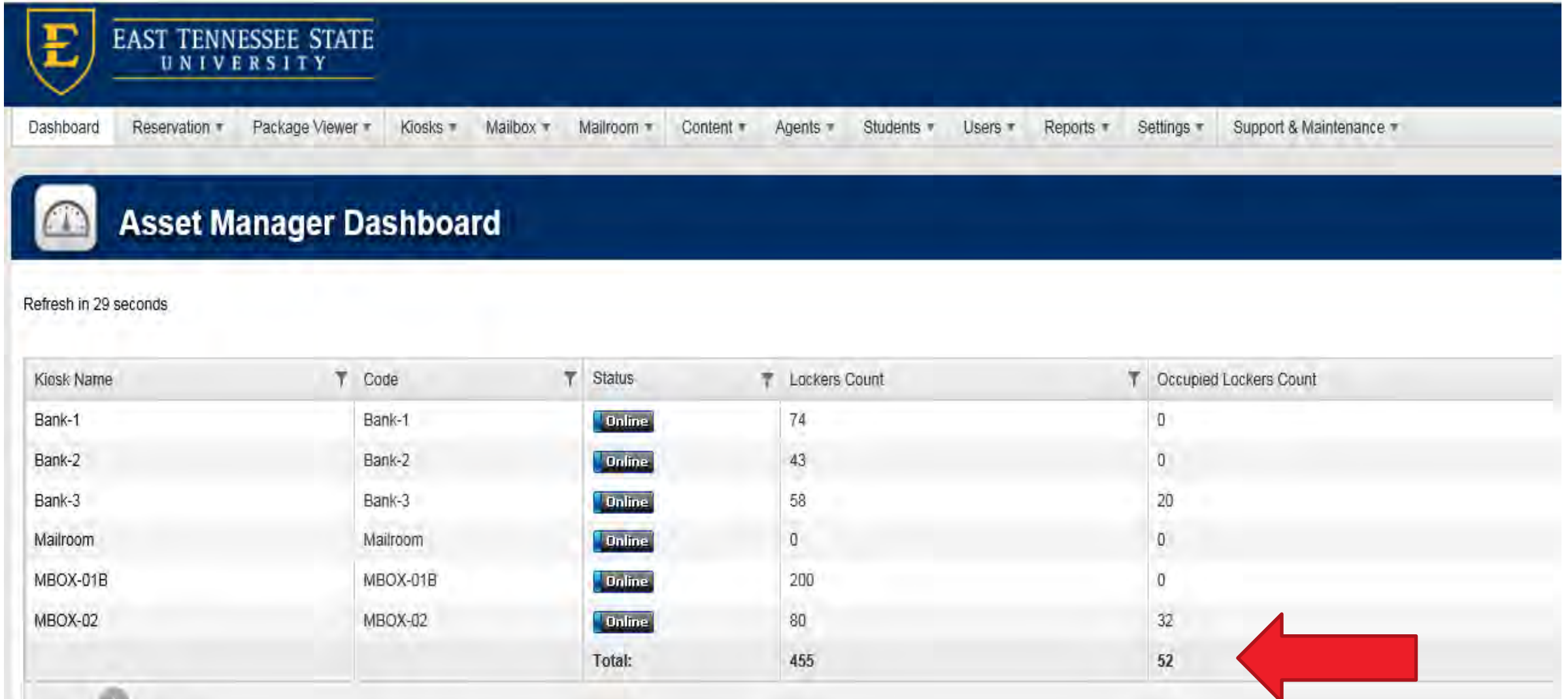
Pros of Smart Mailbox System vs Traditional PO boxes (cont)

- **No sharing of PO boxes** or worry about leaving PO Boxes closed for a set amount of time before being reissued
- **No need to change combination** locks or worry about replacing keys
- No need for periodic quality control of thousands of PO Boxes to ensure the correct letters are in the correct box
- No need to periodically change the PO Box Number or Name labels on the PO Boxes
- No need to teach customers how to open the PO Box doors each semester
- No need to remove all the mail at the end of each semester
- No need to post “**Forward or Hold Cards**” on the PO Boxes & remove each semester
- **No need to spend money on Package Tracking System or Labels**

Pros of Smart Mailbox System vs High Density Folder Systems

- 24 hour access to mail for students
- No manpower required to retrieve mail from receptacles to complete the delivery
- System is capable of delivering small packages like books
- No labeling and relabeling of the folders
- Eliminates periodic quality control for thousands of folders to ensure the letters are in the correct folders
- All doors are re-assignable after each delivery which doesn't require each box holder to have a reserved space
- Students don't have to wait in line for letters to be retrieved from folders
- No removing of all the mail at the end of each semester
- **Contactless Delivery & Easy to Clean**

Last Day of Semester



The screenshot shows the 'Asset Manager Dashboard' for East Tennessee State University. At the top, there is a navigation menu with items like Dashboard, Reservation, Package Viewer, Kiosks, Mailbox, Mailroom, Content, Agents, Students, Users, Reports, Settings, and Support & Maintenance. Below the navigation is a header for the 'Asset Manager Dashboard' with a refresh timer set to 29 seconds. The main content is a table with the following columns: Kiosk Name, Code, Status, Lockers Count, and Occupied Lockers Count. The table lists several kiosks, all with an 'Online' status. A red arrow points to the 'Occupied Lockers Count' for the 'Total' row, which is 52.

Kiosk Name	Code	Status	Lockers Count	Occupied Lockers Count
Bank-1	Bank-1	Online	74	0
Bank-2	Bank-2	Online	43	0
Bank-3	Bank-3	Online	58	20
Mailroom	Mailroom	Online	0	0
MBOX-01B	MBOX-01B	Online	200	0
MBOX-02	MBOX-02	Online	80	32
Total:			455	52

Step 1 - Select "Drop-Off"

Kiosk Locker Bank Layout : MBOX-01B

Drop Off Recover All

1	11	21	31	41	51	61	71	81	91	101	111	121	131	141	151
2	12	22	32	42	52	62	72	82	92	102	112	122	132	142	152
3	13	23	33	43	53	63	73	83	93	103	113	123	133	143	153
4	14	24	34	44	54	64	74	84	94	104	114	124	134	144	154
5	15	25	35	45	55	65	75	85	95	105	115	125	135	145	155
6	16	26	36	46	56	66	76	86	96	106	116	126	136	146	156
7	17	27	37	47	57	67	77	87	97	107	117	127	137	147	157
8	18	28	38	48	58	68	78	88	98	108	118	128	138	148	158
9	19	29	39	49	59	69	79	89	99	109	119	129	139	149	159
10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160
161	171	181	191												
162	172	182	192												
163	173	183	193												
164	174	184	194												
165	175	185	195												
166	176	186	196												
167	177	187	197												
168	178	188	198												
169	179	189	199												
170	180	190	200												

Size	Available	Occupied	Flagged	Expired	Disabled	Reserved	Total
X Small	85	105	9	0	1	0	200
Total	85	105	9	0	1	0	200

- Available
- Occupied
- Flagged (Dirty)
- Flagged (Out Of Service)



Step 2 - Enter "PO box Number" and verify addressee info

Step 3 - Select "Save and New"

Kiosk Locker Bank Layout : MBOX-02

Go Back General Kiosk Settings Locker Layout Settings & Synchronization


Drop Off Recover All

1	11	21	31	41	51	61	71
2	12	22	32	42	52	62	72
3	13	23	33	43	53	63	73
4	14	24	34	44	54	64	74
5	15	25	35	45	55	65	75
6	16	26	36	46	56	66	76
7	17	27	37	47	57	67	77
8	18	28	38	48	58	68	78
9	19	29	39	49	59	69	79
10	20	30	40	50	60	70	80


Size	Available	Occupied	Flagged	Expired	Disabled
X Small	48	31	1	0	0
Total	48	31	1	0	0

Drop off at Mailbox Locker:

Locker:

Name: 

Package ID:



Traditional Refrigerator

- No automated email notices
- No 24/7 access (currently 8:30am to 3:30pm)
- No real security
- No easy way to record metrics

Primary Uses

- Refrigerated Meals (Hello Fresh, Factor, Home Chef)
- Medicines, Flowers & Cosmetics
- Door Dash type food deliveries

Backup System



Apr 2025! – Refrigerated Food Lockers

Peace of Mind – long weekends, no problem

- Pick-ups available 24/7; 365 days a year
- Email notifications and auto reminders
- System designed to maximize space
- Touchscreen with RFID Reader, swiper and barcode scanner
- Mobile App pick-up
- Color match to School colors or desired branding
- Requirements – standard electrical and Internet line
- Metrics – know exactly how long items are stored and volume

*Not just Mail – Dining Facilities & Food Pantries



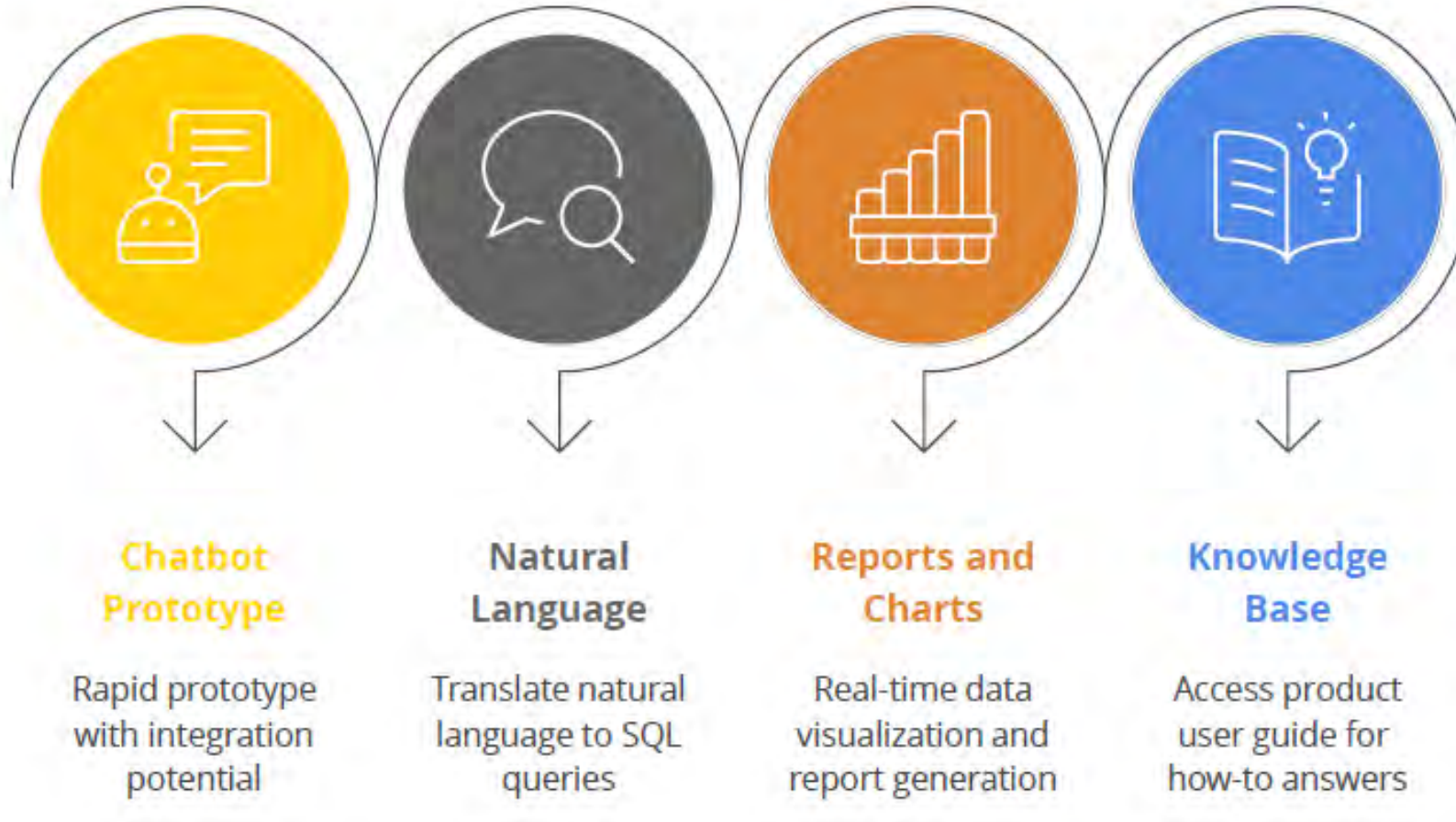
Smart Lockers / Mail Boxes Top Features = Efficiency

- Place multiple packages in same door (**add at the same time or add later**)
- 2 step process to combine 2 door items to one door (**consolidation saves doors**)
- Combining letters with packages increases pick-up rate (**students love packages**)
- System should process **Letters, Flats & Newspapers**, not just packages
- Rear loading (**most efficient** – power not an issue for pick-up)
- Support “Hold” & “Forward” functionality - **no wasted time & doors**
- Reduced processing steps (**every click matters**)
- **Seamless transition** from Banks\Boxes to shelving and back
- Best systems **don't require separate PTS, labels and redundant handling**
- System should support **PIN, ID cards, mobile app and mobile credential** for pick-up

AI should
interface for
queries

Remember with AI – Garbage In - Garbage Out

When using AI it is best if data drawing from for internal or trusted sources

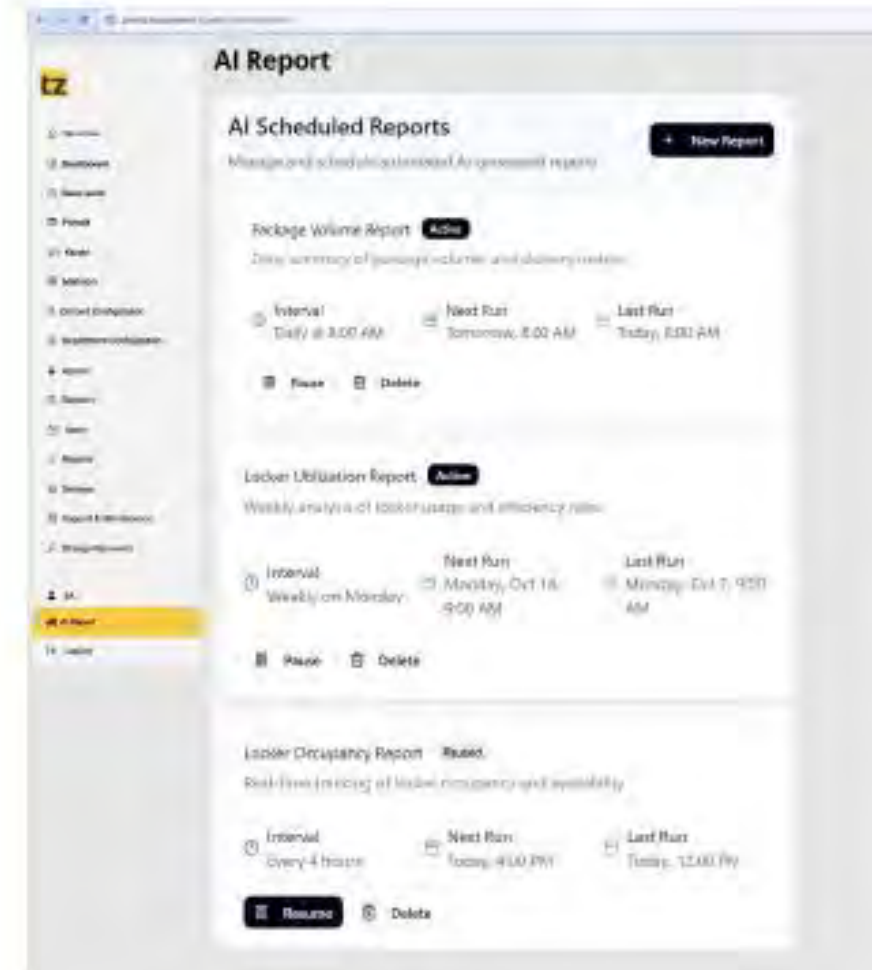


Use AI to Run Scheduled Reports or Ask on the Fly

When the Report is scheduled, it gets added to the Management Portal under AI Scheduled Reports section of the User Profile.

Most users have their own set of data they use

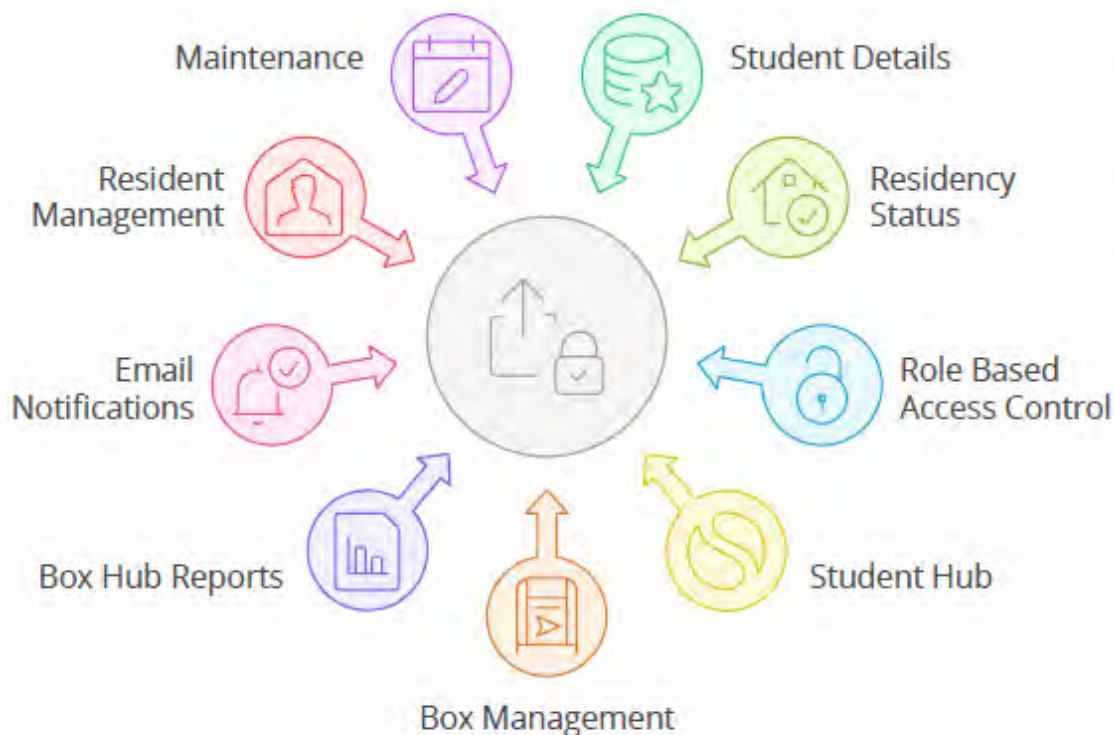
Use AI to Query or Run reports by individual users requirements



Smart means Integrated, Connected & Inclusive of all Data & Functions

Student Connect

"One Stop. Total Control. Endless Efficiency."



Student Hub:

Self-service portal for students to view PO Box details, manage Holds/Forwards, authorize users, update contact info, and request closure of boxes.

Box Management:

Real-time dashboard with key stats, quick assignments, and search/filter tools to track Holds, Forwards, and box status.

Reports:

Generate custom reports by date range; export to CSV/PDF for easy sharing and insights.

Email Notifications:

Automated, customized alerts for assignments, address errors, final pickups, and updates.

Resident Management:

Identify and assign boxes to residents/non-residents in batches or individually.

Box Maintenance:

Schedule or perform record cleanups (students, non-residents, etc.) quickly and securely.

Department Lockers – No Internet & Power Needed

- 28 Department doors & 2 Outgoing mail slots
- AM Drop-off, PM Pick-up (10 Mins)
- Staff Open all doors with 1 Key Fob
- Each Department issued PIN
- No Emails, Lan Line or Electricity needed
- Totally Portable & Standalone Systems
- A Notice System for oversized Packages
- Contactless Delivery & Pickup
- 24/7 access if needed

- Not every solution has to be Hi-tech



Digitalized Mail - Concept

- **Image-based capture** - Capturing an actual image of the envelope or package and gives recipients a real preview of their item.
- **24/7 access** to preview items from anywhere
- **Auto-assign and notify** - Using OCR and machine learning technology, Received Digital automatically identifies the name on the envelope or label and notifies recipients.
- **Automated reminders** - Set up automatic reminders for students and faculty to ensure their mail and packages are not forgotten about.
- **Configurable to your campus** - Choose from a number of workflows for different methods of storing and managing inbound items to match your specific environment.
- **Easy implementation** - As a web-based application, no expensive set-up fees or high-cost customizations are required. Getting started is as simple as creating an account.
- **Perfect for Remote Locations** – recipients can see exactly what is waiting for pick-up
- **Full Event History** – Easy to review exactly what was delivered
- **Share access with Assistants** – Great for department use where a few people can access the system.

• **Full accountability for campus mail** – especially for letter mail which has no tracking

NATIONAL POSTAL FORUM | PHOENIX, AZ

• **Analytics and Reports** – Identify trends and usage by department

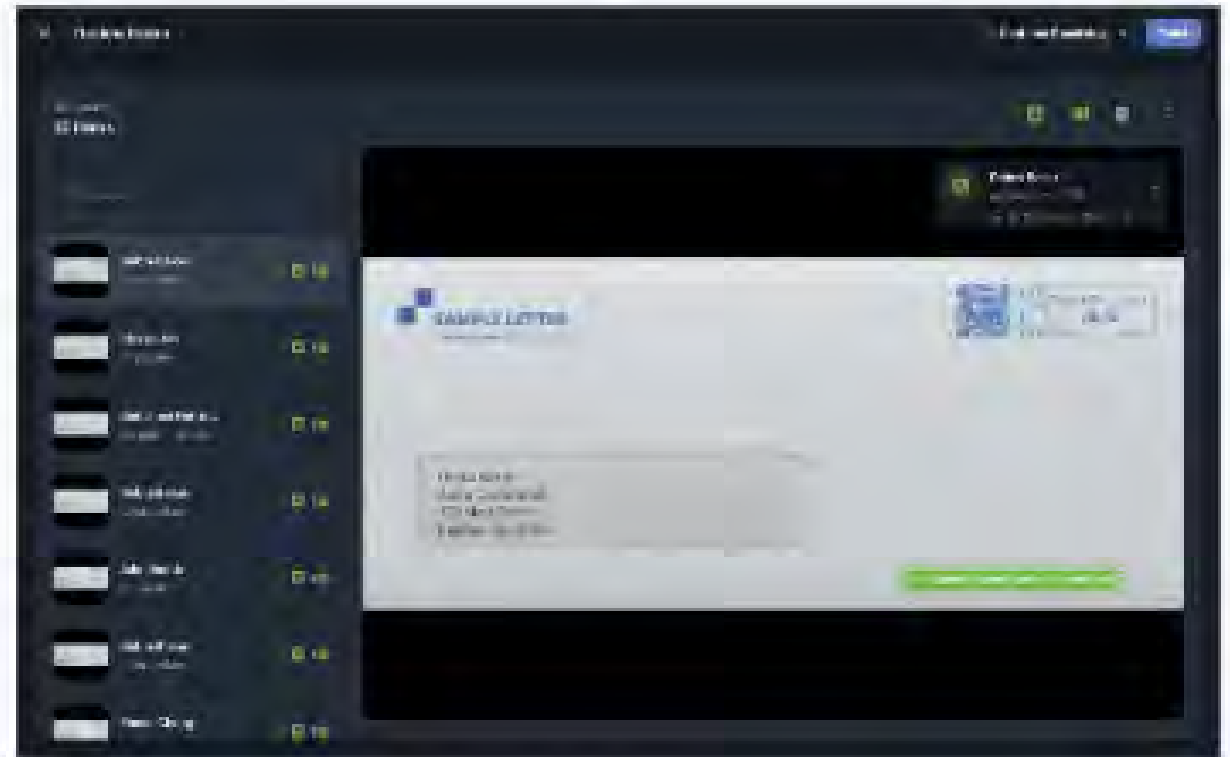


Digitalized Mail Processing

Full accountability for letter mail

AI learns to
improve
accuracy &
streamline
Process

- Image-based tracking
- Intelligent image-processing
 - Recipient name and address
 - IMb
 - Mail-class



Digitalized Mail Processing

Increased visibility for recipients

- Automated notifications
- Image preview embedded
- Customizable content

Most Schools will never be able to get Informed Delivery but this is pretty close



The “Big River” Key

Main Reasons are increased efficiency, security and customer service

- An easy, safe way to receive key deliveries for campuses
- Access Drop-off after hours and weekends
- No more leaving packages in the lobby, loading dock or sidewalk
- Packages already delivered in the morning to allow for more efficient processing
- Reduces missing or damaged packages
- Helps drivers get to the correct spot for secure drop off
- Free installation for eligible properties
- Camera monitors all deliveries, alerts on every delivery and can talk to drivers
- Can be supported with large outdoor containers for drop-offs

Amazon
now
delivers
more
packages
than anyone

Huge Problem - Incorrect or incomplete Addresses

Before - 27% of packages were using a complete correct address

Now - 93% use a correct address – this saves hours of lookup time

- Missing Box Numbers & Incorrect Streets,
- Missing & Incomplete Names,
- Nicknames & Missing Authorized Users

Effective,
but Manual
& Time
Consuming
Process

The Process

1. Attach Incorrect or Incomplete Address Form
2. Send out email notice (provides a record)
3. Place in mailroom for them to come to the window to explain why
4. Inform students to put their Box Number where they would put their middle name

Example “John 10003 Smith”

Incorrect or incomplete addresses

AI can Automate Process

In order to expedite delivery of your mail and packages, please change your mailing address to:

UPS, FedEx, DHL & USPS Packages

{	(Your Name) _____ → →	}	→	Note: if the company doesn't allow dual line addressing
	400 JL SEEHORN JR RD → →		→	Enter your Box Number as your middle name
	Box: _ _ _ _ _ (Enter Your PO Box) →		→	Example: "John-12233-Smith"
	JOHNSON CITY TN 37614 → →		→	Postal will then be able to put your package in the lockers.

All other street addresses such as 325 Treasure LN, 807 University Parkway or dorm room addresses will result in your packages being delayed from a half day up to 3 days.

This package was incorrectly addressed because of:

- Incorrect Street address such as 325 Treasure LN, 807 University Parkway & 100 CR Lane
- Missing PO Box Number
- Incorrect PO Box Number
- Incomplete Name
- Name doesn't match our records (If you have a preferred name or family member it can be added)

Please update your address with your common shippers such as Amazon or ETSY.

Modern Campus Mail Centers Generate Revenue

- Passport & Photo Services
- Printing
- Mail Processing
- Retail Services
- Summer Storage
- Out of the Box Services

AI can
Help in
all these
Services

ETSU Passport Services



Revenue – Passport and Photo

Camera and Printer System (critical) Smart Cameras take the guesswork out of the Process

- Designed for Passports and more
- All International Photos
- Capable of Emailing Photos

Online Appointment software (critical)

Adds to Money Order and Retail Postal Sales

Most important decision about Passport Services

- How to get started and why
- Best Practices and Best Equipment to Purchase
- Top 30 ways to market Passport Services

Use AI for metrics, scheduling, customer surveys, follow-ups, marketing & training

ETSU Passport Statistics

FY	Number of Passports	Number of Photos	Passport Revenue	Photo Revenue	Total Revenue
2017-25	15,766	16,140	\$416,675	\$174,266	\$590,941
2025	3,148	3,077	\$88,235	\$42,375	\$130,610

FY 2017-25	New Passports & Photos					Renewals & Photos			Photos Only				Photos By Category			Total Revenue
	DS-11 New	Amount	Photos	Amount	Total	DS-82 Renew	DS-82 Photos	Amount	Photos Only	Email Photos	Photos & Email	Amount	Student	Faculty/ Staff	General Public	
FY 2017	989	\$24,725.00	837	\$6,696.00	\$31,421.00	224	183	\$1,464.00	208	N/A	N/A	\$1,664.00	Not Tracked			\$34,549.00
FY 2018	969	\$26,585.00	819	\$6,552.00	\$33,137.00	252	233	\$1,864.00	297	3		\$2,382.00	Not Tracked			\$37,383.00
FY 2019	1010	\$35,350.00	836	\$7,524.00	\$42,874.00	272	236	\$2,126.00	304	7	50	\$3,374.00	Not Tracked			\$48,374.00
FY 2020	871	\$30,485.00	751	\$7,510.00	\$37,995.00	249	213	\$2,130.00	208	4	40	\$2,600.00	Not Tracked			\$42,725.00
FY 2021	601	\$21,035.00	516	\$5,160.00	\$26,195.00	217	200	\$2,000.00	142	4	24	\$1,748.00	Not Tracked			\$29,943.00
FY 2022	1187	\$41,545.00	1004	\$10,040.00	\$51,585.00	325	288	\$2,880.00	137	5	30	\$1,780.00	223	80	743	\$56,245.00
FY 2023	2002	\$70,070.00	1767	\$18,638.00	\$88,708.00	569	501	\$5,332.00	256	27	54	\$3,684.00	624	107	1889	\$97,724.00
FY 2024	2247	\$78,645.00	2001	\$24,012.00	\$102,657.00	634	544	\$6,528.00	236	33	65	\$4,203.00	622	129	2135	\$113,388.00
FY 2025	2521	\$88,235.00	2276	\$31,257.00	\$119,492.00	627	518	\$7,080.00	177	41	65	\$4,038.00	625	137	2332	\$130,610.00
Total	12,397	\$416,675.00	10,807	\$117,389.00	\$534,064.00	3,369	2,916	\$31,404.00	1,965	124	328	\$25,473.00	2,094	453	7,099	\$590,941.00

Yellow – Indicates Record

Passport Primary Focus

- ETSU Students, Staff & Faculty
- Specific focus on Study Abroad Students
- Local Colleges
- General Public – everyone is welcome

- Goal for Every ETSU Graduate



ETSU Print Services – Organized, Efficient & Profitable



Printing Services very Beneficial to Campus – only need 3 Printers



Wide Format
Printer



Envelope
Printer



Flat Bed
Printer

ETSU Mailing & Printing – Profit & Loss

July 2024 through June 2025

	BU	GS	PS	Lam	MP	PR	33P	WF	TOTAL
Ordinary Income/Expense									
Total Income	614.28	13,241.00	11,589.00	183.79	45,588.10	43,184.29	10,261.33	9,744.98	134,406.77
Cost of Goods Sold	156.74	0.00	0.00	11.64	140.89	20,693.20	1,308.72	1,387.44	23,698.63
Net Income	457.54	13,241.00	11,589.00	172.15	45,447.21	22,491.09	8,952.61	8,357.54	110,708.14
	Buttons	Grandshipper	Pitney Ship	Lamination	Mail Processing	Printing	Flatbed	Wide Format	

AI can help in Print Business:

- Training,
- Design,
- Customer Service,
- Cost Analysis & Billing,
- Supply Management

Envelope Printer

- Posters (small)
- Letterhead
- Envelopes
- Certificates & Awards
- Note Cards
- Invitations



Wide Format Printing for Departments & Students

- Retractable banners & stands
- Vinyl & Mesh Banners
- Wall & Floor decals
- Window Cling & Window Perfs
- Etched Glass look
- Vehicle Signage
- Door & Window Wraps
- Wall Murals
- Signage Boards (menus)
- Stretch canvas & much more



Revenue – Mail Processing Fees

- Manual inserting can be profitable with student workers
- Address Management Services AMS – use even if you don't print
- Package Processing Surcharge Department -\$3 each
- Sorting/Delivery/Pickup/Letter mail metering – charge departments a monthly fee
- Sell UPS or FedEx services at retail and get discounted rate
- Charge for parcel delivery to students' residence – Uber Parcel

Use AI if you
buy, ship,
store, track or
market it

Summer Storage Program

Issue: No viable option for students to store their items over summer. International students & students traveled via airline can't take everything

Advantages:

- Program is 100% voluntary – no mandatory fees.
- Students to mail expensive packages home.
- Service provided only to students.
- Will lessen the traffic on move-in or move-out days
- First & last week of summer semester is when the mail volume is lower when being offered.
- Private off-campus companies charge significantly higher fees for pick-up, delivery & storage.
- Private companies would use large vehicle on campus in residential areas at the worst times.
- Fees - \$10 a box, per month (we set limit of 4 boxes or tubs per customer)

Items needed to Start: space, boxes, forms, spreadsheet, labels, marketing

AI can make
this interactive
to answer all
questions

Revenue – Consider These Services

- Package Mailing Kiosk – to increase service hours & revenue
- 3D printer services and engraving services
- Electronic fingerprinting
- TSA Pre-Check – IdentoGo
- Partnerships with SWAG solutions will look like your website
- Signs365.com – they can produce cheaper and faster but you charge the same

AI doesn't
makes these, it
makes them
Faster, Better &
Cheaper

Modern Smart Mail Centers

Marketing Services, Business Partners and Customer Service

Why is Marketing Important?

1. Do Bosses know what your Department does?
2. Does Faculty, Staff & Students know what your department can do?
3. Does the Public know about your services?
4. Is there enough money to get the right equipment?
5. Are people aware of the Mail Center Successes?

If the first 5 questions are “**No**” ...

It is only time before the last question is a “Yes”

6. Is Leadership considering reducing mail space or Staff or Outsourcing the operation

Marketing:
Let AI work for
you

Marketing Tools & Methods – AI is Faster, Cheaper & Better

- **Signage** – yard signs, sidewalk stickers, sandwich boards, banners
vehicle wraps and window perfs
- **Electronic** - campus TV screens, video message boards and computer screens
- **Campus newspaper**
 - Advertise services at end of each semester
 - Talk to paper about running articles about new services or changes. Articles are Free
- **Presentations** at Student Government Association (SGA) and Staff Senate Meetings
- **Publicize** any awards or accomplishments with marketing department
- **Keep Bosses Informed** - bullets & key stats about milestones & achievements
- **Word of mouth** – our best tool for off campus

Graphic
Designers are
going obsolete

The Right Business Partner is Critical

- Does your Business Partner realize how valuable you can be?
- Do you know if you are a real value to them or just money?
- Know the difference between a Business Partner and a Vendor/Salesman
- **Believe!!** every Business Partner can & should give you a discount
- Shop around and make companies compete for your dollars
- Negotiate from a position of strength and not one of need
- Those not Embracing AI implementation will be left behind

Embrace
Technology
Drones &
Robotic Cars

Key Principles to Customer Services

- Listen Before you Speak
- Know your Products & Services
- Every dissatisfied customer is hard to overcome
- Missing deadlines or not responding to customers cost money
- Quality is critical for repeat business
- Own up to your Mistakes
- Fix your processes & problems (ex: Let me take care or fix that, take half off)
- Keep your Word even if it Cost Money

AI tailored &
specific
training of your
staff

Questions?

Now you know
You Can't Spell
Mail without
"AI"

Please Complete this Session Evaluation
It costs you nothing but goes along way
in bringing me back

Don McCarty MSM, CMM, CMDSM, EMCM
Director, Postal, Passport & Printing Services
East Tennessee State University (15 more days)

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