Package Overload: How to Mitigate Risks of Personal Package Deliveries at Work

As e-commerce grows, employees are impacting business operations by shipping personal packages to work. The increased volume is straining everything from mailroom handling to secure storage areas. SPS's survey on **Personal Package Delivery Trends**, analyzes the effects of rising package volumes and reveals patterns:

- **Nearly 3 out of 4 employees ship personal packages to the office**. 73% of employees ship personal items to the office and 77% of mailrooms seeing higher volumes attribute the uptick to non-business deliveries. This translates into more personnel hours for inter-office distribution, safety hazards in office mailrooms, and increased risk of handling high-value items.
- **Office support services need scalable and efficient solutions**. With challenges of differentiating personal from business packages, and with employees shipping to work to guarantee receipt of purchases, facilities groups are scrambling with ad hoc solutions: less than 10% of mailrooms hire additional staff to accommodate peaks and 23% allow for additional overtime.
- **Companies, on a corporate level, are not prepared**. While many employees ship to work, only 27% of companies have a policy on personal shipments—from banning them outright to requiring employees to collect their deliveries from a centralized point.

Facilities are being forced to adopt new practices for everything from secure storage zones to delivery policies. Simultaneously, service providers are developing solutions to alleviate the impact of process components in delivering a reliable and efficient operation. It is critical to develop risk mitigation tactics that enable seamless processes. To further understand how to tackle personal package deliveries and minimize their disruptive influence on your business speak with SPS at ISM-NY's 2017 Annual Meeting on June 14.

Insights, trends, and observations from SPS' 2016 Survey: **Personal Package Delivery Trends** can be found HERE.