

Keep it Simple:
Go Regional
to Streamline
Government
Shipping





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Not many businesses ship as much confidential, delicate and sensitive information as government agencies. When they choose parcel carriers, they choose carefully.

Government agencies can't afford mistakes. If their carriers can't meet their deadlines, it means more than an upset customer. It means an entire community won't receive important election materials in time. Samples that help determine water quality become unusable. Expectant moms have to wait another day to find out if they're carrying a healthy baby.

Reliable parcel carriers help government agencies operate efficiently. They trust their carriers will deliver packages on time, every time, without hassle, without unnecessary paperwork. The government has enough of that!

By choosing the right carrier at the right time, government officials can enjoy more shipping flexibility, the best rates, and reports that help improve efficiency and control costs.

What's not so simple about government shipping



Government agencies routinely send out sensitive, private, and accountable items. The Department of Corrections may send prisoner records or medication, DOJ will ship legal matters and evidentiary materials, health agencies ship specimens, and accounting departments distributes payroll.



Government agencies have to keep detailed records of all that enters and leaves their departments. They have to know who shipped what package, where and when at all times. In other words, **accountability and transparency are key.**



Although government employees follow defined systems and processes, they work under tight deadlines. That means the package they need delivered by the next morning may not be ready until 5 p.m. **The standard 3 p.m. pickup cut-off time won't cut it.**



What it takes to ship for State and Local Governments

To ensure carriers meet all the demands of local and state agencies, parcel companies have to go through rigorous evaluation to receive a contract.

State and local government contracts

The National Association of State Procurement Officers (NASPO) awards state and local shipping contracts. NASPO contracts with multiple carriers for periods of five years. Through, those carriers are FedEx and GLS.

To receive a contract with NASPO, carriers have to submit detailed information on financials, ownership, company history and services provided. NASPO officials evaluate each carrier using strict criteria. Those that meet the criteria may be offered a contract.

GLS first entered into an agreement with NASPO in 2006. However, we have served California, the most populous state in the United States, for more than 20 years. In 2016 our NASPO contract was expanded to the Western States including CA, AZ, NV, NM, OR, WA, ID and UT.



**The Only Regional Carrier
in NASPO Agreement**

Master Agreement #MA 2018 extending
throughout Delivery Service Area

CUSTOMIZED GOVERNMENT SHIPPING SOLUTIONS

California Department of Motor Vehicles (DMV)

The DMV shuttles more than 500 pouches a day between its Sacramento headquarters and its 180 field offices. USPS's mail pouch service took multiple days and didn't provide tracking information. DMV needed a faster, more transparent solution.

GLS is the only NASPO carrier that offers Pouch Mail Service. It picks up DMV's 500-plus pouches and delivers them to field offices by the next day. GSO|GLS also provides DMV headquarters with a daily tracking and activity report. DMV now benefits from next-day mail pouch delivery with tracking information.

The Oregon Department of Agriculture

Field inspectors at the Oregon Department of Agriculture are required to take milk and dairy, water and other specimens into the field using coolers, but the coolers were not accepted by the national carriers, and the restricted shipping times at their stores made it difficult to ship samples back to the labs on time. They needed a more flexible delivery provider that could accept coolers as is, with later drop off times.

Fortunately, GLS has simplified the shipping process and provides flexibility by accepting the coolers as long as a GLS shipping label is affixed to it. In addition, they can now drop off coolers at the depots as late as 8:00PM, and still get a guaranteed next-morning delivery to the labs. And to make things even easier, the coolers are returned to the field inspectors' next-day. What's really great is that the Department of Agriculture has access to Daily Activity Reports which shows delivery times and transit costs for transparency and full visibility.





Four Ways Regional Carriers Simplify Government Shipping

Less paperwork. With GLS, you can open an account online anytime. After submitting your information, and selecting “government” as your industry, a government account representative will call you back to make sure you’re placed on government rates. Simple, done.

More control over delivery. National carriers often route your packages to a transfer hub thousands of miles away, even if you’re shipping within the state! When you choose regional, your packages stay regional. Your package won’t be delayed because of a storm in Texas when you’re shipping from Los Angeles to Sacramento.

Next-day delivery for intra-state and neighboring state shipments. Government agencies shipping with GLS receive next-day delivery when shipped within the state or between neighboring states. Shipments with national carriers will either take a day or two longer or they may charge a higher price for an overnight delivery.

Late pickup and early delivery. Because your packages don’t travel to a faraway transit hub, GLS can offer later pickup times and earlier delivery times. We can pick up your shipments as late as 8 p.m. and have them delivered by 8 a.m. the next morning. You won’t lose a minute in productivity due to waiting on a delivery.

CUSTOMIZED GOVERNMENT SHIPPING SOLUTIONS

Department of Public Health Newborn and Prenatal Screening (PNS) Program

The PNS program identifies women at increased risk for carrying a fetus with a specific birth defect. The program is available to all pregnant women in California.

Specimens shipped via UPS, FedEx and USPS were not arriving on time for same-day processing, causing 2-3 day delays in test results. Healthcare providers switched to GLS, which offers priority, early priority and Saturday delivery using custom delivery routes to labs.

GLS picks up specimens from more than 200 hospitals and 500 medical providers in the evenings and delivers to the labs between 5 a.m. and 7 a.m. Monday through Saturday. Labs can process specimens the same day, allowing women to receive results two to three days earlier.





CUSTOMIZED GOVERNMENT SHIPPING SOLUTIONS

California Office of State Publishing (OSP)

The OSP handles graphic design, printing and related services for state, federal, county and city agencies. Tax forms, election forms and other printed materials contracted to commercial printers had to be shipped back to OSP for label processing and shipping.

GLS proposed a more efficient solution. Using our Project Labeling and Remote Pickup Services, we now create custom labels for each project. We then ship those labels directly to the printer to apply to packages. We then pick up labeled packages from the printer and deliver to various recipients.

During this process, we provide OSP tracking and activity reports, which they use for shipping management and billing. This method has worked so well for OSP, it started contracting with GSO|GLS for in-house project labeling jobs, which helped OSP reduce labor costs.

Adding Value for Government Agencies

With lower operational costs and narrower service areas than major carriers, regional carriers give more personal attention to government agency clients. When you call, you call someone in your region, not someone on the other end of the world. Here are a few “perks” GLS government agency clients simply love.

A dedicated government accounts team.

When you set up an account with GLS, you’re paired with a dedicated government accounts manager. Your account manager listens to your needs, goals and concerns to create a custom solution for your organization.

That account manager helps you with every aspect of service: from shipping and delivery to developing an emergency response program.

Our account managers don’t just understand shipping. They understand how government agencies operate and how your department operates. If your office closes at 11 a.m. for lunch, we’ll let the driver know it’s okay to knock on the door.

Daily management reports.

You’ll receive a custom report at the end of each business day. This report details transit times, who shipped each package and who signed for each package.

Our daily reports let you track all activities without researching dozens of separate tracking numbers. You’ll also gain transparency into your daily shipping costs, which allows you to better manage your budget.

Project labeling, consolidated billing & customized invoicing.

A government agency may have dozens of branches throughout the state. That’s why we create custom programs tailored to each agency’s shipping needs.

We’ll set up accounts that bill to a specific project, department, or branch. We’ll also provide custom labels and invoicing so packages ship to the right place and get billed to the right department.



How to set up an account with GLS.

- 1 Visit www.gls-us.com to open a new account. Select “government” as your industry.
- 2 A team member will call you to learn more about your agency and shipping needs.
- 3 We'll set up your account with special NASPO-contracted government rates.
- 4 Start shipping!

It's that simple!

Government agency employees have to follow specific systems and processes to get things done. That means it takes time to get the approvals needed to finish a project. GLS keeps things simple, so you can start shipping more efficiently today. No piles of paperwork required!

Questions about government shipping?

