



With court deadlines looming, Patricia Isaacson at Seeger Weiss LLP depends on UPS to save the firm time.

CASE STUDY

CHALLENGE

Manually inputting address information and printing labels for up to 100 packets daily was time consuming and inefficient for legal firm Seeger Weiss LLP.

SOLUTION

By automating the labeling process with WorldShip[®], Seeger Weiss staffers can save three to four hours per day, trimming overtime costs and getting packets out to perspective clients sooner.

CLASS ACTION

ONE LAW FIRM SAVES MORE THAN FOUR HOURS A DAY, THANKS TO INTEGRATED SOLUTIONS FROM UPS.

When jurors award millions of dollars in a headline-grabbing legal case related to health problems, it doesn't just affect one person. These cases can have hundreds, or even thousands, of plaintiffs, and each needs to receive and return a packet of information and forms before attorneys can represent them.

Seeger Weiss LLP specializes in these and other kinds of complex mass tort and class-action lawsuits. The firm must get as many as 100 packets a day to prospective clients and get the paperwork back as soon as possible. With help from UPS, Seeger Weiss has streamlined this process, which begins when people contact Seeger Weiss seeking representation.

If the case appears valid, Seeger Weiss ships documents via UPS Next Day Air[®].

Getting documents to prospective and current clients is key. With court deadlines looming, losing time can mean missing due dates for complying with court-ordered discovery.



ADDITIONAL PICKUPS

UPS added an additional 9 p.m. weekday pickup at the law firm so that packets can go out as soon as they're ready. This matters because clients and potential clients often speak with a Seeger Weiss attorney or paralegal late in the day or after work hours. Using Next Day Air means they get their packets while the phone conversation is still fresh in their minds. "UPS has been incredibly reliable," says Patricia Isaacson, firm administrator.

PUT LOGISTICS TO WORK FOR YOU

To learn how WorldShip can boost your company's efficiency, and to compare UPS shipping systems, visit worldship.ups.com.

AUTOMATED ADDRESSES AND EASIER TRACKING

In the past, Seeger Weiss paralegals manually typed in addresses for each package. Now, with WorldShip®, the shipping information is linked to the company's database via LAN, so paralegals can print labels with a single mouse click. This step saves three to four hours a day. It also prevents errors by correcting city names to match ZIP Codes. "It used to take me 10 minutes to do each envelope. Now it takes 10 minutes to do 25 packets," says paralegal Maria

Petrone. Isaacson estimates that Seeger Weiss saves 15 to 20 hours of overtime every week.

After the shipments go out, Seeger Weiss staffers must ensure the envelopes were received and that the paperwork is completed and returned. This used to be a time-consuming process. A paralegal had to type in a tracking number to identify the shipment, then call the prospective client to follow up.

Seeger Weiss now uses Quantum View®. Quantum View shows what has been received and what's on its way back. With a simple search, a paralegal can check on the status of all the shipments tied to a specific case. "We can see that we've sent 459 shipments, 430 have been accepted and 230 are already en route back," Isaacson says. "We can project what help we'll need."

Another improvement was putting the Seeger Weiss name on the express envelopes using the UPS customized envelope program. The recognized branding increases the likelihood that clients and potential clients will open the package immediately.

"Through all of UPS's improvements, we're clearly getting more and quicker returns," Isaacson says. "The time until we're able to file is shortened by a couple of weeks. What we've been able to improve upon with UPS's help is amazing."

SEEGER WEISS STATS

YEAR FOUNDED: 1999

BASED IN: New York City

MAIL CENTER EMPLOYEES: 30

WEBSITE: seegerweiss.com

The power of automation

GIVE YOUR SHIPPING PROCESS A BOOST IN FOUR STEPS

Streamline shipping with WorldShip®, which eliminates the need to input information manually.

- 1 Determine the best shipping system for your desired level of integration. If WorldShip is right for you, it can be integrated with your existing systems to fill address fields and forms, saving time and minimizing errors.
- 2 Choose among the full range of UPS options, from overnight document shipping to air and ground freight movements.
- 3 Enable automatic e-mail alerts to employees and customers to monitor delivery status, so everyone knows where shipments are.
- 4 Use reference numbers to allocate charges in ways that work best for you and your customer.