ARCHITECTURAL FIRM GETS A UPS BLUEPRINT FOR BUSINESS GROWTH AND CUSTOMER LOYALTY.

Dallas-based architectural firm Raymond Harris and Associates designs retail developments, commercial offices and other facilities nationwide. With some 60 employees and more than 30 years of experience, the firm offers valuable expertise to its retail, education, healthcare and church clients.

Raymond Harris and Associates dedicates itself to providing exceptional client service at each step of every project. One key element of client service? A reliable shipping provider.

“Imagine anything that goes in, on or around a building, and we ship it,” says Lisa Vasquez, Logistics Coordinator for the firm.

Shipping everything from color boards to brick samples, the firm has worked with UPS for more than 20 years. “UPS helps Raymond Harris and Associates provide exceptional service to our clients by making sure our shipments arrive on time,” says Vasquez.

CASE STUDY

Challenge:
Raymond Harris and Associates ships critical, time-sensitive documents overnight to its customers. The firm’s clients expect the best customer service and delivery without delays. The firm depends on efficient shipping and billing to prevent loss of revenue or reputation.

Solution:
The firm uses UPS Express® services to ensure guaranteed, on-time delivery of urgent documents. Staff members rely on WorldShip® to meet their high-volume shipping needs. UPS Billing Data imports shipping invoices into their accounting system.

Results:
UPS shipping technology and a simplified billing process help save time and reduce errors. The firm has full visibility of its shipments with email alerts to provide shipment status.

BUILDING A REPUTATION, ONE SHIPMENT AT A TIME

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— Lisa Vasquez
Logistics Coordinator
Raymond Harris and Associates
ON-TIME SHIPPING HELPS KEEP THINGS MOVING

Samples aren’t the only items on UPS package cars and airplanes. Some 90 percent of the firm’s shipments are actually paper documents — blueprints, contracts and the like. In many cases, these time-sensitive documents must be delivered overnight to a client.

“Take a contractor, for example,” explains Vasquez. “If he has a wall up, and he’s waiting to change something architecturally, he may have to hold up on all other activity until the shipment arrives.”

It’s a serious challenge. A late shipment can mean lost revenue, time or client trust. On-time delivery is essential. So Raymond Harris and Associates and UPS team up to ensure that clients receive what they need, when they need it.

TECHNOLOGY DRIVES EFFICIENCY

The firm uses a combination of UPS technology solutions to streamline its shipping, tracking and billing processes.

WorldShip® makes high-volume shipping easy, enabling staffers to create shipping labels at their desktops. They use WorldShip to store contact information or connect to current address books, so shipments can be prepared with a few clicks. Plus, UPS automatically verifies addresses; if there’s an error in the shipping address, UPS will notify the company before a label can be misprinted.

Raymond Harris and Associates uses Quantum View® to track packages and proactively email clients about shipment status. Customers can stay informed, and Vasquez can breathe easy.

“I get on it every morning and afternoon to make sure everything is on time. I can break down shipments to an individual job or vendor and email it to a client so that he or she has all the info needed.”

Clearly, UPS technology helps save a lot of phone calls and staff time at the firm.

“We used to spend 15 to 20 minutes responding to a client’s shipment status request,” Vasquez recalls. “Now, it takes about 10 seconds.”

The firm also uses UPS Billing Data to import shipping information directly into the accounting system, accelerating the billing process. Without this ability to import a bill, the team would have to manually re-key the data.

“UPS Billing Data is very easy to use, and it cuts down on a lot of time,” says Vasquez. “The process used to take five hours a day. Now it takes about one hour a week.”

Thanks to UPS’s technology solutions, Raymond Harris and Associates works efficiently and keeps clients informed, happy and loyal.

RAYMOND HARRIS AND ASSOCIATES VALUE PROPOSITION

• WorldShip® lets staffers create shipping labels at their desktops, speeding up the process and validating addresses to meet the firm’s high-volume shipping needs.

• Quantum View® tracks packages and automatically emails clients about the status of shipments, dramatically reducing the amount of time spent answering where’s my shipment? calls.

• UPS Billing Data imports shipping information directly into their accounting system. This speeds billing and cuts down on errors that occur when information must be re-keyed by hand.

SATISFY YOUR CLIENTS

With UPS solutions, you can meet urgent shipping needs and keep your clients satisfied. To learn how UPS can help your firm succeed, visit ups.com/professional.