



A unique AAA Auto Club South partnership benefits special-needs workers and helps cut club costs for shipping and mailing TourBook guides and maps.

DOUBLE DIVIDEND

AAA Auto Club South is helping provide vocational training for Central Florida special-needs workers while trimming its costs for shipping and mailing TourBook guides and maps.

The key is Quest Works, a nonprofit organization based in Orlando, Fla., that employs some 165 disabled people in jobs that help them lead more productive and independent lives. Quest Works partners with the club to warehouse and ship club TourBook guides and maps destined for East Coast Florida offices from Miami to Jacksonville. Workers pick, pack and ship bulk orders on a prescheduled basis to ensure timely delivery. They also handle member book and map orders placed via AAA.com and club call centers, pulling requests from a pair of onsite printers linked to ACS.

The club steers clear of warehouse expenses, avoids salary and benefits costs by paying Quest Works a fee based on the volume of work completed and qualifies for postage discounts through Quest Works arrangements with UPS and other partners to presort packages and mail prior to post office delivery.

Program benefits also include improved cash flow and faster delivery. Savings range from a few cents to several dollars per mailed package, and presorted mail in some cases is delivered two to three days faster than conventional mail, according to ACS Logistics Director Tom Arner.

“They offer us a rich labor pool, and we offer them work that helps increase employee skill sets and earnings,” Arner said of the Quest Works partnership. “Rates are extremely economical, the service level is incredible, and they’re not restricted to any particular mail campaign. They’re very versatile on what they can pick, pack and ship, and they have outside resources that help reduce costs even more.”

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