

RETHINKING “LOCAL”: WHAT MATTERS MOST IN K-12 DEVICE REPAIR LOGISTICS

When it comes to device repair, many districts assume they need a nearby facility to get fast turnaround. But proximity doesn't always equal performance. The real question isn't how close your repair provider is. It's how well they manage logistics.

MILK RUNS VS. UPS LOGISTICS: WHAT'S RIGHT FOR YOU?

MILK RUNS

- Weekly service works well for larger districts with steady device flow
- Minimal effort for school staff — no labels, no drop-offs
- Familiar process with built-in pickup points
- Enables face-to-face communication with drivers when needed
- Often allows for easier handling of high-touch or high-priority items

BUT:

- Requires geographic proximity
- Can be impacted by volume fluctuations
- May not scale easily for rural or widely dispersed districts

UPS LOGISTICS

- Faster than you might think—daily or multiple weekly pickups available, often with no extra cost compared to standard shipping
- Uses UPS' national delivery infrastructure for speed and efficiency
- Reduces emissions by using existing delivery routes
- Can be used as a standalone solution or to supplement milk runs during high-volume or urgent periods

This isn't about choosing one model over the other. It's about knowing the options and selecting what works best based on your district's size, staffing, and device volume.

KEY ADVANTAGES OF UPS-BASED REPAIR LOGISTICS

SPEED: Multiple weekly pickups using existing UPS networks

COST: No need to pay for additional drivers or fuel

SUSTAINABILITY: Leverages trucks already on the road

FLEXIBILITY: Supplements milk runs when device volume surges

SIMPLICITY: No burden on district staff if managed well

KEY ADVANTAGES OF LOCAL REPAIR & MILK RUNS

PREDICTABILITY: Set schedules for pickups and drop-offs

PERSONALIZATION: Stronger relationships through face-to-face interactions

LESS PACKAGING WASTE: No need for shipping materials in many cases

SPEED: Immediate access in some cases for emergency repairs

CONVENIENCE: Familiar workflows that may reduce training needs for staff

THE SMART MOVE? STAY OPEN.

Local service has its place. But don't let geography limit your strategy. A hybrid model using milk runs and UPS often delivers better outcomes.

Every district is different. Test your options. Let the data lead.

LOGISTICS ISN'T ONE-SIZE-FITS-ALL.

Districts that explore a variety of options often discover more efficiency, faster turnarounds, and less disruption to teaching and learning. Whether you're leaning toward milk runs, shipping services, or a mix of both, the most important thing is that the model fits your needs.

About Lexicon Tech Solutions

Lexicon Tech Solutions is a trusted leader in K-12 device repair, logistics, and lifecycle management. With ISO-certified facilities and a nationwide reach, we specialize in keeping student devices learning-ready. From flat-rate repairs and authorized OEM service to our insurance-backed AlwaysLearning™ program, we help districts extend the life of their device fleets with dependable, efficient service models.

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