



PARCEL PENDING[®]

By Quadient

Reinventing Efficiency in On-Campus Delivery

SMART CHANGE STARTS HERE.

 **CANON SEE IMPOSSIBLE**

A Modern Campus Delivery Process



University and college campuses around the country are facing an unparalleled surge in parcel delivery volume, especially as students return to campus. This parcel delivery influx can cause campus package distribution services and storage areas to be overwhelmed due to outdated manual processes. Limited parcel collection hours can lead to long lines and overcrowded spaces, ultimately resulting in a less-than-ideal mail and parcel workflow, and a poor campus mail services experience.

Parcel lockers simplify incoming parcel management by providing a secure and automated package delivery solution. These lockers are helping universities across the country reduce operational expenses and increase student and employee satisfaction.

Backed by the Experts

Gartner, Forrester, and Aspire

Experience

A rich history of world-class leadership

Proven Results

96% customer satisfaction rate

Expertise

8 billion personalized experiences annually



“The benefits I like most about our lockers is the ability to free up my time with the staff to do other things besides delivering packages and mail, the ease of use for the students, faculty, and staff to pick up their parcels and mail, and the 24/7 access.”

-Matt, Director, Business and Auxiliary Services, University of Pittsburgh



Carrier Agnostic

Parcel Pending lockers are carrier agnostic, meaning the lockers can be utilized by different delivery carriers. This provides a variety of campus delivery options and helps to increase delivery convenience.



Contact-Free Package Pick-Up

Parcel Pending lockers are able to provide a contact-free pick-up process. This contact-free workflow allows parcels to be loaded into or retrieved from the locker in seconds, meaning no long lines and a reduction in unnecessary physical contact or interactions with the parcel locker and others.



Reduce Operational Costs

Smart parcel lockers can help to drastically cut costs associated with manual inbound parcel management. Parcel Pending's locker systems help to reduce labor time and extra expenses from increased staffing for parcel handling and collection by students. Additionally, these parcel lockers mitigate the risks due to lost, stolen, or damaged packages, minimizing the potential for unforeseen additional expenses and liabilities.



Automated Delivery Process

Quadient Parcel Lockers create an automated and organized package delivery and retrieval process that easily adapts to fluctuating parcel volumes.

Packages are delivered directly to the secure lockers by delivery agents, which helps to minimize the potential for lost or stolen parcels. Long lines and lag between parcel delivery and student collection are extinguished, as the parcel lockers can be made available 24/7 for convenient self-service pick up.



Improve The Student and Faculty Experience

Improve the student and faculty experience by providing a convenient solution for parcel delivery and collection. These parcel lockers use an electronic notification process that automatically informs students upon their package's availability by text or email. Integrate your parcel lockers in different locations across your campus for quick, easy, and convenient self-service parcel retrieval.

CUSTOMIZE YOUR SOLUTION

Easily configure your parcel locker to match your campus' space and location needs. These lockers can accommodate a wide range of package dimensions, and may be customized to match your school colors, mascot, or campus setting.



The Parcel Pending Standard Indoor Solution offers a safe and secure locker system for indoor environments. The locker's strong metal frame helps to keep parcels safe from damage and theft, while the sleek and customizable locker design can easily meet your specific indoor space requirements.



The Parcel Pending Standard Outdoor Solution is designed and engineered to protect the parcels stored inside, rain or shine. The locker's strong metal frame keeps packages safe from damage and theft, while the sleek and customizable locker design can easily meet your specific outdoor space requirements.



Optimal Tools to Monitor Your Activity

All solution information is synchronized and made available to your staff via our web portal, providing visibility into locker occupancy, dashboard personalization, and full Business Intelligence (BI) reporting capabilities, such as:

- Current and historical occupancy rates
- Delivery and retrieval status
- Delivery rotation rates

In addition, Quadient lockers can be integrated directly with your university's mail tracking system for a complete process overview.

Web Tracking System (WTS)

Get full visibility into your internal delivery process by integrating with your existing university mail tracking system(s) or leverage our proprietary Web Tracking System (WTS). WTS is a cloud-based solution that tracks parcels and other important mail in real-time from receipt and transit, all the way to the final delivery to the end recipient.

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