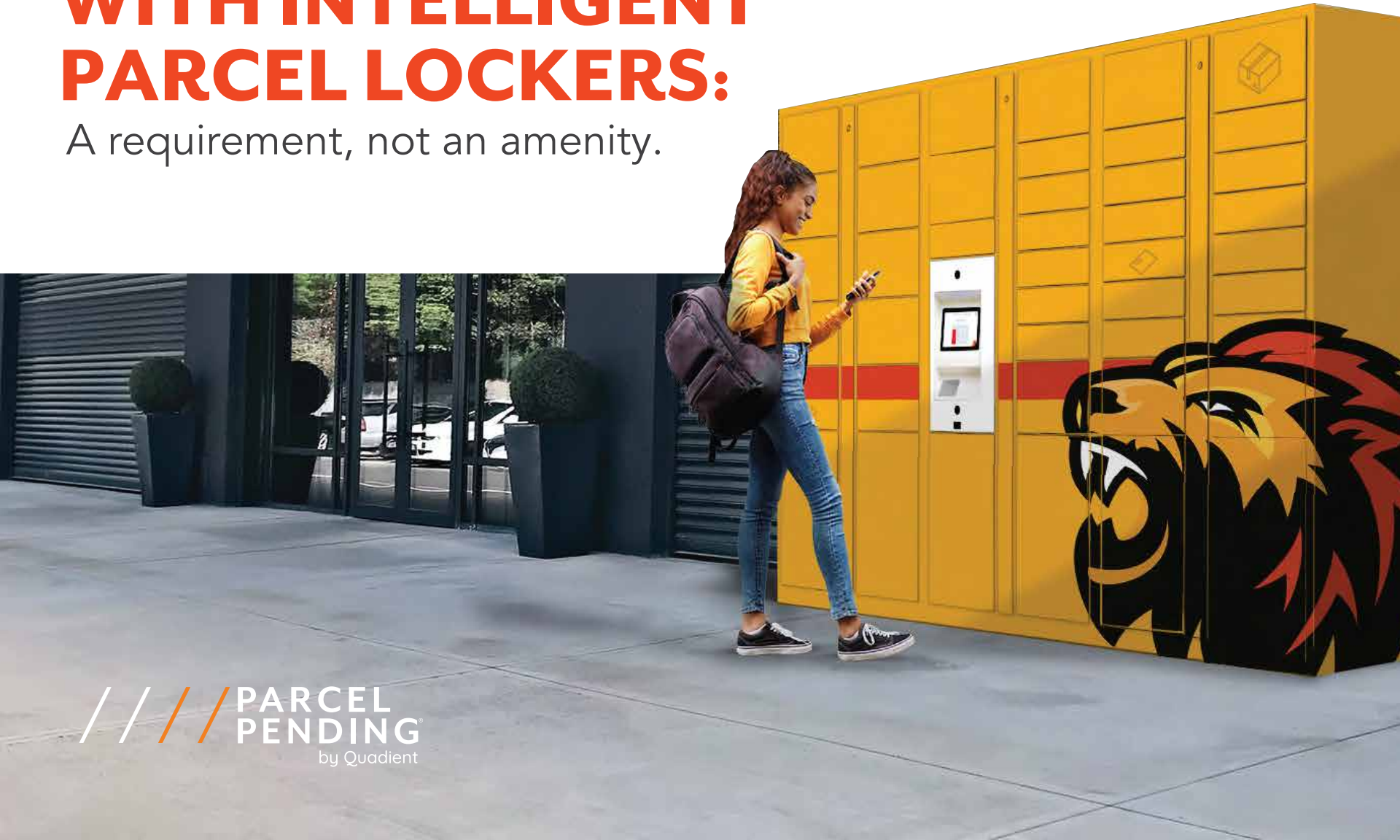


HIGHER ED REINVENTS PACKAGE DELIVERY WITH INTELLIGENT PARCEL LOCKERS:

A requirement, not an amenity.



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INTRODUCTION

Deciding where to go for college used to be a fairly simple process; families wanted the best education they could afford for their children. But, as higher education shifted to become more of a commodity, institutions began to compete to get students to matriculate. Given budget and resource constraints in light of COVID-19, higher education institutions may want to consider providing fewer, better auxiliary services, that help them better respond to a wide range of student wants and needs¹.

To attract the caliber and number of students they need, schools started to add amenities not typically associated with education itself, including gourmet food and dorms that are nicer than many apartments. According to Dr. Kat of ivywise.com, some schools go even further. In the U.S., High Point University has a first-class movie theater; Oberlin College lets students rent works of art from the Allen Memorial Art Museum for dorm décor; and the University of Central Florida has its own stables. And if you'd rather ski than ride, Michigan Technological Institute has its own ski slope!

There is, however, a much more practical amenity that will appeal to both students and their parents, as well as solve a conundrum for campus mail service centers—how to process and deliver the onslaught of packages that arrive on campus every day. This amenity, on its way to becoming a requirement, is a set of secure, electronic parcel lockers.

GIVEN BUDGET AND RESOURCE CONSTRAINTS IN LIGHT OF COVID-19, HIGHER EDUCATION INSTITUTIONS MAY WANT TO CONSIDER PROVIDING FEWER, BETTER AUXILIARY SERVICES, THAT HELP THEM BETTER RESPOND TO A WIDE RANGE OF STUDENT WANTS AND NEEDS.

¹ <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/reimagining-higher-education-in-the-united-states>



PACKAGES EVERYWHERE!

The U.S. Department of Commerce reports their e-commerce revenue in 2019 was estimated at \$601.7 billion. Of that, one-third, \$200 billion² was spent by college students³. From textbooks to school supplies to special sports or science equipment, each student requires a number of items to help them complete their studies. And, once the necessities are taken care of, there are the fun expenses for entertainment and relaxation.

The typical campus mail services center is not equipped to deal with the increase in package volume that e-commerce has created. Instead, the increase has created a perfect storm of disgruntled people: the mail services staff responsible for receiving, sorting, and distributing packages; the students and staff waiting for the packages; the parents or relatives who pay the tuition bills. In short, the way that package management works at universities today leaves everyone wanting.

This problem grew incrementally until, all of a sudden, the whole system was overloaded with packages. And while delivery volume continues to increase, the space to house them stays the same. Once storage is full, where does the overflow go? Stack them to the ceiling and you create a new problem: remove a single package and risk the whole pile crashing down. The space problem is real, and the best way to manage it is to get packages in and out quickly, and on a rolling basis.

² <https://www.digitalcommerce360.com/article/global-e-commerce-sales/>

³ https://www.census.gov/retail/mrts/www/data/pdf/ec_current.pdf

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HANDLING PACKAGES THE “OLD SCHOOL” WAY

Campus mail service centers have evolved over time, just as mail has. Before, the busiest time of day for employees was when the mail was delivered, and it had to be sorted into individual mailboxes. As communication became more electronic, mail volume dropped, as did visits to campus mailboxes. But as mail volume dropped, package volume began to increase.

Given the significant increase in packages sent to campuses across the country, it is no surprise that some of them wind up lost or damaged. Even if they arrive at the sorting center that way, the blame will likely be placed on the campus mail services employee with the thankless job of finding creative ways to store packages until they can be retrieved.

In order to manage package distribution, mail services centers often set up pick-up windows for when packages can be collected. These hours are meant to accommodate campus employees, not students, who may be in class, studying, or attending meetings during those time periods.

On large campuses, students may live a long way from the mail services center, requiring effective planning to fit a package pick-up into a busy day. Or they may be balancing a workload that includes part-time work, making their schedule even more difficult to juggle. If the student does manage to get there during the appointed time period, they will likely be confronted with a line of students trying to collect their own packages, many of them angry at having to wait.



The University of Florida installed Parcel Pending by Quadient lockers to support all undergraduate residential areas, including 26 residence halls and up to 8,100 students. Students now get faster package delivery, and complaints about missing packages have been all but eradicated.

Find out how they've made lockers an added-value service by downloading the full case study.

[DOWNLOAD CASE STUDY](#)



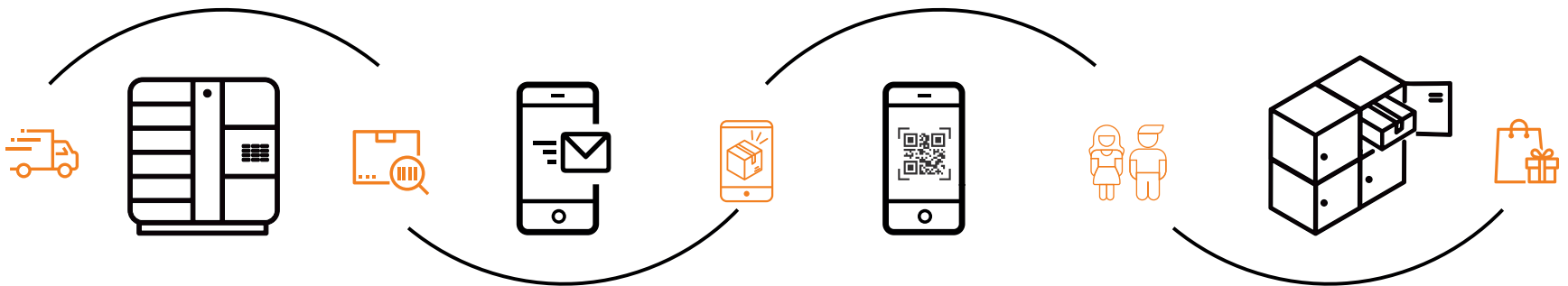
THE DELIVERY PROCESS USING SMART PACKAGE LOCKERS

Smart package lockers offer a safe, secure, and cost-effective solution for campus mail service centers, and a convenient, automated process for students and university faculty. When mail services staff scan a package barcode, a locker door opens automatically, and they can then place the package in the locker. The door locks securely when the door is closed.

At this point a delivery notification, along with a unique access code and barcode, is sent via email or text to the recipient to inform them that their package has arrived. The recipient can go to the locker at their convenience and enter the access code to access their package. Once the package is retrieved, the locker becomes available for a new delivery.

Not only does this process reduce the risk of loss or theft, it eliminates the need for mail services staff to field questions regarding package delivery status. This also frees up time for employees to focus on other important tasks. Everyone involved in the delivery process saves time, and the institution that installs the smart locker system receives a number of important benefits.

SMART PACKAGE LOCKERS OFFER A SAFE, SECURE, AND COST-EFFECTIVE SOLUTION FOR CAMPUS MAIL SERVICES CENTERS, AND A CONVENIENT, AUTOMATED PROCESS FOR STUDENTS AND UNIVERSITY FACULTY.

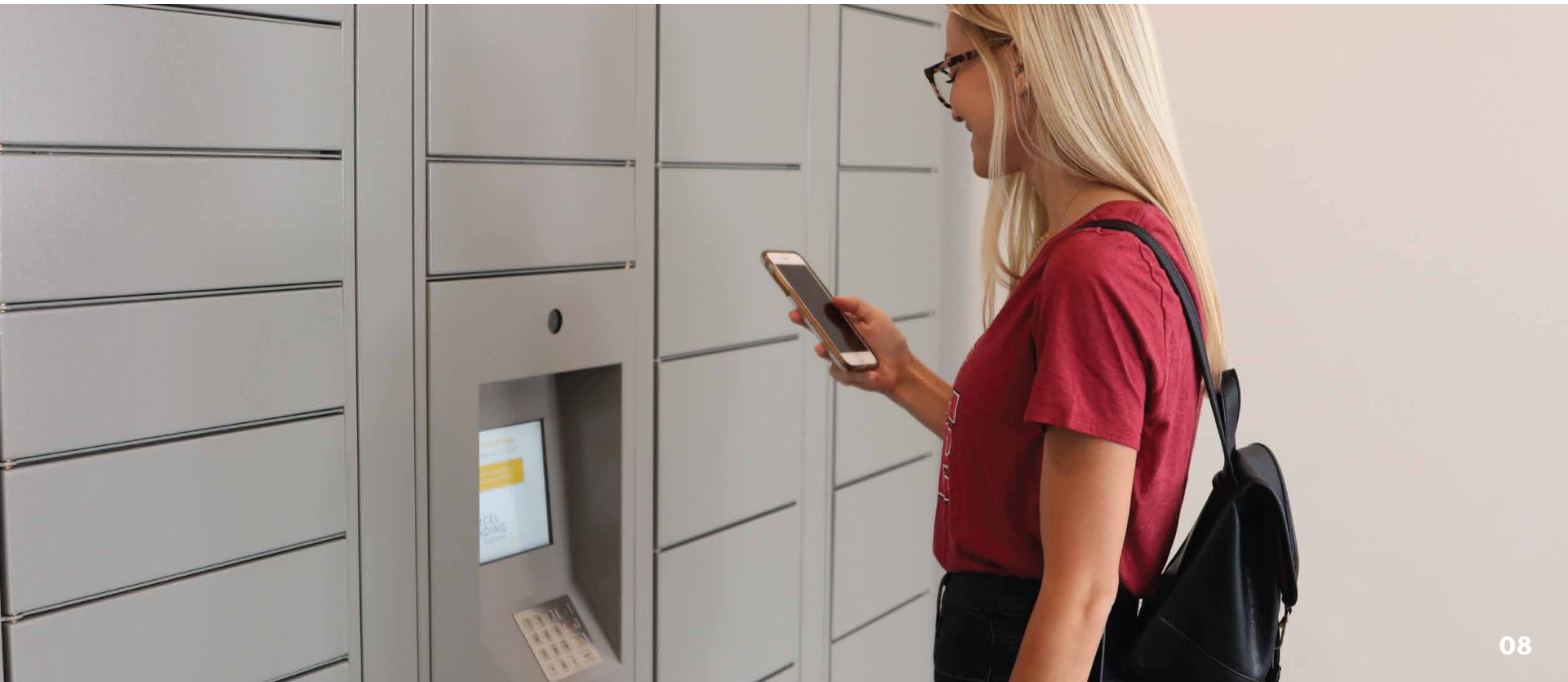


An Ivy League graduate business school used Parcel Pending by Quadient to move their mail services into the 21st century.

This helped the prestigious business school not only see increased student and staff satisfaction, but also realize unexpected cost savings in reduced annual maintenance costs.

Download our case study to find out more.

[DOWNLOAD CASE STUDY](#)





TIPS FOR PARCEL LOCKER VENDOR SELECTION AND FUNDING

Christopher O'Brien, Executive Vice President of Higher Ed & Commercial at Parcel Pending, has some excellent advice concerning vendor selection, how to get funding, and best practices. You can view the full list at Spaces4Learning⁴, but here are a few of the most important tips:



Happy students make future recruitment easier. Be sure to ask the school to fund the lockers through auxiliary services, not by increasing housing or mail services spending.



Ensure that couriers are onboarded to the new delivery process. If they deliver directly to the lockers, mail services staff will have more time for other duties.



Consider establishing pick-up rules, e.g. a 48-hour pick-up window. Part of a system's success is the ability to quickly turn over lockers for new deliveries.



Avoid signing up with a package locker broker. Instead, try to find a direct supplier who manages development and support.

⁴ <https://spaces4learning.com/articles/2020/02/06/campus-mailroom-lockers.aspx>

SPECIAL. DELIVERY. WITH PARCEL PENDING BY QUADIENT

Parcel Pending by Quadient is the leading provider of parcel locker solutions in the United States and Canada. We offer smart package lockers that are:



SECURE. Our lockers keep a fully automated log, providing 100% chain-of-custody visibility for all deliveries and pick-ups.



CONVENIENT. Packages are available for self-service pick-up 24/7. No more waiting in crowded mail service center lines!



EFFICIENT. Package lockers reduce labor required for package management, distribution, and pick-up by as much as 30%.



VERSATILE. Our lockers can accept many kinds of deliveries, from packages to library books or technology rentals.



CUSTOMIZABLE. We offer custom colors or wraps to match school colors, mascots, or campus settings.

Our reporting and analytics tools allow universities to receive data about how the lockers are being used, locker capacity and turnover, and when stale packages need to be removed.



With access to analytics dashboards, universities can effectively manage both package deliveries and mail services staff. These analytics help give insight into the student body's delivery and pick-up patterns, helping inform future decisions and potential smart locker installations.

Our locker systems can be configured to accommodate older buildings with limited space or newer, larger complexes. If the campus doesn't have indoor space to accommodate the lockers, we also provide outdoor options or the ability to have multiple locker hubs around campus.

Each system comes with multiple locker sizes to accept most packages and deliveries. Our lockers can also be customized with a school logo, mascot, or other designs to match the building décor or a desired aesthetic.



EACH SYSTEM COMES WITH MULTIPLE LOCKER SIZES TO ACCEPT MOST PACKAGES AND DELIVERIES. OUR LOCKERS CAN ALSO BE CUSTOMIZED WITH A SCHOOL LOGO, MASCOT, OR OTHER DESIGNS TO MATCH THE BUILDING DÉCOR OR A DESIRED AESTHETIC.

CONCLUSION

As competition for student enrollment becomes more intense, many campus amenities will become necessities. Universities that choose to invest in package lockers will solve problems, provide value, and increase satisfaction for everyone involved in the delivery process, from courier to end-user.

Parcel Pending by Quadient package lockers can facilitate the delivery process by removing constraints from high-volume deliveries and returns. Our easy-to-use interface enables package tracking and the ability to notify recipients in real-time. Package pick-up takes only seconds, and the lockers can be accessed 24/7 for convenient, contact-free, self-service pick-up.

TO LEARN MORE ABOUT OUR PARCEL LOCKER SOLUTIONS, VISIT OUR WEBSITE AT: [PARCelpending.com/markets/university-parcel-lockers](https://parcelpending.com/markets/university-parcel-lockers)

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PENDING**[®]
by Quadient

ABOUT PARCEL PENDING BY QUADIENT

Parcel Pending by Quadient is the leading provider of package management solutions for residential, commercial, retail, and university properties in the United States and Canada. With nearly 3 million packages successfully delivered monthly, we offer a wide range of solutions that ensure the simple and secure delivery and retrieval of packages and online orders. With the strength of our combined power, reach, and offerings, Parcel Pending by Quadient provides state-of-the-art solutions and world-class customer service to solve the last-mile delivery challenge.

For more information about Parcel Pending by Quadient, visit:
parcelpending.com/about