

////// **PARCEL
PENDING**
by Quadient



Reinventing Efficiency in On-Campus Delivery

A MODERN CAMPUS DELIVERY PROCESS

University and college campuses around the country are facing an unparalleled surge in parcel delivery volume, especially as students begin returning 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 This parcel delivery influx can cause campus package distribution services and storage areas to be overwhelmed due to outdated manual processes.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. Our 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 our lockers can be utilized by different delivery carriers. This provides a variety of campus delivery options and increases delivery convenience.



CONTACT-FREE PACKAGE PICK-UP

Our parcel lockers are able to provide a contact-free pick-up process. Our 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 drastically cut costs associated with manual inbound parcel management. Parcel Pending's locker systems reduce labor time and extra expenses from increased staffing for parcel handling and collection by students. Additionally, our parcel lockers mitigate the risks due to lost, stolen, or damaged packages, removing 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 eliminates any 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. Our 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.

The Parcel Pending Standard Indoor Solution offers a safe and secure locker system for indoor environments. The locker's strong metal frame keeps 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.



Customize Your Solution

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



WTS web tracking system
by Quadient

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.

Worry-Free Maintenance

Our team provides the help you need to ensure a smooth installation and utilization of your parcel locker solution, allowing you to focus on creating an exceptional delivery experience for your students. Our technicians are available to provide on-site support and repairs for any maintenance required, allowing your lockers to remain in service and accessible to students and staff.

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.

quadient
Because connections matter.

About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit www.quadient.com

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