



CASE STUDY

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Solving the Challenges of a 15-Year Old, Space-Constrained Property



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



INTRODUCTION

Trellis Fifth Avenue is an urban condominium property located in the heart of the Gaslamp Quarter in downtown San Diego, California – a prime location for both owners and residents.

The centralized location has its perks, but also a few drawbacks: as an older property, Trellis had a lack of adequate mailroom space to store the growing influx of online package deliveries, so packages were stored on a table in the lobby or next to an unattended security desk. Building staff struggled to keep up with the pileup of packages, which were often stolen. Building staff, owners, and residents knew they needed a better solution, but what? That's when Jason King, President of the Homeowner's Association Board at Trellis Fifth Avenue, found Parcel Pending smart lockers, and the solution to their package problems.

About Trellis Fifth Avenue:

- Gaslamp Quarter, downtown San Diego, California
- Built in 2005
- 2 buildings, 149 units
- Secure underground parking
- Community recreation room
- 1/3 of resident packages stolen before implementing lockers
- Limited space for managing mail and package deliveries



The Problem

About one third of packages delivered to Trellis Fifth Avenue were stolen. Deliveries were being left unsecured in the lobby, so the building's engineer and janitor were holding residents' packages until they were able to retrieve them, tying up property operations and creating accountability issues.

The Solution

Parcel Pending partnered with the team at Trellis to design and implement a secure package management solution that fit all of the property's needs and unique space requirements. "We absolutely made the right choice with Parcel Pending," says King. "Everyone loves how easy it is to use the lockers, and the customer service team has provided phenomenal support for both our owners and our residents."

The Results

Residents no longer need to check in with the building engineer if they want to secure their packages. By adding Parcel Pending lockers to their property, Trellis Fifth Avenue has seen a 100% reduction in package theft, and now has a beautiful and much desired amenity to showcase to prospective owners and residents. "I'm thrilled," King added. "I'll tell anyone who wants to know how great we think Parcel Pending lockers are."



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Quadi^{ent} is the driving force behind the world's most meaningful customer experiences. By focusing on Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadi^{ent} helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadi^{ent}, visit www.quadi^{ent}.com.