

# Top 5 Higher Ed Mail Center Challenges in 2021

As colleges and universities toggle between remote, hybrid and in-person model, the physical side of campus operations remain active and in-person. Quadient and Spaces4Learning teamed up to learn more about the most critical mail center operational challenges for higher education institutions in a post pandemic world.

To read the full research report, download the complimentary

Spaces 4 Learning White
Paper: Campus Operations
During The Pandemic

# Top concerns of mail centers

Mail Center Space / Storage 46.67% Not Enough Staff 6.67% Long Retrieval Line-ups Accurate Tracking 23.33% 5.5% Theft / Security Safe Parcel 28.30% Collection Process 23.33% Mail Center Hours Accommodating Larger 5.66% **Packages** Internal Tracking 20% Other

Note: Percentages do not add up to 100 because respondents choose all responses that apply.

# Mail center storage space

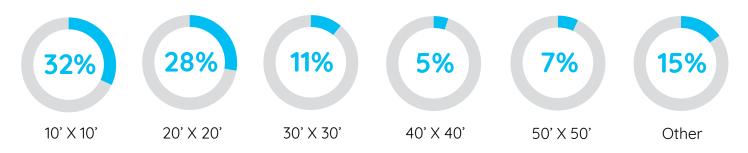


47%

of respondents cited mail center space as a major concern, with about half of respondents limited to a 10' X 10' or 20' X 20' of mail center space.



### Dedicated mail center storage space



Note: Measurements in square feet.

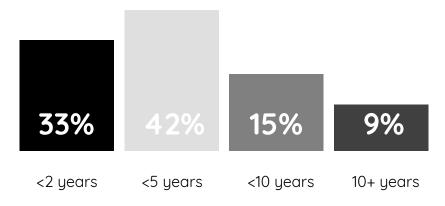
# **Parcel tracking**



20%

of respondents cited accurate tracking and internal tracking as a critical challenge.

## Age of current tracking system



#### Headcount and mail center hours

Staff shortage was the second-most-cited challenge among respondents and less than 8% of mail center are open 24/7 – a majority being open for limited hours during the week and no weekend hours.



Open 24/7



Open business hours, limited weekend hours



Open business hours during the week (No weekend hours)

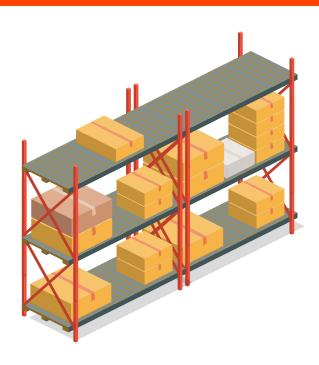


Open limited hours during the week (No weekend hours)

# Daily campus mail center parcel operations

The parcels are delivered typically by one to five different carriers. Only about a quarter said that more than five carriers delivered packages to their mail center.

A majority of parcel pickups occur quickly, many pickups are within five days, which is a lengthy amount of time to store parcels and manage intake.





DOWNLOAD THE COMPLIMENTARY SPACES 4 LEARNING WHITE PAPER: CAMPUS OPERATIONS DURING THE PANDEMIC



# Benefits of Parcel Lockers and a Web Tracking System

Parcel Pending by Quadient Lockers integrated with Web Tracking System (WTS) help mail centers around the world reduce operational expenses and facilitate the parcel process.

#### Parcel Pending by Quadient Lockers



Free up time and space for a more organized package process



Allow for 24/7 secure, convenient access



Offer contactless handoff of parcels and internal equipment



Reduce labor as fewer resources are required for parcel management



Are carrier-agnostic – any courier agent can make a delivery to the locker

#### Web Tracking System (WTS)



Reduce processing time and employ rapid pickup/delivery turnaround cycles



Enable the staff to respond quickly to inquiries and special requests



Manage, track and view history of parcels and other important mail in real-time



Plan deliveries and initiate inter-office pickup/deliveries



Ensure security of packages from receipt to delivery

To learn more about how Quadient solutions can transform the experience on your campus contact Quadient today.



About Quadient®

Quadient, formerly Neopost, 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 is part of the CAC® Mid & Small index.