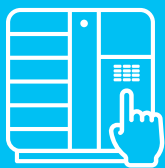




Allsop Letting and Management ensures convenient parcel deliveries through Parcel Pending by Quadient

Gated development The Keel, professionally let and managed by Allsop, provides modern rental accommodation through 240 fitted studio, 1-, 2- and 3-bedroom apartments overlooking the River Mersey in Liverpool. The apartment complex caters for all residents with a host of facilities including a gym, concierge, 24-hour security and onsite cycle and car parking. In 2020, Allsop installed Parcel Pending lockers at The Keel to provide convenient and secure parcel delivery management for the benefit of both residents and staff.





Challenge

To manage a rising volume of parcel deliveries, meeting residents' needs for convenience and security while reducing staff time spent on parcel management

Results

An automated process with positive feedback from residents and staff relieved of the need to take in parcels; full traceability and reduced contact parcel handling

Solution

Parcel Pending by Quadient is an automated electronic locker system that securely stores parcels for collection. Parcel recipients are automatically notified and self-serve from the lockers

Method

Quadient helped residents get set up and supported The Keel in introducing courier companies to the system

Rising parcel volumes

With the increasing popularity of online shopping, The Keel was experiencing an influx of parcels delivered daily for residents. Staff logged each parcel individually, labelling and storing them until residents were able to collect. This could be at any time because the concierge service is 24 hours, but as volumes increased, more staff time was taken up handling incoming deliveries.

"We'd seen a massive increase in parcels," says Joe Cooper, assistant general manager at The Keel. "Particularly in 2020 as residents turned to having items delivered rather than go out to the shops. Volumes really shot up."

With working from home measures in place during the spring, employees of The Keel couldn't be present onsite to handle deliveries. When staff returned, altered working practices had to be implemented with only one staff member able to work in the lobby at any time, reducing capacity for taking in parcels.

Automated parcel management

Allsop reviewed its parcel management processes with the objective of meeting residents' needs for convenience and security while reducing staff involvement. The team there spoke with Quadient about a parcel locker solution and chose to trial Parcel Pending, initially with a select number of lockers of various sizes.

"Quadient made sure the area was suitable and talked us through how the lockers solution would work," says Joe. "On the day of install, the Quadient team stayed onsite, helping residents and showing them how to get set up."

Central to the success of the trial would be residents and couriers being onboard. Joe explains that Quadient helped by contacting the head offices and depots of delivery companies to explain the system, with this information filtering through to the drivers.

"That was a really big help," says Joe. "We showed the drivers how easy it is to use and that actually it's safer for them as they can prove the parcel has been delivered, so they're happy with it."

"It was simple to get residents up and running too. We let them know the lockers were coming by email and The Keel residents' app and, once they were installed, we sent a link where residents could sign up. It was very straightforward. For new residents, the lockers are now just part of our move-in process."

“ The lockers are definitely a value-add when people come to view the apartments. Prospective residents are generally aware of lockers, and how they work, so when they find out we have them onsite, they’re really pleased. ”



Secure parcel storage

Parcel Pending is an automated electronic locker system that securely stores parcels for collection. Parcel recipients are automatically notified when they have a parcel waiting for them. They are sent a one-time PIN and barcode to access the locker that contains their parcel. They simply enter the code or scan the barcode via the integrated, user friendly touchscreen interface at the locker hub to open the relevant box. Residents can also push a button on their smartphone to open the parcel locker door, reducing contact still further.

For the initial trial of the system, 40 lockers were installed at The Keel.

“The lockers are kept very busy,” says Joe. “A lot of residents are working from home and they want to know their intercom isn’t going to be buzzed in the middle of a conference call. If they have a parcel delivered, they know it’ll go into the locker, and they’ll get a notification on their phone. Then, when they’re ready, they can go down and get it. It’s much more convenient for them.”

Positive resident feedback

Following the success of the trial, Allsop made plans to add additional lockers at The Keel, increasing capacity from 40 to 120. Residents self-serve, collecting their parcels 24/7 whenever it suits them, and security is high because only the parcel recipient can access the relevant locker. Meanwhile, time that staff did spend taking in and recording deliveries, as well as retrieving parcels for residents when they came to collect, is freed up to devote to other activities.

“Resident feedback has been really positive,” says Joe. “They get a message or an email or, if they’ve got the app, it comes through straightaway. They love that and the touch-free aspect where, if they’re using the app, the door opens – they don’t have to put any codes in or anything – that’s been a really good selling point for us.”

Such has been the success that The Keel is now looking into using the lockers for dry cleaning as well as parcel deliveries.

“It’s good that we can extend how we use the lockers to provide even more benefits to residents,” adds Joe. “It’s also made it easier for onsite staff because it’s very rare now that we need to take in any parcels. We can also help residents locate a parcel if they’re unsure if it’s been delivered. We know exactly what parcels are in which lockers, where they came from and who they’re going to.”



Parcel Pending by Quadient, the leading provider of innovative package management solutions for residential communities, was founded with a simple goal in mind: to make package delivery easy and intuitive for everyone. With nearly 4 million packages delivered monthly, we offer a wide range of solutions that ensure safe, secure, and on-demand resident package retrieval.