



International real estate services firm reduces time spent managing parcel deliveries with smart parcel lockers from Quadient

From its European head office in London, this facilities company's team of around 1,000 helps client companies improve operations and reduce costs across real estate planning and acquisition, design and construction and property maintenance and facilities management. In 2019, this customer overhauled the way it handles incoming parcel deliveries for staff at its London site and installed smart parcel lockers from Parcel Pending by Quadient to improve the end to end process.



Challenge

The manual process for booking in parcels was labour intensive, space to store parcels was at a premium and employees found the time they wanted to collect didn't always coincide with post room opening hours.

Results

Smart parcel lockers from Parcel Pending by Quadient have freed up post room staff to focus on other activities as they no longer need to be on hand for parcel collections and employees enjoy the 24/7 availability of their items when they want to collect.

Solution

The customer has 70 smart parcel lockers from Parcel Pending by Quadient installed. Employees are notified electronically when they have a delivery and no longer have to schedule pick up times when post room staff are available.

Method

Quadient undertook a site visit and provided advice on how smart parcel lockers could save time and automate aspects of the inbound parcel management process.

Summary

The customer's office in London has a team of around 1,000 property management professionals. In 2019, the organisation overhauled the way it handles incoming parcel deliveries, installing parcel lockers to improve the end to end process.

The challenge of manual inbound parcel management

Parcel deliveries posed a number of challenges for the customer: space was at a premium and sometimes parcels had to be stored for some time.

"Storing parcels was an issue, as was the time it took for people to collect," explains a client service manager at the customer. "Also, the post room is not fully manned all of the time; sometimes when people arrived to collect parcels, they'd find nobody there and would be frustrated by that."

When a parcel arrived, post room staff would book it in, print a label, notify the employee that they had an item to collect and store the parcel in a cupboard. When people arrived to collect, staff would have to search through items to find the correct one.

"It was a very manual process with a lot of time wasted trying to find parcels," said the customer. "If someone tried to collect when noone was in the mail room, they would have to call a mobile number posted onto the mail room door and a member of staff would have to run back downstairs or ask them to come back at another time."

Taking a different approach

The facilities and procurement teams at the customer worked together to find a solution to the delivery challenge. One member of the team knew of Parcel Pending by Quadient parcel lockers and got in touch to discuss a potential solution. Quadient visited the site and provided advice on how smart parcel lockers could save time and automate aspects of the inbound parcel management process.

"Our contact person at Quadient was always on the end of the phone when we needed them and was very active in getting everything to work the way we needed it to," says the customer. "The customer service was great."

Secure parcel locker storage with automated notifications

Smart parcel lockers from Parcel Pending by Quadient, was chosen to overcome the space and time challenges that the customer was tackling. Post room staff collect parcels from the security guard and place each item into an individual locker. The correct name is chosen from an address book and that employee is automatically notified that they have an item to collect. The notification contains a PIN code and barcode which they use to access the locker.

Residents enjoy the convenience of 24/7 collection and the status and location of parcels is traceable. Three quarters of residents collect their items on the same day, with 97 per cent retrieving their parcels within three days.

"Getting the lockers installed and the process up and running was quick and easy," adds Vicky. "It was also simple to transfer our address book to set it up for resident notifications. It's straightforward and user-friendly to update the address book, which now just forms part of our checkin and check-out process. Not a lot of work is involved."

"We take in business and personal deliveries," said the customer. "Utilisation of the lockers is around 60 per cent and we expect that to go to 90 per cent as employees become more aware of the service. We now include information on the lockers in the building induction, so anyone new to the building knows straightaway how to use them, where they are and how the whole process works."

The 70 lockers that were installed on site are conveniently located outside the post room where they are easy to access by all employees.

"Now staff know to only come down to get their parcel when they've received the email notification with the PIN code and barcode," adds the customer. "They get their parcel themselves and can do that whenever they want, 24/7."

Security and convenience with parcel traceability

Smart parcel lockers from Parcel Pending by Quadient have saved around five hours a week of time that was spent manually handling parcel deliveries. What's more, the customer has been able to move to more efficient opening hours for the post room to better serve the needs of the business. The customer explains: "The lockers have actually changed the way that we look at the post room. We've got back five hours a day of reallocated time as now the post room doesn't have to be open all day long."

The previously slow, inefficient manual process of booking in parcels and facilitating the final stage of deliveries has been transformed and space has been freed up in the post room to be utilised in more productive ways. Employees now collect their parcels whenever it suits them, even at weekends. The lockers keep their items secure and the status of deliveries is known at all times.

"We've had good feedback," says the customer. "A lot of people have said they love it - that it's fantastic - because now they only come down once to collect their parcel, rather than just when the post room is available. Also, booking the parcels into the locker system is now a quicker process, so all round it's better."

Customer feedback

The customer says: "The parcel lockers have absolutely addressed the issues that we had - space in the post room and time management for staff as they no longer have to think about being called back when someone wants to collect a parcel."



Quadient is the leading provider of innovative package management solutions for commercial properties worldwide. With over 70 million packages delivered annually, Parcel Pending by Quadient offers a wide range of solutions that ensure simple, secure, and seamless asset exchanges and employee package retrieval.

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