

/ The Property Management Holiday Checklist

Stay ahead of the holiday rush

'Tis the season of abundance with package deliveries jumping up a dazzling 81%¹ at apartments during the holiday season. To ensure residents and staff have a nice (and not naughty) experience, now is a tree-mendous time to start preparing your community and residents for the holiday season.

1 Parcel Pending



Review Your Package System

Designate space ahead of time for storing oversized items and communicate to residents early so that they're aware of any new procedures for their deliveries.



Alert Residents

Remind residents about late fees (if applicable), how to set up Vacation Mode when traveling during the holidays, and where and how to retrieve regular and oversized deliveries.



Prepare Your Team for Key Peak Periods

Implement extra staffing and apply a "no-grace period" package pick-up policy after holiday sales periods. This helps ensure ample room for everyone's deliveries, making your package management system more efficient.



Key Holiday Dates 2023



Prime Big Deal Days

October 10-11

48-Hour sale in October



Black Friday

November 24

\$9.12bn online sales in 2022²



Cyber Monday

November 27

\$11.3bn in sales in 2022³



Last-Minute Holiday Rush

December 24

Globally growing at 23% YoY⁴

2 CNN.com

3 Digital Commerce 360

4 Globenewswire



The 4 Joys of Parcel Lockers

If your multifamily property is looking to create a smoother and more efficient holiday delivery experience, now is the perfect time to look at Parcel Pending by Quadient Parcel Lockers. Smart lockers add value, reduce labor costs, and, most importantly, affect renewal rates.



Package Security

Parcel lockers stop packages from piling up at residents' doors for easy taking. Residents receive a notification to their email, phone, or via the app to collect their packages from the locker. Our locker's robust steel body, built-in photo capture system, and integrated mobile app make package theft virtually impossible.



More Convenience

With lockers accessible 24/7/365, residents are assured a jolly and no-hassle package delivery experience.



Decrease Labor Costs

Locker's smart technology handles the work, so employees no longer have to accept, sort, and retrieve packages. It's estimated that installing parcel lockers can save communities an estimated 24 hours per week.



Higher Lease Renewal

Resident satisfaction soars and renewals surge as much as 40% after installing parcel lockers.



24 HOURS

Time saved by communities with parcel lockers



40%

Amount renewals can increase with parcel lockers

Ready to learn more? Visit us at [ParcelPending.com](https://www.parcelpending.com)



////// **PARCEL
PENDING**[®]
by Quadient

Quadient, the leading provider of innovative package management solutions for multifamily communities, was founded with a simple goal in mind: to make package delivery easy and intuitive for everyone. With over 70 million packages delivered annually, Parcel Pending by Quadient offers a wide range of solutions that ensure safe, secure, and on-demand resident package retrieval.

For more information about Parcel Pending by Quadient, visit:
[parcelpending.com/markets/multifamily-parcel-lockers/](https://www.parcelpending.com/markets/multifamily-parcel-lockers/)