

University of Pittsburgh hits home run with Neopost Packcity Intelligent Parcel Lockers



Challenge

The time it takes to deliver parcels to staff and students plus the cost, manpower and security concerns.

Results

The University of Pittsburgh staff were trained and customers were picking up their parcels just one day after installation.

Solution

After approaching the local Neopost representative about replacing the existing lockers the University of Pittsburgh invested in Neopost Packcity Intelligent Parcel Lockers.

Method

Neopost Packcity Intelligent Parcel Lockers were installed and the University of Pittsburgh staff were trained to use the new system.

The University of Pittsburgh educates 24,980 undergraduate students, 10,034 graduate students and has a staff of over 7,000 employees. Among the many challenges faced by the university was the time taken to deliver parcels to both the staff and students, not to mention the cost, manpower and security concerns as well.

The challenge

Prior to investing in Packcity Intelligent Parcel Lockers, the University of Pittsburgh had a less advanced form of electronic lockers that were creating their own problems. The quality of this locker system left Matt Sloan, Senior Manager of Mailing and Warehouse Services, and his team spending too much time maintaining the lockers, and wondering if there was a better solution.

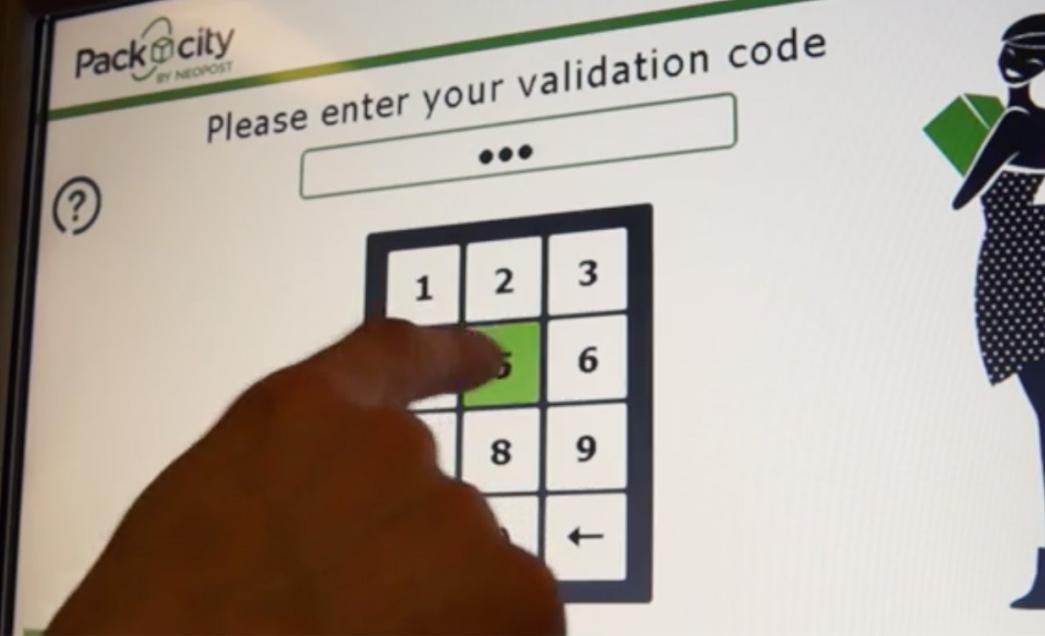
Sloan noted that their locker system simply wasn't dependable. "The specific problem we had with electronic lockers was reliability. They were malfunctioning, which caused a delay in parcel and mail delivery for us. We tried maintenance calls, which failed, so that's why we started to investigate the intelligent locker system."

Chuck Mahan, Sorting Supervisor, felt the impact of the faulty lockers system, having to deal with the breakdowns himself. "It used to be that they went down all the time, several times a month in fact, we'd have to operate them manually," Mahan said, referring to the previous locker system.

"I used to have to come out here physically, every other week, and figure out what was wrong with them."



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Matt Sloan,
Senior Manager of Mailing
and Warehouse Services,
University of Pittsburgh

The process

Matt Sloan had used Neopost’s Web Tracking System previously and was intrigued by Packcity. He asked his local Neopost representative about potentially replacing their current lockers. He was especially interested in how it could free up time for his staff, and also how he could brand the lockers to suit the university.

“The benefits I like most about Packcity lockers is the ability to free up my time with the staff to do other things besides delivering packages and mail, the ease of use for the faculty and staff to pick up their parcels and mail, and the 24/7 access.”

In addition, security was an important factor to the University of Pittsburgh, needing to consider theft prevention and making sure parcels are not damaged, this was of particular interest to Sloan.

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The solution

Packcity provides total security for packages by providing a log of every drop off and pickup, amounting to 100% chain of custody reporting. Plus, Packcity lockers are built to last with a sturdy, steel-construction.

Packcity lockers have the added benefit of being customisable in two ways. Aesthetically, a company’s branding or logo can be added, and functionally, the size of the lockers can be adjusted based on the space needs.

“Being able to brand the lockers to our logo was very important to us. We wanted to be able to put our brand on the lockers to let our faculty and staff know that it was Pitt Mailing,” said Sloan.

Delivery and results

Neopost Packcity Intelligent Parcel Lockers were installed and the University of Pittsburgh staff were trained - customers were picking up their parcels just one day after installation.

“I love the lockers! We’ve always had lockers since I’ve been here - I’ve been here since 1988, and we’ve always had lockers in two different buildings,” said Mahon. “I would recommend them to every building here, because it’s much more efficient, it’s got to be a lot less manpower to deliver. I think there are a lot of benefits to it.”

Customer feedback

“My experience with Packcity has been outstanding. The product is well made, and it has cut down on our service times and delivery times.” concluded Matt Sloan.

