

CASE STUDY



Decathlon manages growing volume of orders with Parcel Pending by Quadient lockers



Parcel Pending by Quadient enables the storing and distribution of a large volume of packages. Its easy-to-use interface allows the tracking of parcels and informs recipients upon arrival. Pick-up takes seconds and lockers are accessible 24/7.

Parcel Pending by Quadient is a means of streamlining the process, optimising storage space for retail stores and improving the experience for customers collecting orders.



Revenue Growth

Provides a service which can be used as a selling point for your store and to encourage additional spend.



Customer Engagement

Increases the satisfaction of users by optimising their time through a convenient service.



Risk Mitigation

Ensures each customer receives the right parcel and avoids leaving packages unsupervised.



Expense Control

Manages orders efficiently, freeing up staff time for value added tasks and control maintenance costs.



The project has offered a swift, innovative, and customised returns service that also saves our teams from having to deal with parcels, which is often a time consuming process, especially during peak periods.

Director of Operations at Decathlon, France



Decathlon wanted to optimise costs for flow management

Decathlon has 325 stores in France and 1,700 across the world. The brand strives to make user experience central to its strategy.

The challenge

Quadient was tasked with optimising the in-store order and collection process to improve customer experience and control the cost of in-store parcel management.

The solution

The lockers were successfully installed within 170 Decathlon stores in France, ranging from 75 to over 150 parcels per store. The lockers were designed to match the unique sizes of Decathlon products, enabling any products ordered online for in-store delivery to be collected directly at the locker. Thanks to the flexibility provided by the locker, customers have more choice in when and where they collect their online or in-store orders, enhancing their experience.

Delivery and results

Decathlon optimised their costs, creating real savings from 30 parcels per day. After surveying customers, it was found that 98% of customers who used the lockers reported to be satisfied. In addition, the lockers enhanced security and accessibility of Decathlon's parcels. Thanks to the design of the parcel lockers, Decathlon can easily adapt their locker configurations according to parcel flows and available locker space.

ABOUT PARCEL PENDING BY QUADIENT

Parcel Pending by Quadient is the leading parcel management provider for retailers worldwide and the exclusive locker provider for Lowe's Home Improvement. With over 18,000 placements globally, Parcel Pending by Quadient offers a wide range of solutions that ensure simple, secure, and seamless online order pick-ups and returns.

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

