

## Versatile

*pbSmartLocker*<sup>™</sup> intelligent lockers are extremely flexible, with a variety of sizes and configurations to suit you and your customers. They easily handle large parcels, small packages, satchels, letters and other goods. Suitable for internal or external environments *pbSmartLocker*<sup>™</sup> comes in different dimensions and colours to meet your specific needs.

## Flexible Door Designs

Lockers are available in a variety of different paint finishes including anti-graffiti whereby marker pen and spray paint simply wipes-off the unit. Additional highly weather resistant paint finishes are optionally available.



*pbSmartLocker*<sup>™</sup>

# Parcel Deliveries made easy, safe and fast.



Every connection is a new opportunity<sup>™</sup>

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### About Pitney Bowes:

Pitney Bowes provides technology solutions for small, mid-size and large firms that help them connect with customers to build loyalty and grow revenue. The company's solutions are delivered on open platforms to best organise, analyse and apply both public and proprietary data to two-way customer communications. Pitney Bowes is the only firm that includes direct mail, transactional mail, call centres and in-store technologies in its solution mix along with digital channels such as the Web, email, live chat and mobile applications. Pitney Bowes has approximately USD \$5 billion in annual revenues and 27,000 employees worldwide.

In the Growth Markets region comprising the Asia Pacific, Middle East and Africa, Pitney Bowes operates directly in 12 countries with more than 800 employees and is supported by an extensive channel network of more than 100 partners. [www.pb.com](http://www.pb.com) and <http://growthmarkets.pb.com>

Pitney Bowes: Every connection is a new opportunity<sup>™</sup>. ©2013 Pitney Bowes Inc. All rights reserved



## Parcel deliveries made easy, safe and fast

Mailrooms in most large organisations are handling a growing volume of deliveries and pickups. As a result, traditional manual logging and tracking processes are struggling to keep up and are becoming increasingly unacceptable in terms of time requirements, workflow and complexity.

Putting life, tasks and processes on hold waiting for parcels to be delivered is an outdated concept and now Pitney Bowes has the solution. Intelligent locker systems provide a reliable, secure and user friendly way to collect parcels whilst simultaneously improving tracking accuracy and reducing compliance issues.

Electronic locker deliveries are the future and *pbSmartLocker™*, powered by *ByBox®*, is leading the way.

## What electronic lockers offer over traditional deliveries:

- **Flexibility** 24/7/365 access
- **Reliability** Increased first time delivery rate
- **Security** Lockers are manufactured from the highest quality steel and specifically designed to prevent unauthorised intrusion.
- **Traceable** Secure collections are recorded to identify who has collected the parcel and when.
- **Clear Auditing** Every locker transaction is recorded enabling extensive auditing and reporting.
- **Fully customisable** Locker configurations can be customised to individual customer requirements and can fit anything from a letter to a set of golf clubs. Additional locker columns can be added as-required.
- **Notification** Parcel recipients receive a text or email notification when an item addressed to them is placed into a locker.
- **Promotion** Lockers can be branded and the touchscreen interface can be used for apps, information and advertising.

## *pbSmartLocker™* is ideally suited to:

- **Postal Services** Allow customers to collect their items when convenient.
- **Retail** Make internet shopping easier by allowing your customers to collect their internet orders when it's convenient for them.
- **Business** For companies who handle a high volume of deliveries or where compliance and sensitivity is crucial eg. Medical, Financial, Pharma, Legal.
- **Universities** Replaces traditional locker systems on University campuses saving space and adding functionality.
- **Airports** Providing a left luggage service.
- **Government** Where compliance and sensitivity of information is crucial.
- **Hospitals** Ideal for medical deliveries.
- **Corporations** Enable hot-desking that is both secure and practical.



### Costa Express

Costa Express, the UK market leader in self-serve gourmet coffee operates self-serve machines in outlets across the UK. Pitney Bowes partners with ByBox in the UK and so Costa uses ByBox lockers to ensure that engineers have the parts they need to maintain and fix any problems which arise with their self-serve coffee machines. It has found the intelligent locker network to be a convenient solution for getting spare parts out to its engineers based across the UK.

Engineers receive texts or emails alerting them when parts have been delivered, ensuring they don't have to wait around for deliveries. They collect their parts by simply scanning their unique access cards at the respective locker. As well as receiving parts, engineers can return parts using the lockers. They simply apply a return label onto a part and put it in the locker which then ensures it gets back to the correct return site by using the information embedded in the label.

*"ByBox provides us with an efficient, cost effective and innovative solution for the transportation of parts to where they are needed. This not only keeps downtime to a minimum but more importantly increases availability of our coffee and customer satisfaction."*

Mark North, Logistics Manager, Costa Express

## Convenient, secure package delivery and retrieval in 3 simple steps:



**1** Place package into the locker. Recipient receives notification of delivery via email/SMS.



**2** Recipient enters one-time PIN code.



**3** Door opens for package retrieval.