

“I need to modernize my manual delivery processes so I can meet the needs of my employees and community.”

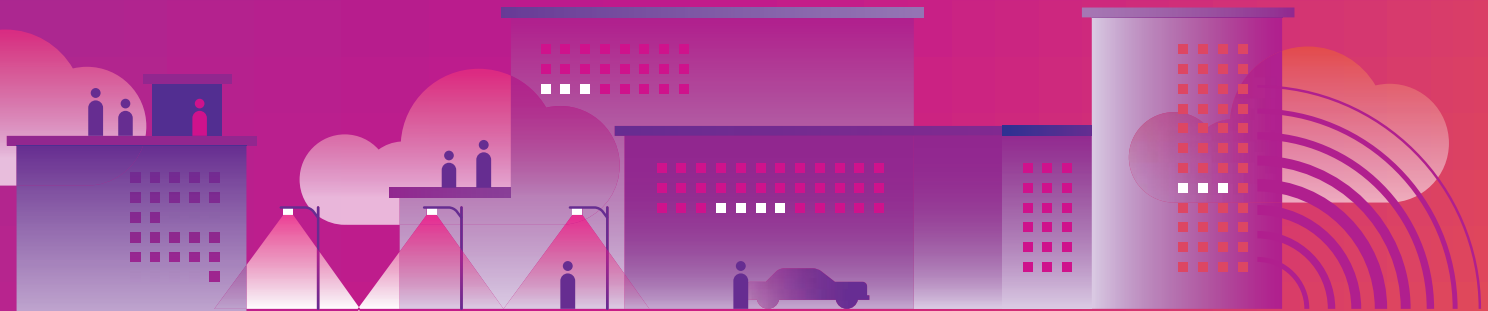
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## Meet Greg

Greg, the Facilities and Operations Manager for a regional municipality, oversees the mail center function for the municipality. Shrinking budgets are increasing the pressure to reduce operating costs, which has proven difficult as the volume of deliveries continues to rise, and the workforce becomes more agile.

He struggles to keep pace with evolving demands using manual processes. Employees are no longer onsite daily, causing a backlog in the mailroom. This leads to misplaced packages and employee concerns about the security and status of their items. Plus, the municipality is under pressure to find ways to ensure social distancing practices for residents visiting municipality offices.

Greg is ready to make the change towards a more flexible, self-service solution that will help reduce operating costs, streamline processes, and keep everyone safe and healthy.



# Keep employees and your community safe with a contactless and efficient delivery experience.

ParcelPoint™ Smart Lockers from Pitney Bowes proved to be the flexible and secure solution Greg's municipality needed.

In the mailroom, Greg's staff was left with less clutter, allowing them to easily identify and locate packages. The tracking and notification system replaced manual processes, saving time and money on resources spent searching for packages, and left employees reassured their package was safe and waiting for them. The lockers supported the shift to an agile workforce, securely holding items until employees could pick up on their own schedule.



In addition, residents were thrilled with the fact that they no longer needed to wait in long lines during office hours to retrieve permits, licenses and other important documents. The lockers provided a contactless, safe option for residents to pick up items at any time.

With the ability to add additional locker banks in the future and Pitney Bowes as his trusted advisor, Greg has the support he needs no matter how his community scales and evolves.

## ParcelPoint Smart Lockers



Safety and security with contactless pick-up.



Flexible solutions to fit your space and need.



A better customer experience.



Actionable analytics and reporting.



Unrivalled, local end-to-end support.

## Experience the difference with ParcelPoint Smart Lockers from Pitney Bowes.

- Constructed in North America with heavy-duty steel
- Turnkey integrated tracking software options
- Delivery options in 6 weeks or less
- Colour customization options to match any branding or municipality aesthetic



Pitney Bowes has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Technology Service & Support Program.

For more information, visit us online: [pitneybowes.com/ca/en/lockers](https://pitneybowes.com/ca/en/lockers)

J.D. Power 2021 Certified Technology Service & Support Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for Technology Service and Support operations. For more information, visit [www.jdpower.com](https://www.jdpower.com) or [www.tsia.com](https://www.tsia.com).

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