

Receiving reimagined

Advanced inbound package tracking
for peak efficiency



Expectations run high.



Every carrier barcodes, scans and tracks every parcel at every step, sending emails and updates that keep recipients informed. That is, until it reaches your mailroom.

Now it's up to you. Getting that package to its final destination and to the proper recipient in a timely fashion is the ultimate goal.

Organizations expect timely delivery of internal mail.

25% within 2 hours

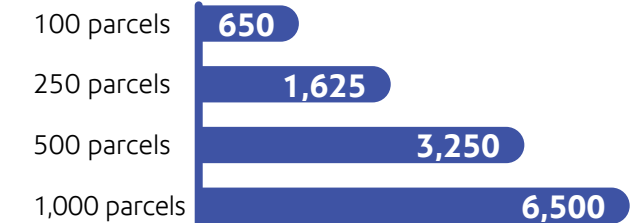


52% within 4 hours



If you log and track items manually, you run a higher risk of lost, stolen or misplaced items. In addition to the added expense of phone calls and manual searches, there's a high cost associated with replacing lost items.

Lost-parcel impact.



The more parcels you receive each day, the more lost, misplaced or stolen parcels you'll experience each year.

Having a package recognized as “received” is only half the battle.

Paper logs and manual processes simply can't keep up.

But now you can automate every step. Access the information you need to maintain control, eliminate headaches and surprises.

- See real-time status.
- Answer to package status inquiries quickly
- Optimize your internal processes
- Report on all activity
- **Put an end to lost and misplaced packages.**

With today's tools and technologies, you can easily ensure that every package makes it to its final destination.

Automatically log, track and manage inbound packages at every step, and gain real-time visibility into status, while also optimizing your processes and expanding your visibility.

“Major carriers make it easy for recipients to see when a package has reached your facility. But when that delivery doesn't make it into their hands on time, frustration can spike fast.”



Automate package status at every stage.

From the time a parcel arrives at your premises to the time it's delivered, inbound parcel tracking helps you get the job done fast and with minimum errors. A simple process helps ensure your business delivers mail at optimum efficiency.



01. Check-in

- External carrier delivers parcel to your mail distribution center
- Simply scan the package barcode to upload package information directly into the system for proof of receipt including the date and time
- Capture images of items for future reference



02. Track

- Activity is synched with a handheld portable device or mobile app
- Automatic email alerts are sent to inform recipient that package was received and available for either collection or delivery



03. Deliver

- Operators deliver to locations, mail stop or department
- Record status of delivery to defined mail stops or recipients:
 - Received
 - Delivered
 - Attempted
 - Refused
 - Return to mailroom
- Capture signature and/or photo for proof of delivery



04. Monitor

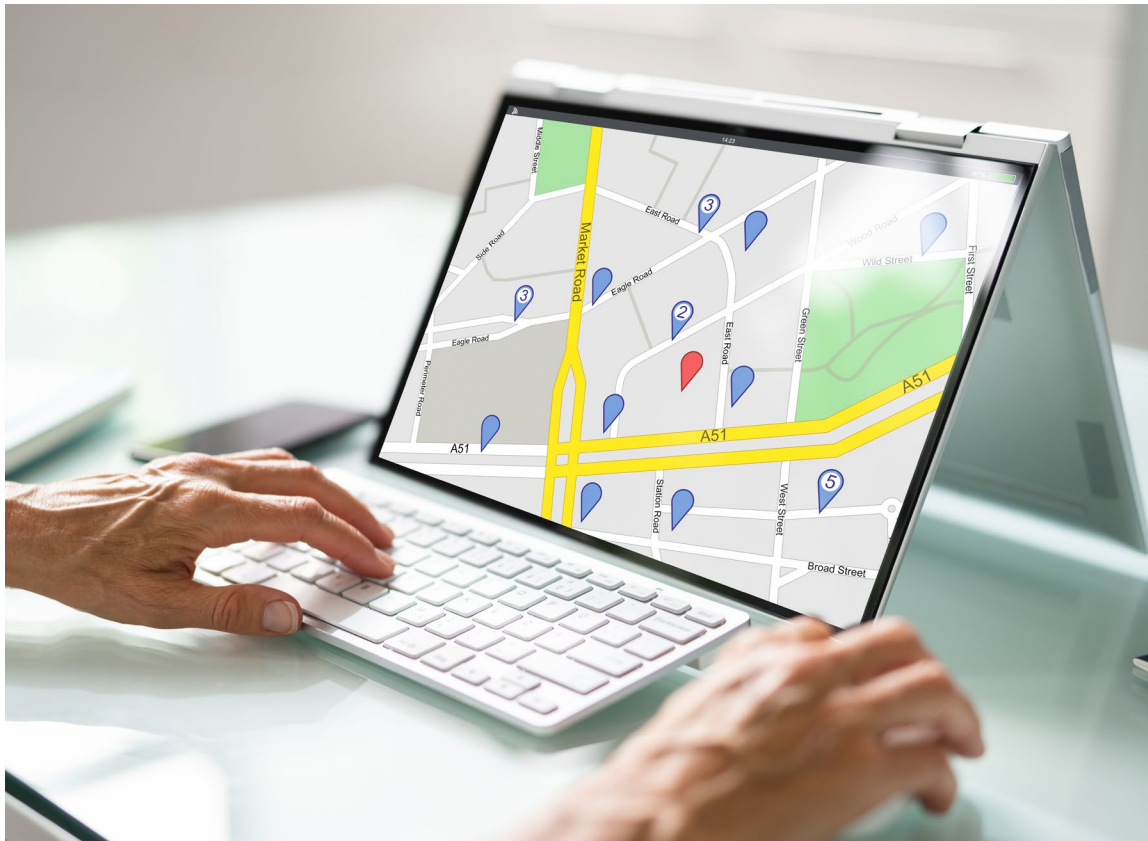
- Gain visibility into the real-time status of any item, who had it, who has it now, when and where they received it
- Monitor everything from deliveries to package pick ups



05. Report

- View summary of package status by date or location with an actionable dashboard
- Reduce time spent responding to status inquiry calls: Easily look up precise package status

Inbound package management made simple, across every building, campus or branch.



With the right enterprise software, organizations can take a centralized approach that simplifies operations while scaling seamlessly.

Modern solutions adapt to each organization's unique needs with customizable workflows, location-specific contacts, and tailored notifications.

With centralized visibility, you gain clear insight into the entire delivery process—eliminating inefficiencies while unlocking opportunities to optimize routes, streamline communication, and improve accountability across every location.



The result: smoother operations, happier recipients, and standardized reporting with the flexibility to operate effectively at the local level.

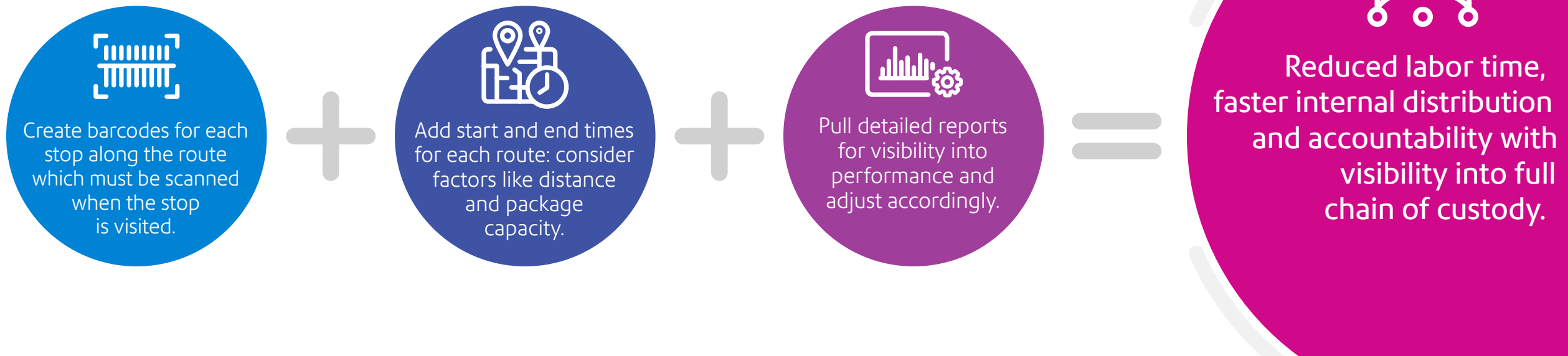
Optimize your delivery routes—improve overall speed.

Internal delivery routes across large campuses or multi-building facilities can be inefficient.

Getting packages delivered is one thing, but getting them delivered in a timely fashion is another.

Understanding how long tasks are taking can help you better plan for resources and get packages into the right hands as quickly as possible.

Route optimization tools help schedule and prioritize deliveries to maximize efficiency and boost productivity. Within inbound package management solutions, this feature provides visibility into delivery times for specific departments, floors, or buildings. It also helps identify potential delays, enabling you to take timely action.



Prepare for what's coming.



Gain visibility into all packages expected to arrive from each carrier.



Reduce surprises and plan staffing around delivery volume.



Upload the carrier data directly into software.



Speed up processing, reduce errors, and improve accountability.

Not knowing the number of packages coming into your organization can affect your overall mail center operations. Insufficient visibility can lead to poor resource allocation, making it difficult to meet deadlines and negatively impact customer experience.

With an effective tracking software, your team can prepare and prioritize accordingly by having the visibility directly from the carriers on what and how many packages are expected to arrive.

And when packages do arrive?

Simply scan the barcode to instantly upload all the package details into your system —no manual entry.

Automatically populate package details with one quick scan:

- Tracking numbers
- Sender and recipient info
- Timestamps
- Carrier

Add security and convenience with 24/7 self-service parcel pickup.

Simplify mail center operations with a smart locker solution while improving productivity.

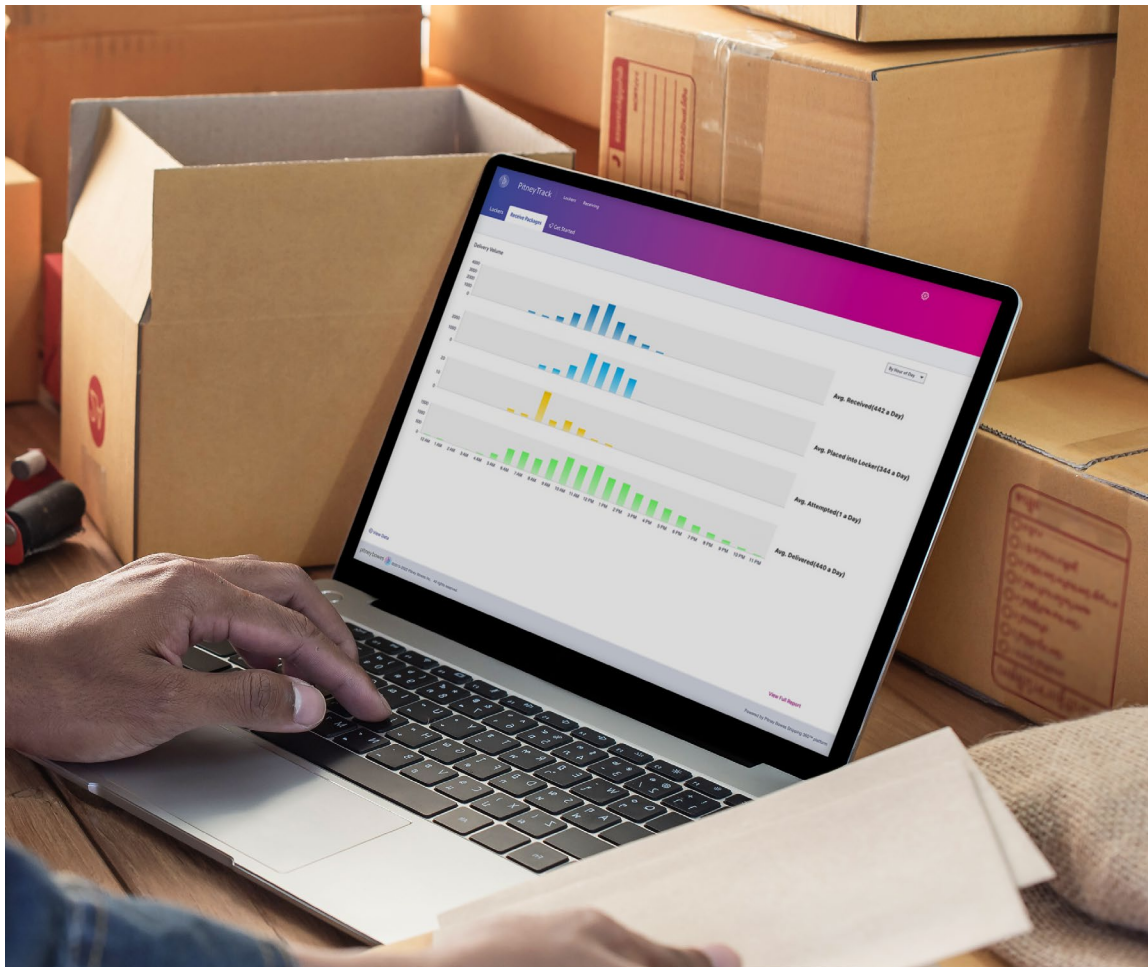
Smart Lockers are designed to provide secure, contactless delivery while improving the package pickup experience across the board. Using lockers also frees up space in small, confined mailrooms that can result in damaged or misplaced packages, as well as an unsafe work environment. Delivery and pickup are automatically tracked and with 24/7 access, customer satisfaction is enhanced.

Recipients receive prompt incoming package notifications and can pick up packages at their convenience, using a secure PIN or barcode.

With the right software integrations, you can experience full-end to end visibility and chain of custody for everything that comes into your organization.



Complete visibility, smarter insights.



Enhance your overall operations by utilizing the data you need to improve your inbound package receiving, tracking and delivery operations.

Capture and organize inbound package data into a single place for complete visibility:

- Track total packages received and delivered
- Auto-schedule reports to get information to the people who need it
- Identify peak volumes to make efficient staffing decisions
- Monitor trends for average time to pick-up from lockers
- Single source of truth for complete visibility

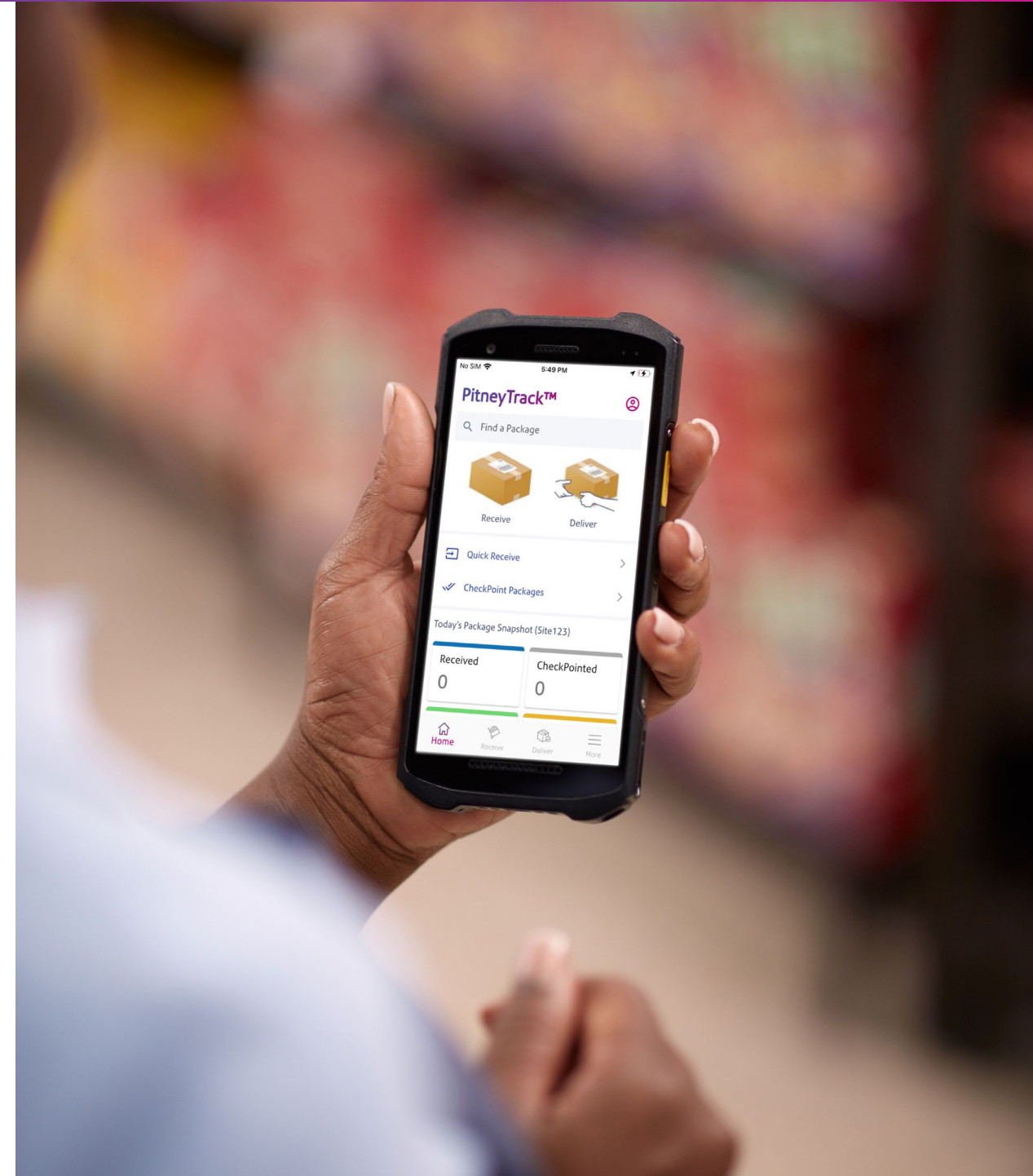
Say hello to PitneyTrack® solutions

Effortless inbound package control, full chain-of-custody.

Pitney Bowes offers an end-to-end solution that provides instant control over your inbound package tracking. Our PitneyTrack® cloud-based solutions improve inbound package delivery and asset tracking with visibility into chain of custody reporting, creating a smarter way to receive and track packages and assets across your entire organization.

Combined with PitneyAnalytics®, PitneyTrack can take your mailroom management from a logistical function to a strategic process improvement with a focus is on end-to-end operational efficiency, cost reduction, and enhanced security through advanced technology and process redesign.

Inbound package management is not just about tracking—it's about optimizing your mail center operations.



The power of centralized inbound package management

With the Pitney Bowes Shipping 360® platform, you have control over all your shipping, mailing and receiving operations.



Advanced analytics for your operations

Combined with PitneyAnalytics®, you can leverage inbound package data to uncover trends, identify bottlenecks, and make data-driven decisions that streamline processes and improve overall operational efficiency.



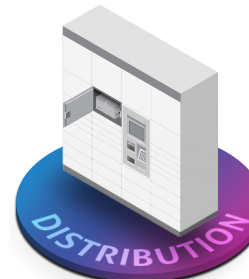
Full visibility and cost-effective shipping & mailing

With PitneyShip® Enterprise, our multi-carrier shipping solution, you can track mail and packages sent between locations and as they move through your office/campus building, all in one unified view.



Optimize inbound tracking

Optimize inbound package management operations with advanced features and full visibility into the chain of custody across multiple locations.



Seamless Smart Locker integration

Enable direct delivery to ParcelPoint® Smart Lockers, streamlining the inbound package management and delivery process.



The technology behind
every important delivery.

For more information, visit us online:
pitneybowes.com/pitneytrack

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