

Creating a better campus experience

Deliver a new level of convenience, flexibility and security for package delivery and retrieval.

74%
would like
to pick up
packages on
their own
schedule



86%
are looking
for modern
technology
and facilities



How smart lockers help attract students and simplify package delivery.



Schools must meet student needs in multiple ways.

According to a recent study by Morning Consult, students place a high value on:

- Flexibility in scheduling
- Safety and security
- Modern facilities and up-to-date technology
- 24/7 access to things like libraries, books, school equipment and storage

Today's students spend a lot of time and money online, ordering everything from electronics and clothing to prescription medications. The avalanche of incoming packages can easily overburden mail center staff, resulting in misplaced packages and delivery delays that frustrate students and parents.

Colleges need to up their game and provide amenities that match student expectations. Smart lockers improve the campus experience by providing the efficient, secure package delivery students want. They can also show prospective students that your campus has the advanced technologies they rely on to make their lives easier.

It's time for a new approach.



61% shop for back-to-college at online-only retailers.

Source: Deloitte



Shipping volume **+15%** annually expected increase through 2024.

Source: Parcel Shipping Index



86% say that modern, up-to-date technologies and facilities is an important factor in school choice.

Source: Morning Consult

Student behaviors and expectations have changed. Today you need to efficiently manage an avalanche of incoming parcels that include “care packages” from parents and online orders.

Mail centers are experiencing challenges.

As the number of students and parcels rises, on-campus mail centers are struggling to keep up with volumes, space limitations and campus-wide delivery.

- Higher package volumes result in long lines for package pickup.
- Inefficient manual package login limits responsiveness and increases costs.
- Lack of end-to-end chain of custody can lead to lost or misplaced packages.

Higher expectations have raised the bar.

Students, faculty and staff all demand fast, round-the-clock, error-free updates and prompt parcel delivery.

- Surging parcel volume leads to delivery delays, and raises concerns from students, parents, faculty and administration.
- Ensuring privacy and security is a top priority for both students and faculty.

Case-in-point

Resident students at Wilfrid Laurier University receive 2,000 packages each month. Smart lockers automate much of the manual work from the university's prior parcel delivery process, providing full accountability for parcels until they are delivered and freeing up staff to provide higher-value services. Once a package is placed in a locker, the system generates an automated email notification to the recipient, who can pick up the package during campus operating hours from a central location at a time that is more convenient for them. When they arrive at the locker bank, students simply scan the QR code or enter a code manually, and the locker opens.

Four ways to increase efficiency, accuracy and satisfaction.



Smart lockers save time and eliminate headaches.

You'll be able to enhance services and satisfaction among students, faculty, parents and your staff. Plus, you can increase safety and security.

Here are four ways smart lockers can help you to step up to today's challenges.

01. Streamline on-campus package tracking and delivery.

02. Enable convenient self-service parcel pick up.

03. Offer on-demand storage for school necessities and personal belongings.

04. Centralize management within and across campuses.

Streamline inbound delivery with on-campus tracking.



Lost and misplaced parcels are a real concern for students.

20%
have had a package
lost or stolen

34%
have had a package
misplaced and delayed

51%
worry that their
packages will be stolen

65%
would like more secure
package delivery

“Where’s my package?”

It takes time to manually input and track inbound package data, resulting in delays in delivering to the end recipients. With carrier delivery information available at your fingertips, students know when the package arrived at the campus mailroom.

Many students and faculty members order valuable items online. They want to know that their purchases are safe. If a package goes astray, the recipient isn't the only one frustrated, parents are calling to find out what happened to their care package and campus mail room staff now have the time-consuming task of locating missing packages.

When you make the tracking process painless, you reduce their stress, your stress and the time you have to devote to coping with both.

Many universities have adopted automated inbound parcel tracking systems for efficiency and peace-of-mind. They provide:

- Accurate status and package information from the time a parcel arrives on campus.
- The ability to accurately process inbound parcels fast with a quick scan of a barcode.
- Instant automated messages about pickup and delivery.
- Knowledge of exactly where every parcel is until it's delivered.

Add simplicity and convenience with 24/7 self-service package pickup.



44% of students have missed operating hours of campus facilities due to hectic schedules.



76% of faculty are likely to use smart lockers to pick up packages after mailroom hours.

Source: Morning Consult

“But I can’t get there before 5PM.”

Many schools now opt for self-service package pickup via smart lockers designed to provide secure, contactless delivery and improve the package pickup experience across the board.

Smart lockers can easily meet the demands of a 24/7 college lifestyle. Recipients receive prompt incoming package notifications and can pick up packages at their convenience, using a secure PIN or barcode. Once the locker door automatically opens, recipients can quickly retrieve their package and be on their way.

With a smart locker solution, colleges can simplify mail center operations while improving productivity, safeguarding health and enhancing student satisfaction. Delivery and pickup are automatically tracked, and a strict chain-of-custody process reduces liability risk.

With outdoor lockers, your students can pick up packages in easily accessible locations—when it is convenient for them. Students and faculty will enjoy 24/7 access, eliminating the need to extend mail room hours or hire additional staff to meet demand.



Automatic alerts



Single-use PINs / Barcodes



Anytime access

Think beyond the mail center.



Forward-thinking schools are placing smart lockers in various locations.

- Outdoor areas
- Student unions
- Bookstores
- Print shop
- Athletic facilities
- Residence halls
- Performing arts centers

Improve convenience, privacy and security all across campus.

Smart Lockers can be the multifunctional solution your campus needs.

Smart lockers can also provide short term, on-demand storage so students can:

- Securely stash personal belongings like textbooks, laptops and gym clothes.
- Store bookstore purchases for after-hours pickup.
- Hold coats, bookbags and more.
- Pick up, exchange or return IT equipment, laptops, peripherals etc.

Campus life can be hectic.

Students don't want to be weighed down with heavy backpacks all day long. And they don't want to waste time running back and forth to get the textbooks, computers or athletic gear they need. Faculty members want the ability to pick up packages outside of mailroom hours, avoid porch piracy and have a place to store their personal items if they do not have a permanent office on campus.

Smart lockers also get high marks for on-demand functionality.



79% of students, especially commuters, are interested in a day use functionality.

Both students and faculty are interested in more uses for smart lockers.

Students with longer commutes were most likely to be very interested in smart lockers. They are also more appreciative than other students of the security and convenience that smart lockers provide.

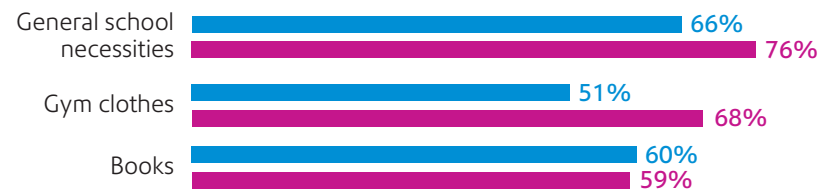
Students and faculty would use smart lockers in different ways

■ Faculty ■ Students

Pickups outside regular hours



Secure, short-term storage



Privacy and security



Choose the right solutions for your school.



Convenient 24/7 package pickup



Automated parcel tracking



Secure on-demand storage

“How do I decide?”

When you're ready to improve service and streamline your package delivery processes, a few simple considerations will help you choose wisely.

01. Ease of integration

How easily can you integrate your inbound package tracking software with your smart locker solution in order to create a full chain of custody from the time a package arrives to the time it was delivered to a locker and picked-up by the recipient?

02. Flexibility and scalability

You may change your business rules. You won't want to keep changing your solutions. Look for systems that can support your evolving needs.

03. Compatibility

You're looking to make life simpler, more efficient and less stressful for you and those you serve. So, look for solutions, inbound and outbound, that work together. The easiest, most cost-effective choice is often to select a single provider that offers integrated capabilities.

Inbound parcel management solutions from Pitney Bowes.

ParcelPoint™ Smart Lockers >>

PitneyTrack® Inbound tracking software >>



A modular solution that lets you do it all.

Take control and save.

In an increasingly fast-paced and digital world, campus shipping and mailing grows in scale and complexity every year. Our solutions make it simple, so you can send, receive, track and store everything—giving you the confidence that you'll get it right every time.

Colleges and universities of all sizes rely on Pitney Bowes technology to stay ahead of the curve. For more than 100 years, our innovations have helped administrators mitigate risk and become more efficient. See what we can do for you.

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