

“I am looking for ways to streamline incoming parcel processes and deliver packages safely and conveniently to employees.”

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## Meet Matt

Matt is the Director of Operations for his organization and oversees its centralized mail center, which has been struggling to keep pace with the growing volume of incoming packages. The struggle has been further amplified by the rise in a more agile workforce, which has overwhelmed the mail center's storage capacity as many employees are no longer onsite daily to pick up their packages.

He needs a way to free up space in the mail center while keeping items secure and accounted for until employees are able to pick them up.

Matt is ready to put the chaotic mail center experience in the past and institute a more flexible solution with streamlined procedures that can better accommodate a dispersed workforce.



# Make the change from over-crowded, inefficient and high risk to streamlined, efficient and contactless.

ParcelPoint™ Smart Lockers from Pitney Bowes proved to be the flexible and efficient parcel management solution Matt needed.

In the mailroom, Matt's staff was left with less clutter, allowing them to easily identify and locate packages. They quickly saw a decrease in lost packages and a savings in time and resources often spent searching for misplaced items.



Employees view the contactless, self-service access to their packages as a huge benefit. They now receive prompt notifications when a package is available and have the flexibility to pick it up on their own schedule, regardless of their work dynamic.

With the ability to add additional locker banks at any time and Pitney Bowes as his trusted advisor, Matt has the support he needs no matter how his company scales and evolves.

ParcelPoint Smart Lockers deliver:



Safety and security with contactless pickup.



Flexible solutions to fit your space and need.



A better customer experience.



Actionable analytics and reporting.



Unrivaled, local end-to-end support.

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

- Designed and constructed in the USA with heavy-duty steel
- Turnkey integrated tracking software options
- Delivery options in 4 weeks or less
- Color customization options to match any branding or campus aesthetics



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/us/lockers](https://pitneybowes.com/us/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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