



Smart Lockers
Higher Education

pitney bowes 

“I need my campus mail center to meet the demands of a 24/7 college lifestyle.”

Meet Lauren

Lauren is the manager of her university's campus mail center, which has been overwhelmed by the volume of incoming packages. Growing health and safety concerns have further amplified the shift towards online shopping, creating a package avalanche that is burying the mail center, including Lauren's staff and resources.

Long lines to retrieve packages lead to numerous complaints from students and administrators. Packages get lost or misplaced as her staff struggles to keep up with deliveries and the chaotic mail center is running out of space.

Lauren is ready to make mail center backlogs a thing of the past and shift towards a delivery solution that will provide a next generation customer experience with greater efficiencies, flexibility and self-service options.



Deliver a next generation experience with streamlined, contactless, anytime package pickup.

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

In the mail center, Lauren's staff was left with less clutter, allowing them to easily identify and locate packages. The tracking and notification system not only reduced time spent searching for packages, but it reduced the number of unhappy students wondering where their package went.



Students and faculty were thrilled with the ability to retrieve their packages at any time with self-service contactless pickup, no longer needing to rush to the mail center during operating hours and wait in long lines.

With the ability to add additional locker banks at any time and Pitney Bowes as her trusted advisor, Lauren has the support she needs no matter how her campus 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.



Unrivaled, local end-to-end support.



Actionable analytics and reporting.

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

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 or www.tsia.com.

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