pitney bowes

The technology behind
every important delivery.

Higher Ed Edition

The new parcel management

How automated solutions
help schools lower costs
and meet the modern
needs of students.

New challenges call for new solutions.

The average student spends

$1,365

online back to school shopping

Source: NRF 2024

Parcel volume
+720 million
in 2024

Expected to increase through 2025

Source: Pitney Bowes Parcel Index 2024

It's time for a new approach to parcel management.

Today's world is digital. These changes continue to impact students' buying behavior.

Expectations have changed, too. Every detail counts as your school competes for quality enrollment and parent contributions. Parcels can be ordered in seconds to arrive on campus within hours. Then, you're expected to get them delivered instantly upon arrival. If they are late or lost, your school risks unhappy students and parents.

Meanwhile, cost pressures, space limitations and short staffing all add to your challenges.

It's not just about the parcels anymore.

80% of students are likely to use lockers outside of mailroom hours

76% of all students say smart lockers have already or would improve their student experience

In your world, incoming parcels can range from student care packages and online orders to important documents for administration, research samples and artifacts for faculty, and supplies and equipment deliveries for facilities.

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

Higher expectations have raised the bar.

- Surge in package volume leads to delivery delays, raising concerns from students, parents, faculty and administration.
- Recipients demand fast, round-the-clock, error-free updates.

Mail centers are experiencing challenges.

- Higher volumes require longer shifts, resulting in overworked staff or limited package access.
- Time consuming manual efforts result in misplaced or delayed packages.
- Lost or misplaced packages create a negative experience.
- More packages require more storage space in already cramped mail centers.

Four ways to increase efficiency, precision and satisfaction

Automate to save time and headaches.

You'll be able to enhance services and satisfaction among students, faculty, parents and staff. Plus, you can increase security and control with item level tracking and visibility into the complete chain |of custody.

Here are four ways you can automate your parcel management services to step up to today's challenges.

01 Inbound package tracking and delivery

02 Self-service parcel pick up and drop-off

03 Multi-carrier outbound shipping

04 Centralized management within and across campuses

Case-in-point

During peak periods, Wake Forest University's mail center handled nearly 19,000 packages each month, creating crowded conditions and operational challenges. To modernize and streamline delivery, the university eliminated traditional mailboxes and installed ParcelPoint™ Smart Lockers integrated with Pitney Bowes inbound tracking software, PitneyTrack® Inbound. Now, each mail piece receives a barcode and students are automatically notified when their items are ready for pickup. Smart Lockers have reduced congestion at the mail center and allow students and faculty to retrieve packages at their convenience, even outside regular mail center hours. When picking up a package, students simply scan a QR Code or enter in their unique pin to open the locker.

Streamline inbound delivery with on-campus tracking.

"Where's my package?"

Many students order expensive electronic equipment online. They want to know that their purchases are safe. If one goes astray, they expect it to be paid for.
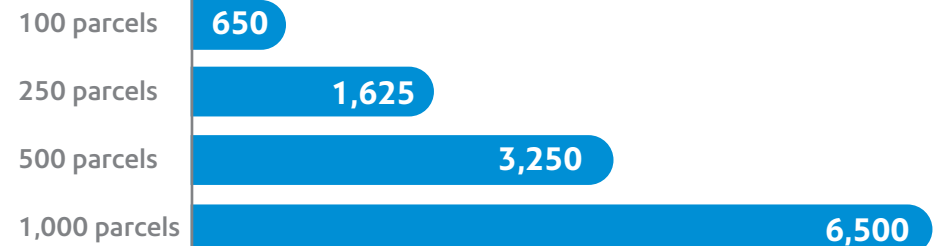
When you make the tracking process painless, you reduce their stress, your stress and the time spent managing both.

Many universities have adopted automated inbound parcel tracking systems for efficiency and peace-of-mind. They provide:
• Accurate status information from the time a parcel arrives on campus.
• The ability to process inbound parcels fast.
• Instant automated messages about pickup and delivery.
• Knowledge of just where every parcel is until it's delivered.
• Proof of delivery options such as e-signatures or photo capture.

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

Parcels received daily

Parcels received daily	Lost parcels per year
100 parcels	650
250 parcels	1,625
500 parcels	3,250
1,000 parcels	6,500

Lost parcels per year   Source: Mailing Systems Technology

Add cost-saving convenience with 24/7 self-service parcel pickup.

01
Automatic alerts

02
Secure access options

03
Anytime access

"But I can't get there before 5PM."

Many schools now opt for self-service package pickup via Smart Lockers.

Smart Lockers are designed to provide secure, convenient 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.

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, barcode, mobile app or student/ employee ID. Once the package is picked up by the recipient, the locker is free to be used for another package, for another recipient.

With an Smart Locker solution, colleges can simplify mail center operations while improving productivity, safeguarding health and enhancing student satisfaction. Delivery and pickup are automatically tracked. A strict chain-of-custody process is ensured to reduce liability risk.

Provide best-in-class services with multi-carrier outbound shipping.

"Isn't there a better way to send this?"

Universities want to economize on shipping. Faculty and staff need to allocate expenses and control spending. Students demand low costs and a variety of options. Plus, everyone wants online tracking and reliable delivery.

Single-carrier negotiated contracts that once provided surefire savings no longer suffice. Regional carriers and new USPS® services often offer huge savings and excellent delivery options.

Universities are finding more options and better pricing through multi-carrier shipping. They're turning to automated solutions to simplify the selection process.

Add efficiency and control with centralized parcel management.

Reduce errors   **Add efficiency**   **Boost satisfaction**

Establish rules for everyone to live by.

Paper logs and manual processes simply can't keep pace with the volume and complexity of today's campus shipping needs. Schools need a foolproof way to streamline shipping and delivery.

Automating processes makes it possible to eliminate costly inconsistencies and inefficiencies across campuses.

• Negotiate more favorable rates.
• Identify opportunities to reduce costs.
• Set business rules and enforce compliance.
• Gain upfront visibility.
• Avoid carrier surcharges.
• Easily allocate billing to the appropriate cost centers.

Look for extra benefits.

The same technology that helps you track and manage parcels can help you maintain control over equipment, assets and more.

Smart Lockers can be used for various purposes across your campus.

Smart lockers aren't just for package pickup—they can also serve as convenient day-use storage across campus. Student athletes can securely store their gear between classes, music majors can safely stash instruments between rehearsals, and students with art supplies or lab equipment can avoid carrying bulky items all day. Offering flexible, short-term access to lockers helps meet students' everyday needs while enhancing campus convenience and security.

Asset Tracking

Universities are full of valuable assets that shift around between departments and users, including scientific and audio-visual equipment, laptops, printers and books you name it.

There are tracking and distirbution systems that help schools manage these items too. Simply apply a barcode to any item. Plus, they help answer a lot of questions that enable schools to boost productivity and satisfaction campus-wide.

- The exact location and status of assets in real time
- When and where assets have been signed out or delivered
- The current users
- The return dates

Choose the right solutions for your school.

Convenient 24/7 package pickup

Automated inbound package tracking

Shipping rate comparison tool

Flexible day-use storage

"How do I pick?"

When you're ready to improve service and lower your costs, a few simple considerations will help you choose wisely.

01. Stay Up to Date

Utilizing a secure SaaS based platform means less IT resources needed to deploy and maintain the solution. Automatic updates mean you get the latest features, security patches, and performance improvements without any manual effort or downtime.

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.

Parcel Management Solutions from Pitney Bowes

PitneyShip® Solutions
PitneyTrack® Solutions
ParcelPoint™ Smart Lockers

Take control and save.

Colleges and universities of all sizes rely on Pitney Bowes technology to stay ahead of the curve. For 100 years, our innovations have helped administrators mitigate risk and become more efficient.

Mailing and shipping grows in scale and complexity every year. Our solutions make it simple, so you can confidently send and receive everything, getting it right every time.

Shipping 360® from Pitney Bowes gives colleges and universities a centralized, digital hub to manage it all: sending, receiving, tracking, mailing, and cost control, across every department, location, and user. With everything in one place, schools can streamline campus operations, gain visibility, reduce costs, and deliver a better experience for students, faculty, and staff. From care packages to research equipment, Shipping 360 helps you handle it all, efficiently, securely, and intelligently.

Is your campus ready for a smarter, more connected approach to shipping and mailing?

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The technology behind
every important delivery.

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