



## Shipping & Mailing

Outbound and Inbound Package Management

## SendSuite® Tracking Online

# Clear the clutter of incoming packages and deliveries.

It's simple with automated online tracking.

### **Towers of boxes clutter apartment-building common areas.**

With the surging growth of online shopping, lobbies, hallways and mailrooms are filling up. Residents are frustrated by the mess, while concierge, doormen and porters struggle to manage deliveries and keep interiors clear.

### **Increasing deliveries reduce building security.**

Packages arrive continually throughout the busy times of day. As a result, overburdened staff often allow carriers to drop off boxes directly at resident doors. This can create a security breach.

### **Liabilities from loss grow when concierge and coworkers can't keep up.**

Packages that aren't tracked can be lost or stolen. What's more, the contents may be valuable, especially during the holidays. Building management is often held financially responsible.

### **Residents experience poor customer service.**

Dissatisfaction results if tenants aren't alerted when deliveries arrive or if packages are lost. In addition, residents are irritated the lack of attention to other matters by building staff who are busy managing boxes. To avoid problems, some buildings refuse deliveries, but that inconveniences tenants, potentially leading to a broken lease or a lost lease renewal.



Up to 2.5% of incoming packages are lost or delayed every day because of handling inefficiencies and errors. That number rises to 3% in large buildings.

The forecast growth of online purchases is steep, from \$1.0 trillion in 2015 to \$3.5 trillion by 2020. Property managers will be challenged by the increasing numbers of inbound deliveries. [Source: eMarketer]

For more information, visit us online: [pitneybowes.com/us/ssto](http://pitneybowes.com/us/ssto)

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SendSuite Tracking Online (SSTO) saves concierge and doormen from spending time manually logging in deliveries. Plus, it eliminates entry errors. That's because simply scanning a single barcode captures important delivery details instantly. The recipient, sender, carrier, tracking number and the date/time of receipt are all automatically entered into the tracking system.

**Immediately alert residents of parcel receipt via email and lobby monitors.**

You'll increase customer service satisfaction; and you'll make work easier for building staff. That's because they won't have the interruptions of inquiries about package status. SSTO can also be displayed on a lobby television, showing entering residents if a package is waiting for their pickup.

**A chain of custody reduces the possibility of loss.**

You'll be able to see who's had the package, when and where, through a building or across an apartment complex. If there's any damage to the shipment, you can record it. Plus, you can electronically document the recipient's signature for proof of delivery.

**SendSuite Tracking Online doesn't need IT set-up or maintenance.**

SSTO is installed and maintained by Pitney Bowes in a secure cloud, so it can be accessed from any desktop or laptop. Just register, sign in and you're up and running. When a package is scanned, the information syncs instantly with both the desktop and mobile applications available with SSTO.

Updates to the desktop and mobile applications are automatic, so you always have the latest version.

**SSTO is flexible to fit different building needs and budgets.**

There are a number of plans, so you're sure to find a solution for your tracking requirements.



Just scan delivery details and they're automatically entered into the system.

"We're looking for something simple, (SendSuite Tracking Online) seems like an answer to our prayers."

– Communications industry user

"This makes my life so easy...just push a button and 'bingo,' all this information."

– Marketing and Advertising industry user

"Simple – just 3 things to do (receive, edit, deliver), this is just awesome!"

– Entertainment industry user

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## SendSuite® Tracking Online provides an efficient, secure solution to delivery problems.

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