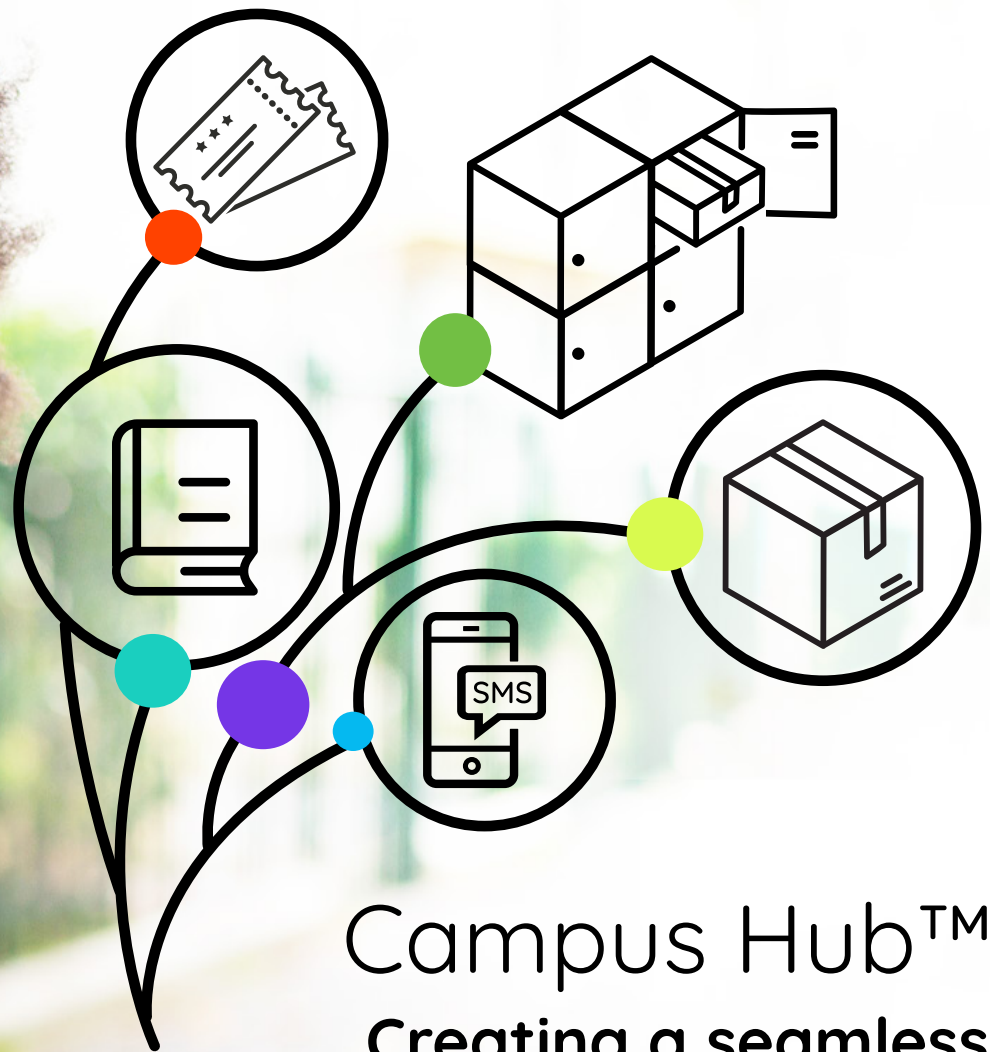




Campus Hub™:
Creating a seamless
distribution network
on campus

quadient
Because connections matter.



INTRODUCTION

When email became the de facto communication standard, students no longer visited their campus mailboxes on a daily basis—unless they were expecting a package. If one arrived, there would be a note in their mailbox directing them on where, and when, they could retrieve it. With the installation of intelligent parcel lockers even those notes disappeared, as did most student mailboxes.

Staff, students, and faculty took to parcel lockers immediately. Everyone benefited from the new, automated system. Package delivery the traditional way is a labor-intensive, time-consuming activity limited to the hours a mail center is open. With parcel lockers, when a package arrives, the barcode is scanned, a locker door opens automatically, the package goes into the locker, and the door locks securely when it is closed. The rest is managed by the smart locker software, which sends an email or text message, with a unique PIN and barcode to the recipient, telling them they can retrieve their package at their convenience. Mailroom staff no longer have to dig through piles of packages to find a particular delivery. They don't have to deal with people in



INTRODUCTION (CONTINUED)



a hurry to be somewhere else, or field complaints when a package goes missing.

With the advent of COVID-19, smart parcel lockers became even more valuable to their campus communities. The need to be socially distanced made face-to-face contact for package delivery impractical, and unsafe. Many mail centers closed (or were open with limited hours) and struggled to keep up with the volume of packages, which increased as the pandemic went on. Parcel lockers provided a safe, contact-free way to manage package delivery and retrieval.

The current generation of students were raised to rely on technology, and they adapted to parcel lockers with complete equanimity. For them, parcel lockers were a logical step on the path to innovation; a way to make their campus “smarter.” Those students, and indeed the entire campus community, will be eager to embrace smart parcel lockers as a Campus Hub™—the place to go to collect anything, and everything.

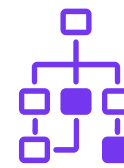
WHAT IS A CAMPUS HUB?

Parcel Pending by Quadient developed Campus Hub™ to provide a safe and convenient way to manage much more than package deliveries. Campus Hub facilitates a campus-wide distribution network for documents, laptops, library books, move-in materials, food delivery, and more. The concept follows the same process as package delivery, but the applications are limitless.

Once users have embraced the safety and convenience of parcel lockers as a way to receive their packages, it is logical to extend the same service to any asset that may need to be delivered by a department, a vendor, or anyone else on campus. For university services, such as the campus store or library, it even provides a way to *return* items. Assets delivered through lockers are limited only by size, and since Parcel Pending creates customizable lockers, even that is rarely an issue.

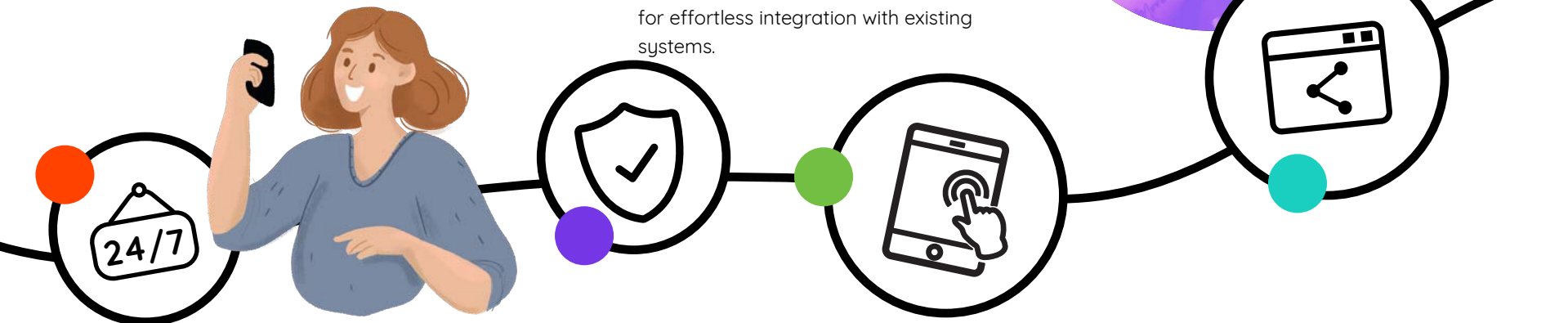
The benefits of deploying a Campus Hub are similar to those experienced by a student retrieving a package from home. No matter what the asset is, the process is the same:

- **Convenient.** Assets are available for easy retrieval 24/7. Pick-up is not restricted to someone else's schedule.
- **Secure.** Our lockers keep an automatic log of every delivery and pick-up for full chain-of-custody visibility, and the sturdy steel construction keeps all contents safe.
- **Contact-free.** Our lockers offer contact-free delivery, collection, and return processes. Even in a post-pandemic world, it will be safer to limit unnecessary physical contact.
- **Connected.** The lockers seamlessly connect with any third-party software for effortless integration with existing systems.



A CAMPUS-WIDE
DISTRIBUTION
NETWORK

Let's take a closer look at how you can use parcel lockers as a Campus Hub to expand their value to your entire community.



“IN ADDITION, THEY ENABLE FANS TO ORDER APPAREL ITEMS (T-SHIRTS, HATS, ETC.) ON GAME DAY FROM THE CAMPUS STORE AND HAVE THEM DELIVERED DIRECTLY TO THEM AT THE GAME.



IT'S NOT JUST ABOUT MAIL

Smart parcel lockers may have started in the mail center, but their value is spreading all over the campus. Consider the bookstore, the most logical place to start. Why should anyone on campus order from Amazon and have it delivered to a parcel locker on campus, when they can order from their own campus bookstore? When the bookstore offers *Click-and-Collect*, with a locker as an option, they can compete *and* grow revenue.

University libraries had to create their own modified *Click-and-Collect* methods to manage through the pandemic, and it became wildly successful. Modern students browse online for materials, reference works, periodicals, newspapers, manuscripts, maps, anything they might need for their studies. They were thrilled to be able to just click on the item they wanted and have it set aside for them. With the addition of Campus Hub, they gain the ability to pick up their materials when it's convenient for them, not just during the hours the library may be open. Because the lockers connect to the library's software, they facilitate a contactless pick-up and return process that keeps track of the incoming and outgoing books and materials.

The pandemic also introduced students to the ability to order food as take-out from their cafeterias. That's a convenience that many of them won't want to give up. And with a Campus Hub, they won't have to.

Imagine having an IT emergency that requires an expedited drop-off or pick-up. Laptops, peripherals, tablets, audio/visual hardware, all can be delivered securely to the Campus Hub.

Even sporting events benefit from the Campus Hub. Tickets can be distributed through the Hub. On game day, the Hub provides a secure place for attendees to store items that are not allowed inside. In addition, they enable fans to order apparel items (t-shirts, hats, etc.) on game day from the campus store and have them delivered directly to them at the game.

In each of these scenarios, one common thread is the need to ensure the security of these valuable assets.

CHAIN-OF-CUSTODY

Campus stores, libraries, IT departments, almost every group that wants to make use of the Campus Hub to distribute assets, already has software specific to their needs. Quadient's open APIs enable those systems to be linked to Quadient's asset-tracking software, WTS. From one, unified platform, every participant in the Campus Hub will have visibility to their assets. The software tracks when items go into lockers, and when they come out. Campus Hub provides:

- **Shared distribution and campus-wide control**
- **Individual locker and consolidated usage analytics**
- **Remote access to all asset tracking on campus**
- **Ability to track staff and students picking up and dropping off items**
- **Streamlined support costs across many departments**
- **View of all drop-off points for easy redirection of traffic**

For the library, it may work this way: the software recognizes when an item has been retrieved from the locker and sends a notification to the system that it can mark the item as checked out. Then it starts the countdown for when the item needs to be returned. For IT assets, you can integrate pick-up notifications with your helpdesk ticketing process. Having the ability to drop off laptops, library materials and outgoing packages with a secure timestamp for each department maintains the chain of custody and reduces the need to install multiple systems.

While most online orders and packages can be delivered directly to parcel lockers, there will be outliers that are not suited to locker delivery, either due to size or other limiting factors. Those items can, and should, still be tracked with the same technology used for assets that are exchanged using lockers.



MANAGING MAIL DISTRIBUTION

Despite the growth of electronic communication, physical mail still circulates. Campus Hub can manage mail distribution as well. The same system the smart lockers use can be employed to send text messages when mail is ready to be picked up. One recent higher ed innovation is to scan mail and send a picture asking the recipient to decide what they want the mailroom to do; discard, open and show, or send to another address. This results in tremendous savings on delivery and obviates the need to maintain mail slots.

SAVE MONEY AND CREATE REVENUE

As quoted in Student Housing Business.com, Christopher O'Brien, Executive VP, Parcel Pending of Quadient said, "... departments can house lockers wherever they need an asset exchange, and the locker can easily connect to an existing asset tracking software where all students and staff are already registered. There is no need to create a new process for communication. Instead, there is one simple process for drop-off and pick-up for all departments on campus. Additionally, funds can be pooled from various departments so that the investment cost for the system is reduced."¹

Campus Hub not only saves money, but it can also create new revenue opportunities. For instance, you can offer lockers at outdoor locations and make them available to commuter and off-campus students for a fee. They'll be relieved to avoid the possibility of porch piracy with a secure place for package delivery.



¹ <https://www.studenthousingbusiness.com/christopher-obrien-holiday-break-provides-time-for-communities-universities-to-re-evaluate-their-approach-to-goods-and-package-distribution/>

WHY QUADIENT?

By itself, a parcel locker is a place to put things. When you combine intelligent lockers with tracking software, they become a system for moving assets around the campus. Campus Hub is a bundled offering unique to Quadient, that combines smart lockers and robust tracking to enable you to design a distribution network that works for your campus.

CONCLUSION

It's hard to find good things to say about the year of the global pandemic, but it did serve to highlight the usefulness of smart parcel lockers. They provided a safe, contact-free way to manage package delivery and retrieval, and they sparked a revolution for the same, applied to any asset exchange on campus. As pointed out earlier, Campus Hub facilitates campus-wide distribution of documents, laptops, library books, move-in materials, food, and more. The concept is the same as that for parcel lockers, and the applications are limitless.

Contact us today to learn more about how your campus can deliver differently at [Quadient.com/contact-us](https://quadient.com/contact-us).



About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, visit quadient.com.