



CASE STUDY

Parcel Pending by Quadiant is an intelligent parcel locker service, which helps retailers to manage the growing volume of Click-and-Collect orders in store easily, efficiently, and securely.



Parcel Pending by Quadiant enables the storing and distribution of a large volume of parcels. Its easy-to-use interface allows the tracking of parcels and informs recipients upon arrival. Pick-up takes seconds and lockers are accessible 24/7.

Parcel Pending by Quadiant is a means of streamlining the Click-and-Collect process, optimising storage space for retail stores and improving the experience for customers collecting orders.



**Revenue Growth**

Provides a service which can be used as a selling point for your store and to encourage additional spend.



**Customer Engagement**

Increases the satisfaction of users by optimising their time with this convenient service.



**Risk Mitigation**

Ensures the right person receives the right parcel and avoids leaving packages unsupervised.



**Expense Control**

Manage orders efficiently, free up staff time for value added tasks and control maintenance costs.



“The project has offered a swift, innovative, and customised returns service, that also saves our teams from having to deal with parcels, which is often a time consuming process. Especially during peak periods.”

Director of Operations at Decathlon, France



## DECATHLON WANTED TO OPTIMISE COSTS FOR CLICK-AND-COLLECT FLOW MANAGEMENT

Decathlon has 300 stores in France and 1,100 internationally. The brand strives to make user experience central to its strategy.

### The challenge

Quadient was tasked with optimising the in-store order and collection process to improve customer experience and control the cost of in-store parcel management.

### The solution

The Parcel Pending Standard solution was successfully installed within 20 Decathlon stores, ranging from 75 to over 150 lockers per store. Customized column designs the unique sizes of Decathlon products. The Standard model has proved to be an efficient multi-carrier solution, encompassing both Mondial Relay, and international logistics providers.

### Delivery and results

Decathlon optimised their costs, creating real savings from 30 parcels per day. After surveying customers, it was found that 98% of customers who used the lockers reported to be satisfied. In addition, the lockers enhanced security and accessibility of Decathlon's parcels. Thanks to the Standard solutions, Decathlon can easily adapt their lockers according to parcel flows and available locker space.

## PARCEL PENDING BY QUADIENT HELPS FNAC IMPROVE CUSTOMER EXPERIENCE

Fnac has over 200 stores in France and is a successful multi-channel retailer. The in-store collection has seen a steep rise, with over 100 parcels per day being collected in some of their department stores. In addition, it is also apart of the Relais Colis network that brings in additional visitors.

### The challenge

Fnac wanted to simplify and improve their customer experience, reduce long queues at collection counters, optimise the management of Relais Colis parcels, free up storage areas, and improve the organisation of the sales area.

### The solution

The Parcel Pending Standard was successfully installed in 15 stores, with 90 to 200 lockers per store. As a complimentary offering to the standard collection counter, the lockers provide Fnac's customers with a quick, convenient and contact-free parcel collection experience.

### Delivery and results

94.4% of customers were satisfied with the service and 46.2% of parcels have been collected the same day as their delivery. Management of mixed freight flows (Drop-off points and internal logistics) have been improved, and pressure on store staff handling parcel management has been eased.



“The system is set to be adopted by more distributors in the coming years. It improves the flow of parcel traffic and offers an innovative Click-and-Collect solution to our customers.”

Mehdi Dahmani,  
Director of Operations at Fnac

**quadient**  
Because connections matter.

### About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on three key solution areas including Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and is part of the CAC® Mid & Small and EnterNext® Tech 40 indices.

For more information about Quadient, visit [www.quadient.com](http://www.quadient.com).