

University of Northampton transforms parcel management with Quadient parcel lockers



The University of Northampton is a vibrant site of higher education, providing under- and post-graduate courses to 14,000 students and employing 2,000 members of staff. It is one of the few universities to be ranked Gold in the Teaching Excellence Framework (TEF) for delivering “consistently outstanding teaching, learning and outcomes for its students.”

In 2018, the university relocated to a brand-new campus, designed to meet the modern-day needs of teaching and learning, and took the opportunity to upgrade its solution for the efficient and secure delivery of students’ parcels and packages.

“ We’ve been able to resolve the issues we had previously with students collecting their parcel deliveries. Now, we put the parcels in the lockers, and it’s done. ”



“We’ve had really good feedback from students and we’ve had really positive feedback from staff - in fact, to the point where they’re asking for more lockers and for larger lockers to give us even more flexibility. It’s definitely been successful.

Michelle Chodynieski
University of Northampton
Head of Facilities Services



Challenge

The university sought an efficient way of securely delivering parcels to up to 3,000 students across four student accommodation sites, with 24/7 availability and parcel traceability for staff.

Solution

Each of the four sites has 36 parcel lockers installed. When a student’s parcel is delivered, they receive an email; when they collect, they enter the PIN or scan the barcode in the email to open the locker.

Results

Both students and staff are delighted with the parcel lockers as students can now collect packages at times that suit them, items are stored securely, and staff have traceability of deliveries. The automatic notifications for parcel availability makes the process run smoothly.

Method

The lockers were installed at all four student accommodation sites and the notification system for parcel availability is convenient for students and provides traceability for staff.



The Challenge

The university has four halls of residence, home to between 2,500-3,000 students, who generate a steady stream of incoming parcel deliveries. The smallest of the sites receives around 100 parcel deliveries a month, while the largest can see up to 550 deliveries a month.

“At the old university campus, there was an on-site post room, accessible by staff and students,” explains Michelle Chodynieski, the university’s Head of Facilities Services. “With the relocation, the post room is now at a remote location – it’s a back-office function that no-one can access.”

Under the old system, staff would leave a note in students’ letter lockers to advise them they had a parcel to collect but collections could be inconvenient because they were restricted by opening hours.

“We realised that students want to collect their items 24/7,” says Michelle. “And there were other issues with collecting from the post room too, including not being able to collect without ID. Queues would form at peak times, such as lunchtime and at the end of the day; parcels often built up in the post room and staff would have to spend time prompting students to collect. Also, we had limited traceability.”



The Process

Michelle worked with a consultant to investigate parcel lockers and found that Quadient provided the best solution. They decided to install 144 lockers – 36 of three sizes at each location.

“We decided to create ‘post hubs’ using the Quadient’s parcel lockers at each of the halls of residence,” says Michelle. “Deliveries are made twice a day to the lockers and students have the freedom to collect them when they choose.”

Michelle was particularly keen on the better student experience that would result from being able to collect parcels when it suited them, and the improved traceability staff would gain. “Before, notifying students was a paper-based system. When we delivered the letter, we’d include tickets advising students they had a parcel at the post room and to please come and collect it. With the parcel lockers, it’s a better electronic, automated system.”

The Solution

Quadient Parcel Lockers are electronic locker systems that securely store parcels. Recipients are sent an email informing them they have a parcel; when they collect, they enter the PIN or scan the barcode in their notification email to open the locker. The system supports 24/7 collection for the convenience of parcel recipients, and pick-up tracking for staff.

“It’s more traceable,” says Michelle. “It date- and time-stamps everything. We know exactly where the parcel is and when it’s been collected. It takes away multiple delivery attempts too - if we had to deliver to students’ rooms it would rely on them being there; with the lockers, it’s one drop-off and we know students collect, as they receive a notification and it’s all automated.”

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Delivery and Results

The parcel lockers have met the university's objectives for the system. Students can now collect their parcel at times that suit them,

items are stored securely, staff have traceability of deliveries, and automatic notifications make the process run smoothly.

"We've had really good feedback from students," adds Michelle. "And we've had really positive feedback from staff - in fact, to the point where they're asking for more lockers and for larger lockers to give us even more flexibility. It's definitely been successful."

Customer Feedback

Michelle Chodyniecki says: "With the parcel lockers, we've been able to resolve the issues we had previously with students collecting their parcel deliveries. Now, we put the parcels in the lockers, and it's done.

It's improved the service for students because they can collect their parcels 24/7. For staff, it's given us a better process for managing parcel deliveries."

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Parcel Pending by Quadient is the market leader in parcel management and smart mail solutions for colleges and universities worldwide. With nearly 4 million packages delivered monthly, we have successfully helped thousands of educational institutions preserve their reputation and bottom line with our contact-free intelligent parcel locker solutions.

For more information about Parcel Pending by Quadient, visit: parcelpending.com