



/ DROP BOX: Consolidate First and Last Mile Deliveries

Carriers today must balance higher package volumes with efficiency goals to reduce stops, lower fuel costs, and meet sustainability objectives. Returns are a key component, as 1 in 5 online orders are returned.¹ To increase return efficiency and improve customer experience, carriers must advance their out-of-home strategies to create seamless, cost-effective processes.

Build an Out of Home Center of Excellence

Parcel Pending by Quadient's Drop Box is a fully integrated smart locker solution that consolidates first and last mile deliveries to parcel lockers. With the convenience of a built-in label printer, authentic return shipping labels are automatically printed for consumers when returning parcels so carriers can simply collect the parcels at the locker location and go.



Automate Returns

- Enable customer to self-serve
- Print return label at locker
- Track and Trace packages
- Offer 24x7 access



Drive Efficiency

- Consolidate all returns in one locker
- Combine pickup and drop off points
- Minimize driver time at location
- Optimize floor space



Progress Sustainability Goals

Consumers care about sustainability. 75% of consumers want to choose an option that is greener or has lower carbon emission benefit.² By consolidating returns via parcel lockers, carriers can reduce the number of stops and reduce harmful emissions.

73%
of Consumers
want Self-Serve
Technology³

Drop Box enables increased capacity for self-service returns and provides the option for a label to be printed on-site, directly addressing the challenge of “labelless” returns.

- Print shipping labels at the locker to provide added convenience for customers.
- Track and Trace captures every step of the return process.
- Maximize the number of packages in the collection boxes to minimize locker footprint.
- Configurable privileges to control access to locker zones.
- Detect when lockers are filled using smart sensor technology.
- Gain insight from business intelligence tools - locker availability, box size usage, customer pickup times and more.

1. Smart Sensors
2. Adjustable Drop Boxes
3. Regular Boxes
4. Printer
5. Collection Boxes



Parcel Pending by Quadient has been a trusted smart locker solution provider to leading companies since 2013.

- **18,000** lockers deployed globally
- A mature, stable **industry leader**, Euronext Exchange (QDT)
- Continuous investment in intelligent, value-added solutions that **drive innovation**

Open Locker Network participation

Drop Box can be used to automate returns and pickups exclusively for your parcels or can be used as a central location for returns and pick ups by multiple carriers or Consumer to Consumer (C2C) transactions. Learn more about our carrier-agnostic **Open Locker Network**.

Reimagine Returns with Drop Box

Drop Box offers integrated pickup and return technology and hardware for order management, fulfillment and tracking that creates a branded, secure, intuitive experience for your customers. A variety of locker sizes and convenient printer options are available to accommodate your space requirements. With over 18,000 locker placements globally, Parcel Pending by Quadient is a leader in smart locker solutions. Learn more about our **Carrier solutions**.



Committed to Excellence

- Quadient is a signatory in the UN Global Compact, committed to supporting the ten principles in the areas of human rights, labor, environment, and anti-corruption within its sphere of influence.
- Data center diversity for redundancy, 99.99% system uptime.
- Global support teams with expert local service technicians staffed in strategic locations worldwide.

- 1 Fevad Mediamétrie Feb 2022
- 2 sustainablebrands.com
- 3 <https://www.retaildive.com/news/study-73-of-consumers-want-self-service-technology/546044/>



Quadient is the leading provider of innovative package management solutions for carriers worldwide. With over 70 million parcels delivered annually, Parcel Pending by Quadient provides state-of-the-art solutions and world-class customer service to solve the last-mile delivery challenge.

For more information about Parcel Pending by Quadient, visit: [parcelpending.com](https://www.parcelpending.com)