

PARCEL PENDING[®]

by Quadiant

quadiant
Because connections matter.

Parcel Pending Standard by Quadiant

Consumers around the world demand a seamless parcel delivery and collection experience, whether they're buying online for in-store pick-up, or having their items shipped directly to them. The growth of e-commerce has sharply increased the volume of packages being delivered to stores, universities and homes, with no signs of slowing. As a result, mailrooms and logistics providers are becoming overwhelmed.

Parcel Pending Standard by Quadiant is a smart, automated, and secure pick-up and drop-off solution. Our easy-to-use interface enables you to track parcels and notify recipients of delivery in real time. Pick-up takes seconds and lockers can be made accessible 24/7 for convenient self-service pick-up.



BACKED BY THE EXPERTS

Gartner, Forrester, and Aspire



EXPERIENCE

A rich history of world-class leadership



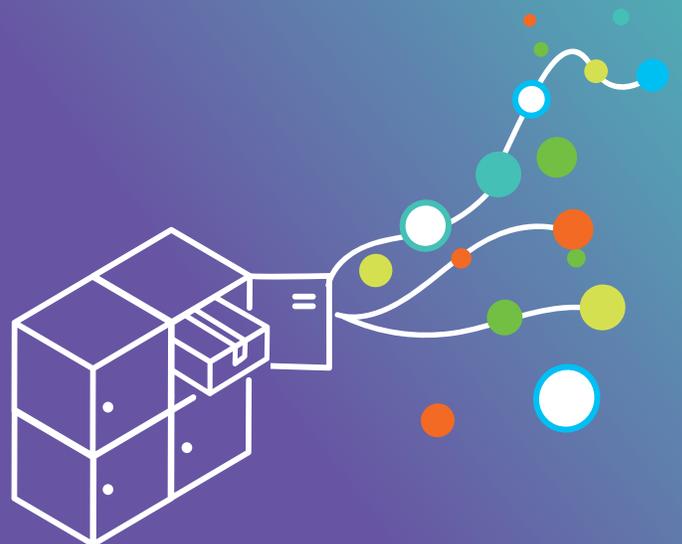
PROVEN RESULTS

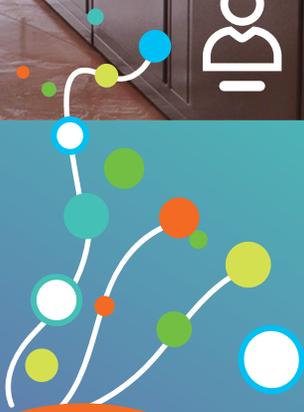
96% customer satisfaction rate



EXPERTISE

8 billion personalized experiences annually





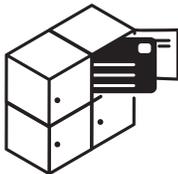
IMPROVED OPERATIONAL EFFICIENCY

Parcel lockers automate the parcel delivery, collection, and return process, enabling staff to focus on other high-value tasks. Deliveries are made directly to the parcel locker by a shipping carrier agent, removing the need for intervention by a staff member – saving time and cutting operational costs.



SECURE PARCEL STORAGE

Quadiant's Parcel Pending Standard is constructed with a robust steel design that keeps all parcels safe and removes any liabilities from lost or stolen packages. Packages are stored inside the designated locker by courier agents and can only be retrieved using a one-time PIN or barcode provided to the recipient via email, SMS, text-to-speech or on their mobile application. Access to lockers can be made available 24/7 for convenient self-service pick-up.



CONTACTLESS SOLUTION

Parcel Pending Standard can be configured to enable contactless parcel delivery, return and collection. Our contactless workflow allows packages to be retrieved or loaded into the machine in seconds, meaning no long queues and a reduction in unnecessary contact with the parcel locker and others.



CARRIER AGNOSTIC

Parcel Pending by Quadient Parcel Lockers are carrier-agnostic, meaning any courier agent can make a delivery to the locker. Drivers simply require a locker access code to collect and make deliveries, as well as retrieve uncollected parcels from the locker.

INTEGRATION MADE SIMPLE

Quadient Parcel Lockers offer open APIs that integrate with your existing systems. Integration can be tailored to your specific requirements, thanks to our dedicated professional service resources.

WORRY-FREE MAINTENANCE

To keep your focus on creating exceptional delivery experiences, Quadient provides you with the help you need to ensure a smooth transition and utilization of our parcel locker solutions. Our technicians are available to provide on-site support and repairs to maximize locker usage.

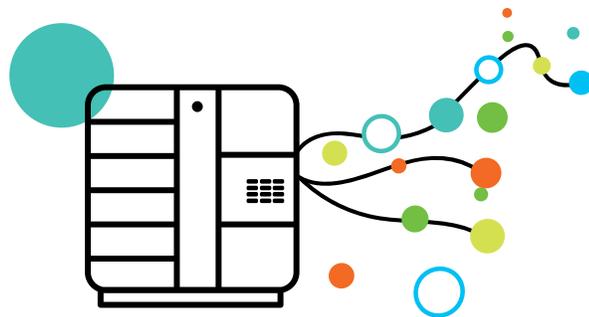


ONLINE ORDER PICKUP



Web Tracking System (WTS)

Bring full visibility into your internal delivery process by integrating Quadient's Web Tracking System (WTS). WTS is a cloud-based solution that tracks parcels and other important mail in real time from receipt and transit, through to final delivery.



Indoor Locker System

FLEXIBLE CONFIGURATIONS

Parcel Pending by Quadient's indoor locker systems are designed and engineered specifically for your needs. Regardless of the available space or design of your area, our talented engineering team will collaborate with your staff to create an electronic locker solution that maximizes the space you have available.

- **BUILT WITH DURABILITY IN MIND**
Industrial grade touchscreens and a rolled steel construction for durability
- **VERSATILE**
Customizable configurations with 5 locker models that offer unique locker mixes
- **CUSTOMER SERVICE**
Customer service available to on-site teams
- **CONVENIENCE AT ITS BEST**
Contact-free parcel retrieval with accessibility for all users
- **ADVANCED**
Flexible APIs for seamless integration with your software system

CUSTOMIZABLE SOLUTION

Design your parcel locker solution to match your location's specific requirements. Parcel Pending by Quadient Lockers offer a variety of modular configurations and can accommodate a wide range of parcel dimensions. Customize your locker's colors and wraps to match your property's branding or location aesthetic.





Parcel Pending by Quadient is the leading provider of parcel locker solutions and is present across a variety of industries, including:



RETAIL

Quadient's Parcel Pending Parcel Locker Solutions help retailers improve the customer experience (CX), drive in-store traffic, and improve operational efficiency via an automated electronic locker system that securely store parcels for self-service collection, drop-off and retrieval.



HIGHER EDUCATION

Quadient Parcel Lockers simplify parcel management by providing a secure and automated package delivery solution. Our lockers are helping universities around the world reduce operational expenses and increase student and employee satisfaction.



MULTIFAMILY

Simplify the management of incoming parcels by providing a secure and automated parcel process. Our parcel lockers help property management companies around the world reduce operational expenses while increasing resident satisfaction by providing a simple and convenient delivery experience to residents and property managers.



CORPORATE

Seamlessly manage your deliveries and returns via a smart, automated locker solution. Our easy-to-use interface enables you to track parcels and notify recipients of delivery in real time. Pick-up takes seconds, and lockers are accessible 24/7 for convenient self-service pick-up.



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About Quadiant®

Quadiant is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadiant helps simplify the connection between people and what matters. Quadiant supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadiant is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadiant, visit www.quadiant.com

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