



Simplified and secure parcel management for multifamily residences

The growth of e-commerce has drastically increased the volume of packages delivered to multifamily properties each year, with no signs of slowing. As a result, property managers require an easy, quick, and secure way to manage the overwhelming amount of daily deliveries.

Parcel Pending by Quadient Parcel Locker Solutions simplify the management of incoming parcels by providing a secure and automated parcel process. Our lockers help property management companies reduce operational expenses while increasing resident satisfaction by providing a simple and convenient delivery and returns experience.



15k+

Installations
Worldwide



108M+

Packages
Delivered



4M+

Users
Served



Our communities will continue to see increasing numbers of package deliveries, and Parcel Pending Lockers will keep us above this rising tide – and enable us to delight our residents for years to come.

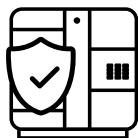
Brian Ericson,
Cortland Vice President
of Marketing Insights





Improve operational efficiency

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



Secure parcel storage

Our lockers' robust steel design ensures all packages are kept safe, removing any liabilities from lost or stolen packages. To retrieve a parcel, recipients must use the one-time PIN or unique barcode sent through the mobile application or via their email and SMS alerts.



Contactless solution

Our lockers offer contact-free delivery, return, and collection capabilities, removing lines and limiting unnecessary contact with others and the kiosk touchscreen.



Value-added services

Offer residents value-added services by enabling local service providers, such as dry cleaners and shoe repair shops, to collect and deliver items to your parcel lockers. Onboarding local providers is simple and brings increased convenience to your residents.

Beyond parcel delivery

Parcel Pending lockers can provide additional applications that help facilitate everyday property activities. This includes key distribution, document delivery and collection, or convenient self-service pick-up of maintenance items.

Carrier agnostic

Our intelligent lockers are carrier agnostic, meaning any carrier agent can deliver to and collect packages from the locker units.





ADA compliance

Meet the needs of all your residents

1. Both keypad and kiosk touchscreen are located within an ADA-reachable range between 15" and 48" from the ground
2. Tactile button is located on the 5 key
3. Uses available lockers that are less than 48" and more than 15" from the finished floor
4. Verbal instructions use stereo speakers that are installed behind the touchscreen
5. Minimum 60" ground space radius is included with space requirements

Additional ADA compliance features

- Any protrusions on the locker system extend no more than 4" into the walking space to ensure ease of access.
- Systems feature lockers where varying package sizes can be accommodated within ADA reachable range.
- Residents may request their packages be delivered exclusively to lower-level lockers in the ADA-reachable range.

Indoor and Outdoor Locker Solutions

Flexible configurations

Parcel Pending by Quadient's Indoor and Outdoor locker solutions are designed and engineered specifically for your property. Regardless of your location's available space or design, our talented engineering team will collaborate with you to create a custom solution that meets your needs.

Built with durability in mind

Double-reinforced 18-gauge, rolled steel construction; weatherproof, outdoor, UV-rated screen technology.

Temperature controlled

Integrated kiosk and screen with air conditioning and heating for operation in extreme conditions.

Versatile

Multiple configurations to match your needs with sizes that fit most packages.

Secure

Includes photo capture and optional cloud-based video surveillance.

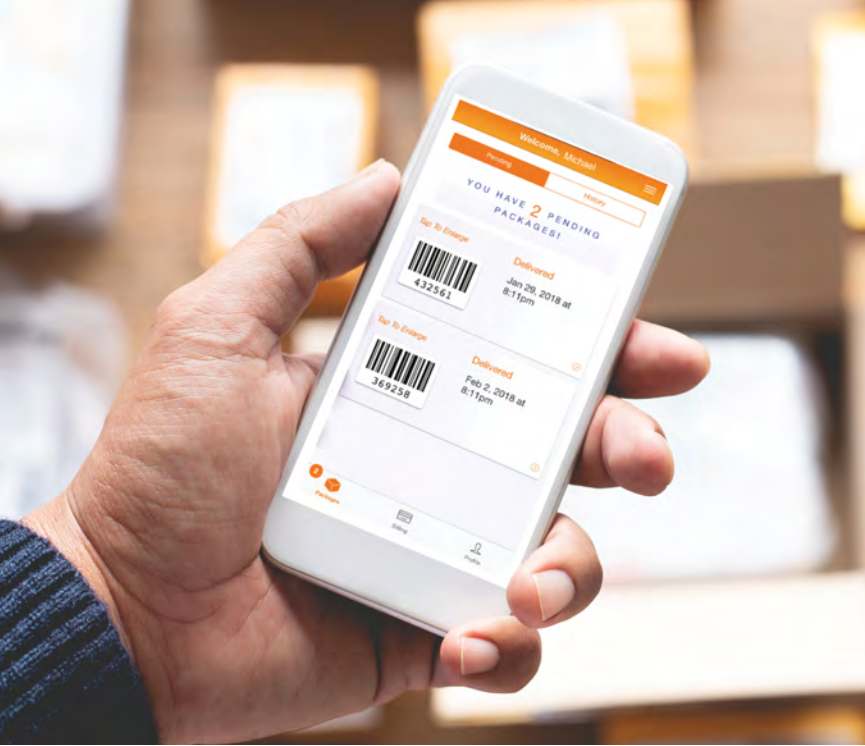
Covered

Includes awnings with optional programmable lighting.

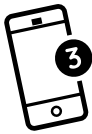


Customizable Solution

Parcel Pending offers a variety of modular configurations to accommodate a wide range of parcel dimensions. Customize your locker's colors or wraps to match your property's branding or location aesthetic.



Go Mobile with the App



INSTANT NOTIFICATIONS

Too many texts and emails? The app will notify residents when their package arrives.



CONTACTLESS PICK UP

Contact-free access to parcels when using the mobile app button or by scanning the unique barcode at the locker kiosk.



APP PERSONALIZATION

Turn on vacation mode, change your settings, manage occupants, update info, and see past deliveries.

A Win-Win for Everyone



SAVE TIME

No more time spent accepting, sorting and distributing packages.



REDUCE PACKAGE LIABILITY

A hands off solution for on-site management teams



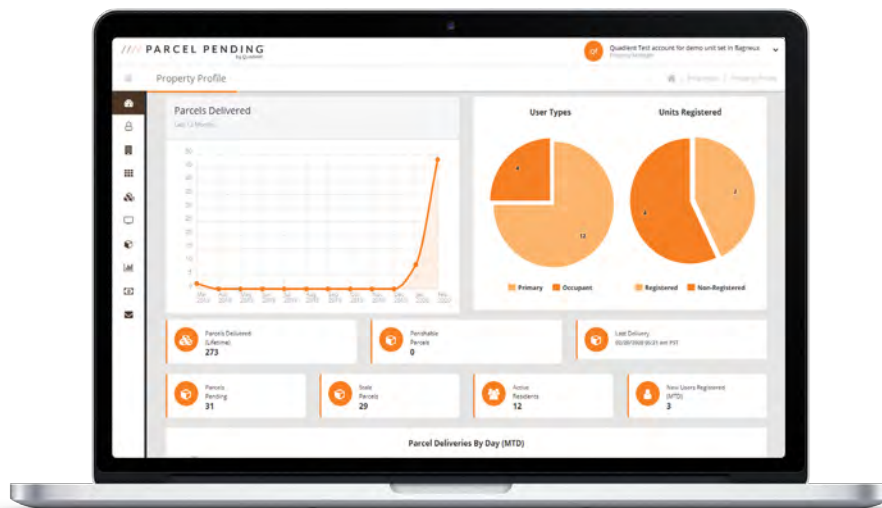
BOOST RESIDENT SATISFACTION

24/7 package access and security



Advanced Analytics At Your Fingertips.

Access analytics and dashboards that provide an instant summary of how your lockers are being used to improve efficiency and reduce resident delivery wait times.



INSTANT INSIGHTS

Monitor locker activity, usage, and availability.

LOCKER MANAGEMENT

Track packages and manage non-collected deliveries. Designate specific lockers based on resident preferences.

DELIVERY ACCESS

Manage delivery access codes for courier agents, manage occupants, and view past deliveries.



//// PARCEL PENDING[®]

by Quadient

About Parcel Pending

Quadient, the leading provider of innovative package management solutions for multifamily communities, was founded with a simple goal in mind: to make package delivery easy and intuitive for everyone. With over 70 million packages delivered annually, Parcel Pending by Quadient offers a wide range of solutions that ensure safe, secure, and on-demand resident package retrieval.

For more information about Parcel Pending by Quadient, visit: parcelpending.com/markets/multifamily-parcel-lockers/