

East Tennessee State University - Johnson City, TN

Intelligent Lockers Let Students Claim Parcel “On-Demand” and Eliminate Long Lines.

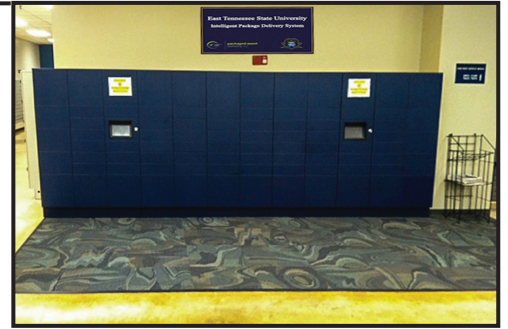
With smart phones in hand, today's 21.8 million college students shop and transact e-commerce with a few simple clicks. Don McCarty, Postal Director at East Tennessee State University (ETSU) discovered that this trend meant his mail services center was frequently deluged with parcels that included everything from textbooks to clothing to medical supplies. This put enormous pressure on his limited mail center staff and physical space...and created long lines at the services counter as students queued to claim needed parcels. McCarty decided it was time to reinvent the university's obsolete parcels distribution process.

Don consulted his NACUMS peer network and learned of a new automated parcel delivery system called “PAD”, (Packaged Asset Delivery) from TZ and Modular Millwork. He contacted Dan Flack, Sales Manager and discussed his challenges and goals for parcels management. Dan analyzed ETSU's situation and recommended an internet-enabled “intelligent lockers system” that allows Don's staff to pre-load parcels in a bank of conveniently located lockers students can then access “on-demand” to claim packages. Staff simply scans the parcel on placing it in any locker and the student receives an auto-generated email with pin code notifying them of their delivery. The students then claim their parcels by simply entering their unique pin code on a touch screen panel at the lockers.

Don liked the simplicity and self-service feature of the PAD Intelligent Lockers and implemented the system in August 2013. He now reports the following results:

- Students retrieve 200+ packages daily, at their convenience...with no lines.
- PAD tracks all parcels for total logistics accountability.
- Staff easily deliver all packages at “off peak” times and are then free to attend other priorities as needed.
- Students can claim parcels 20 hours daily – 7 days a week.
- Students love the ease and convenience of PAD Intelligent Lockers.

ETSU's students now claim parcels as easily and conveniently as their smart phones let them purchase...and Don's mail center team has regained their ability to provide excellent customer service and efficiently perform their daily work schedules.



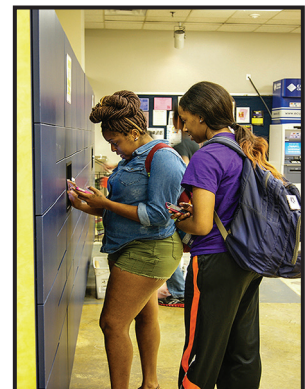
Strategically placed PAD lockers in services lobby.



ETSU student says “The new parcels system is AWESOME! Great job ETSU Post Office!!”



Parcel lockers are re-stocked throughout the day.



Students are all smiles as they use the intelligent locker system for the first time!