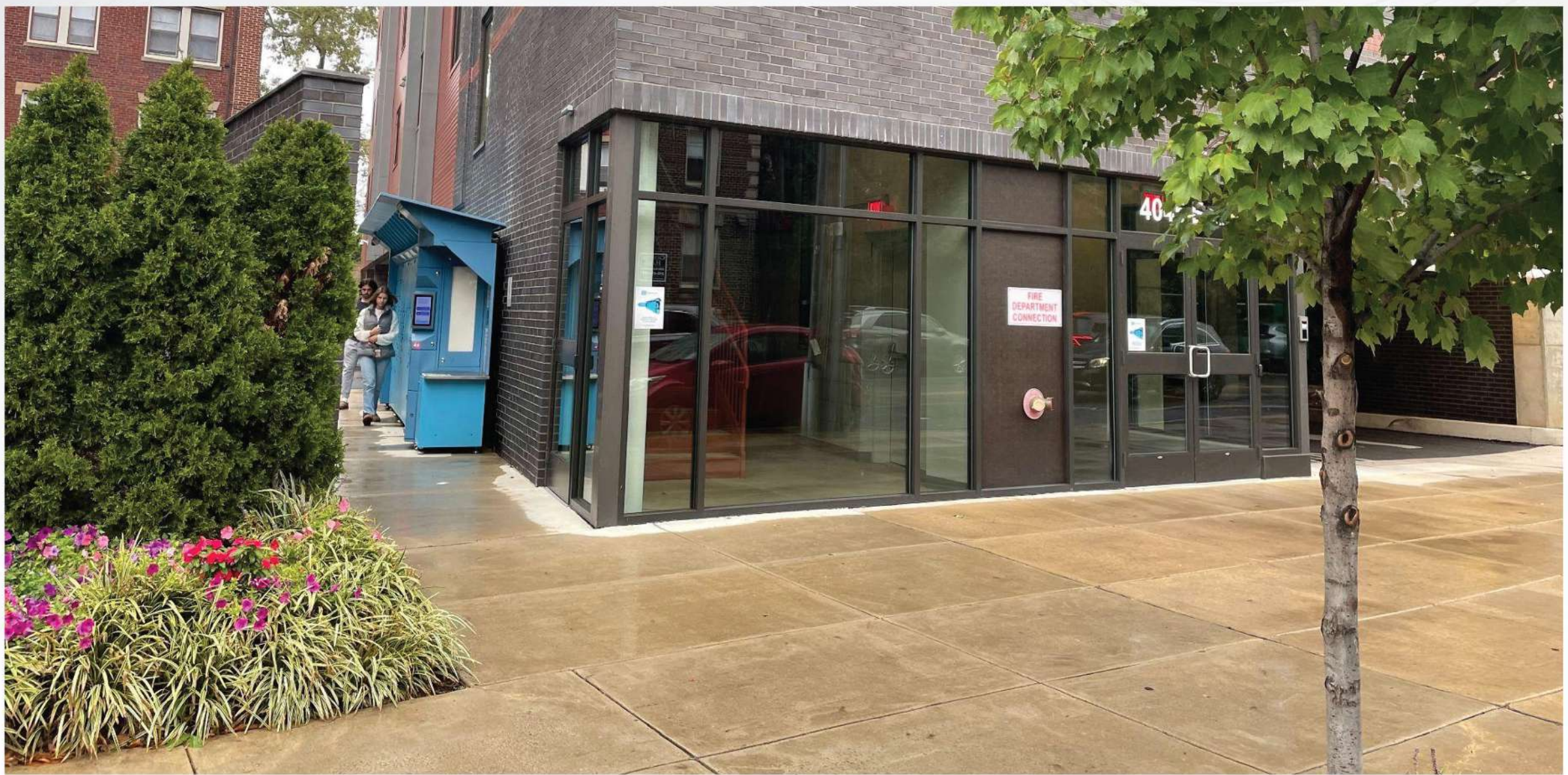




CASE STUDY: CAN PACKAGE MANAGEMENT BE FULLY AUTOMATED WITHOUT STAFF SUPERVISION?

When we initially approached Russ Galligher, Partner at New Horizons, he was skeptical about securely and reliably managing packages at his buildings without involving his staff. He wondered about fully trusting our system to move packages directly from carriers to tenants.

Naturally, we were hoping to change this narrative one delivery at a time...

After evaluating the performance at our other installations in University City, Russ decided to move forward. His team at New Horizon Housing also quickly welcomed the partnership as they wanted to be free from package management and its related issues. But more importantly, as carriers engaged with our new installation, they were quick to adapt to our newer and more efficient flow. Deliveries and pickup notifications were more predictable to everyone. The value and effectiveness of automation made so much impact that we will soon be expanding to other New Horizon locations.



New Horizons Housing embraces fully automated package management

New Horizon Housing found our strategy to fully automate package management with machines super impactful. Parcelist has reliably managed thousands of package deliveries and is welcomed by staff, residents and carriers. Find out more...

Why Parcelist?

Unlike other available systems, our focus is in making it much easier for carriers to deliver packages securely. This means eliminating any potential points of delivery failure, ensuring a seamless experience. Yes, carriers will no longer have to deal with building access issues, first-time delivery issues, or need for possible staff supervision. By using machines to seamlessly automate package management, buildings can free their staff from the drudgery of constant supervision of deliveries.

New Horizons Housing

Established 1998

Located in Philadelphia, Pennsylvania adjacent to University of Pennsylvania.

Locker Location: West side of 4045 East Baltimore Ave.

Buildings serviced by Parcelist - 4101, 4045 East & 4045 Baltimore Ave.

Total units using Parcelist: 115, 140 -160 Residents

Package volume - 20 to 50 Packages daily. 70+ during peak delivery times





We would like to share thoughts from Russ about Parcelist from his experience:

"We were accepting packages for 3 buildings at our office but the volume of package deliveries seemed to be rising rapidly. Manually managing packages takes effort and there are constraints on our limits to manage packages. We offered our package management for free since we did not want to be responsible for tenant packages.

We had looked into the possibility of an outside solution since there are space constraints to put a system inside our building. The ability to combine multiple or adjacent buildings into one installation was important for us. Their unsupervised solution for outside placement was attractive to us and having tenants ship packages directly to the locker made a lot of sense to everyone.

Once we implemented their strategy for package management we were able to see the difference immediately.

We loved their locker installation and it fit in well with our buildings and our landscaped grounds. The core of their service is in making it easy for carriers to securely drop off packages for tenants. Carriers generally struggled with building access codes and found that the easy access made their deliveries much simpler. We felt better since delivery access inside has the potential to compromise building safety. Their service worked great for late pickups by tenants or for weekend deliveries. Staff was happy that they no longer had to deal with interruptions or deal with delivery-related issues from tenants.

I see a lot of potential with their ability to fully automate package management with their system which is very similar to us managing packages with extended office hours. In a short time, they have managed over 8000 packages with close to little or no issues. Even more, we were able to more than offset the cost of their service with the most highly used amenity that we offer."

Are you intrigued by these possibilities?

We invite you to explore how Parcelist can unlock a new level of convenience and peace of mind for your property. Let's start a conversation and discover what is possible.