Parcel Tracker

Find out how **Christ Church, University of Oxford** handles parcels for over 1,100 students and faculty

Parcel Workflow

1. **Couriers deliver parcels** to the building

2. **Staff sort and log parcels** using the Parcel Tracker app

3. **Parcel Tracker notifies recipients** via email with a QR code

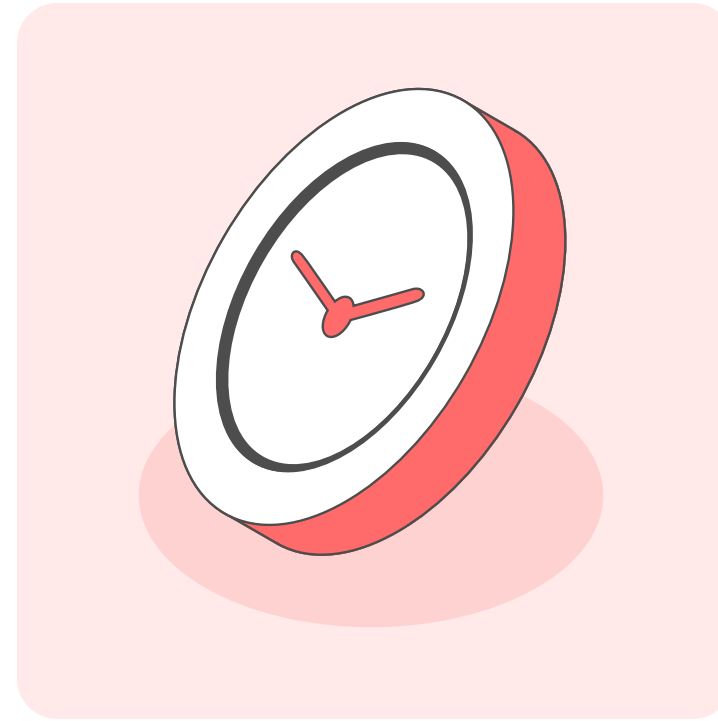4. **Recipients present their QR code** at the mailroom for collection

Christt Church, Oxford

- **College at the University of Oxford, UK**

- **1,100 students and faculty**

- **Scanning 300-400 parcels per day in <1 hour**

Challenges Managing Parcels

Long parcel handling times disrupted staff interactions and reduced customer satisfaction.

Time spent on managing parcels **pulled focus away** from other critical tasks.

Poor communication systems caused **delayed deliveries and overcrowded mailrooms**.

The Process of Setting Up Parcel Tracker
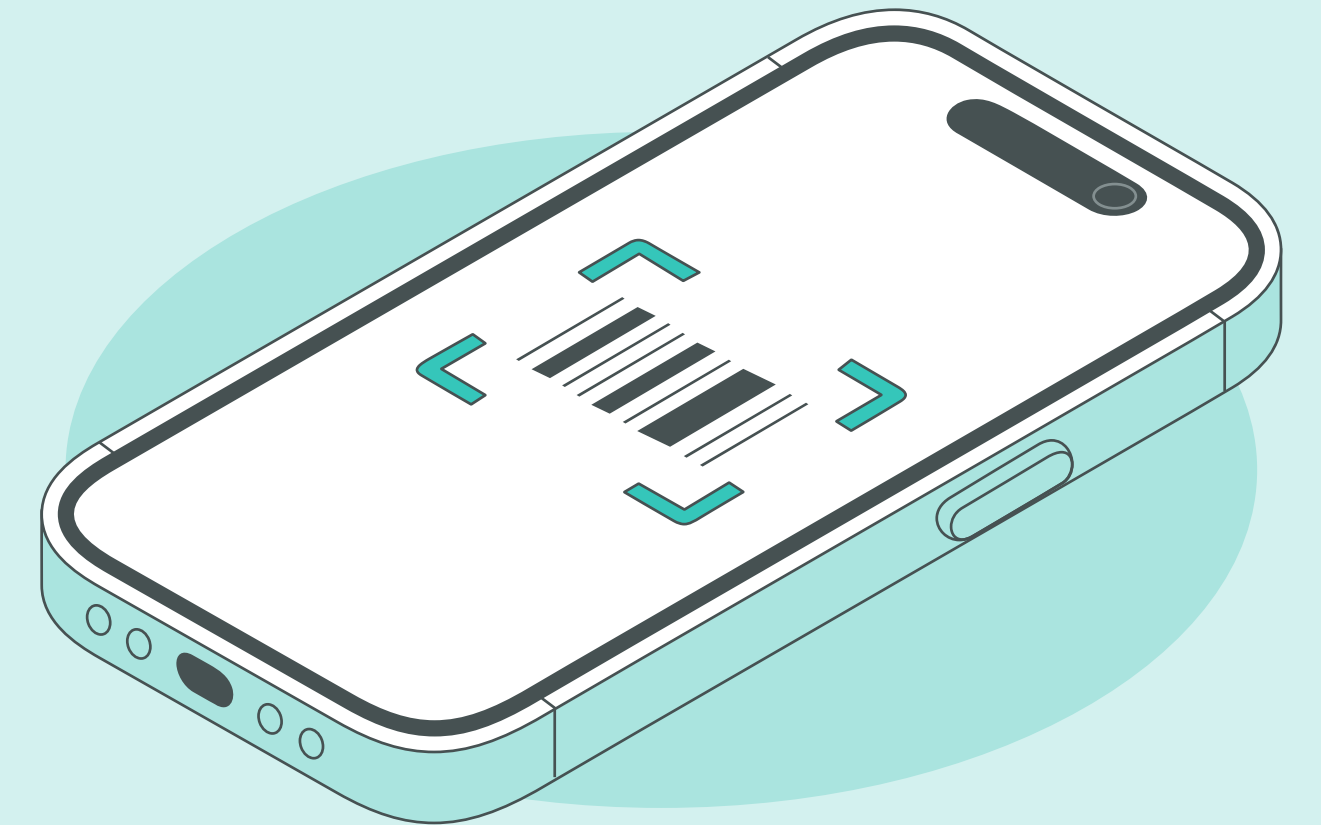
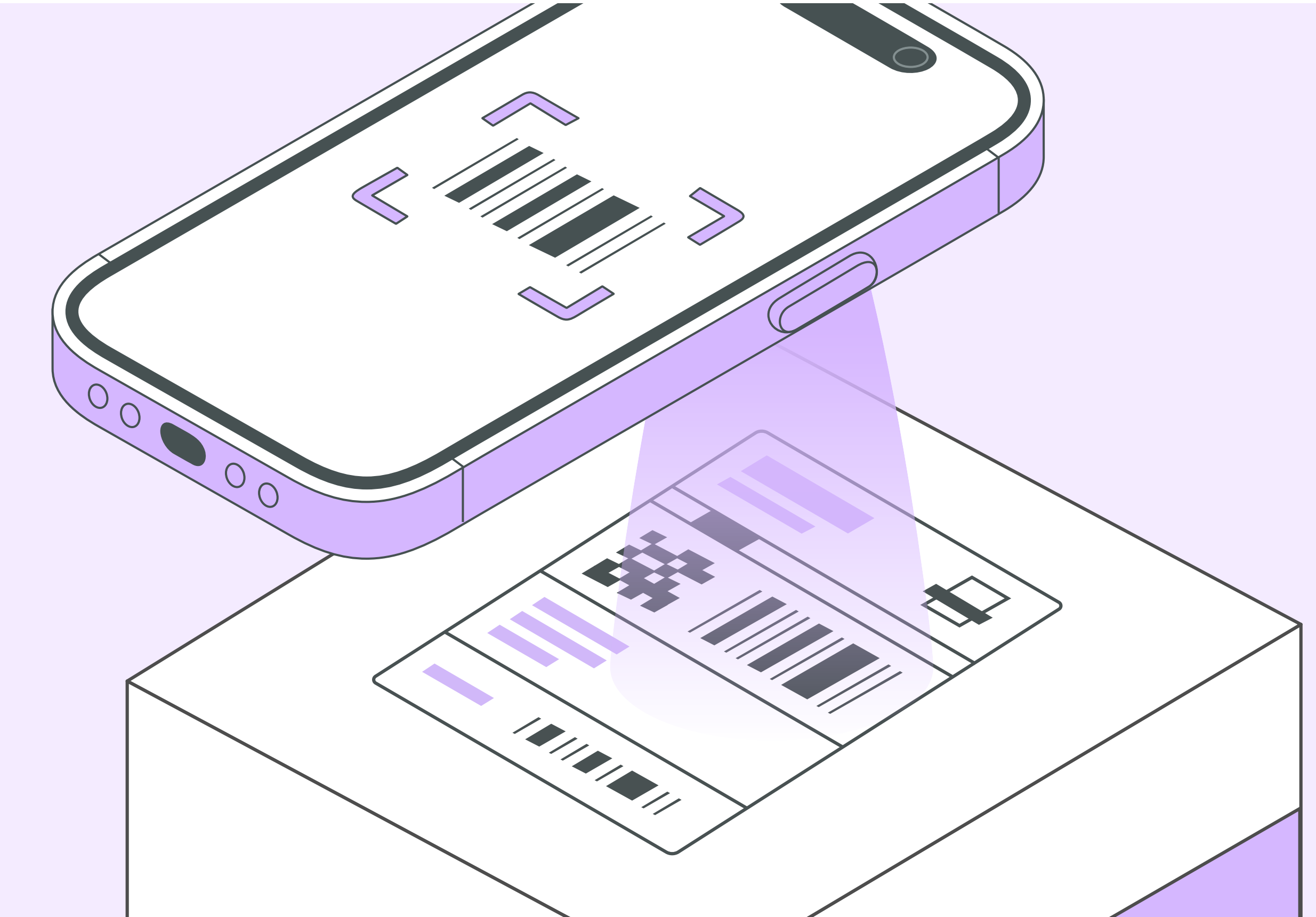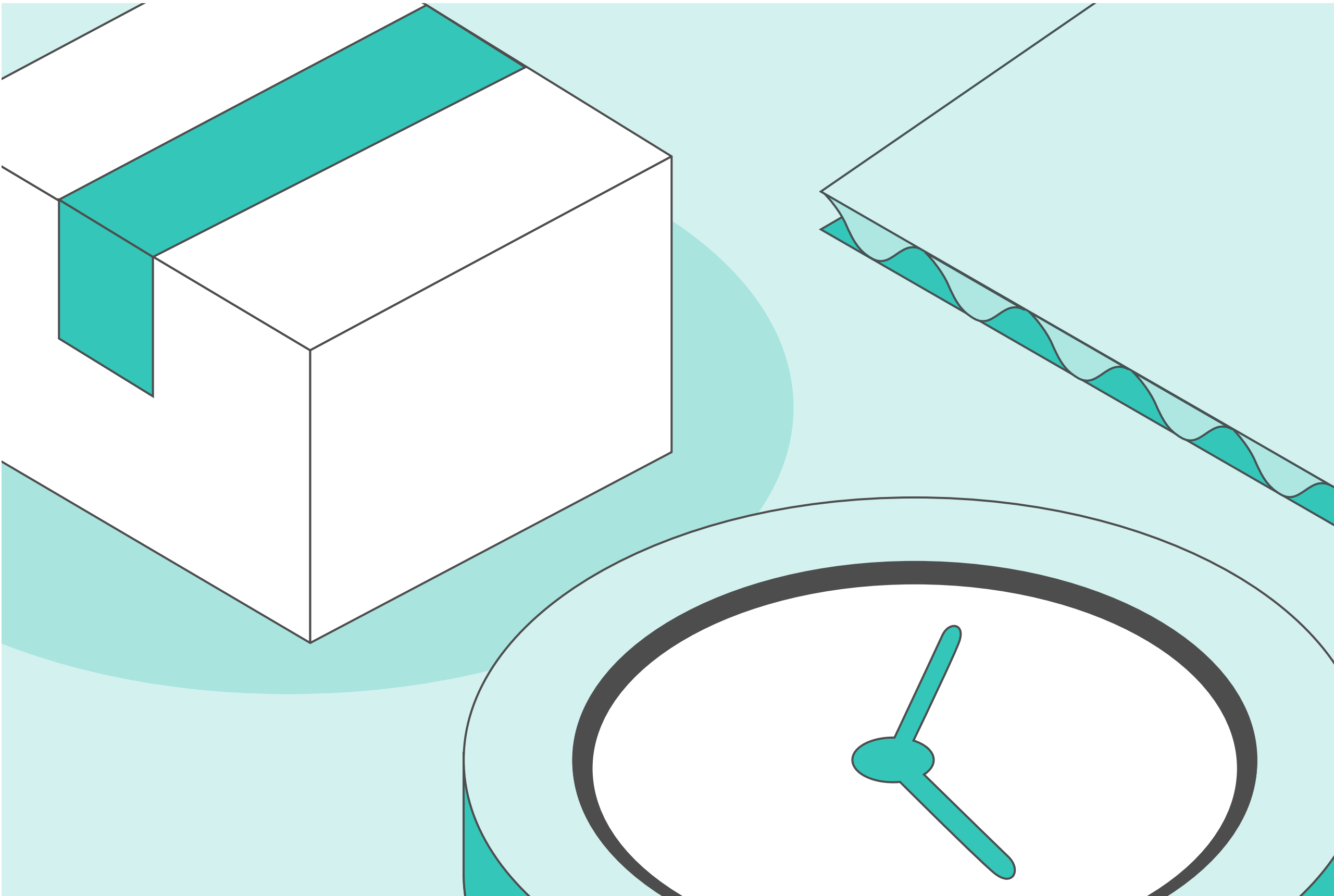**Upload recipient data via spreadsheet**

Online training

Deploy Parcel Tracker

< 1 hour

9 hours

Time Spent Logging Parcels

Before Parcel Tracker: **3-4 hours**

With Parcel Tracker: **Less than 1 hour**

Total Time Saved

≈912 hours

Annual time savings

Christ Church can now handle more parcels and focus on higher-priority tasks. The team reinvests the time saved into delivering a better customer experience.

Reduced Parcel Logging Errors

Reduced parcel loss to

0

Logging errors reduced to

0

"We only need to scan, and all the information is already there."

Juan Nogal Velez, Security and Lodge Manager

Improved **Customer Experience**

- Automatic email notifications and reminders ensure recipients are always up to date.

- Collection times have improved by 72.92%, enhancing overall efficiency.

- Christ Church reinvests the time saved into delivering a superior customer experience.
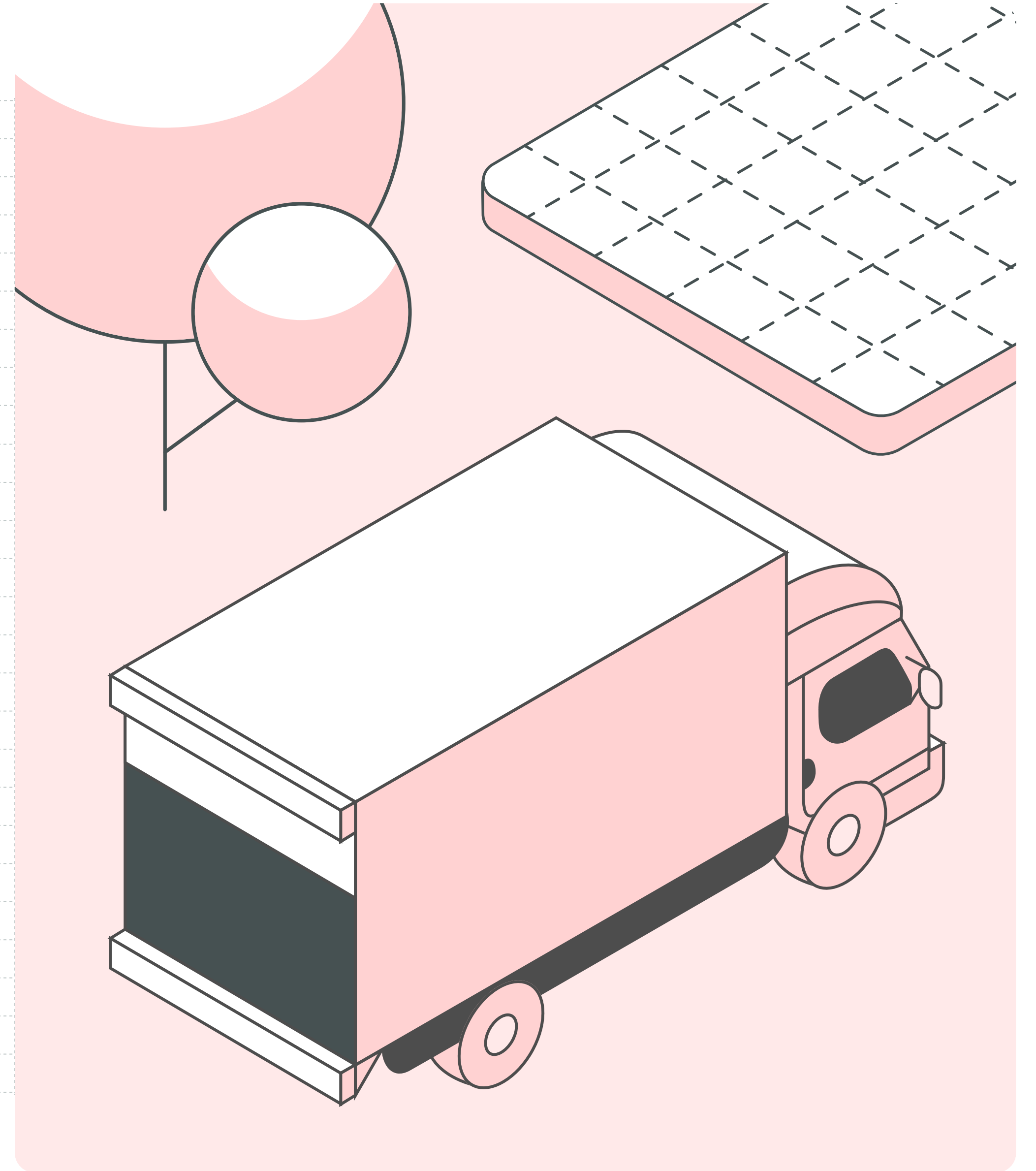
Watch the Full Story

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ParcelTracker.com

Parcel Tracker