



How **180 Strand** Delivers Faster
and More Reliable Collections
With Parcel Tracker



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

180 Strand

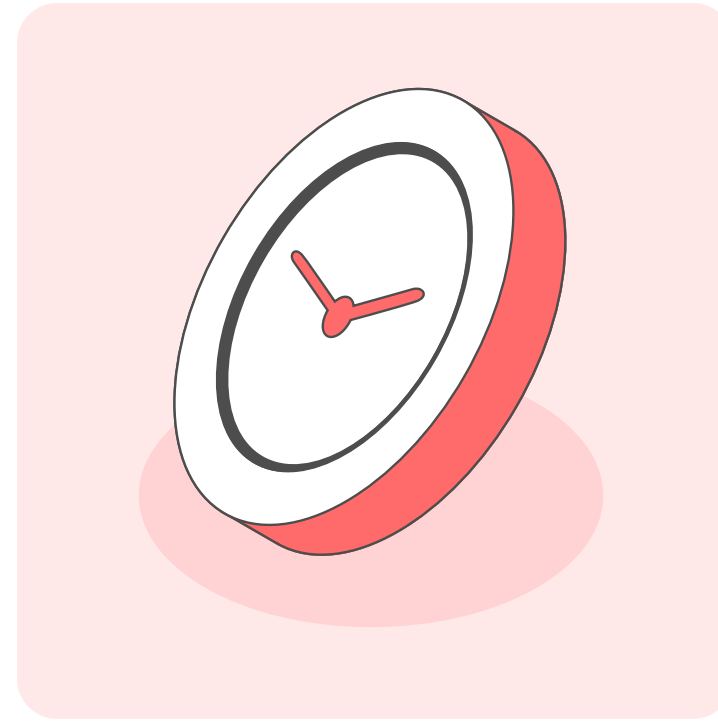
- 1 million square foot building
- 3,000 recipients
- Receiving 130–140 parcels a day and completing deliveries 6x faster



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.**

Setting Up Parcel Tracker

Upload recipient
data via spreadsheet



< 1 hour



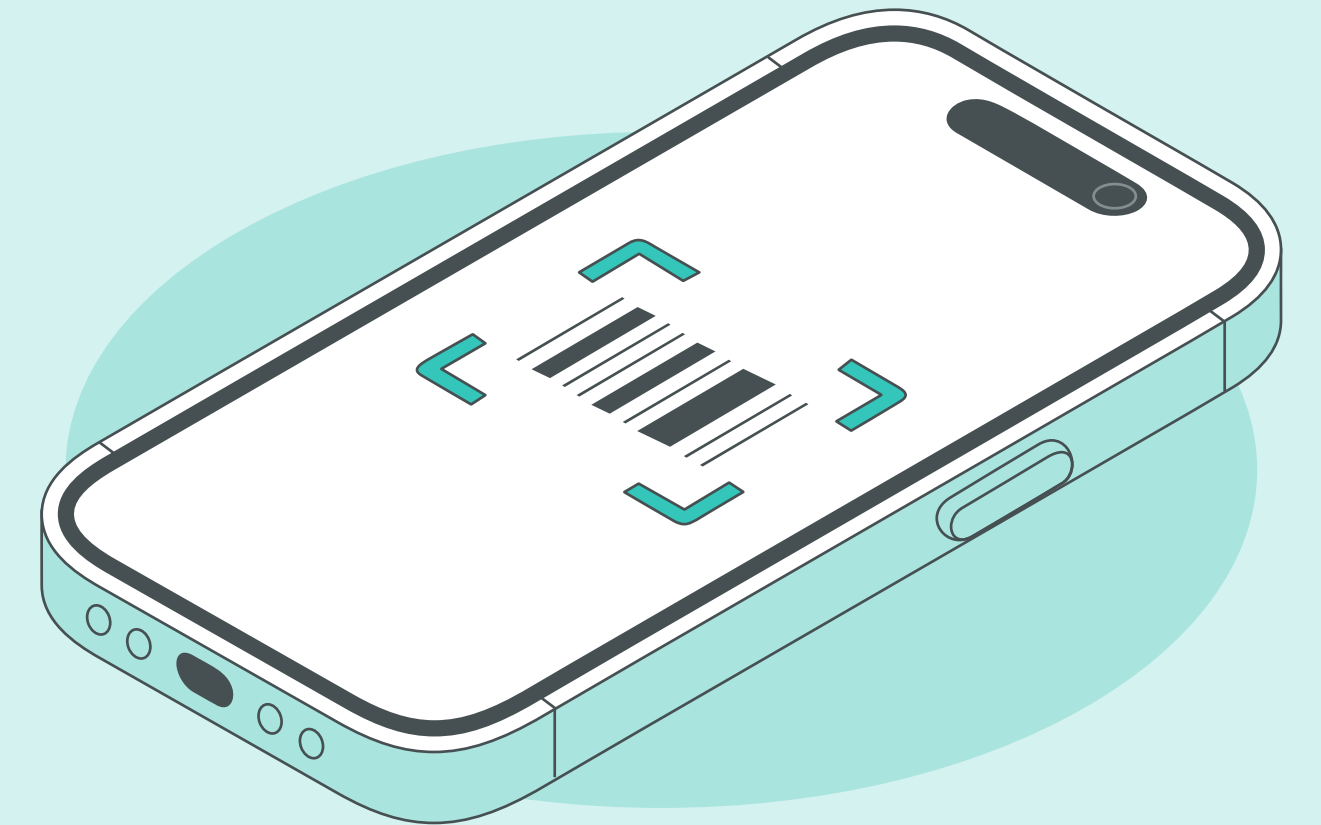
Online training



45 mins



Deploy Parcel Tracker



**“It’s something we’ve envisioned
before – something we’ve
always been after.”**

Brian Robinson regarding Parcel Tracker

Total Time Saved

≈1460 hours

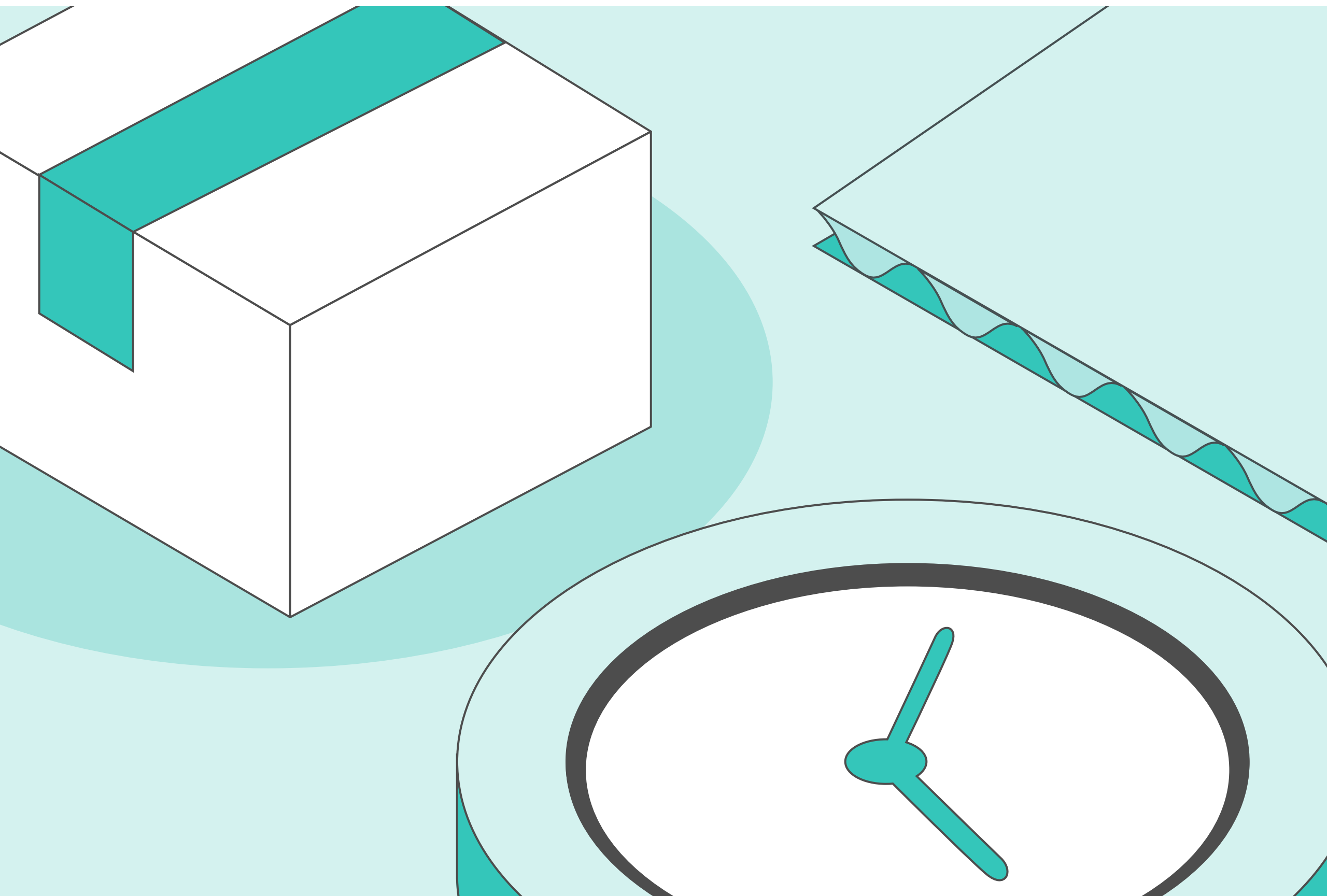
Annual time savings

5x

Faster parcel processing

Time Spent Managing Parcels

Before Parcel Tracker: **5+ hours**



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



Improved Parcel Collections

Improved Delivery Accuracy



QR code system ensures that parcels reach the right recipient, every time.

Improved Customer Experience



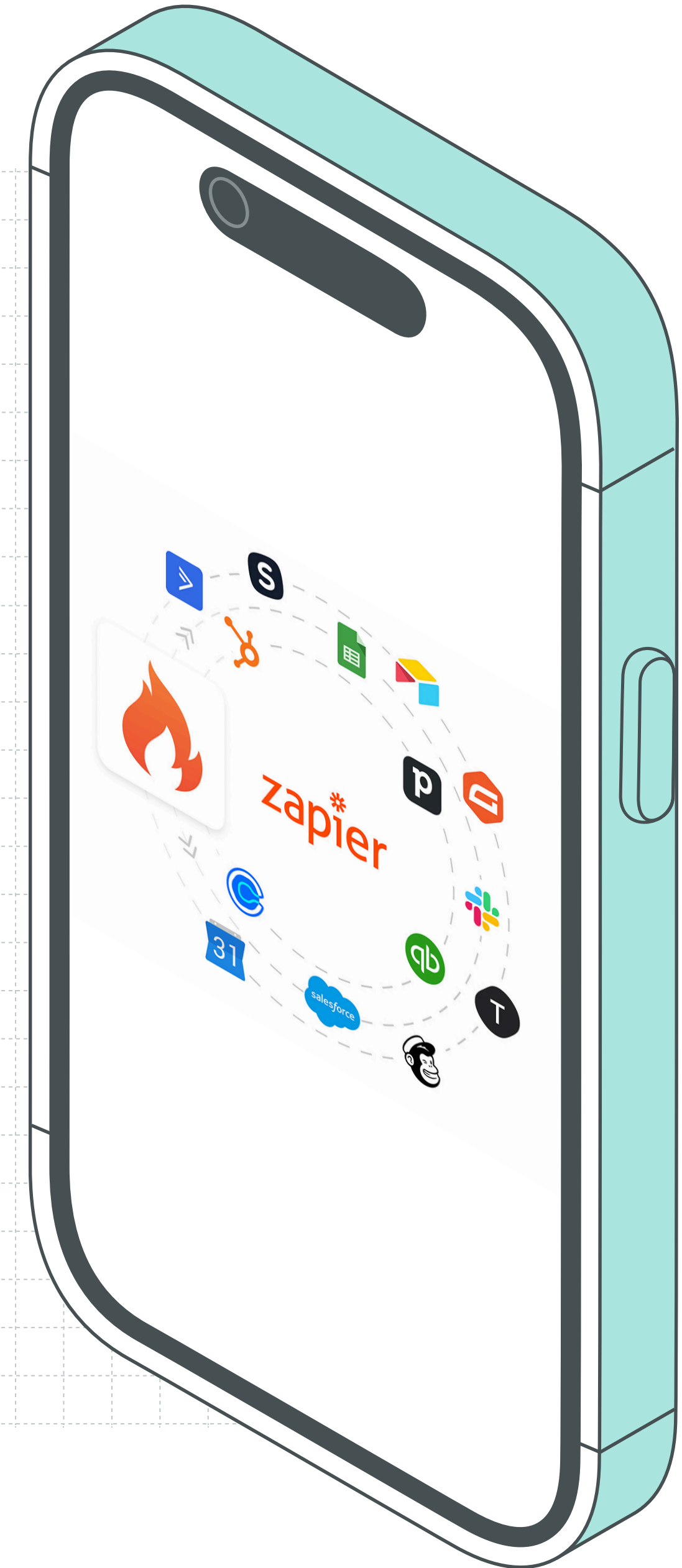
Recipients receive a smoother, faster, and more reliable service.

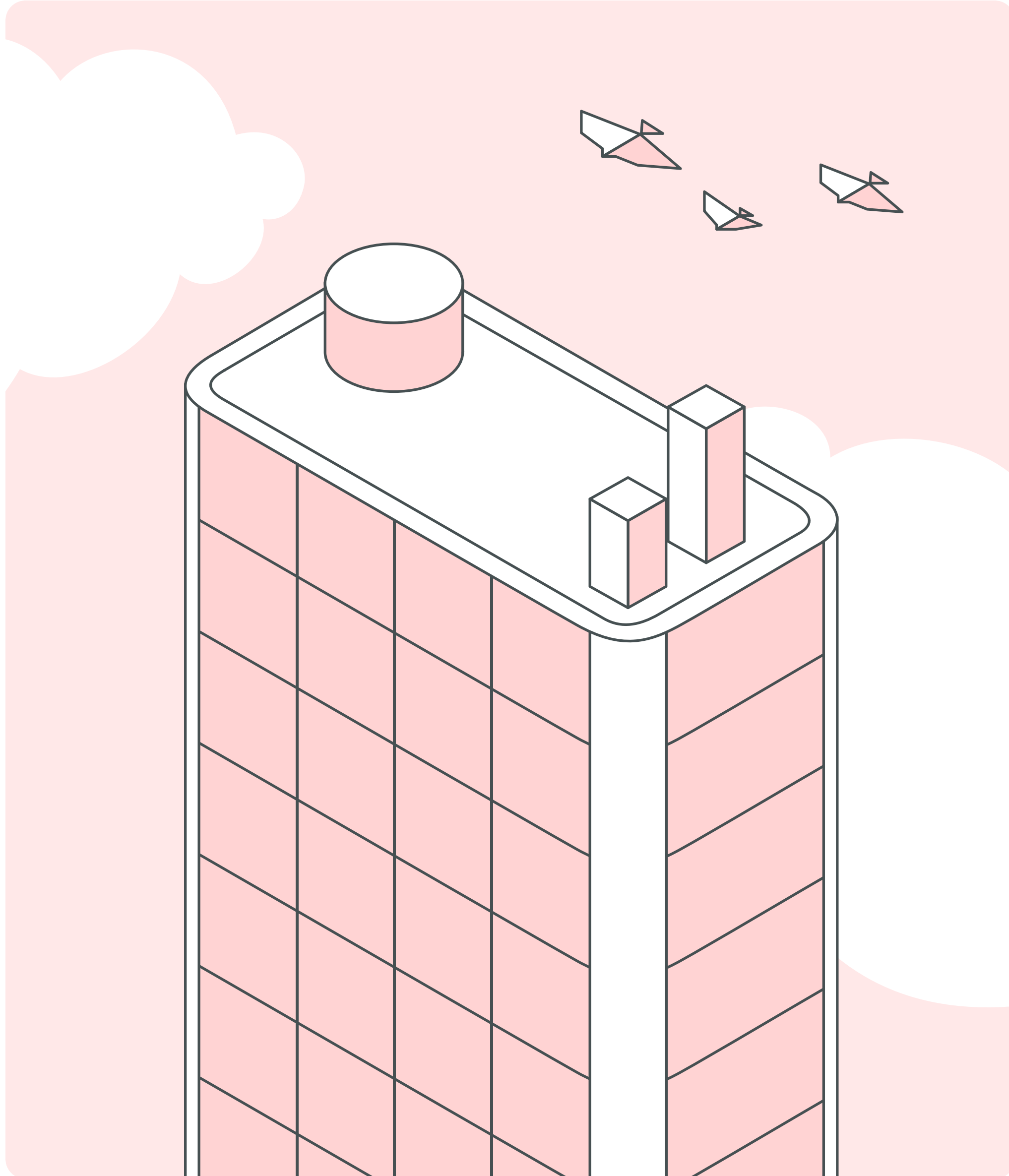
Zapier Integration

Pulled different data sources into Parcel Tracker

“Aggregating everything [different data sources] within Parcel Tracker has been really seamless and straightforward.”

– Cameron Bensimon, regarding Parcel Tracker’s Zapier Integration





Ensuring Parcel Security

- QR code system ensures that only the designated recipient can collect a parcel
- Detailed, trackable records are maintained for all parcel movements, so that no parcel ever gets lost

Watch the **Full Story**

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ParcelTracker.com

