Parcel Tracker

How Parcel Tracker Saved Time for **Vita Group** Across 22 Locations and 13 Cities

Parcel Workflow

Mobile App

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

Kiosk-Powered Parcel Room

1. **Residents bring their parcels** to parcel room

2. **Residents scan their QR code** on the Kiosk

3. **Residents get access to the parcel room and **collect their parcels**

4. **Resident **sign out their parcels** via Kiosk

Vita Group

- **3 brands, 22 locations, 13 cities**

- **Renowned developer and operator in premium residential spaces**

- **~24,960 hours saved annually**

Vita Group

Vita Student

Premium, fully serviced student apartments

Vita Living

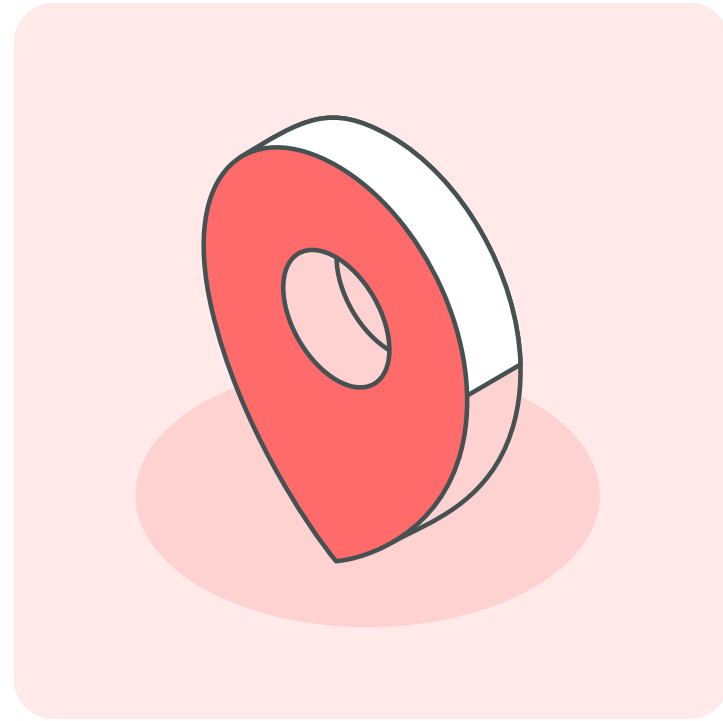High-end residential apartments for urban dwellers

Union

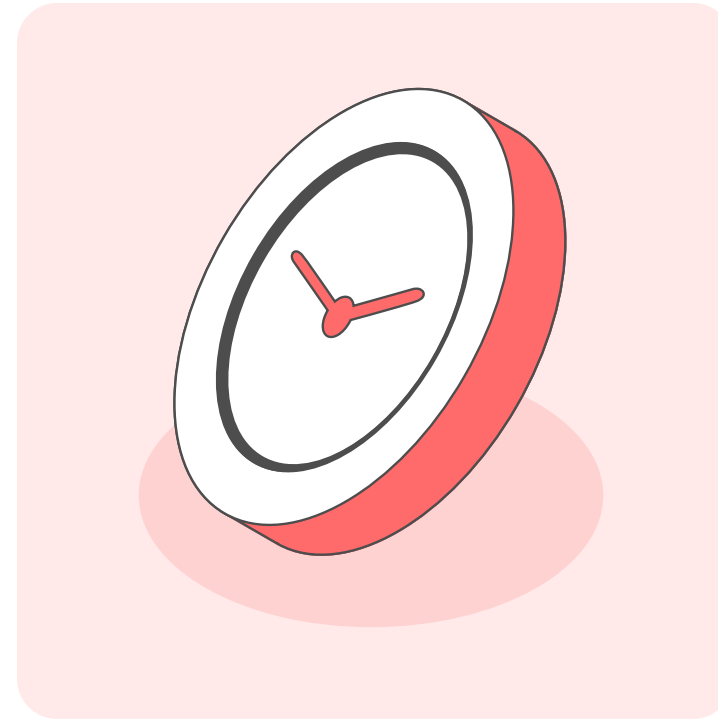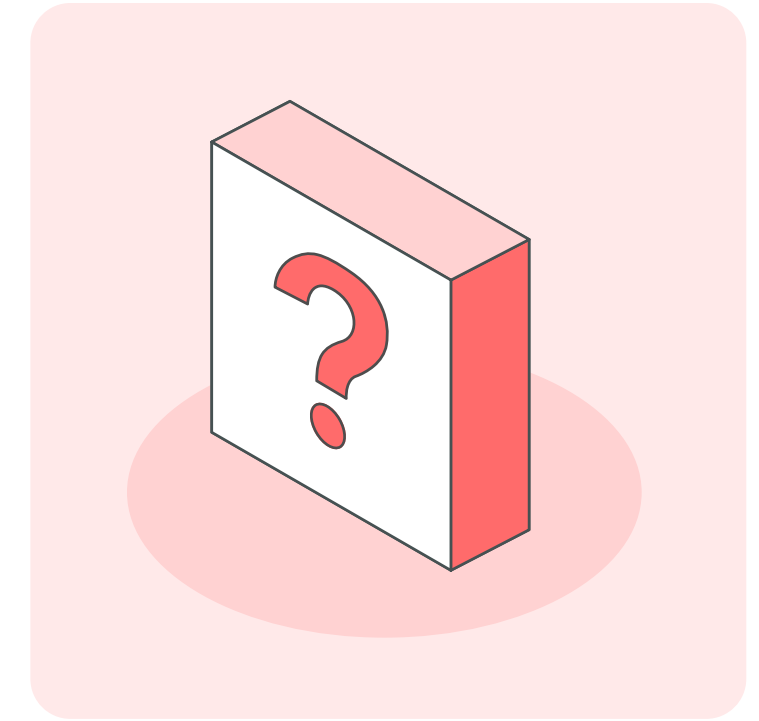Shared housing for professionals, freelancers, and remote workers

Vita Student | Challenges Managing Parcels

Lost Time due to manual tracking, affecting other responsibilities

Delayed Deliveries due to manual parcel verification and limited time and manpower to do parcel handoffs

Missing Parcels due to address mix-ups

Vita Living North | Challenges Managing Parcels

Lack of Organization. Parcels blindly stored in parcel room without log-in or verification
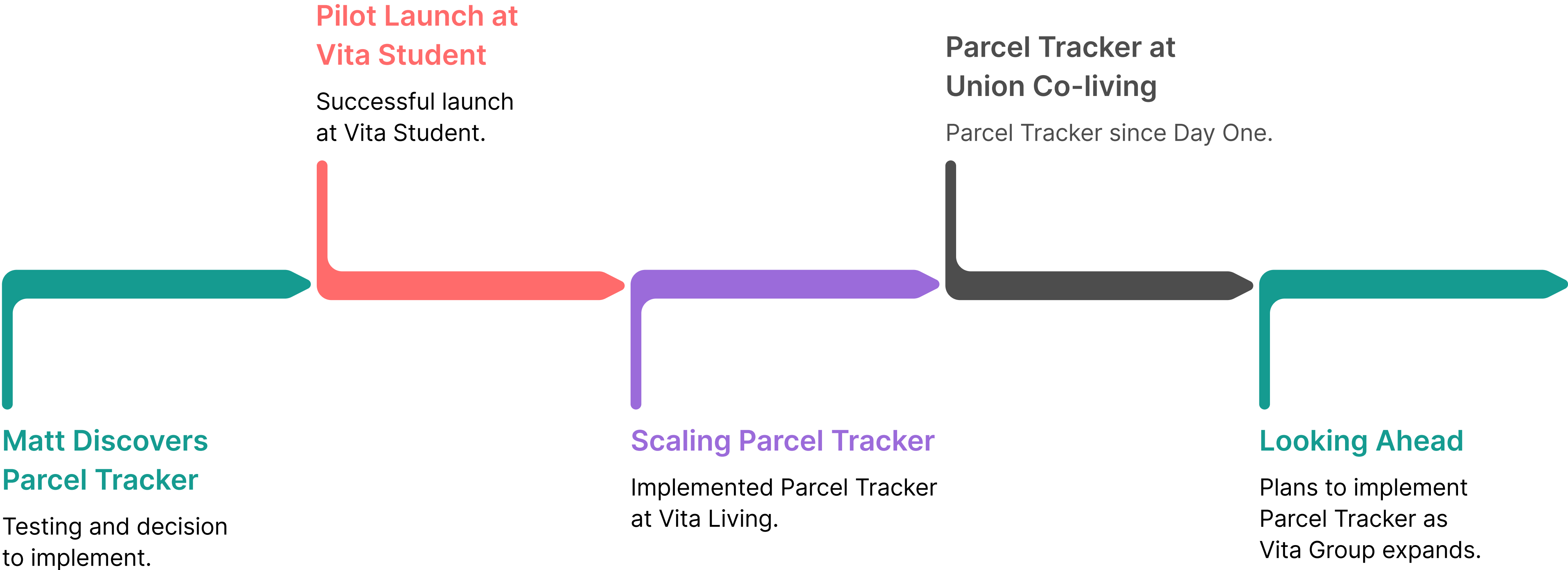
Impacted the Resident Experience. Residents had no visibility into the status of their parcels

Complicated Collections. Manual verification system when a resident comes to claim a parcel

Timeline

**Pilot Launch at
Vita Student**

Successful launch
at Vita Student.

**Parcel Tracker at
Union Co-living**

Parcel Tracker since Day One.

**Matt Discovers
Parcel Tracker**

Testing and decision
to implement.

Scaling Parcel Tracker

Implemented Parcel Tracker
at Vita Living.

Looking Ahead

Plans to implement
Parcel Tracker as
Vita Group expands.

The Process of **Setting Up** Parcel Tracker

Upload recipient data via spreadsheet

< 1 hour

Online training

9 hours

Set Up Parcel Tracker Kiosk Mode
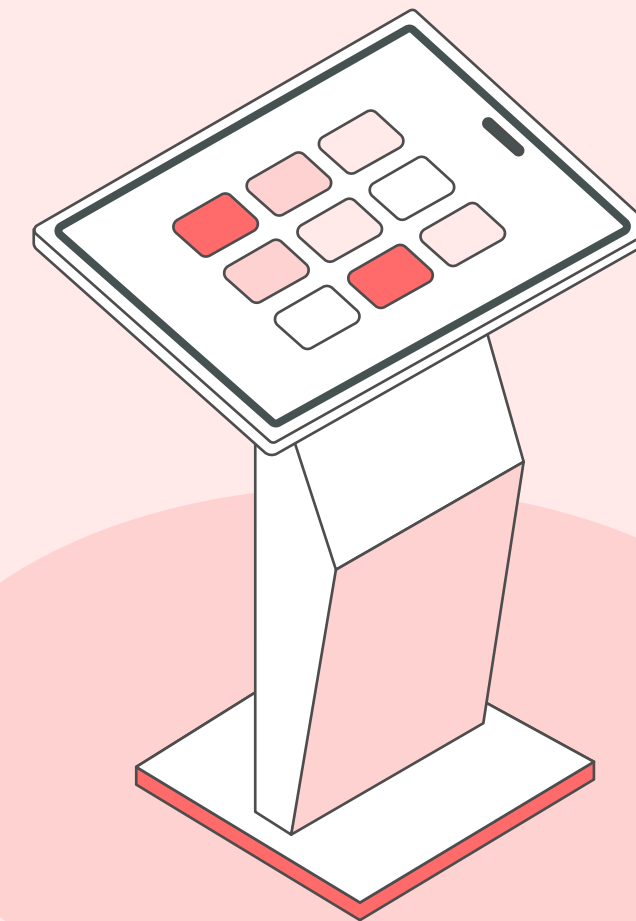
9 hours

Deploy Parcel Tracker
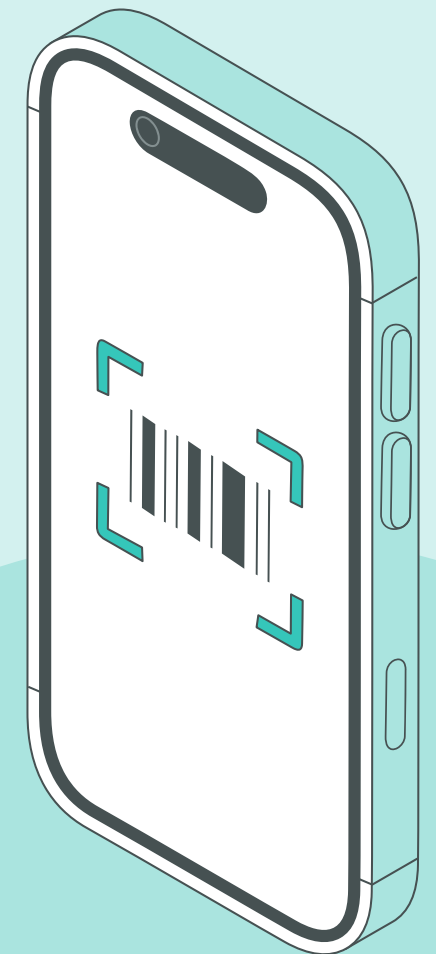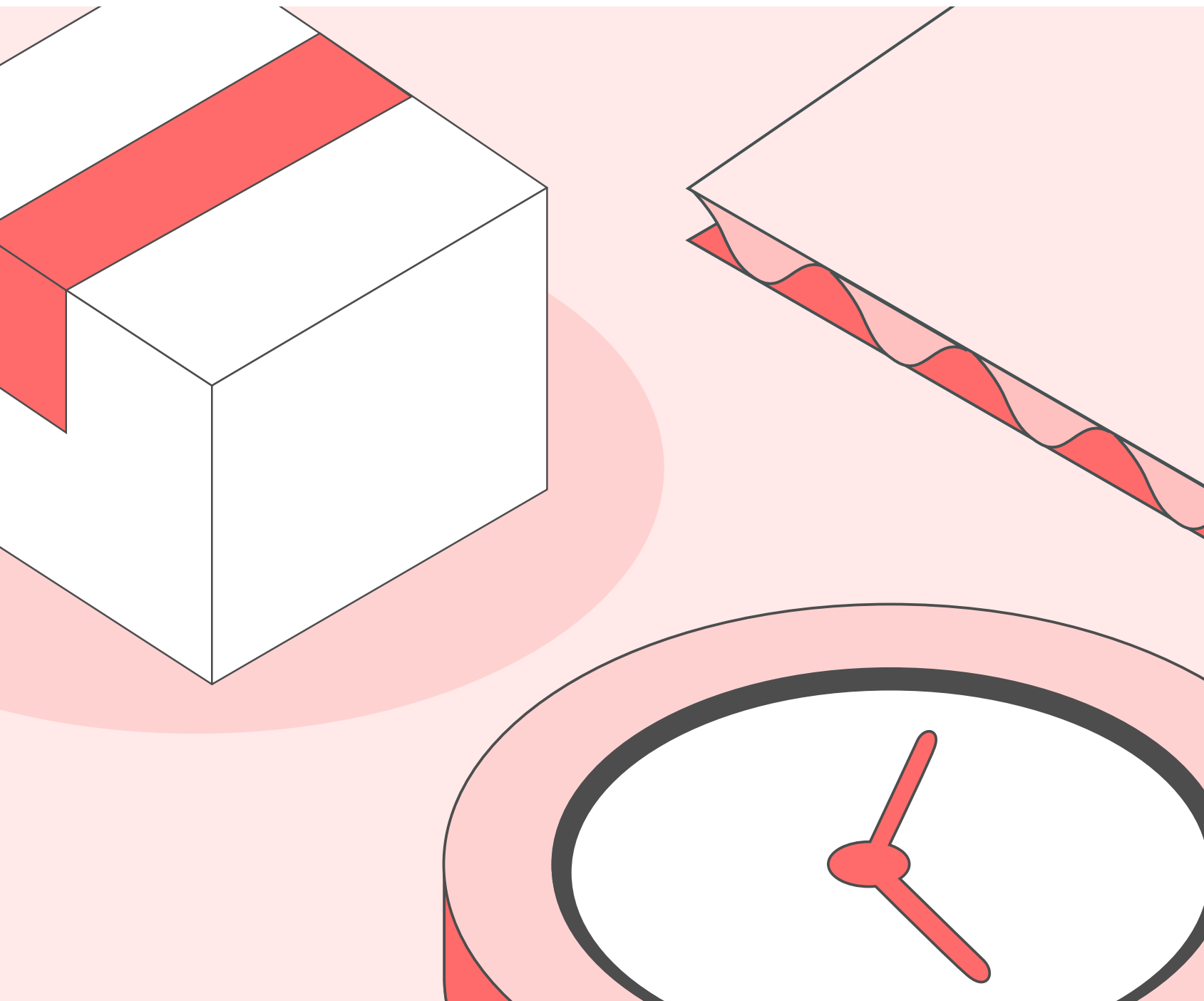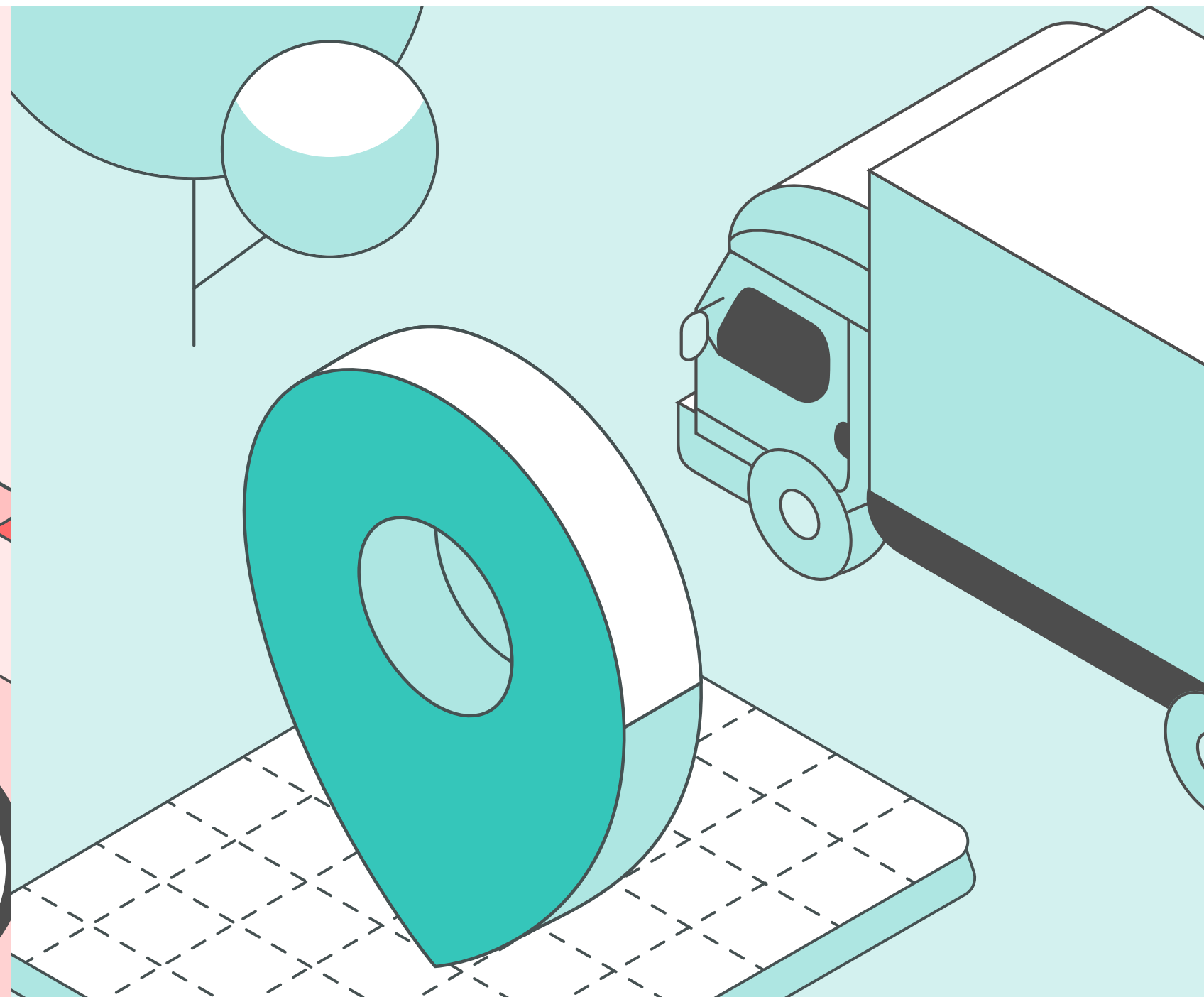
< 1 hour

Pilot Launch at Vita Student | Key Results

Saved Time
Automated parcel workflows gave staff more time to focus on the resident experience

Improved Tracking
Digital delivery log and automated notifications ensure that residents and staff have complete parcel visibility

Improved Collections
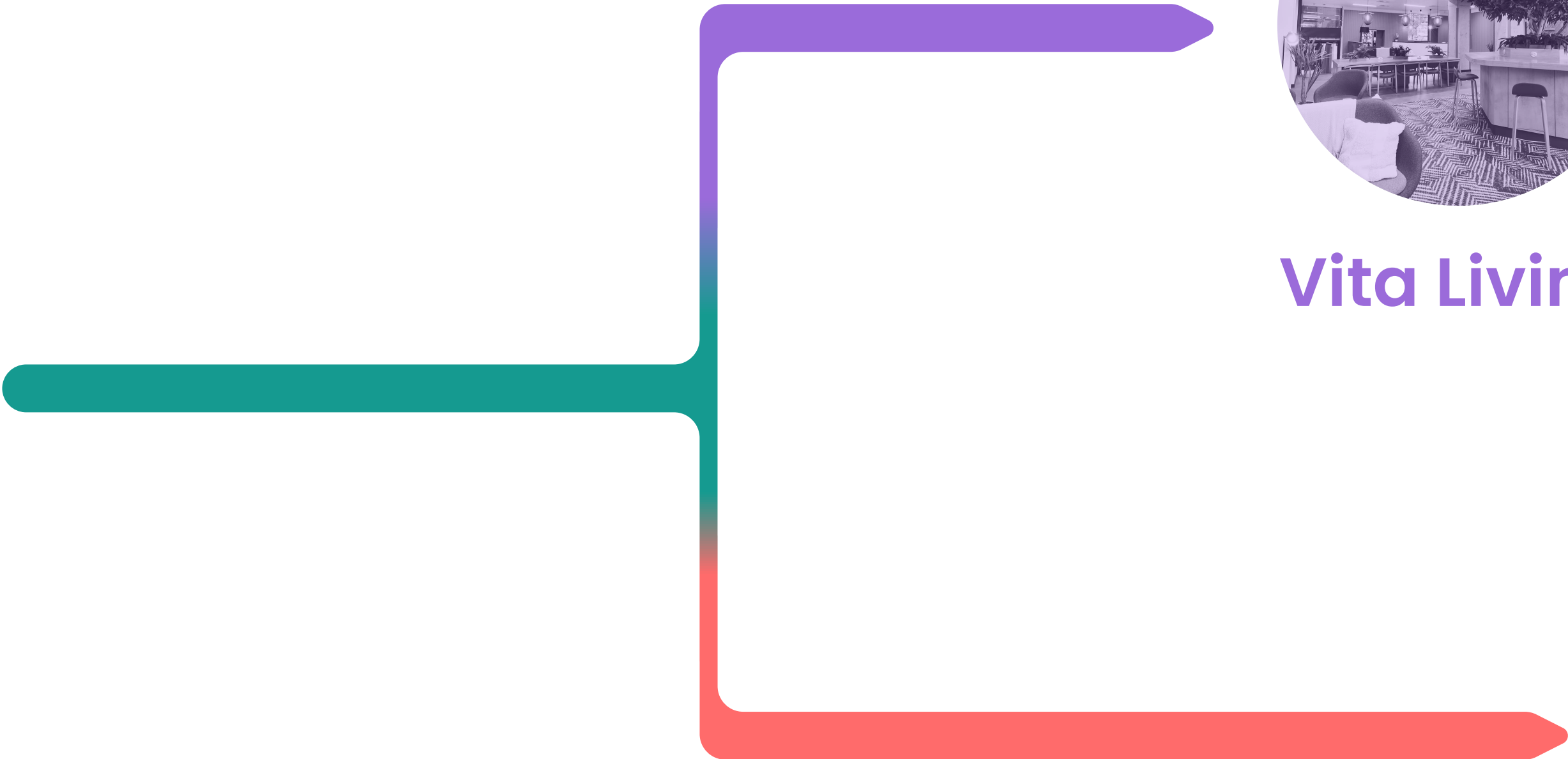Parcel Tracker Kiosk created a smoother collection process for residents

Scaling Parcel Tracker Across Vita Locations
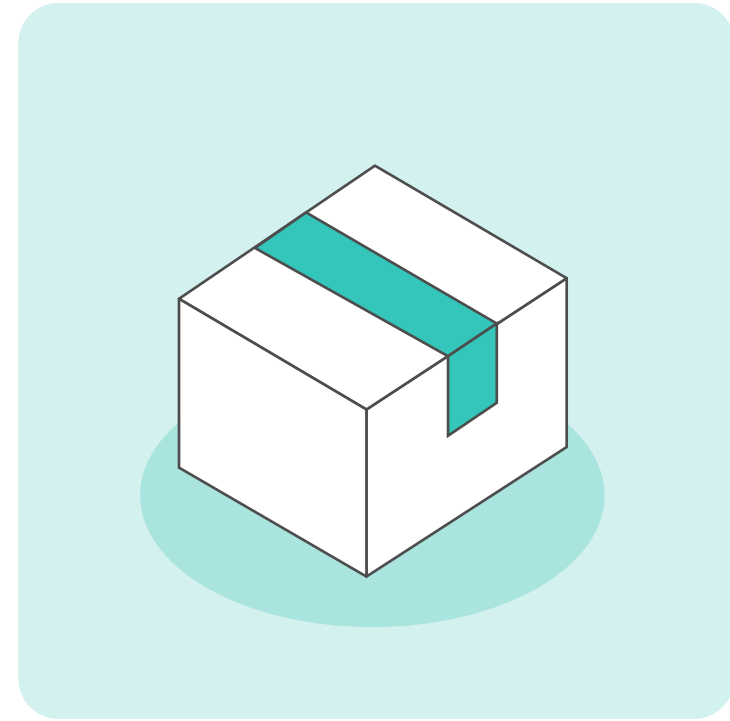
Vita Student
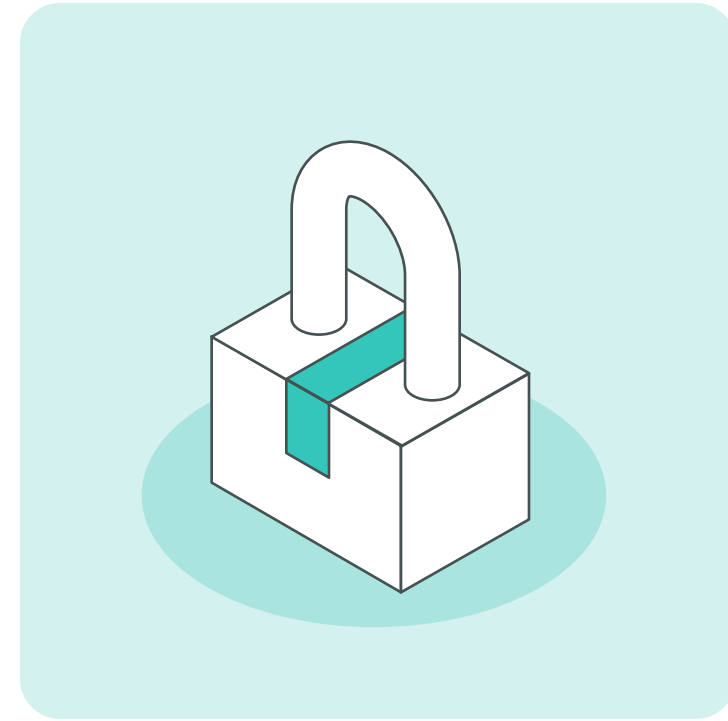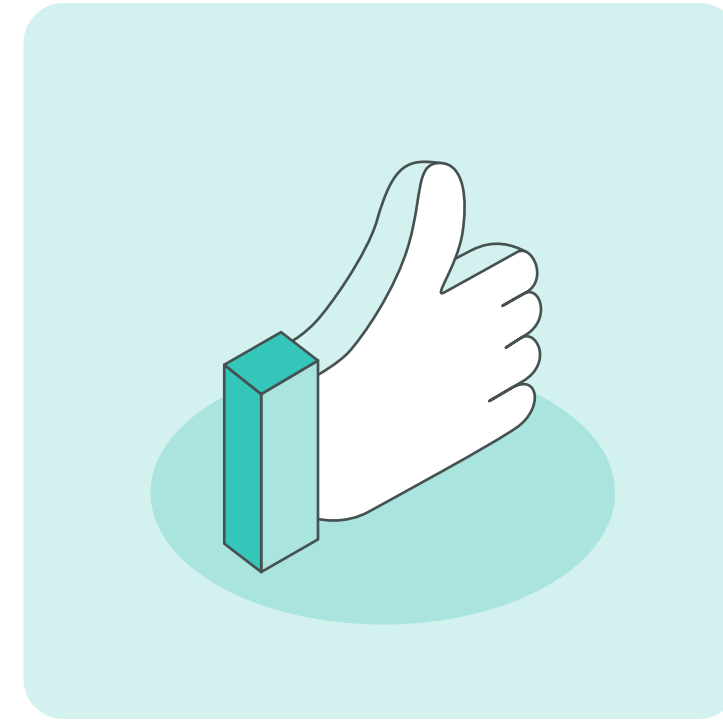
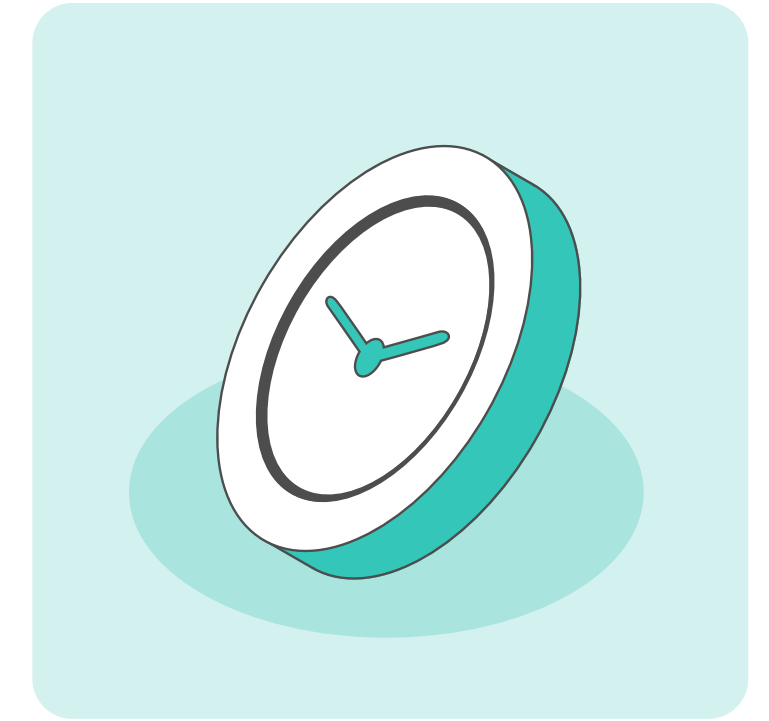**Vita Living**

Union

All Vita Locations Now Have:

Streamlined Parcel Management

Improved Security & Transparency

Enhanced Resident Experience

Time Spent More Efficiently

Watch the Full Story

Click here to watch

Sign up today

ParcelTracker.com

Parcel Tracker