



Problem

For students at this public university, picking up packages used to mean waiting 15-20 minutes in a line that went out the door. Bottlenecks were a daily occurrence as students rushed to pick up packages in between classes. The college's three student-run mail centers used a shelving system that was well-organized, but time-consuming and inefficient to manage. While the mail room staff was busy with pickups at the front counter, new deliveries would pile up in the back.

Solution

When this California school discovered package lockers as a solution, it was a lightbulb moment. Their package volume outnumbered letter mail two-to-one, and their modern problem needed a modern solution.

After a thorough RFP process, the university selected Luxer One as their locker partner. The first of their mail centers now has a Luxer Locker system that accommodates 200-250 packages per day. The system has multiple access points, including handheld touchscreens that the staff uses to make deliveries. Up to three students can simultaneously pick up from the lockers, and at the very same time, the mail room staff can keep delivering. The experience is streamlined and efficient—no more bottlenecks! It takes students just 45 seconds to walk in and out of the mail center with their package in hand.

This university approached their package problem with a positive, can-do attitude, and it's paid off. Students love the lockers. With the space that the lockers have freed up, the college plans to rent out PO boxes. As their team puts it, "Don't be afraid of change. There's a million ways to make something work, so get creative and create win-win situations. It's worth it."



**Streamlined
package pickup for
2,500+ students**



**60% faster
pickup process**



**Lines 30-40
people long
reduced to none**

"What we had been doing with mailboxes was akin to 1920s technology. With Luxer One as our partner, we pushed into the future with technology that we actually need for today's students."

— Shipping/Receiving Manager | Public University in California