

## CASE STUDY



# Decathlon manages growing volume of Click-and-Collect orders with Parcel Pending by Quadient lockers



Parcel Pending by Quadient enables the storing and distribution of a large volume of parcels. Its easy-to-use interface allows the tracking of parcels and informs recipients upon arrival. Pick-up takes seconds and lockers are accessible 24/7.

Parcel Pending by Quadient is a means of streamlining the Click-and-Collect process, optimising storage space for retail stores and improving the experience for customers collecting orders.



### Revenue Growth

Provides a service which can be used as a selling point for your store and to encourage additional spend.



### Customer Engagement

Increases the satisfaction of users by optimising their time with this convenient service.



### Risk Mitigation

Ensures the right person receives the right parcel and avoids leaving packages unsupervised.



### Expense Control

Manage orders efficiently, free up staff time for value added tasks and control maintenance costs.



The project has offered a swift, innovative, and customised returns service that also saves our teams from having to deal with parcels, which is often a time consuming process, especially during peak periods.

**Director of Operations at  
Decathlon, France**



## Decathlon wanted to optimise costs for click-and-collect flow management

Decathlon has 300 stores in France and 1,100 internationally. The brand strives to make user experience central to its strategy.

### The challenge

Quadient was tasked with optimising the in-store order and collection process to improve customer experience and control the cost of in-store parcel management.

### The solution

The Parcel Pending Standard solution was successfully installed within 20 Decathlon stores, ranging from 75 to over 150 lockers per store. Customised column designs the unique sizes of Decathlon products. The Standard model has proved to be an efficient multi-carrier solution, encompassing both Mondial Relay and international logistics providers.

### Delivery and results

Decathlon optimised their costs, creating real savings from 30 parcels per day. After surveying customers, it was found that 98% of customers who used the lockers reported to be satisfied. In addition, the lockers enhanced security and accessibility of Decathlon's parcels. Thanks to the Standard solutions, Decathlon can easily adapt their lockers according to parcel flows and available locker space.

## ABOUT PARCEL PENDING BY QUADIENT

Parcel Pending by Quadient is the leading parcel management provider for retailers worldwide and the exclusive locker provider for Lowe's Home Improvement. With over 15,000 placements globally, Parcel Pending by Quadient offers a wide range of solutions that ensure simple, secure, and seamless online order pick-ups and returns.

For more information about Parcel Pending by Quadient, visit: [parcelpending.com](https://www.parcelpending.com)

