



SMARTeCH
Business Systems

/ DROP BOX: Streamline Your Returns Management

Managing returns efficiently is an integral part of an effective retail business strategy. Online shopping offers convenience and the opportunity to reach new customers, yet it also results in a higher return rate with one in five online orders returned.¹ Retailers must address this challenge by optimizing the returns process to turn returns into new opportunities to increase revenue, boost margins, and foster customer loyalty.

Build a Returns Center of Excellence

Smart Drop Box is an all-in-one smart locker solution designed to automate the pick-up and return counter, and includes a built-in printer option. Drop Box facilitates returns and optimizes store operations while enhancing the customer experience.



Cost Effective Returns

- Enable customer self-service
- Print return label on-site
- Reduce time to re-shelf and re-sell
- Track and Trace packages



Streamline Store Operations

- Shorten checkout lines
- Maximize employee efficiency
- Facilitate increased dwell time
- Optimize floor space

Enhance Customer Experience and Drive Revenue

Customer returns create new opportunities for retailers, with a customer study revealing that 65% of consumers would be more likely to purchase from a brand if they have a good returns experience.² In addition, by providing a convenient, expedited return process, retailers can increase the time shoppers spend in-store, with 15% of shoppers making an additional purchase when completing an in-store return for online purchases.³

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Drop Box enables increased capacity for self-service returns and provides the option to enable retailer and/or carrier access.

Benefits of Drop Box include:

- Print shipping labels at the locker to provide added convenience for customers.
- Track and Trace captures every step of the return process.
- Maximize the number of packages in the collection boxes to minimize locker footprint.
- Configurable privileges to allow direct carrier access to lockers.
- Detect when lockers are filled using smart sensor technology.
- Gain insight from business intelligence tools - locker availability, box size usage, customer pickup times and more.

1. Smart Sensors
2. Adjustable Drop Boxes
3. Regular Boxes
4. Printer
5. Collection Boxes



Smart parcel locker has been a trusted locker solution provider to leading companies since 2012.

- **25,000+** lockers deployed globally
- A mature, stable **industry leader**, Euronext Exchange (QDT)
- Continuous investment in intelligent, value-added solutions that **drive innovation**

Open Locker Network participation

Drop Box can be used to automate returns exclusively for your brand or can be used as a central location for carrier pick-up of multiple brands to maximize foot traffic to your store. Learn more about our carrier-agnostic.

Reimagine Returns with Drop Box

Drop Box offers integrated pick-up and return technology and hardware for order management, fulfillment and tracking that creates a branded, secure, intuitive experience for your customers. A variety of locker sizes and convenient printer option are available to accommodate your space requirements. Our partnership (Parcel Pending by Quadient) represent over 25,000+ locker placements globally.



Committed to Excellence

- SMARTECH Business Systems is backed by a dedicated team of professional call center agents and skilled technicians, ensuring seamless support for our SMART parcel locker solutions.
- Data center diversity for redundancy, 99.99% system uptime.
- We're committed to delivering exceptional customer service and care.

- 1 Fevad Mediamétrie Feb 2022
- 2 Quadient customer survey
- 3 Based on customer results. Your results may vary.

About SMARTECH

SMARTECH, a global leader in parcel locker solutions, extends its award-winning expertise beyond Sing and Display, Print Finishing equipment, and Mailing Solutions. Operating across Australia, New Zealand, Asia, and North America, we provide localised support and cutting-edge technology to different industries. Smart Parcel Lockers by SMARTECH are the leading providers of package management solutions for residential, commercial, retail, and university properties.

We offer a wide range of solutions, ensuring the simple and secure delivery and retrieval of packages and online orders. Our mission is to optimise business operations, reduce costs, and enhance efficiency through innovative parcel locker technology. Embrace the future of last-mile delivery with SMARTECH's commitment to excellence



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