

How Lancaster University Reclaimed 100+ Staff Hours Per Week and Cut Parcel Logging Time by 85%

Discover how Lancaster University handles 25,000+ monthly parcels effortlessly with Parcel Tracker, cutting down parcel logging from 6+ hours a day to under 1, reducing lost packages, and giving students and staff a smoother, faster delivery experience.



Location
UK, Lancaster



Industry
University



Recipients
6800



Sites
11



Favorite Feature
Analytics

6 hours saved everyday

Parcel logging went from 6+ hours a day to under 1, freeing up staff for what actually matters.

25,163 parcels monthly

Over 25,000 parcels scanned monthly without any overwhelm or missed pickups.

100% notified, real time.

Every student gets instant alerts. Zero follow-ups, zero confusion and zero delays.



“The team’s always amazed at how quickly it finds a student upon scanning the bar code. The accuracy is just amazing.”

Anthony Emmess

Security Operations Manager – Security and Portering

What started as a few parcels a day, became a full-time crisis

Lancaster University is known for its academic excellence and spanning across a 560-acre campus. But behind the scenes, its student support staff was buried in an unexpected challenge:

Thousands of parcels. Every. Single. Month.

Managing deliveries for student accommodations wasn’t part of anyone’s dream job, but for the porters, it had become a full-time burden. Every day they manually accepted each parcel, wrote down recipient info in a notebook, copied it into a spreadsheet, and sent individual emails.

It wasn’t just time-consuming, it was frustrating and pulled staff away from supporting students in more meaningful ways



Six hours a day lost to handwritten logs and email chaos

At one point, staff were spending over 6 hours a day just logging and managing parcels.

Lost packages started piling up. The front desk turned into a support queue with no end in sight. Each new delivery only added to the pressure. And when peak delivery times hit, it caused a system breakdown.

Temporary solutions were not a choice. They needed something built to last.

From Notebooks and Spreadsheets to Hands-Free Parcel Management

In 2022, Lancaster University switched to Parcel Tracker to completely automate and streamline its parcel management process.

The Onboarding Process:

- Assigned an iPad to reception staff
- Customized notification emails with the university branding
- Bulk uploaded all student records
- Staff trained in minutes via Parcel Tracker’s onboarding sessions



What Parcel Management Looked Like After the Switch

For front desk staff:

- Parcel logging dropped from minutes to seconds.** Staff now scan bar codes instead of typing into spreadsheets.
- Bulk notified all students in one click.** No more individual emails.
- Quick, secure pickups.** Students show a QR code, staff scan the parcel, done.



For students:

- Instant alerts when parcels arrive.** No more random check-ins at the desk.
- Automatic reminders for uncollected parcels.** Keeps the flow moving.
- Image proof of delivery.** Zero confusion or missed pickups.



For admins:

- Bulk uploads new students with ease.** Ready to go every term.
- Full visibility into lost parcels.** Every step logged with timestamps.
- Data to plan for peak delivery times.** From staffing to storage, they’re now proactive, not reactive.



6 Hours Saved Daily, 25,163 Parcels Handled Monthly.

- 25,000+ parcels scanned every month
- Reduced parcel logging from 6+ hours/day to under 1
- 100% of students automatically notified in real time
- Fewer lost parcels, less stress, and better student satisfaction
- Data-backed insights on deliveries, top couriers, and collection rates

What used to be a *stressful, manual mess* is now a *smooth, automated system*. Lancaster’s team not only saved their time but also got their focus and peace of mind back.

Want to do the same?

It’s time to automate, streamline, and finally take control of your parcel deliveries without the manual mess

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