



7-ELEVEN PARCELMATE®

OVERVIEW

An innovative, Australia-wide self service parcel solution deployed and managed by Engagis and hardware was manufactured, supplied and assembled by InTouch.

7-Eleven has created a new revenue stream and expanded its services with ParcelMate® which allows customers to send and receive packages from 7-Eleven stores, 24/7.

ParcelMate® is an in-store packing bay combined with an electronic locker, each fitted with an interactive touch screen which enables 7-Eleven customers to both send and receive parcels. InTouch designed and manufactured the bespoke ParcelMate® units with a careful balance of aesthetics, ergonomics, reliability and easy serviceability. 7-Eleven deployed the ParcelMate® service in 575 stores across Australia and continues to roll out more.

[Explore ParcelMate](#)



The Opportunity

The proliferation of email has seen a shrinking of the demand for traditional postal services but the expansion of e-commerce has led to increased demand for courier and parcel services.

7-Eleven has an extensive footprint across Australia with over 700 retail stores. It saw the opportunity to expand its service offering, create a new revenue stream from its existing retail space and offer consumers choice and reliability in parcel services.



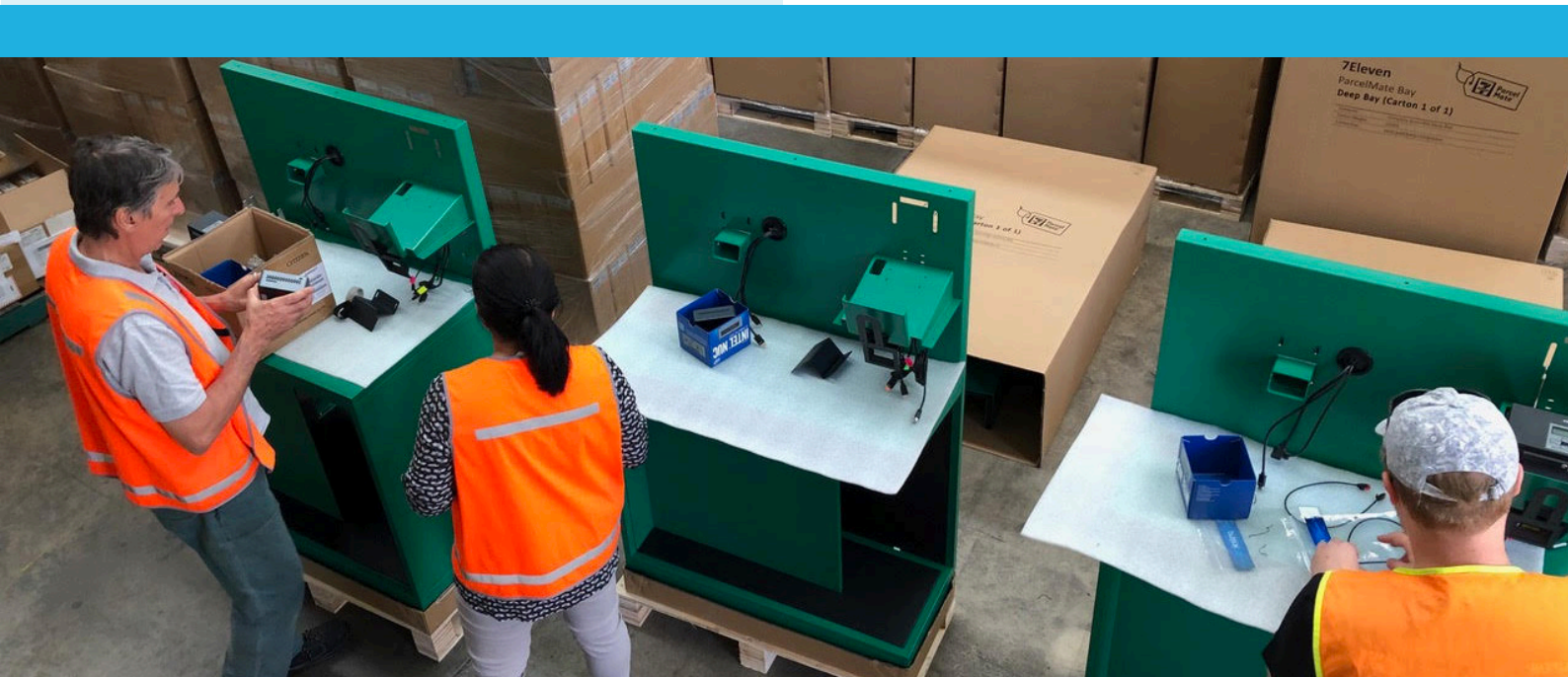
The Solution

7-Eleven deployed the ParcelMate® service in 550+ stores across Australia and continues to roll out more. ParcelMate is an in-store packing bay - or 'station' - combined with an electronic locker, each fitted with an interactive touch screen which enables 7-Eleven customers to both send and receive parcels.

To send parcels, customers simply pop their item in the right sized satchel or box, print a delivery label, scan the item and then pay the relevant flat rate at any 7-Eleven store.



The parcel is then placed in the electronic lockers ready for the courier service to collect throughout the day. The outbound service is an evolution of the inbound or 'collect' service which started rolling out in 2018.



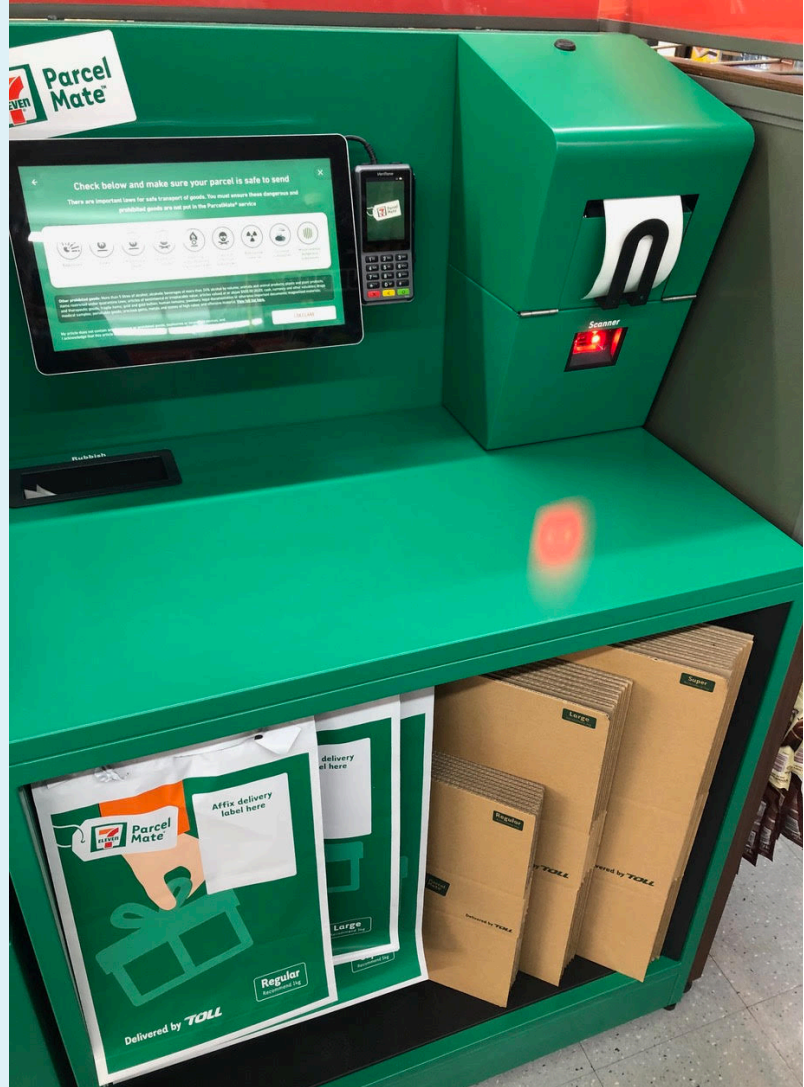


Our Role



InTouch worked closely with the Engagis team to design, manufacture and assemble the bespoke ParcelMate® kiosk units and work to a large scale deployment schedule.

With many years experience within the commercial touch screen and kiosk industry in the Australian market, InTouch was able to deliver a bespoke kiosk solution with a careful balance of aesthetics, ergonomics, reliability and easy serviceability.



The Human Story



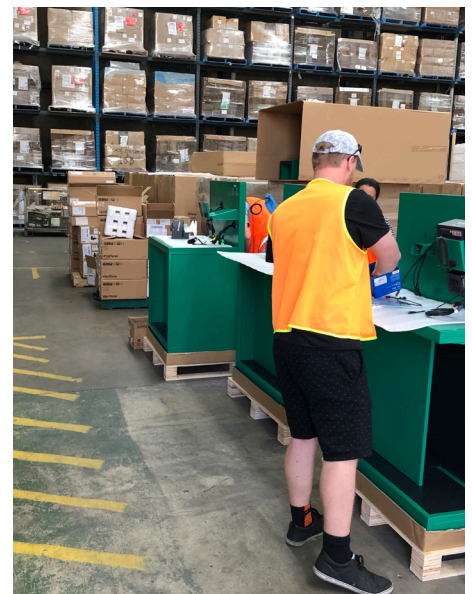
Packforce

The assembly of the ParcelMate® units, including cabling and electronic components, was done by Packforce, which is a division of the Cerebral Palsy Alliance.

Packforce has provided assembly and packaging services for over 50 years. Their focus is providing meaningful employment for individuals with a range of permanent physical and intellectual disabilities. In short, it is their mission to support individuals who have a capacity, skills and enthusiasm to work, but who need ongoing assistance in the workplace.

SOS Warehousing supported the project by making space available to the Packforce and InTouch teams to work at no charge. They provided a safe and supportive environment motivated by their desire to facilitate meaningful employment in the disability sector.

A total of 575 bays were being constructed in an open warehouse environment so the assembly could be managed efficiently.



InTouch Screens

Unit 1, 3 Green Street, Brookvale NSW 2100

1300 557 219

InTouchScreens.com.au | Sales@intouchscreens.com.au

INTOUCH