

K-State Office Park maximized package and mail delivery convenience for business tenants with minimal space via automated package management and mail center design.

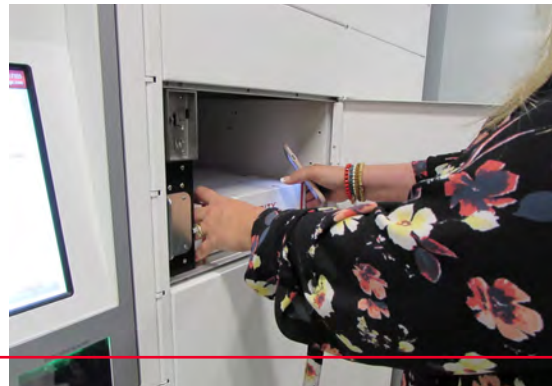
- New Construction / Opened August 2018
- Three-story 60,000 sq ft Multi-tenant Office Building
- Large and Small Business Suites
- Coworking Space



THE CHALLENGE

"We were within four months of completing our new office building and we realized we didn't have a plan or any space set aside for mail and packages!"

Kate Ryan
Commercial Leasing & Engagement Manager
KSU Foundation



MAIL & PACKAGE ROOM DESIGN AND PLANNING CONSIDERATIONS:

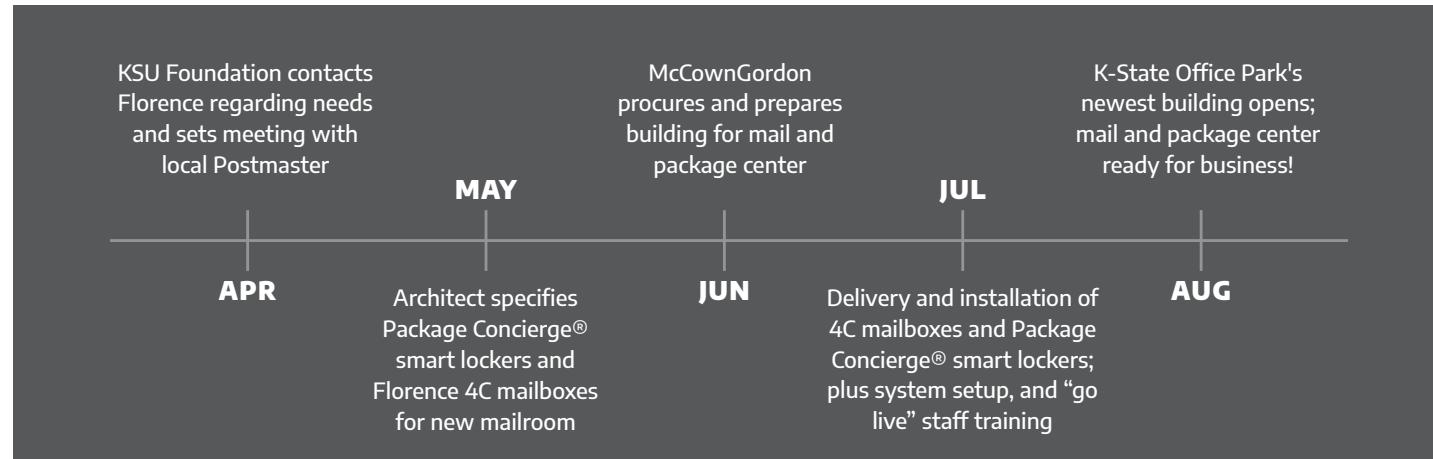
- Flexibility to serve both traditional client business office tenants and their employees and also client coworking space tenant and users
- The first building in the park is serviced by an exterior delivery location; partner-tenants and KSU Foundation staff agreed that an indoor solution was preferable
- Aesthetics important - mailboxes and package lockers must look like they belong together
- Common space very limited for mailroom – avoid having to carve out lease space if at all possible
- Tight timeline (three months) to complete space re-design and fully implement

THE SOLUTION

KSU Foundation CFO, Greg Lohrentz, knew that Manhattan, Kansas based Florence Corporation designed and manufactured both USPS approved centralized mailboxes as well as the Package Concierge® smart package locker systems. He reached out and described his urgent need for a mail and package management solution for their multi-tenant office building. And while time was of the essence – Mr. Lohrentz also stressed that providing a thoughtful, innovative solution for partner-tenants was of paramount importance.

Key Actions:

- Met with local U.S. Postal Service Postmaster to discuss mail and package delivery needs and gain concurrence on indoor location for new mail center
- Discussed anticipated package types and volumes based on partner-tenant expectations to determine Package Concierge® system style and size
- Wall-mounted 4C mailbox design layout completed based on tenant businesses
- Matching powdercoat finishes selected
- Collaborated with architect to finalize equipment specifications and drawings
- Developed equipment contract, delivery and installation plan with General Contractor
- Equipment planning and installation completed
- Training and onboarding managing operations for the K-State Office Park



PARTICIPANTS

- Kate Ryan - Commercial Leasing & Engagement Manager, KSU Foundation (*Project Manager*)
- Greg Lohrentz – COO/CFO, KSU Foundation (*Executive Sponsor*)
- Sherilyn McRell - Operations Manager, KSU Foundation (*Systems Admin*)
- Susan Grasmick – Postmaster, U.S. Postal Service
- Hoefler Wysocki Architects – Building Design Team
- McCownGordon Construction – General Contractor
- HomestoreDirects – Authorized Florence Dealer

RESULTS

After operating the multi-tenant office building for about a year, the K-State Office Park management team report the following about the mail and package center:

- Partner-tenants love the convenient central location in the building
- The ample parcel locker space means packages are not left on the floor
- FedEx and UPS are all using the Package Concierge® consistently and USPS also uses it when the mailbox parcel lockers have been filled up
- While mail and package delivery is an expectation – the Package Concierge® smart locker system is an extra “amenity” and a great leasing tool
- edge@1880 coworking members also use the lockers for package delivery, shipping and one-time use (peer-to-peer) transactions to transfer items to others
- In addition to packages, KSU Foundation staff uses the smart locker system to deliver internal paperwork, badges, etc. to clients
- Users love their delivery notifications from the Package Concierge® and on average, they pick up their mail and packages in less than 10 hours of delivery



CONTACT US TODAY!

We can assist you in creating a successful mail and package center at your property!

PACKAGECONCIERGE.COM
sales@packageconcierge.com

