

ByBox ready with postal service delivery solution



We continue to pick up hints of a return by ByBox to the B2C unattended delivery market, some years after it shifted away from this sector in favour of overnight parts delivery.

Whilst the company has made no explicit announcement of a step-change launch into this field in the UK, in its latest announcement it unequivocally addresses mail service operators – organisations active in consumer deliveries, and not previously its prime customer targets. It says its new-generation of intelligent box banks represent a compelling solution for any such organisations wanting to offer more flexible delivery options to their own customers.

Its revised range of intelligent lockers, which seem to be based closely on those supplied for a contract in France with La Poste

(*F&E*, last issue), can feature a range of embedded options. Among them are support for various payment systems including credit card payment; embedded barcode readers; label printers; and signature capture and biometric recognition.

ByBox says its system now allows it to offer a range of options to customers, including direct deliveries to recipients; diverted deliveries, enhancing management of “failed first time at home address” deliveries; and returns handling. A whole range of detailed service options is also offered – features such as customer messaging management by email, SMS and MMS, and web-based reporting.

ByBox is offering three variations on the way user-companies can manage its system. At one end of the scale, ByBox itself will operate the user databases, system interfaces and locker network for the customer. At the other end, the user-company operates the database, the system interfaces and the locker network, while ByBox manages the network. In between comes a shared-management option.

Confirmation of a fully-fledged re-entry into the B2C market awaits the announcement of specific contracts or network services, but it looks as though the building blocks are now firmly in place.