

# HILLS™



## Case Study



packaged asset  
delivery

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# HILLS™

Hills will roll out this after-hour pick up initiative nationally, which could result in more orders for TZ parcel lockers.

This follows the company successfully supplying, installing and commissioning parcel lockers for a major U.S. logistics company at nine locations in the Greater Chicago area, commercialising new initiatives with Singapore Post and securing Locker Bank deployments in the corporate sector in the U.S. and in Australia.

“For Hills, this initiative offers our customers the ability to transact on their own terms and collect their goods at times that are convenient for them,” Hills chief executive officer Ted Pretty said.

*“We believe the benefits of after-hours parcel lockers will significantly improve customer service and ensure there is a real point of difference between us and our competitors.”*

“Improving customer service is a major priority for us and the introduction of these parcel lockers will help us respond to customer demands for greater flexibility and convenience,” TZ Limited Chairman and Executive Director Mark Bouris said.

“We believe the benefits of after-hours parcel lockers will significantly improve customer service and ensure there is a real point of difference between us and our competitors.”

The potential for Parcel Lockers as a new delivery channel for retailers is clearly a major area of opportunity for our business. Reserve-and-collect services are becoming increasingly important for both bricks and mortar and e-commerce retailers as consumers expect to be able to pick up their purchases when and where they choose.



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delivered  
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While the ADAM Network provides a broad open platform for parcel transactions, we are being approached by several retailers who are looking to offer their own closed system solutions.

“Hills is a perfect example of how innovative companies are looking to enhance their service offerings and improve their overall customer purchase and fulfilment experience.”

TZ and Hills are also in discussions about distribution arrangements for the company’s OurPAD individual parcel locker solution for the home. The parties are currently exploring expanding their strategic partnership into the home environment, where Hills is a trusted and well established entity.

The ourPad locker is about to enter into pilot production, and TZ and Hills are in discussions around how it could be potentially leveraged through Hills’ customer base, both in the home and for Hills’ electrical trades base.

TZ’s parcel lockers have been a winner with its Packaged Asset Delivery (PAD) reporting revenues in the September 2014 quarter that were more than double revenues in the equivalent period last year.

This was underpinned by a significant number of new Locker Bank deployments in the corporate sector in the US and in Australia, and the roll-out of Postal Locker Banks in Singapore and the U.S.

U.S. sales to the corporate sector continue to grow as established customers expand their deployment focus. This includes the recent installation of lockers for the U.S. logistics company under an initial purchase order announced on 28 May 2014. These lockers be serviced and maintained as part of this first Work Order under a structured multi-year umbrella supply and service agreement.

TZ’s Intelligent Locker Systems are fast becoming the solution of choice in the U.S. Corporate Sector with adoption by major corporations that are well known global brands in the technology, IT and financial services sector.