

Why Delivery Staffing Costs Spiral at Scale

(And Why Labour Becomes the **Bottleneck**)



Rising Costs Every Day



Overwhelmed Staff



Operational Delays



Scaling Becomes Unsustainable



Why Delivery Staffing Costs Spiral at Scale

(And Why Labour Becomes the Bottleneck)



Deliveries are increasing everywhere. More parcels. More frequency. More pressure on buildings and operations.



At first, the solution seems simple: Add more staff. But at scale, that approach fails.



Costs rise rapidly, efficiency drops, and operations become harder to manage.



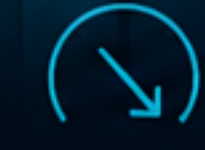
Because: Delivery systems are not designed to scale — they are designed to be staffed.



THE COST OF MORE STAFF DOESN'T GROW — IT SPIRALS.



HIGHER LABOUR COSTS



LOWER EFFICIENCY



MORE COMPLEXITY



GREATER PRESSURE

What Are Delivery Staffing Costs?

Delivery staffing costs include all labour required to:



Receive deliveries

Accept and check incoming parcels



Log and process parcels

Record, scan and update systems



Store items

Sort and place in storage



Notify recipients

Communicate availability of items



Manage collections

Hand over items and verify



Handle exceptions and issues

Resolve problems and enquiries



Every additional delivery increases the workload. Every additional staff member **increases the cost.**

This Applies Across:



Offices and workplaces



Residential buildings



Universities and campuses



Healthcare environments



Mixed-use developments



At scale, **labour becomes the limit** — not the solution.



To control costs and improve performance, buildings need **scalable systems, not more staff.**

Why Delivery Staffing Costs Increase at Scale

As delivery volume grows, manual, centralised systems create more work, more complexity, and much higher costs.

1 Labour Scales Directly With Volume

Manual delivery systems require:

- Staff to accept each delivery
- Staff to process each item
- Staff to manage each interaction

As delivery volume increases:

- More staff are required
- More hours are needed
- Costs increase linearly



More parcels = more people = higher cost



2 Peak Delivery Windows Drive Overstaffing

Deliveries don't arrive evenly. They arrive in waves:

- Morning courier drops
- Afternoon delivery peaks

To cope, buildings must:

- Staff for peak demand
- Maintain excess capacity

This leads to:

- Idle staff during quieter periods
- Inefficient labour utilisation



Staffed for peaks. Idle in between. Higher cost. Lower efficiency.

3 Reception Becomes a Labour Bottleneck

Most delivery operations are centralised at:

- Reception desks
- Mailrooms
- Facilities teams

This creates:

- A single processing point
- High staff dependency
- Limited throughput

One desk cannot scale with hundreds of daily deliveries.

One bottleneck. Unlimited pressure. Rising cost.



4 Manual Handling Increases Cost Per Parcel

Each delivery requires:

- Acceptance
- Logging
- Sorting
- Storage

If each step takes time:

- Fewer parcels processed per hour
- Higher cost per item

More steps. More time. Higher cost per parcel.



5 Collection Adds a Second Labour Layer

Delivery is only half the process.

Collection requires:

- Staff interaction
- Identity checks
- Item retrieval

This creates:

- Additional staffing demand
- Queue management
- Interruptions to workflow

Two events. Two queues. Two staffing demands. Double the cost impact.



6 Error Handling Creates Hidden Costs

Manual delivery systems lead to:

- Lost parcels
- Misplaced items
- Incorrect handovers

This requires:

- Investigation time
- Additional staff involvement
- Customer support

Errors are expensive. They drain staff time and budgets.



At scale, staffing costs spiral because manual systems don't scale. More deliveries. More staff. Higher costs. Lower efficiency.

The only way to break the cycle is to remove the dependency on labour, not add more of it.

Smart locker systems automate delivery workflows, reduce labour, and control costs.

The Hidden Cost Multipliers

As delivery volume grows, hidden costs compound across your operations. What you don't see ends up costing the most.

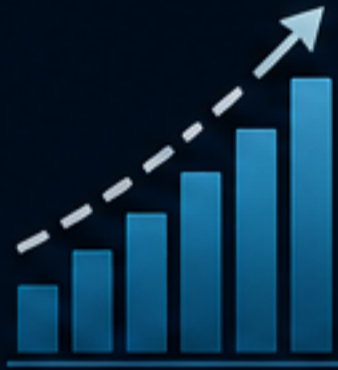
**MORE VOLUME
HIGHER COSTS**



Cost Per Delivery Increases

As volume grows:

- Staff efficiency drops
- Processing slows
- Cost per parcel rises



Management Overhead Expands

More staff requires:

- Supervision
- Coordination
- Training

This adds layers of cost.



Time Becomes a Cost Driver

Delays in:

- Processing
- Storage
- Retrieval

...translate directly into labour cost.



Productivity Loss

Staff handling deliveries are:

- Pulled away from core roles
- Less available for higher-value work



Why Traditional Cost Reduction Strategies Fail

✗ Hire More Staff

- Directly increases cost
- Does not improve efficiency

More people.
Higher cost.
Same problems.



✗ Improve Processes

- Marginal gains
- Still labour-dependent

Small improvements.
Big labour dependency.
Limited impact.



✗ Expand Mailroom Space

- Increases overhead
- Does not improve throughput

More space.
More cost.
Same bottlenecks.



✗ Introduce Better Logging Systems

- Improves tracking slightly
- Does not reduce labour requirement

Better visibility.
Same workload.
No cost reduction.






The real issue isn't the people.
It's a system that was never designed to scale.



To reduce costs, you must **remove the labour dependency** — not add more of it.

The Core Problem: Labour-Dependent Systems Don't Scale

Delivery operations are built on:

-  Sequential handling
-  Human interaction
-  Fixed staff capacity

At scale:

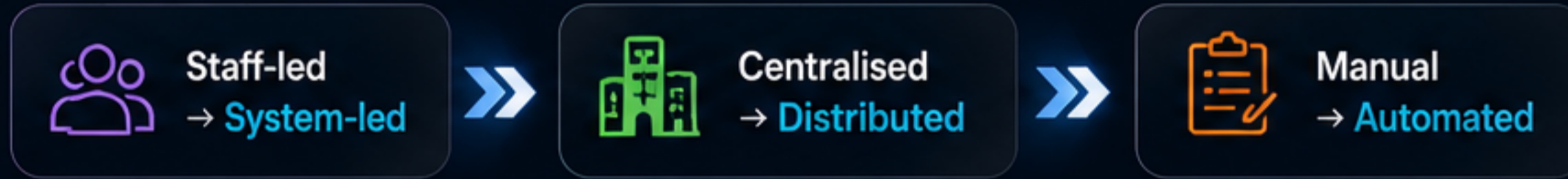


Labour becomes both the **biggest cost** and the **biggest constraint**.



The Scalable Alternative: Automated Delivery Systems

To control costs, delivery operations must shift from:



Smart Locker Delivery Systems

Smart lockers transform delivery operations by removing labour from the process.

1 Direct courier-to-locker delivery



- No reception handling
- No staff involvement

2 Self-service collection



- No queues
- No staff interaction

3 Parallel processing



- Multiple deliveries and collections simultaneously
- No bottlenecks

4 Reduced cost per parcel



- Higher volume without additional staff
- Lower operational cost

5 Real-time tracking and control



- Full visibility
- Reduced error and loss

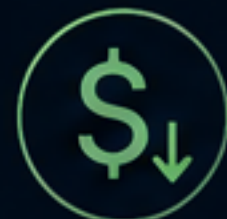


Real Financial Impact

With automated delivery systems:



Labour costs **reduce significantly**



Cost per delivery **decreases**



Throughput **increases**



Staffing requirements **stabilise**



ROI becomes **predictable**

Real Financial Impact

With automated delivery systems:



Labour costs reduce significantly





Cost per delivery decreases





Throughput increases





Staffing requirements stabilise





ROI becomes predictable



See:
/solutions/
parcel-lockers/

Compare:
/manual-security-
handling-vs-automated-
storage-systems/

Calculate ROI:
/roi-calculator/

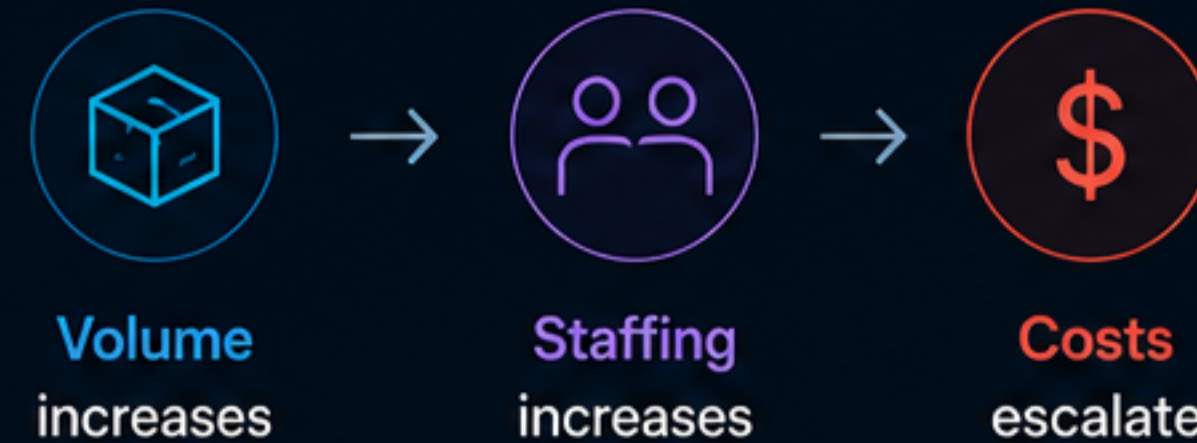


The Bottom Line

Delivery staffing costs don't increase because of poor management.

They increase because:
The system relies on labour to scale.


At scale:




The solution is not to optimise staffing.




It's to remove labour from the delivery process entirely.

 Automated delivery systems eliminate labour dependency, **reduce cost, and scale without limits.**

 Lower costs

 Higher efficiency

 Stable operations

 Predictable ROI