



## Client Case DUWO

A win-win situation for the environment and increased convenience for students



DUWO is the largest student housing provider in the Netherlands, focusing on affordable, sustainable, and high-quality housing for students and young people. With nearly 33,000 rooms and homes in various cities, DUWO plays an essential role in student life.

## Theft and loss of parcels

DUWO was confronted with a growing problem of unorganised parcel deliveries. This resulted in messy entrances and safety concerns. The frequent presence of various couriers, combined with a lack of visibility over who is allowed into the building, led to residents regularly experiencing theft or loss of parcels.



## Safety, convenience, and sustainable delivery

The lack of organized parcel deliveries led to frustration among both residents and managers of DUWO buildings. DUWO sought a consistent policy that provided a solution for all different parcels, from every carrier.

### Wish

DUWO faced the challenge of increasing problems related to parcel deliveries, messy entrances, and safety concerns. Residents experienced theft or loss of parcels, and the frequent presence of various couriers in the buildings heightened security risks.



MyPup since 2024



Up to 80 locations

### Result

MyPup offered a solution by taking full responsibility for the delivery and return of parcels at 80 DUWO locations. Receiving, returning, and sending parcels is possible via MyPup's parcel lockers. To enhance convenience for residents, MyPup's communication and activation have been integrated into DUWO's channels. Thanks to the 'pay-per-use' model, DUWO guarantees that you only pay if you use the service.

Safety, convenience, and sustainable delivery were the main priorities for DUWO.

## Custom-made

MyPup provides complete parcel services for 80 DUWO locations, enabling streamlined and secure parcel delivery. Additionally, a technical integration was set up to track which students are using the MyPup services, allowing for a fair billing model.

The MyPup communication is tailored for DUWO and visible through DUWO's own channels, such as the resident portal. With just one click,





the process to create a MyPup account is initiated. In addition to the parcel services, MyPup also handled the implementation and installation of the parcel lockers and has a promotion team on-site to inform residents about the new service in their building.

"With the MyPup parcel service, we ensure that packages arrive safely and sustainably to our students, making scattered or lost parcels in the hallways a thing of the past."

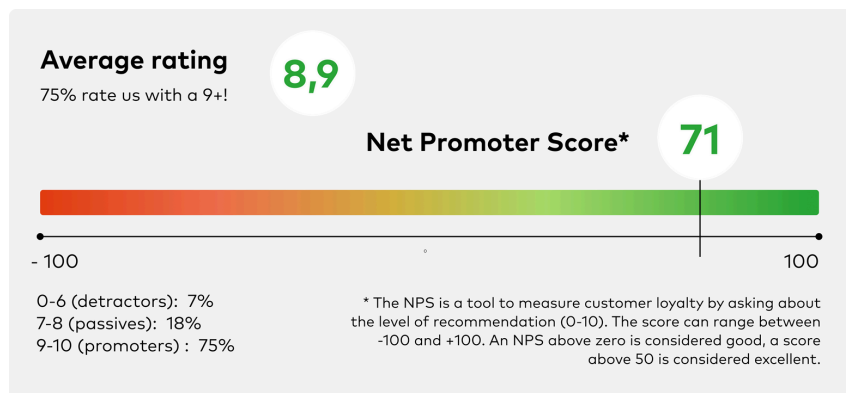
### No more scattered or lost packages

Residents immediately saw the benefits of MyPup and felt heard by DUWO in their housing needs. By implementing MyPup, resident satisfaction was increased as they could safely receive their parcels without worries about theft or loss. Additionally, the clutter at building entrances was reduced, improving the overall appearance

and safety. This resulted in a positive impact on the overall experience of both residents and DUWO staff: "With the MyPup parcel service, we ensure that packages arrive safely and sustainably to our students, making scattered or lost parcels in the hallways a thing of the past. Our residents are excited about this solution, which contributes to our joint efforts for a cleaner and more liveable living environment, a win-win for the environment and convenience for the students!"

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#### MyPup's customer satisfaction rating



Do you want to know more about how the full-service of MyPup saves valuable time and enhances guest or resident satisfaction in your building?

Contact us for more information.

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Your choice for MyPup (Certified B Corp) reduces CO2 emissions.

