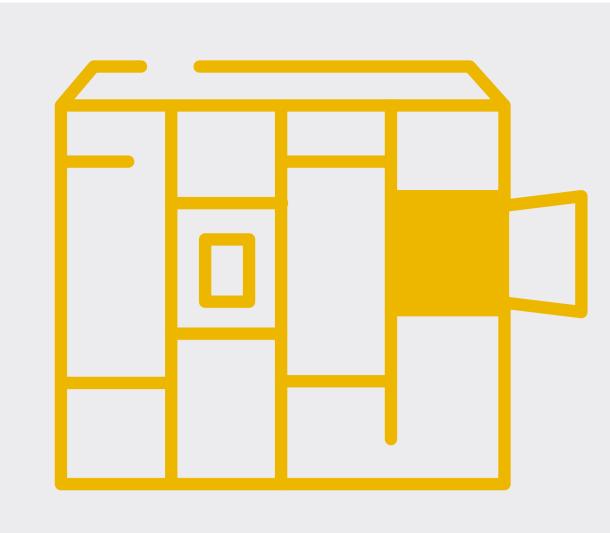
Smart locker demand and usage: asnapshot





Why we like smart lockers

54%

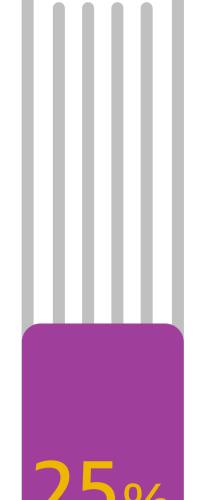
like contactless delivery/pickup 47%

like the option to pick up an order rather than wait for it to be delivered

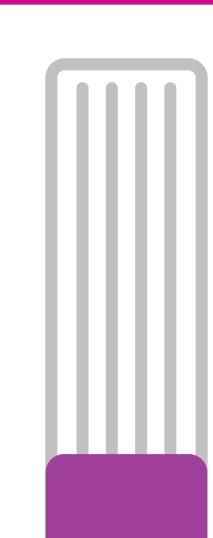
I use a smart locker for:



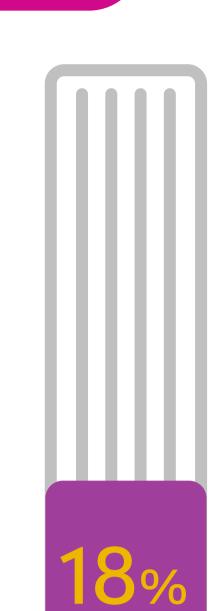
Everyday online orders



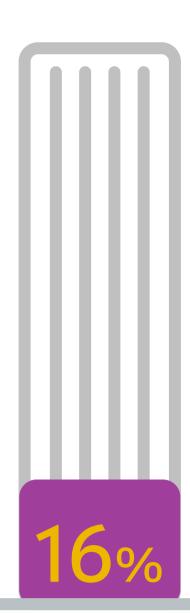
More expensive orders



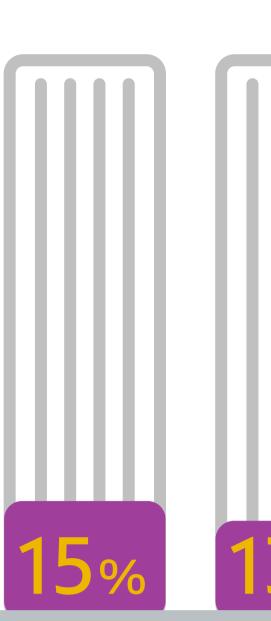
Groceries



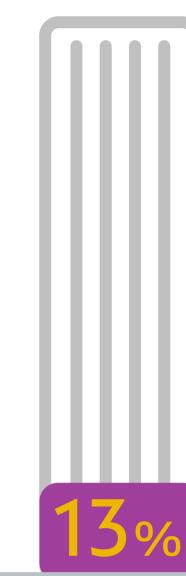
In-office package or equipment pickup



Business related packages or documents



Business related equipment



Business related transactions

Safety and security of packages concerns buyers

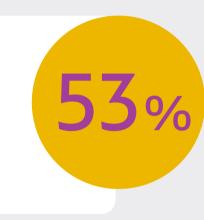


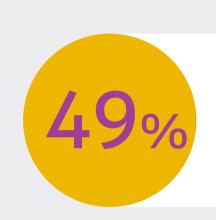
I am more interested in contactless shopping since the pandemic

I don't like



I frequently get nervous that my packages will get stolen



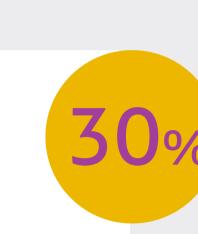


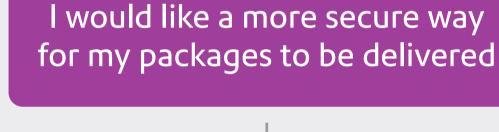
others to see the packages I order



the security of having a package delivered to a smart locker not my door

I would pay extra for





72% Millennials:

1981-1996

69% GenZers: 1997-2012

69% GenXers:

1965-1980

56% Baby Boomers:

1946-1964

mers show a higher propensity toward smart lockers

I would like a more secure way for my packages to be delivered



73% Urban



65% Suburban



57% Rural

Have you ever used or are you currently using a Smart Locker?



Urban



18% Suburban

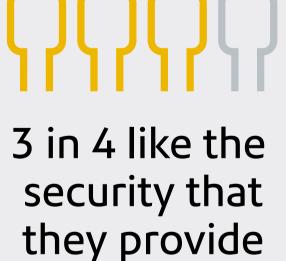


12% Rural

Millennials are trailblazers for smart lockers



[a smart locker]



73%

using as it would help reduce their carbon footprint

feel good about

like that there is less room for human error

64%

62%

are more interested in using if they have to return to the office

Smart lockers suit a hybrid work environment and are popular among office workers How likely would you be to use a Smart Locker for the following?



67% More expensive online orders



packages or documents

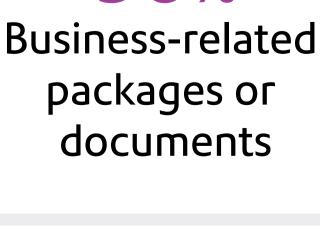


Business-related

equipment



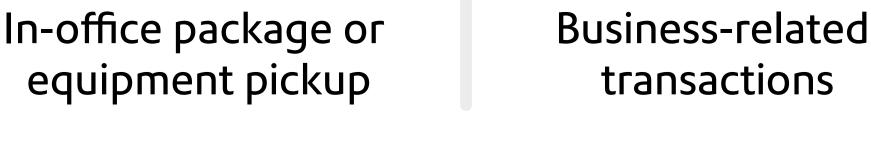
54%



52%



55% **Everyday** online orders



Poll conducted by Morning Consult among a sample of 2200 adults.