

How Metafour handles inbound parcel tracking and chain-of-custody for corporate mailrooms

While courier businesses focus on getting packages to a building, corporate mailrooms and facility management teams are responsible for the internal last 100 yards. Metafour manages internal inbound parcel tracking by bridging the gap between external courier drops and internal desk delivery, creating an unbroken chain-of-custody.

The 4-Step Inbound Tracking Workflow

1. Loading Dock Intake → 2. Recipient Alerts → 3. Internal Distribution → 4. Desk Proof of Delivery



Loading Dock Ingestion & Logging

When third-party carriers (FedEx, DHL, local couriers) deliver parcels to a buildings receiving bay, mailroom staff log the items into Metafour's central web system using handheld scanners.

Instant Record Creation

Scanning the carrier label immediately logs arrival time, carrier name, package condition, and tracking code into a centralised database.

Recipient Matching

Metafour matches the package details against the internal company directory, assigning the item to a specific employee, department, floor, or cost-center.



Automated Desktop & Email Notifications

The moment a package is checked in at the dock, Metafour automatically dispatches an alert to the recipient via email.

Custom Instructions

Notifications inform employees of their package arrival, with options to choose their preferred delivery location of desk, pickup at the central mailroom, or delivery to a smart locker.

Eliminating WISMO Queries

Employees immediately know their item has arrived safely in the building, preventing constant calls and walk-ups to the reception area.



Internal Route Batching & Distribution

For multi-building corporate campuses, high-rise office towers, or multi-tenant sites, packages must move through internal mail trolleys or floor drop-offs.

Metafour groups packages by floor, zone, or building, assigning them to internal mailroom runners.

Every internal handoff, such as transferring a package from the dock to a floor trolley, is scanned, maintaining continuous accountability.

Staff have the ability to choose their preferred drop off location once the package has been logged.



Digital Proof of Delivery (PoD)

The chain-of-custody completes at the moment of handoff. Using the messenger app on mobile scanning hardware, the internal delivery runner captures final proof of delivery via:

Contactless Signatures:

Digital signature capture directly on the screen.

Photo Verification:

Photographic proof of drop-off at an unattended desk, office drop-zone, or reception area.

ID/ QR Scanning

Scanning an employee ID card, or unique QR code.



Compliance, Audit Trails, and Analytics

Beyond daily parcel handling, Metafour gives facility managers full visibility across the buildings internal logistics:

Searchable Digital Archive

Every historical event (time received at dock, logged user ID, transit time, final recipient signature) is stored securely in a cloud-hosted, auditable log.

SLA & Productivity Reporting

Facility managers can generate reports tracking mailroom processing speeds, peak volume times, and internal delivery SLAs to optimise staffing during heavy periods.

Lost Item Liability Reduction

By requiring sign-offs at every step, Metafour eliminates dispute claims regarding lost, stolen, or misplaced high-value corporate packages.



The bottom line for peak season

During highly volume surges, corporate receiving bays risk becoming bottlenecks. Metafour replaces paper logs, and fragmented tracking with automated dock intake, instant desktop alerts, and digital proof-of-delivery. By establishing a 100% auditable chain-of-custody for the last 100 yards, facility management teams eliminate internal parcel loss, reduce employee support inquiries by up to 50%, and maintain complete operational resilience during peak gift and corporate delivery cycles.

