Claims

What is Claimed is:

1. A non-transitory computer-readable medium storing computer-executable instructions for:

(a) receiving, from a user, one or more parcel handling preferences for delivery of parcels that are re-routed from an attended delivery/pickup location due to lack of capacity;

(b) receiving an indication that one or more parcels are scheduled for delivery from a first location to a first attended delivery/pickup location, wherein said user is an intended recipient of said one or more parcels;

(c) determining whether said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels;

(d) at least partially in response to determining that said first attended delivery/pickup location does not have capacity, re-routing said one or more parcels based at least in part on said one or more parcel handling preferences;

(e) at least partially in response to said re-routing, facilitating delivery of said one or more parcels to a second location;

(f) notifying said user of said re-routing.

2. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to an attended delivery/pickup location that is most proximate to said first attended delivery/pickup location; and

said second location is a second attended delivery/pickup location.

3. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to a residence associated with said user; and

said second location is said residence.

4. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to an attended delivery/pickup location that is most proximate to said residence;

said re-routing comprises:

determining a location of said attended delivery/pickup location that is most proximate to said residence; and

determining whether said attended delivery/pickup location that is most proximate to said residence has capacity to accept delivery of said one or more parcels; and

at least partially in response to determining that said attended delivery/pickup location that is most proximate to said residence has capacity, facilitating delivery of said one or more parcels to said attended delivery/pickup location that is most proximate to said residence.

5. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to delay delivery to said first attended delivery/pickup location at least until said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels; and

said second location is said first location.

6. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference for one or more attended delivery/pickup location other than said first attended delivery/pickup location;

each of said one or more attended delivery/pickup locations includes a ranking received from said user; and

said non-transitory computer-readable medium further stores computer-executable instructions for:

determining which of said one or more attended deliver/pickup locations have a highest ranking; and

at least partially in response to determining which of said one or more attended deliver/pickup locations have said highest ranking, facilitating delivery of said one or more parcels to said highest ranked one or more attended delivery/pickup locations.

7. The non-transitory computer-readable medium of Claim 6, wherein said non-transitory computer-readable medium further stores computer-executable instructions for:

determining whether said highest ranked one or more attended delivery/pickup locations has capacity to accept delivery of said one or more parcels; and

at least partially in response to determining said highest ranked one or more attended delivery/pickup locations does not have capacity:

determining which of said one or more attended delivery/pickup locations have a second highest ranking; and

facilitating delivery of said one or more parcels to said second highest ranked one or more attended delivery/pickup locations.

8. The non-transitory computer-readable medium of Claim 1, wherein said second location is said first location.

9. A computer system comprising:

at least one processor, wherein said computer system is configured for:

(A) receiving an indication that one or more parcels are scheduled for delivery from a first location to a first attended delivery/pickup location, said one or more parcels having an intended recipient;

(B) determining whether said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels, comprising:

determining a current volume of parcels stored at said first attended delivery/pickup location;

determining a volume of storage space at said first attended delivery/pickup location;

determining dimensions of said one or more parcels; and

determining whether said first attended delivery/pickup location has capacity to accept delivery based on said determined current volume of parcels, said volume of storage space at said first attended delivery/pickup location, and said dimensions of said one or more parcels;

(C) at last partially in response to determining that said first attended delivery/pickup location does not have capacity to accept delivery of said one or more parcels:

notifying said user of said lack of capacity; and

providing, to said intended recipient, a selection of one or more re-routing options, wherein said one or more re-rerouting options are selected from the group consisting of:

(1) re-routing said one or more parcels to a second attended delivery/pickup location;

(2) delaying a delivery of said one or more parcels to said first attended delivery/pickup location at least until said first attended delivery/pickup location has said capacity to accept delivery of said one or more parcels; and

(3) re-routing said one or more parcels to an address associated with said user;

(D) at least partially in response to providing said selection of said one or more re-routing options, receiving a selection of one of said one or more re-routing options from said user; and

(E) re-routing said one or more parcels based at least in part on said selected one or more re-routing options.

10. The computer system of Claim 9, wherein:

said selected one or more re-routing options comprises re-routing said one or more parcels to a second attended delivery/pickup location; and

re-routing said one or more parcels based at least in part on said selected one or more re-routing options comprises facilitating delivery of said one or more parcels to said second attended delivery/pickup location.

11. The computer system of Claim 9, wherein said computer system is further configured for determining a suitable second attended delivery/pickup location.

12. The computer system of Claim 11, wherein said determining said suitable second attended delivery/pickup location comprises determining said suitable second attended delivery/pickup location based at least in part on one or more preferences provided by said user.

13. The computer system of Claim 12, wherein said one or more preferences include a preference for said second attended delivery location to be located within a particular distance of a residence associated with said user.

14. The computer system of Claim 12, wherein said one or more preferences include a preference for said second attended delivery location to be located within a particular distance of an office associated with said user.

15. The computer system of Claim 13, wherein:

said selected one or more re-routing options comprises delaying said delivery of said one or more parcels to said first attended delivery/pickup location at least until said first attended delivery/pickup location has said capacity to accept delivery of said one or more parcels;

and re-routing said one or more parcels based at least in part on said selected one or more re-routing options comprises returning said one or more parcels to said first location.

16. The computer system of Claim 13, wherein:

said selected one or more re-routing options comprises re-routing said one or more parcels to said address associated with said user; and

said address associated with said user is a residential address of said user.

17. A computer-implemented method comprising:

receiving, from a parcel recipient, one or more parcel handling preferences for delivery of parcels that are re-routed from an attended delivery/pickup location due to lack of capacity;

determining, by a processer, whether a particular attended delivery/pickup location to which a parcel is being directed has an ability to accept said parcel, comprising:

determining a current volume of parcels stored at said particular attended delivery/pickup location;

determining a volume of storage space at said particular attended delivery/pickup location;

determining dimensions of said parcel; and

determining whether said particular attended delivery/pickup location has said ability to accept said parcel based on said determined current volume of parcels, said volume of storage space at said particular attended delivery/pickup location, and said dimensions of said parcel; and

in response to determining that said particular attended delivery/pickup location does not have said ability, facilitating, by at least one processor, an adjustment of delivery of said parcel, wherein said facilitation is based on said one or more parcel handling preferences and selected from the group consisting of:

(a) facilitating, by at least one processor, a redirection of said parcel to an alternate attended delivery/pickup location;

(b) facilitating, by at least one processor, a delay of delivery of said parcel to said attended delivery/pickup location to a later time;

(c) facilitating, by at least one processor, delivery of said parcel to an address associated with said parcel recipient.

18. The computer-implemented method of Claim 17, wherein determining whether said particular attended delivery/pickup location to which said parcel is being directed has said ability to accept said parcel is further based on how quickly said parcel recipient usually retrieves parcels from attended delivery/pickup locations.

19. The computer-implemented method of Claim 17, wherein said alternate attended delivery/pickup location is selected based at least in part on a factor selected from the group consisting of:

(a) a distance of said alternate attended delivery/pickup location from said attended delivery/pickup location;

(b) an estimated current capacity of said alternate attended delivery/pickup location to accept deliveries;

(c) an estimated future capacity of said alternate attended delivery/pickup location to accept deliveries; and

(d) a preference provided by said parcel recipient.

20. The computer-implemented method of Claim 17, wherein said determining whether said particular attended delivery/pickup location to which said parcel is being directed has said ability to accept said parcel comprises determining said ability based at least in part on:

operating hours associated with said particular attended delivery/pickup location; and

an estimated delivery time of said parcel at said particular attended delivery/pickup location.

Claims

What is Claimed is:

1. A non-transitory computer-readable medium storing computer-executable instructions for:

(a) receiving, from a user, one or more parcel handling preferences for delivery of parcels that are re-routed from an attended delivery/pickup location due to lack of capacity;

(b) receiving an indication that one or more parcels are scheduled for delivery from a first location to a first attended delivery/pickup location, wherein said user is an intended recipient of said one or more parcels, and said first attended delivery/pickup location comprises a location other than the user's home or place of business;

(c) determining whether said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels based at least in part on:

(i) a determined storage volume available at said first attended delivery/storage location;

(ii) an average retrieval time for parcels delivered to said first attended delivery/pickup location;

(iii) one or more dimensions of said one or more parcels; and

(iv) an average size of parcels stored at said first attended delivery/pickup location,

wherein determining whether said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels comprises ensuring that there will be enough physical space at said first attended delivery/pickup location to accommodate said one or more parcels at an estimated time of delivery of said one or more parcels by:

storing data associated with a volume of storage space within said first attended delivery/pickup location;

determining the storage volume available at said first attended delivery/pickup location based on the volume of storage space;

receiving one or more dimensions of one or more parcels that are currently being stored at said first attended delivery/pickup location;

determining a total volume of said one or more parcels that are currently being stored at said first attended delivery/pickup location using

said received one or more dimensions;

determining how quickly an average customer of said first attended delivery/pickup location retrieves parcels from said first attended delivery/pickup location; and

determining whether said first attended delivery location will have said enough physical space to accommodate said one or more parcels at said estimated time of delivery based on said determined storage volume at said first attended delivery/pickup location, said total volume of said one or more parcels that are currently being stored at said first attended delivery/pickup location, and how quickly an average customer of said attended delivery/pickup location retrieves parcels from said first attended delivery/pickup location;

(d) at least partially in response to determining that said first attended delivery/pickup location does not have capacity, automatically re-routing said one or more parcels based at least in part on said one or more parcel handling preferences;

(e) at least partially in response to said re-routing, facilitating delivery of said one or more parcels to a second location; and

(f) notifying said user of said re-routing.

2. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to an attended delivery/pickup location that is most proximate to said first attended delivery/pickup location; and

said second location is a second attended delivery/pickup location.

3. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to a residence associated with said user; and

said second location is said residence.

4. The non-transitory computer-readable medium of Claim 3, wherein:

said one or more parcel handling preferences comprise a preference to re-route said one or more parcels to an attended delivery/pickup location that is most proximate to said residence;

said re-routing comprises:

determining a location of said attended delivery/pickup location that is most proximate to said residence; and

determining whether said attended delivery/pickup location that is most proximate to said residence has capacity to accept delivery of said one or more parcels; and

at least partially in response to determining that said attended delivery/pickup location that is most proximate to said residence has capacity, facilitating delivery of said one or more parcels to said attended delivery/pickup location that is most proximate to said residence.

5. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference to delay delivery to said first attended delivery/pickup location at least until said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels; and

said second location is said first location.

6. The non-transitory computer-readable medium of Claim 1, wherein:

said one or more parcel handling preferences comprise a preference for one or more attended delivery/pickup location other than said first attended delivery/pickup location;

each of said one or more attended delivery/pickup locations includes a ranking received from said user; and

said non-transitory computer-readable medium further stores computer-executable instructions for:

determining which of said one or more attended deliver/pickup locations have a highest ranking; and

at least partially in response to determining which of said one or more attended deliver/pickup locations have said highest ranking, facilitating delivery of said one or more parcels to said highest ranked one or more attended delivery/pickup locations.

7. The non-transitory computer-readable medium of Claim 6, wherein said non-transitory computer-readable medium further stores computer-executable instructions for:

determining whether said highest ranked one or more attended delivery/pickup locations has capacity to accept delivery of said one or more parcels; and

at least partially in response to determining said highest ranked one or more attended delivery/pickup locations does not have capacity:

determining which of said one or more attended delivery/pickup locations have a second highest ranking; and

facilitating delivery of said one or more parcels to said second highest ranked one or more attended delivery/pickup locations.

8. The non-transitory computer-readable medium of Claim 1, wherein said second location is said first location.

9. A computer system comprising:

at least one processor, wherein said computer system is configured for:

(A) receiving an indication that one or more parcels are scheduled for delivery from a first location to a first attended delivery/pickup location, said one or more parcels having an intended recipient;

(B) determining whether said first attended delivery/pickup location has capacity to accept delivery of said one or more parcels to ensure that there will be enough physical space at said first attended delivery/pickup location to accommodate said one or more parcels at an estimated time of delivery of said one or more parcels, comprising:

receiving one or more first dimension of one or more said parcels tha are currently being stored at said first attended delivery/pickup location;

determining a current volume of parcels that are currently being stored at said

first attended delivery/pickup location using said one or more first dimensions;

determining a volume of storage space at said first attended delivery/pickup location;

determining how quickly an average customer of said first attended delivery/pickup location retrieves parcels from said first attended delivery/pickup location;

determining one or more second dimensions of said one or more parcels scheduled for delivery from said first location to said first attended delivery/pickup location; and

determining whether said first attended delivery/pickup location will have capacity to accept delivery at said estimated time of delivery based on said determined current volume of parcels, said volume of storage space at said first attended delivery/pickup location, how quickly said average customer of said first attended delivery/pickup location retrieves parcels from said first attended delivery/pickup location and said one or more second dimensions of said one or more parcels by:

estimating a future volume of parcels stored at said first attended delivery/pickup location at said estimated time of delivery based on said determined current volume of parcels and how quickly said average customer of said first attended delivery/pickup location retrieves parcels from said first attended delivery/pickup location;

comparing said estimated future volume of parcels with said volume of storage space and said one or more second dimensions of said one or more parcels to determine whether there will be enough physical space at said first attended delivery/pickup location to accommodate said one or more parcels at said estimated time of delivery;

(C) at last partially in response to determining that said first attended delivery/pickup location does not have capacity to accept delivery of said one or more parcels:

notifying said user of said lack of capacity; and

providing, to said intended recipient, a selection of one or more re-routing options, wherein said one or more re-rerouting options are selected from the group consisting of:

(1) re-routing said one or more parcels to a second attended delivery/pickup location;

(2) delaying a delivery of said one or more parcels to said first attended delivery/pickup location at least until said first attended delivery/pickup location has said capacity to accept delivery of said one or more parcels; and

(3) re-routing said one or more parcels to an address associated with said user;

(D) at least partially in response to providing said selection of said one or more re-routing options, receiving a selection of one of said one or more re-routing options from said user; and

(E) re-routing said one or more parcels based at least in part on said selected one or more re-routing options.

10. The computer system of Claim 9, wherein:

said selected one or more re-routing options comprises re-routing said one or more parcels to a second attended delivery/pickup location; and

re-routing said one or more parcels based at least in part on said selected one or more re-routing options comprises facilitating delivery of said one or more parcels to said second attended delivery/pickup location.

11. The computer system of Claim 9, wherein said computer system is further configured for determining a suitable second attended delivery/pickup location.

12. The computer system of Claim 11, wherein said determining said suitable second attended delivery/pickup location comprises determining said suitable second attended delivery/pickup location based at least in part on one or more preferences provided by said user.

13. The computer system of Claim 12, wherein said one or more preferences include a preference for said second attended delivery location to be located within a particular distance of a residence associated with said user.

14. The computer system of Claim 12, wherein said one or more preferences include a preference for said second attended delivery location to be located within a particular distance of an office associated with said user.

15. The computer system of Claim 13, wherein:

said selected one or more re-routing options comprises delaying said delivery of said one or more parcels to said first attended delivery/pickup location at least until said first attended delivery/pickup location has said capacity to accept delivery of said one or more parcels.

16. The computer system of Claim 13, wherein:

said selected one or more re-routing options comprises re-routing said one or more parcels to said address associated with said user; and

said address associated with said user is a residential address of said user.

17. A computer-implemented method comprising:

receiving, from a parcel recipient, one or more parcel handling preferences for delivery of parcels that are re-routed from an attended delivery/pickup location due to lack of capacity of said attended delivery/pickup location;

determining, by a processer, whether a particular attended delivery/pickup location to which a parcel is being directed has an ability to accept said parcel, wherein said determining step comprises:

determining a current volume of parcels stored at said particular attended delivery/pickup location;

determining a volume of storage space at said particular attended delivery/pickup location

determining one or more dimensions of said parcel

determining whether said particular attended delivery/pickup location has said ability to accept said parcel based on said determined current volume of parcels, said volume of storage space at said particular attended delivery/pickup location, and said one or more dimensions of said parcel; and

in response to determining that said particular attended delivery/pickup location does not have said ability, facilitating, by at least one processor, an adjustment of delivery

of said parcel, wherein said facilitation is selected from the group consisting of:

(a) facilitating, by at least one processor, a redirection of said parcel to an alternate attended delivery/pickup location;

(b) facilitating, by at least one processor, a delay of delivery of said parcel to said attended delivery/pickup location to a later time;

(c) facilitating, by at least one processor, delivery of said parcel to an address associated with a parcel recipient.

18. The computer-implemented method of Claim 17, wherein determining whether said particular attended delivery/pickup location to which said parcel is being directed has said ability to accept said parcel is further based on how quickly said parcel recipient usually retrieves parcels from attended delivery/pickup locations.

19. The computer-implemented method of Claim 17, wherein said alternate attended delivery/pickup location is selected based at least in part on a factor selected from the group consisting of:

(a) a distance of said alternate attended delivery/pickup location from said attended delivery/pickup location;

(b) an estimated current capacity of said alternate attended delivery/pickup location to accept deliveries;

(c) an estimated future capacity of said alternate attended delivery/pickup location to accept deliveries; and

(d) a preference provided by said parcel recipient.

20. The computer-implemented method of Claim 17, wherein said determining whether said particular attended delivery/pickup location to which said parcel is being directed has said ability to accept said parcel comprises determining said ability based at least in part on:

operating hours associated with said particular attended delivery/pickup location; and

an estimated delivery time of said parcel at said particular attended delivery/pickup location.