

The role of parcel lockers for last-mile deliveries: A Systematic Literature Review

by *Irina Di Ruocco* | *Elena Maggi* | *Pietro Evangelista* | *Università dell'Insubria, Dipartimento di Economia* | *Università dell'Insubria* | *ISMed, CNR*

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Last-mile delivery services, especially in the e-commerce sector, are under constant pressure from consumers who demand reliable, fast, and more flexible services at the lowest possible cost. Identifying how logistics can adapt to the growing demand for online sales remains an open question in many supply chains (1). Parcel lockers can provide opportunities to improve customer service, to reduce operating time, the number of daily commercial vehicles and, consequently, the transport negative externalities (2, 3). This paper provides the results of a systematic review of publications in the last decade, understanding the economic, social, and environmental benefits and costs of parcel lockers, as well as barriers and drivers affecting their diffusion. The analysis process is based on three databases (Scopus, WoS, TRID) and conducted following the PRISMA protocol. The results will allow to define an analytical framework for classifying the existing literature and suggest directions for future research