Shipping & Mailing
Parcel & Packages

ParcelPoint™ Smart Lockers

User Guide

Note for screen readers:

For JAWS, use Control + page down key to advance to the next page, then use Up arrow to read the first line.
For VoiceOver, use Function + down arrow key to advance to the next page, then Control + Option + Up arrow to read the first line.

The ParcelPoint Smart Lockers User Guide is designed to assist in the daily operations of the ParcelPoint Smart Lockers. Use this book as a reference, as it includes system operating procedures.

Version History

Document Part Number	Release Date	Comments
SV63373 Rev. A	May 2021	Initial release
SV63373 Rev. B	August 2021	New log in screens
SV63373 Rev. C	August 2021	Additional updates
SV63373 Rev. D	November 2022	Added day lockers
SV63373 Rev. E	July 2024	Feature updates and accessibility improvements

Version history

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1 - Picking up Packages

Picking up a single package

You can pick up a package from a locker reserved for you once you receive an email notifying you it is ready for pickup.

1. Open the email containing your QR code or ID, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.

3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.

- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays a countdown screen. This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

4. Using your finger, sign for the package in the area provided.
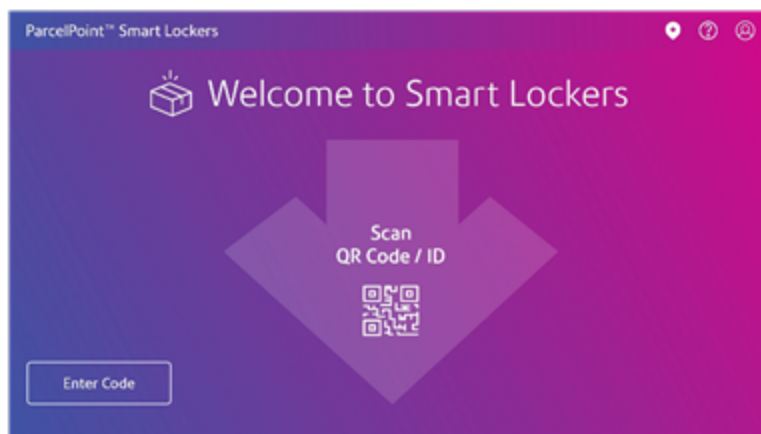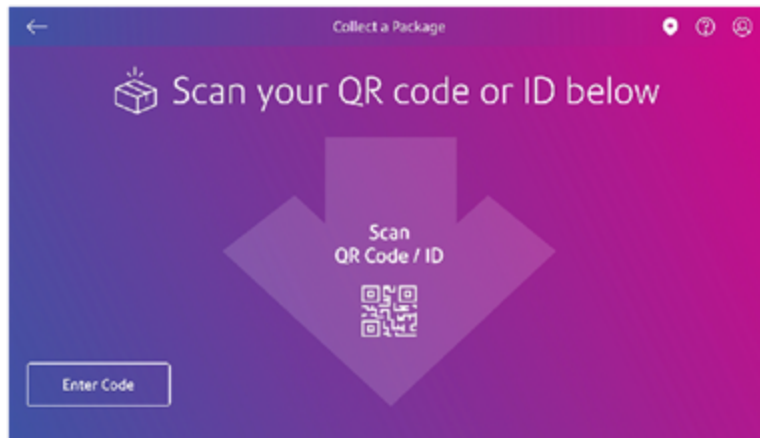
5. Go to the locker and collect your package.
6. Close the locker door.
   - If you close the locker before the 30 second count down reaches 0, or if you tap **Done** at the kiosk, the message "Pickup Complete" appears on the kiosk screen.
   - The systems returns you to the Home screen about 2 seconds after "Pickup Complete" appears.

Picking up multiple packages by opening all the lockers

The mailroom administrator can configure the ParcelPoint Smart Lockers system so that when you pick up multiple packages, all of the lockers assigned to you open at the same time.

The mailroom administrator can also configure the ParcelPoint Smart Lockers system so that each locker opens one at a time. You open one locker, retrieve the package, close the locker and proceed to the next. Refer to *Picking up multiple packages one locker at a time*.

1. Open the email containing your QR code or ID, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.

3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.
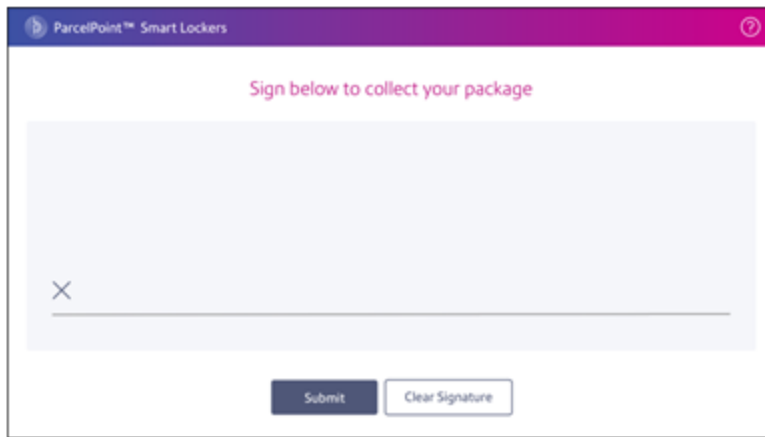

- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays a countdown screen. This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

4. Using your finger, sign for the package in the area provided.

5. Tap **Submit**. The kiosk displays all of the lockers assigned to you and their locations. It shows all of the lockers in the Open state.
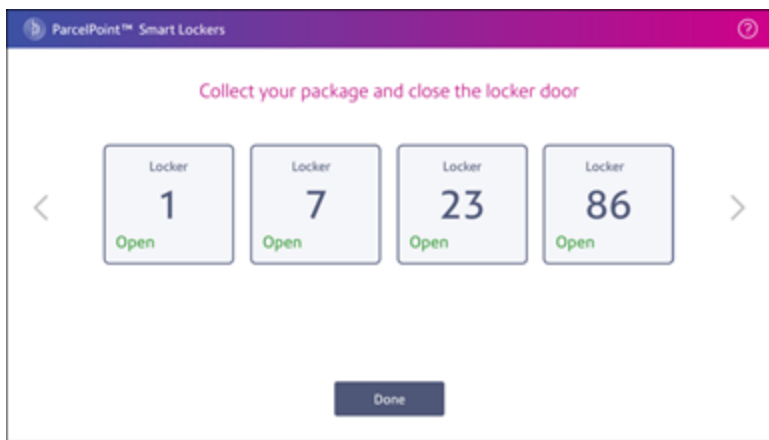
As soon as the system opens the locker doors, it starts a 30 second count down.

6. Go to each locker and collect your packages.

7. Close each locker door.
   - If you close the locker before the 30 second count down reaches 0, or if you tap **Done** at the kiosk, the message "Pickup Complete" appears on the kiosk screen.
   - The systems returns you to the Home screen about 2 seconds after "Pickup Complete" appears.

Picking up multiple packages one locker at a time

The mailroom administrator can configure theParcelPoint Smart Lockers system so that each locker assigned to you opens one at a time. You open one locker, retrieve the package, close the locker and proceed to the next.

The mailroom administrator can also configure the ParcelPoint Smart Lockers system so that when you pick up multiple package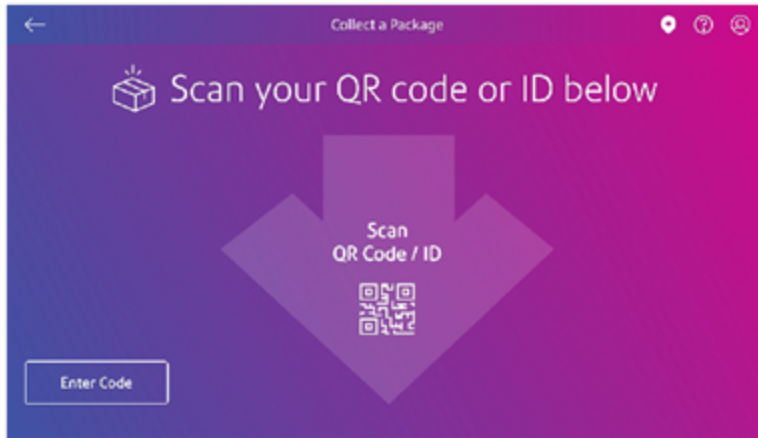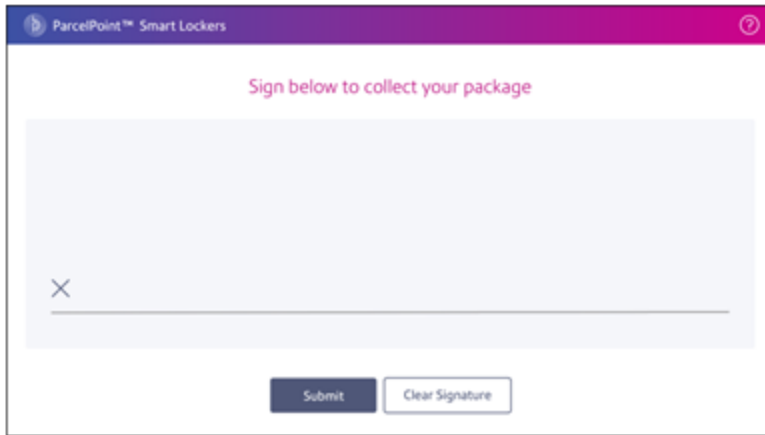s, all of the lockers assigned to you open at the same time. Refer to *Picking up multiple packages by opening all lockers*.

1. Open the email containing your QR code or ID, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.

3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.
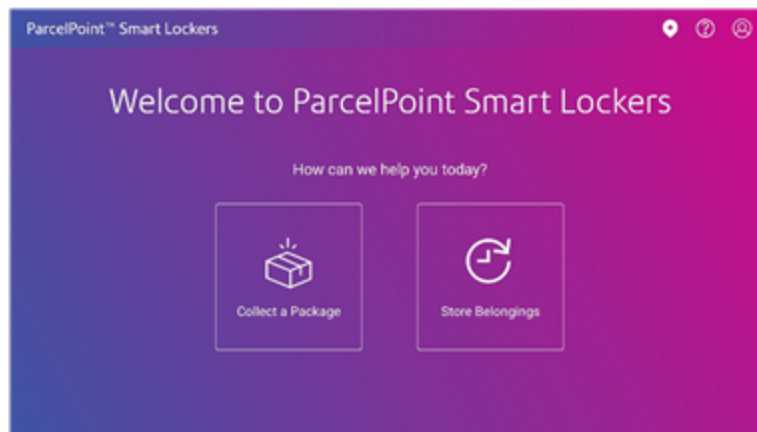

- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

 If your kiosk is configured to take your picture, it displays a countdown screen. This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

4. Using your finger, sign for the package in the area provided.
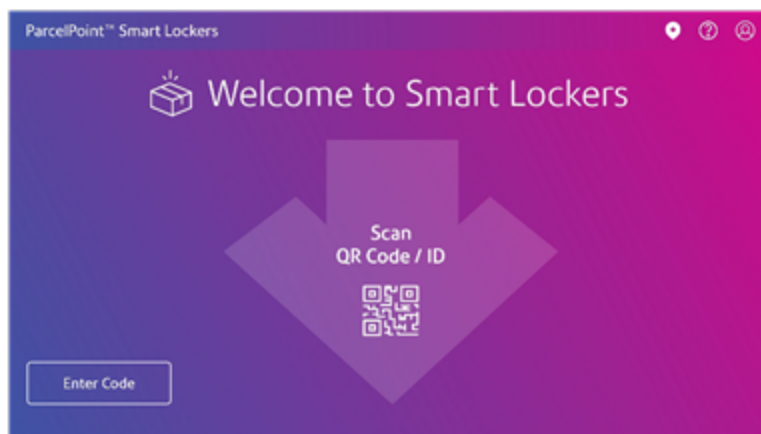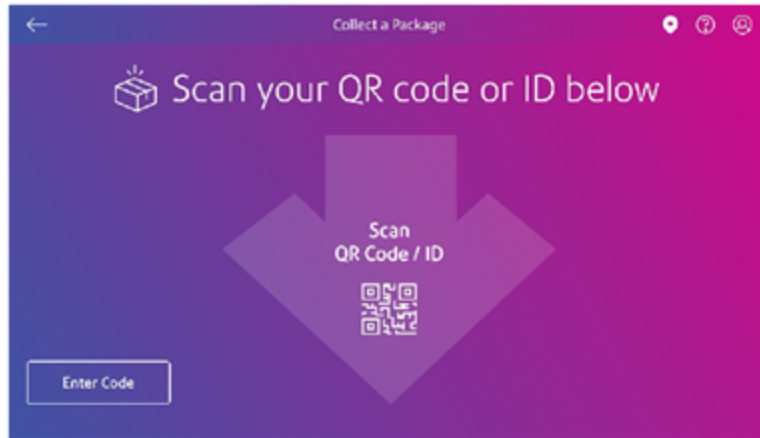
5. Tap **Submit**. The kiosk screen displays all of the lockers assigned to you. The first locker is open.
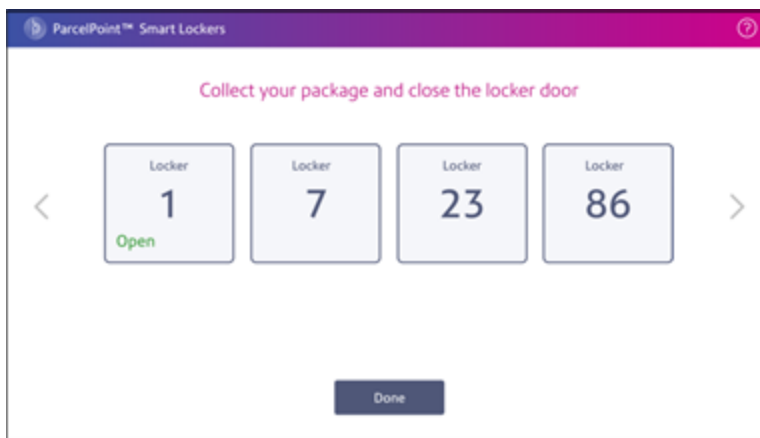
6. Go to the first open locker and collect your package and then close the door. As soon as you close the first locker door, the next one opens. The kiosk screen displays the next open locker.
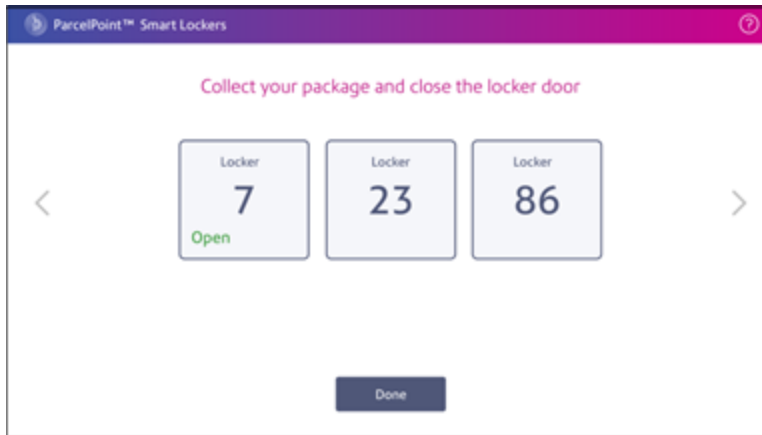
7. Go to the next locker and collect your package.
8. Repeat this process until you close the last locker door.
9. Go back to the kiosk and tap **Done**.
10. The system displays "Pickup Complete" on the locker screen. The system returns you to the Home screen about 2 seconds after "Pickup Complete" appears.

Picking up personal and departmental packages

The mailroom administrator can set you up so that you can pickup both personal packages or departmental packages at the kiosk.

1. Open the email containing your QR code or ID, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.
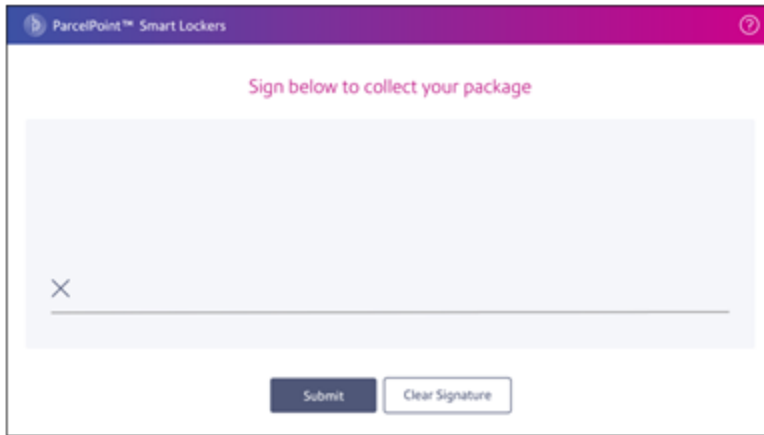
3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.

- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays a countdown screen. This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.
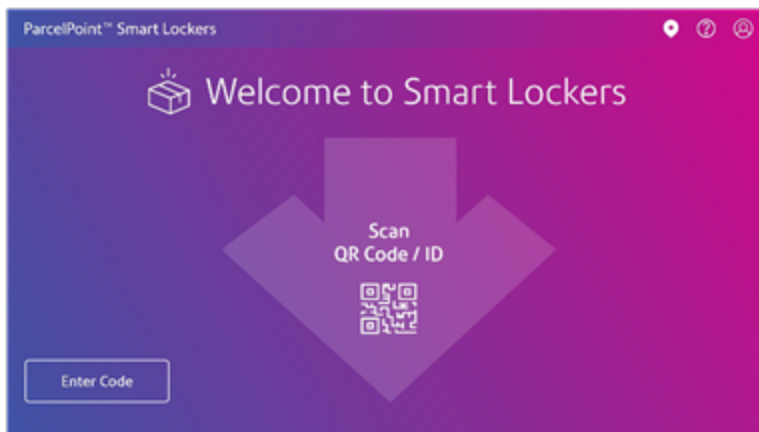
4. Using your finger, sign for the package in the area provided.
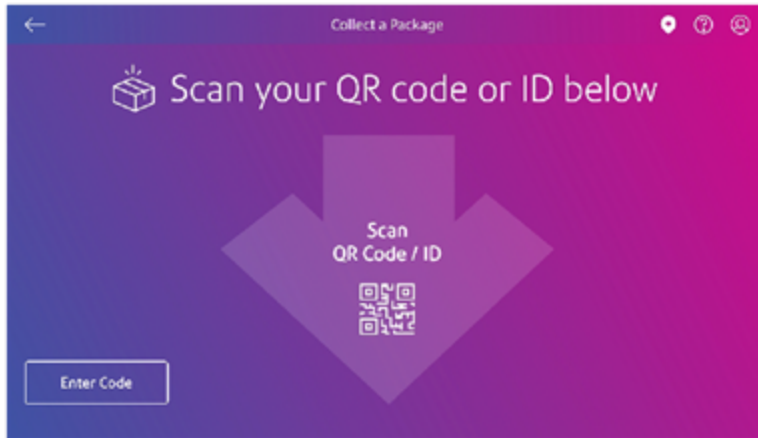
5. Go to each locker and collect the packages.
6. Close the locker doors and tap **Done** at the kiosk screen.
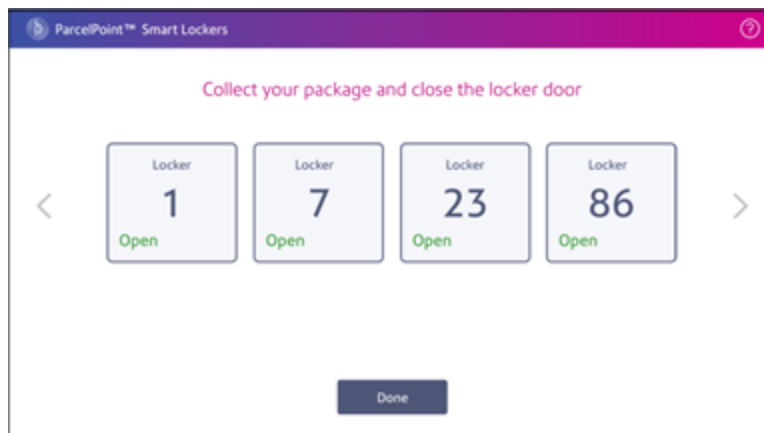
7. To collect your personal mail, tap **Collect Personal Mail** and repeat the above process.
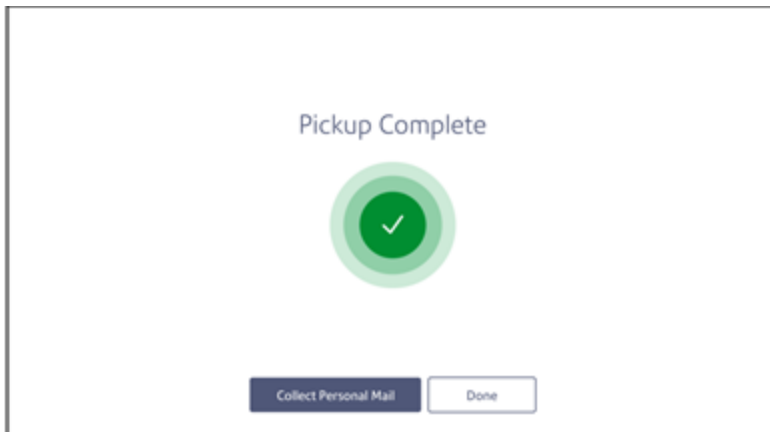
8. Close the locker doors and tap **Done** at the locker screen.

Accessible package pickup features

ParcelPoint Smart Lockers are equipped with an audio assistive interface for visually-impaired clients and Braille labeling on key components.

- The accessibility keypad, equipped with a 3.5 mm audio jack socket, is located to the right, under the touchscreen.

- The camera, centered above the touchscreen, can be configured to take your picture.

- The scanner, centered under the touchscreen to the left of the keypad, scans QR codes from your email or badge ID numbers for locker access.


- Locker numbers are provided in the upper right corner of each locker door.

Picking up a single package using the audio interface

You can pick up a package from a locker reserved for you once you receive an email notifying you it is ready for pickup.

1. Insert your headphone jack to navigate the kiosk using the accessibility keypad. You will hear instructions on how to use the keypad.
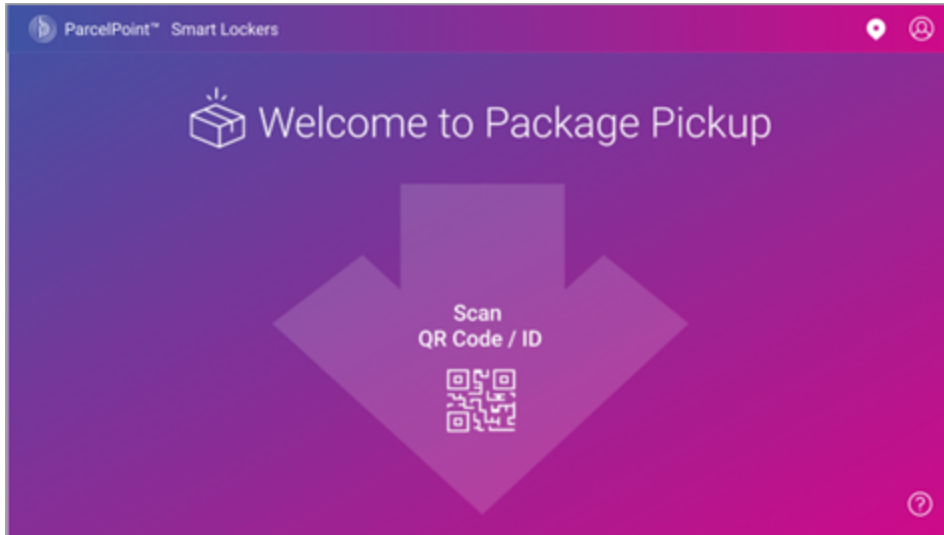
2. Open your email containing your QR code or ID and hold it in front of the scanner, located to the left of the keypad.

3. Depending on the configuration at your location, the kiosk may take your picture and then ask you to confirm your name.
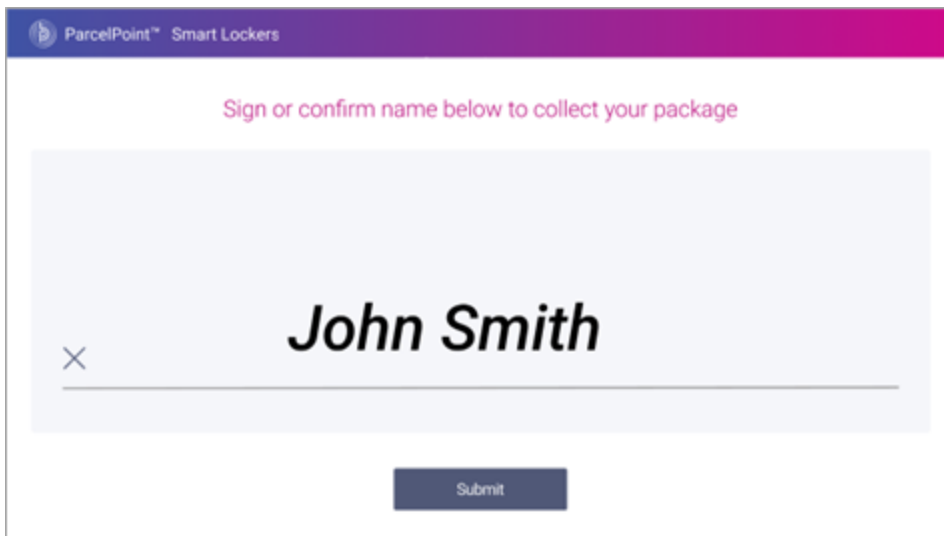
4. Tap **Submit**. The system opens the locker containing your package. You will hear the location of the locker.
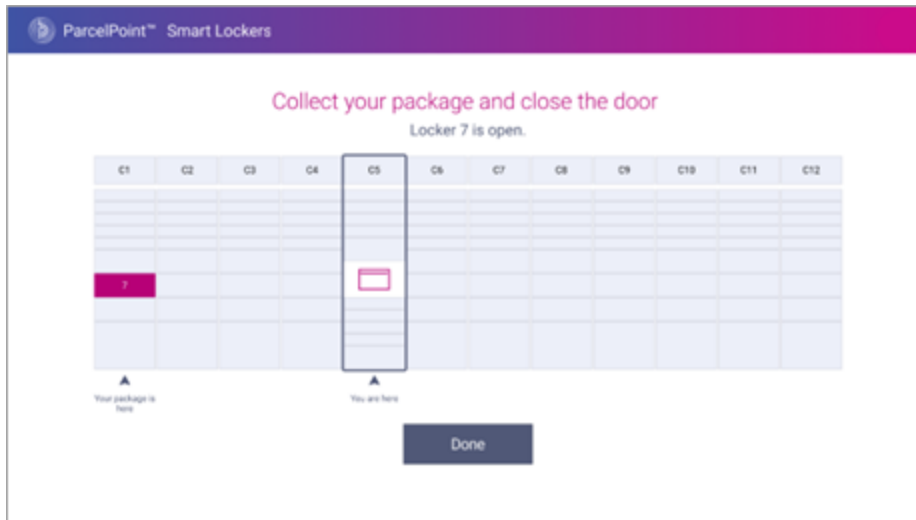
5. Remove your headphone jack, collect your package and close the locker door. Your pickup is complete.
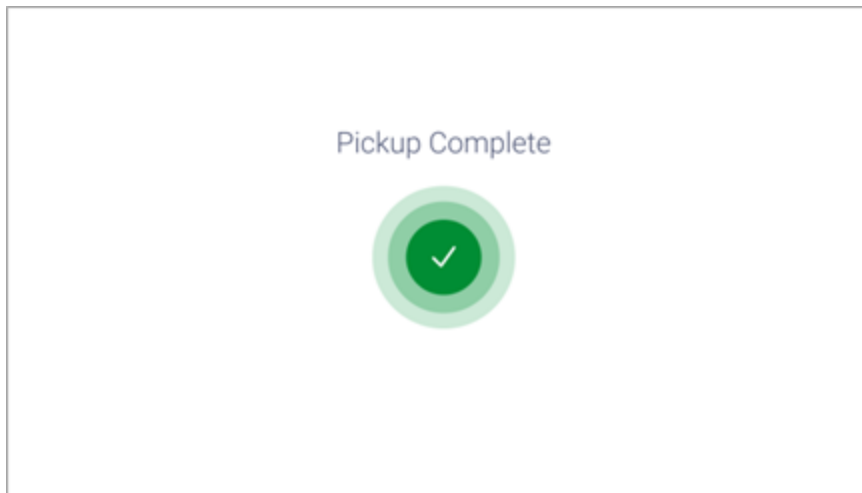
2 - Dropping off Packages

In this section

Dropping off a package with a reserved locker

As mailroom administrator or locker operator, you can reserve a locker ahead of time using the web application so that an assigned locker is available for a specific package as soon as you sign in at the kiosk.

1. Tap the **Log in** icon on the Home screen, or if you have a user barcode, scan it to log in to the locker bank.

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. Scan the shipping label barcode or enter the tracking ID of the package.
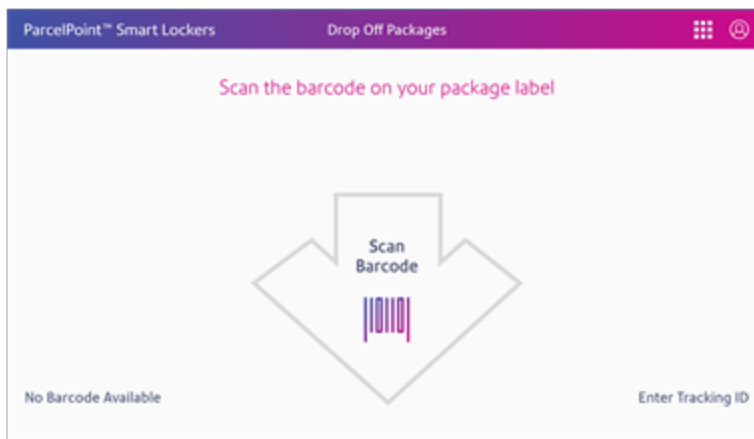
To enter the tracking ID, tap **Enter Tracking ID**.

Tap **Done**.

4. The kiosk screen displays the reserved locker number and shows that it's open.

If the locker fails to open, choose another locker.
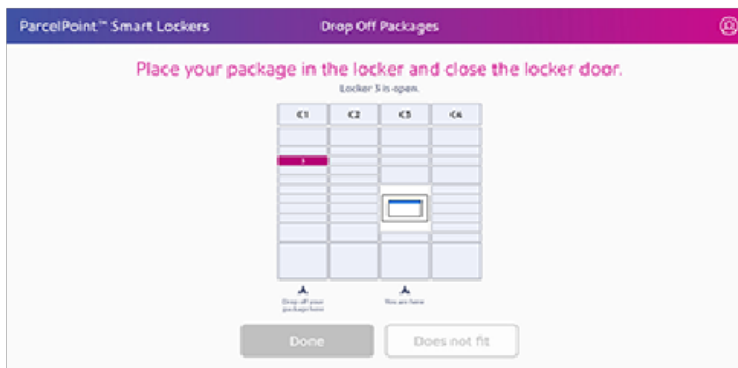
5. Place the package in the locker and close the door. Return to the kiosk.
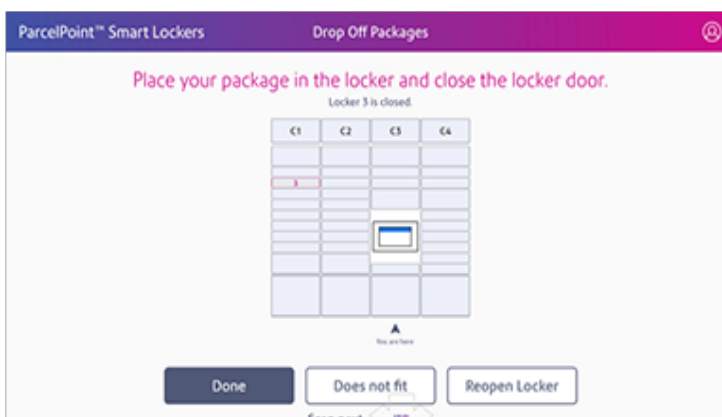
6. If you have other packages to drop off, repeat steps 4 through 6 for each package. If this is the last package, tap **Done** and the kiosk displays the Home screen again.

7. Tap **Done**.

Dropping off a package without a reserved locker

You can choose an available locker and add a recipient's package to that locker directly at the kiosk.

1. Tap the **Log in** icon on the Home screen, or if you have a user barcode, scan it to log in to the locker bank.

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. Tap **Sign in** to continue.
4. Scan the shipping label barcode or enter the tracking ID of the package.
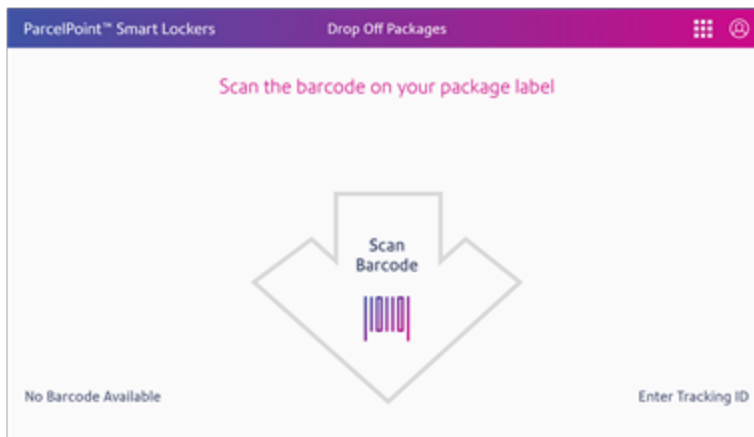

To enter the tracking ID, tap **Enter Tracking ID**.

Tap **Done**.

5. Choose the recipient.

6. Select the locker size.
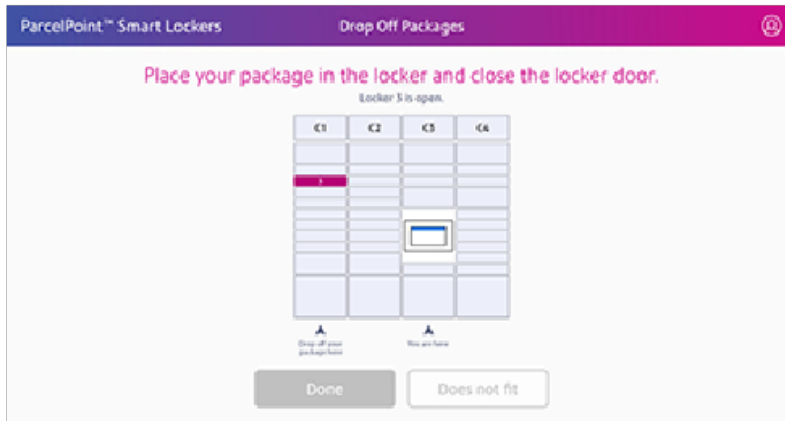   If the recipient requires a wheelchair-accessible locker (14-48 inches above the floor), select **I need an accessible locker**.

7. Once you select the size, tap **Continue**. The kiosk screen then displays the locker number and the system opens the locker.

8. Place the package in the locker and close the locker door. Return to the kiosk.

9. Tap **Done**.

Dropping off a package in a locker already containing a package

If the recipient already has lockers with packages in them, you can add more packages to those lockers.

1. Tap the **Log in** icon on the Home screen, or if you have a user barcode, scan it to log in to the locker bank.

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. Tap **Sign in** to continue.

4. Scan the shipping label barcode or enter the tracking ID of the package.

To enter the tracking ID, tap **Enter Tracking ID**.

Tap **Go**.

5. The kiosk displays the locker numbers containing packages for the recipient. In this example, the recipient currently has packages in 3 lockers.

6. Choose the locker by tapping on **Add to Locker** directly below the locker number. The kiosk screen displays the locker number and the system opens the locker.

7. Place the package in the locker and close the locker door. Return to the kiosk.

8. Tap **Done**.
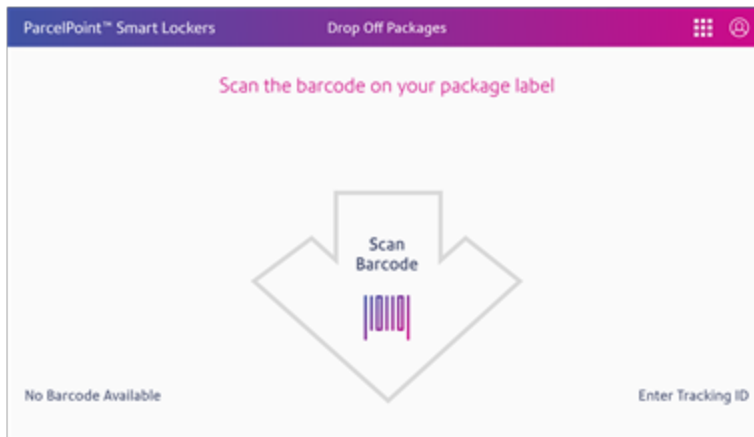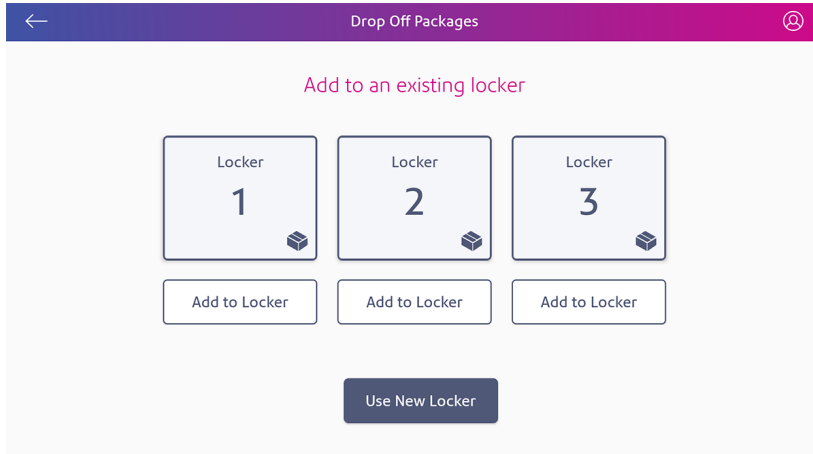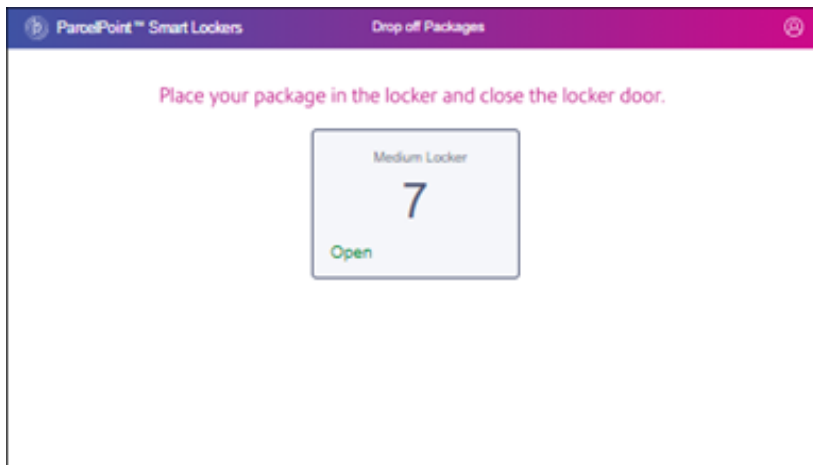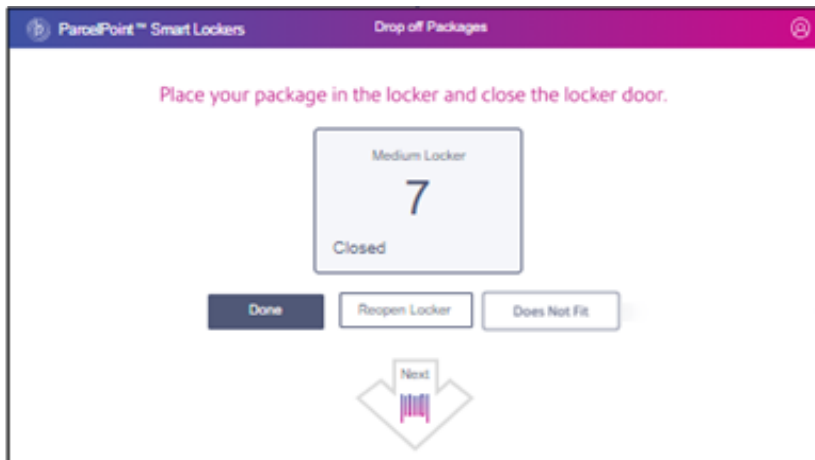
Dropping off a package without a barcode

You can configure the locker system so that a recipient can drop off packages without a shipping label barcode. This is to cover situations where the barcode is damaged or otherwise unreadable.

In this configuration, the kiosk screen displays an option for **No Barcode Available**.

1. Tap the **Log in** icon on the Home screen, or if you have a user barcode, scan it to log in to the locker bank.
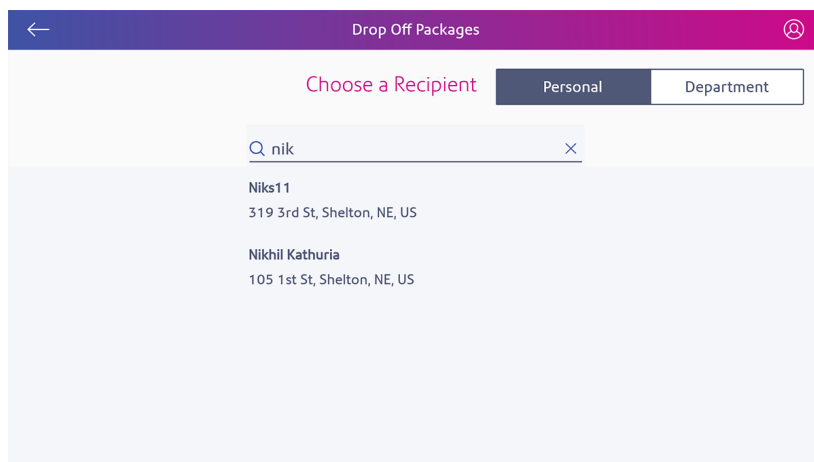

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. Tap **Sign in** to continue.
4. Tap **No Barcode Available**.
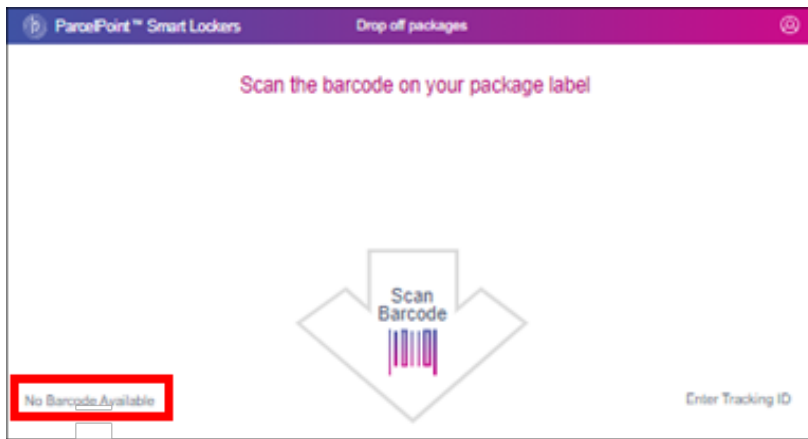
5. Position the package in front of the kiosk so it can scan it.

6. Choose the recipient.

7. Choose the locker size.
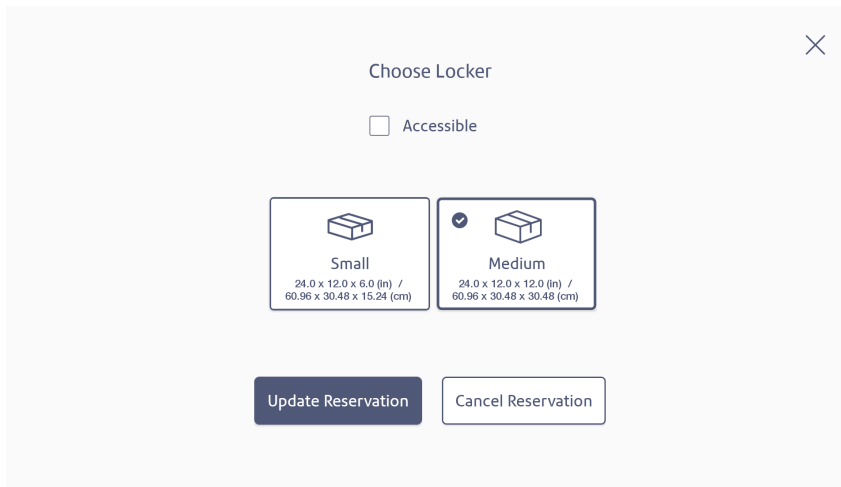
8. Tap **Update Reservation**. The kiosk screen displays the locker number and the locker opens. displays the locker number and the system opens the locker.

9. Place the package in the locker and close the locker door. Return to the kiosk.

10. Tap **Done**.

3 - Picking up Expired Packages

In this section

Picking up expired packages

The mailroom administrator or locker operator can remove all or some of the packages that a client has not retrieved after a certain amount of time. Removing expired packages provides additional locker space for new package drop-offs.

The mailroom administrator sets the amount of time a package can remain in a locker until it is considered an expired package.

Check to see which lockers have expired package. You can then remove packages from the expired lockers. You can also choose to ignore or skip the expired lockers.

- *View the lockers with expired packages*
- *Open expired lockers*

Viewing lockers with expired packages

1. Tap the **Log in** icon on the Home screen, or if you have a user barcode, scan it to log in to the locker bank.

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
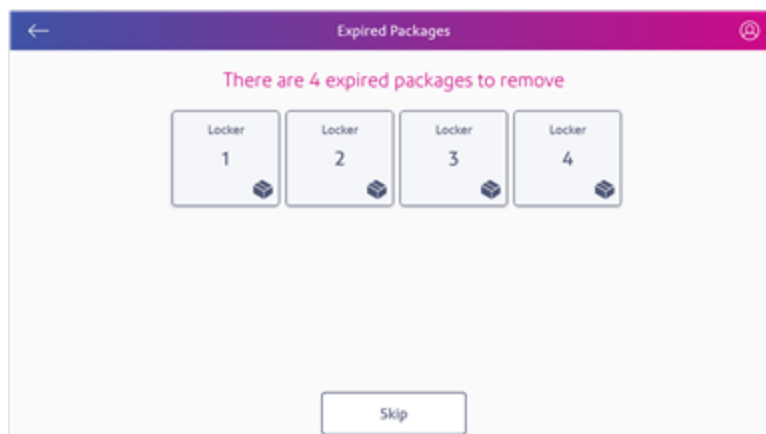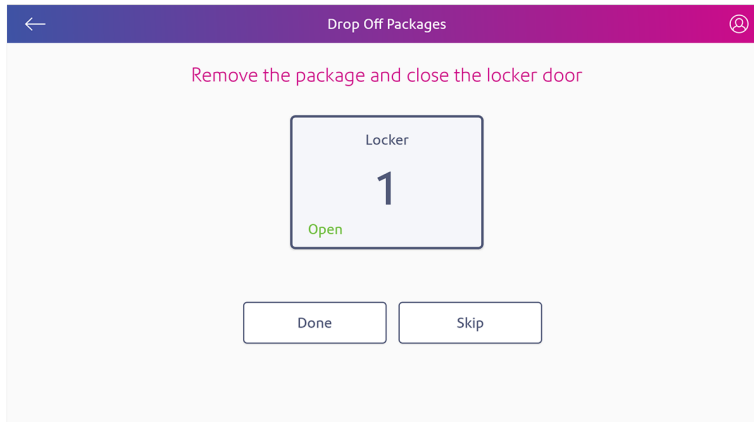3. Tap **Go** to continue.
4. The kiosk screen displays all the expired lockers.

Open expired lockers

1. To remove the packages, tap **Remove item** under the first locker number. The system opens the locker.
2. Remove the package and close the locker door. The kiosk displays the locker as closed.

3. If for any reason you need to reopen the locker, tap **Reopen Locker**. Refer to *Reopening a locker*. If you are finished, tap **Done**.
4. The kiosk displays the remaining expired lockers.
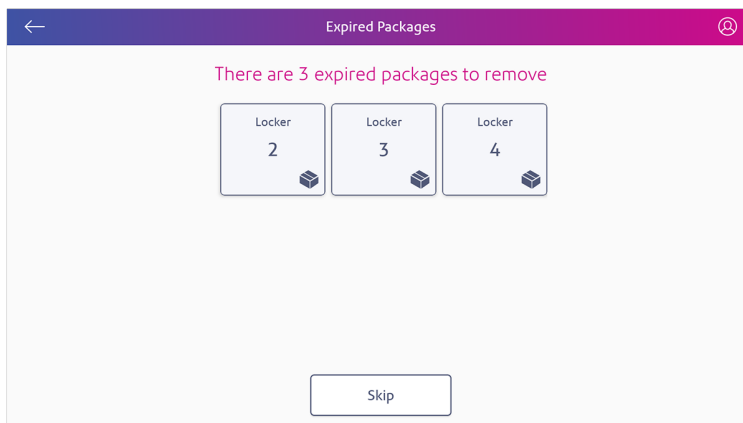
5. The first locker is now available for new packages.
   - To continue removing packages from the remaining lockers one at a time, repeat steps 1 to 4 until you've removed all lockers. Then tap **Done**.
   - To remove all of the remaining lockers all at once, refer to *Open expired lockers one at a time*.
   - To ignore the remaining expired lockers, tap **Skip**.
6. Once you've tapped **Done** or **Skip**, the lockers are available for new packages and the system prompts you to scan the shipping label barcode for a new package.

Reopening a locker

If you need to reopen a locker for any reason, the kiosk system allows you to reopen the locker as long as you do it within a certain time period after closing the locker.

The mail room administrator sets the amount of time you have to reopen the locker after closing the door.

1. To reopen the locker, tap **Reopen Locker** on the kiosk screen.
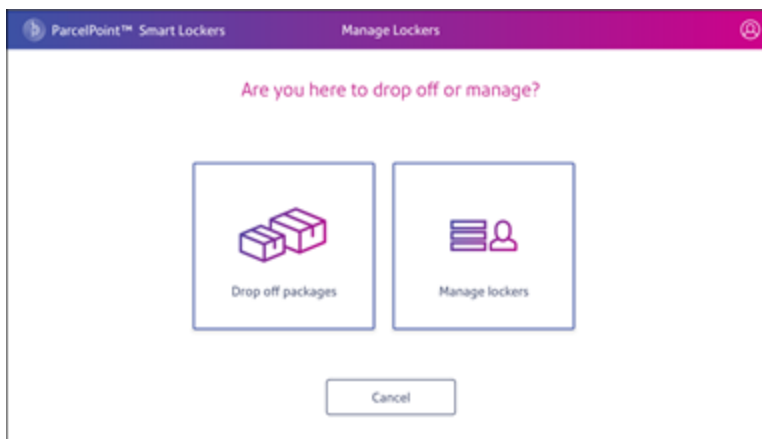2. Re-scan your QR code or re-enter the ID.

4 - Managing lockers

Logging in as mailroom administrator

To perform mailroom administrator functions at the system kiosk, log in as an administrator or locker operator.

1. Tap on the **Settings** icon on the Home screen.

2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
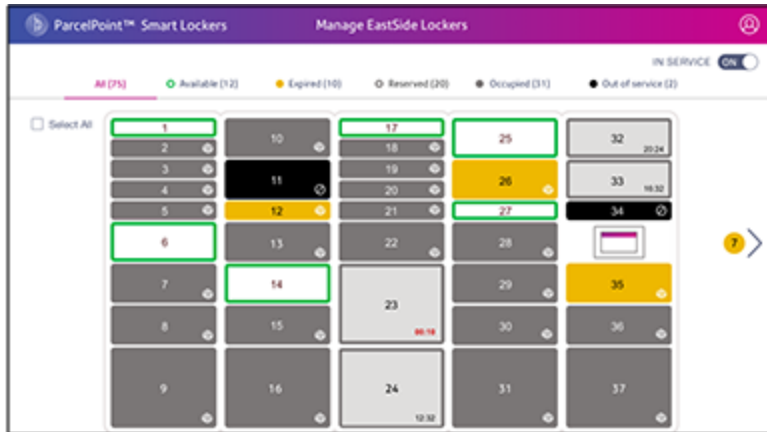3. Tap on **Manage Lockers**.

Viewing lockers by status

You can view the lockers according to their status by tapping on the appropriate color-coded option at the top of the manage locker screen.
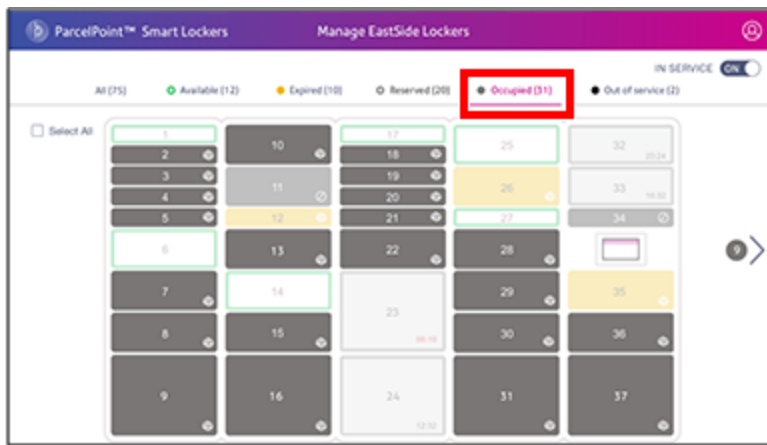
- Available lockers
- Expired
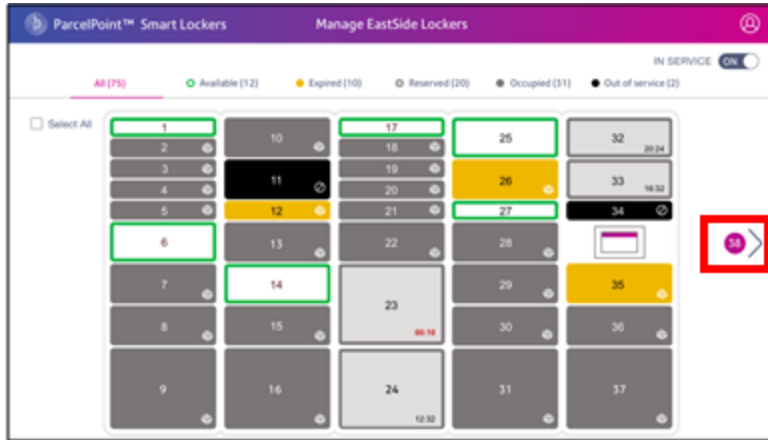- Reserved
- Occupied
- Out of Service

By default the manage locker screen shows all of the available lockers.

For example, to view all of the occupied lockers, tap on **Occupied** at the top of the manage screen.

The presence of additional lockers is indicated by the arrow icon within the manage locker screen. To view additional lockers, tap on the forward arrow.
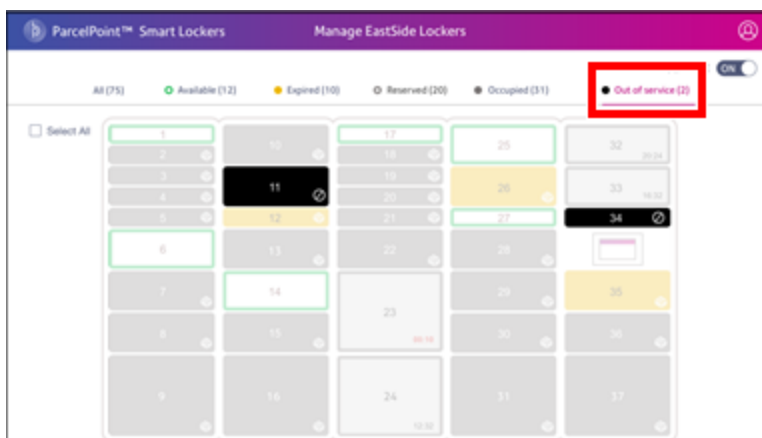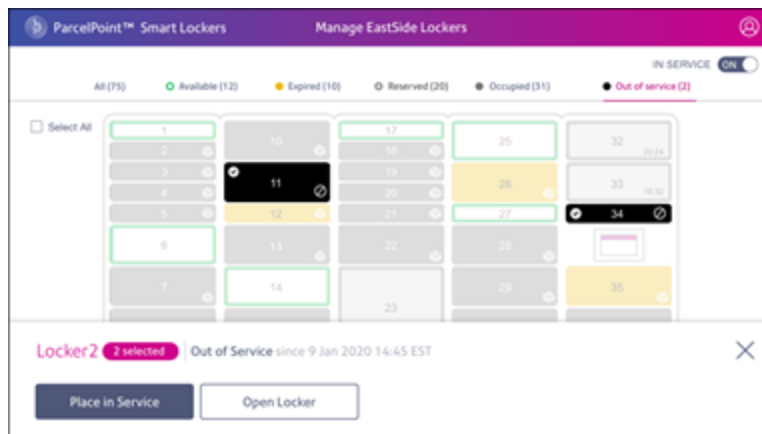

Making lockers available for reservation

As mailroom administrator or locker operator, you can make lockers available for reservation and drop-off by placing the lockers in service if they are currently in the out of service state. You can also make lockers available by ending a locker reservation or removing expired lockers.

This procedure describes how to place lockers in service that are currently in the out of service state.
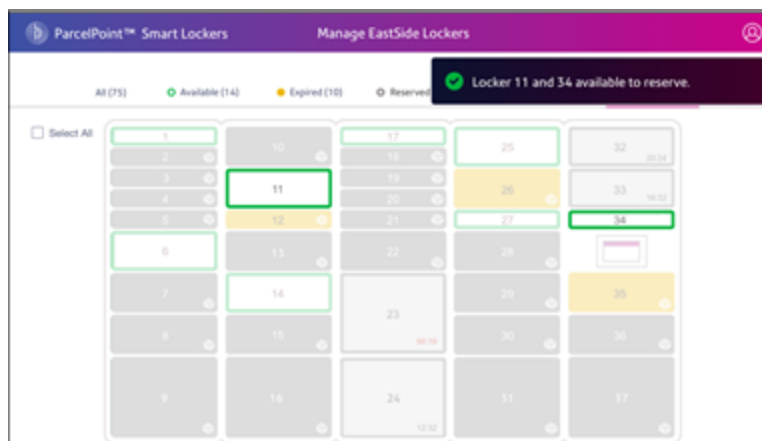
1. Select the tab for **Out of service** on the manage locker screen to highlight out of service lockers.

2. Tap on and select the out of service lockers you want to restore.

3. Tap on **Place in Service**. The lockers will now be available for reservation and drop-offs.
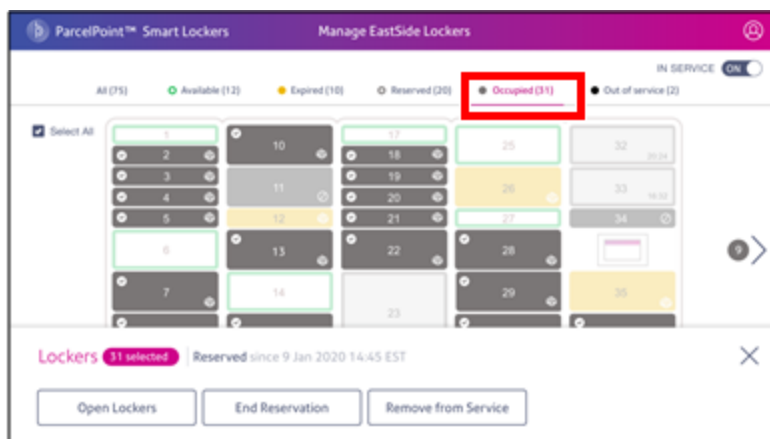
Freeing up lockers by ending reservations

You can free up lockers for additional reservations and drop-offs by ending existing reservations.
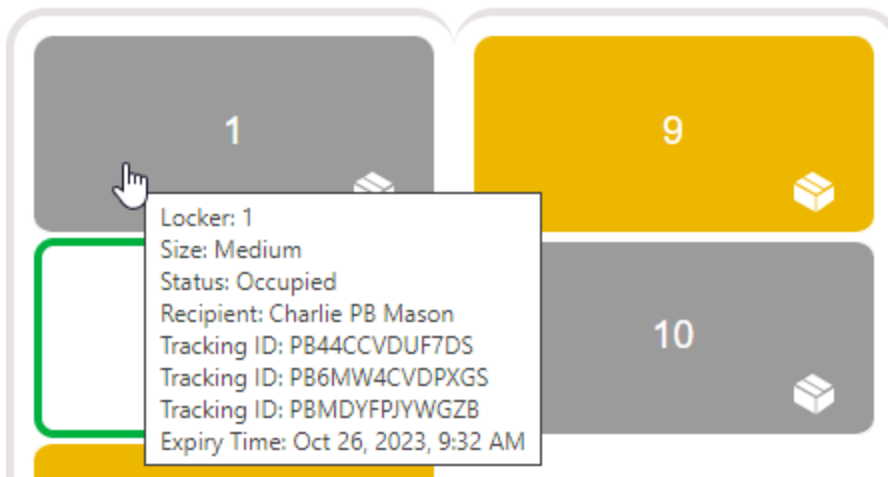
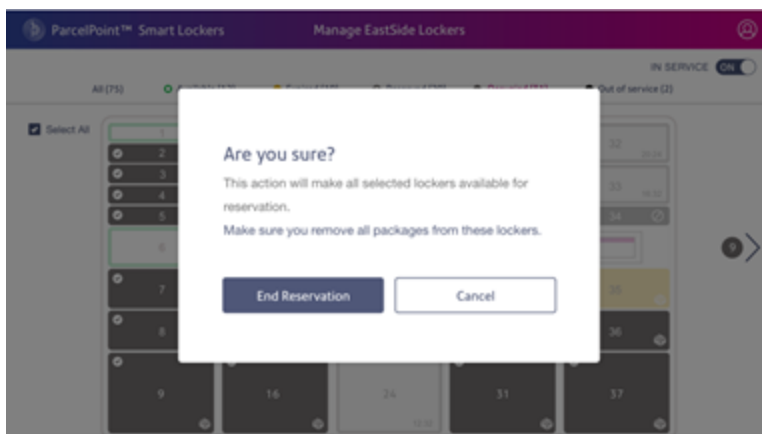1. From the manage locker screen, tap on **Select All**.

2. Tap on the **Occupied** tab to show and select all of the currently occupied lockers.

3. Hover your mouse over an occupied or expired locker to view information about the contents.
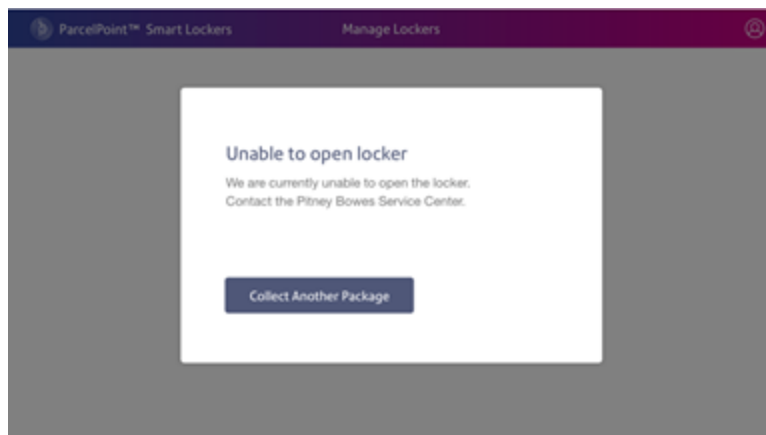

4. Tap **End Reservation**.

5. The system opens all of the locker doors. Be sure to remove all of the packages and close the doors. The lockers will then be available for reservations and drop-offs.

If for any reason, the system is unable to open a locker door, the manage locker screen displays the following message.

Be sure and contact Pitney Bowes. If you have other package to remove, tap **Collect Another Package** and continue.

Freeing up lockers by removing expired packages

As mailroom administrator or locker operator, you can free up lockers for additional reservations and drop-offs by removing expired lockers and their contents. You can remove the expired lockers one at a time, or remove all of them at once.
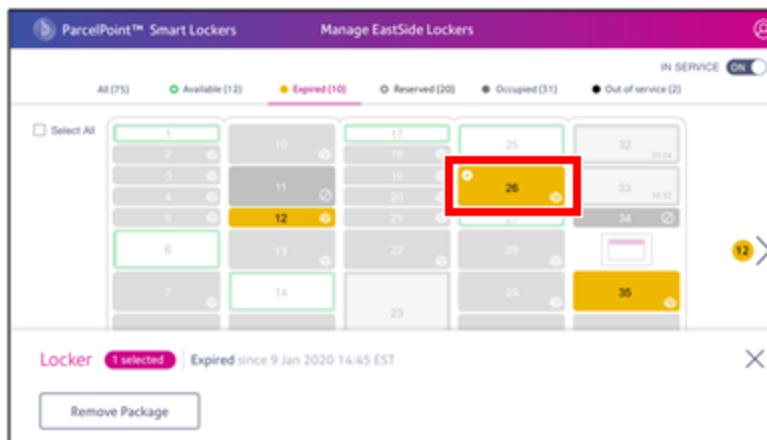
Removing one expired locker at a time

1. To remove a single expired locker, tap on the **Expired** tab on the manage locker screen.
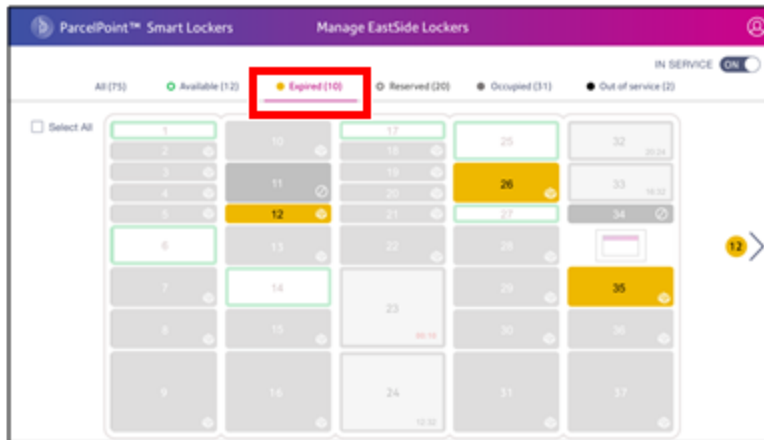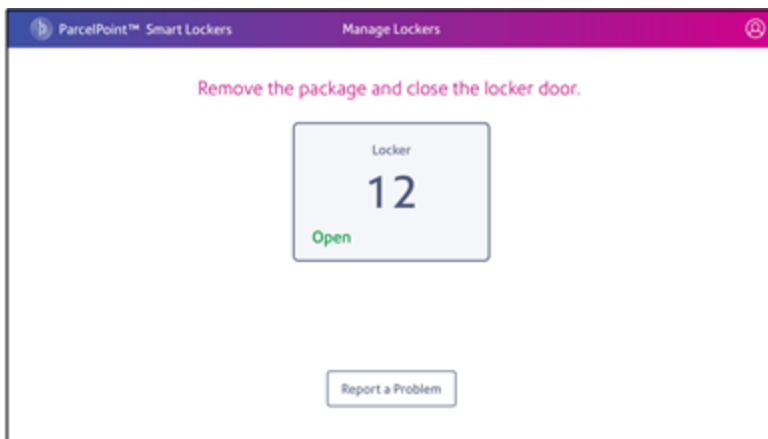

2. Tap on and select the expired locker you want to remove.

A check mark appears on the locker icon.

3. Tap **Remove Package**.

4. Open the locker door, remove the package and close the door and return to the kiosk screen.
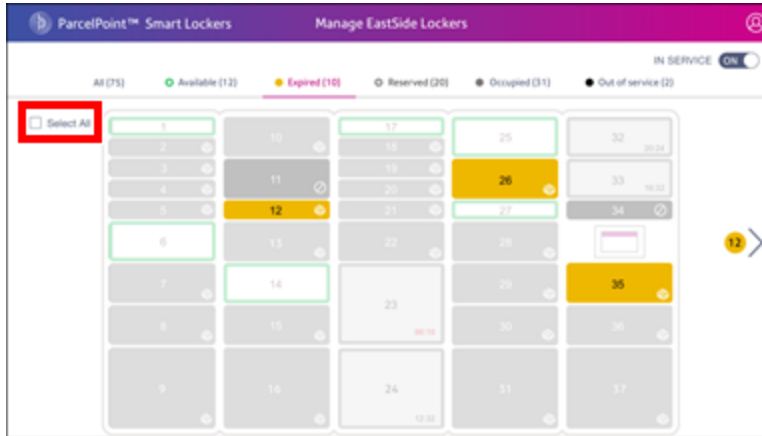5. If you are only removing this one locker, tap **Done**.

- Tap **Remove Another Package** if you want to remove another expired locker and repeat steps 2 - 5.
- Tap **Reopen Locker** if you need to reopen the locker for any reason. Refer to *Reopening a locker*.

Removing the expired lockers all at once

1. From the manage locker screen, tap on **Select All**.

2. Tap on the **Expired** tab to view all of the selected expired lockers. If there are additional lockers, tap on the right arrow > to view all of the expired lockers.
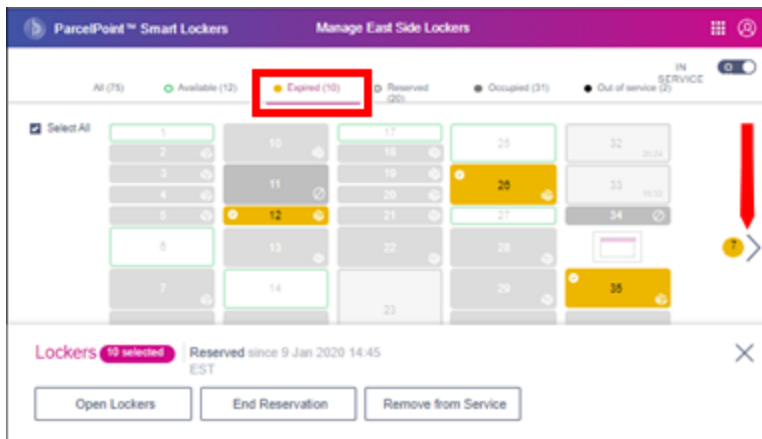
3. Tap on **Open Lockers**. Remove all packages from all lockers and close each locker door.
4. Once you have closed all lockers, tap **Done** and the lockers will be available for reservation and drop-offs.

5 - Storing Personal Items

Store your belongings with a reserved locker

To ensure an assigned locker is ready for you to store your belongings, reserve it in advance using the web application. You have the flexibility to reserve a locker for a fixed amount of time or for a duration you set, provided that option is available at your kiosk.

1. Tap **Store Belongings** on the kiosk Welcome screen.
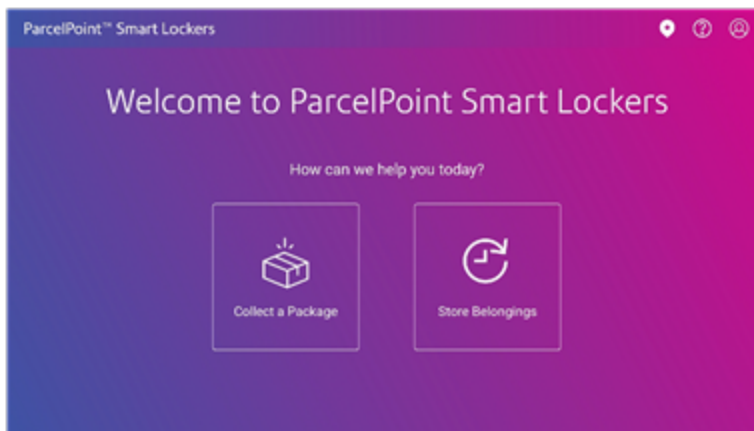

2. Log in using one of the following methods:
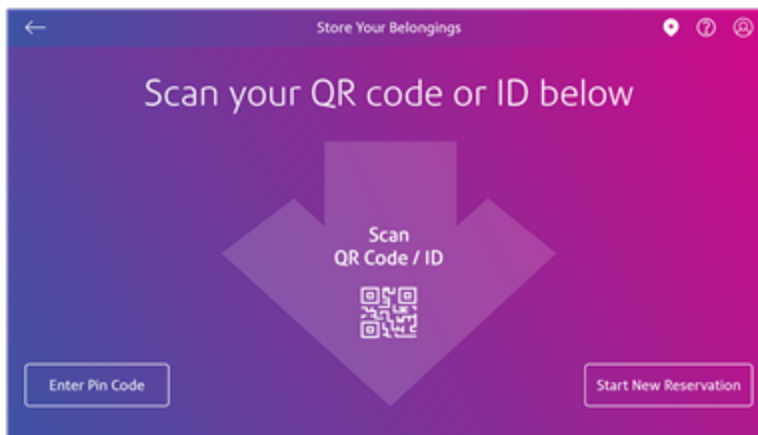
- Tap **Enter Pin Code** and enter the code provided in your reservation email, then tap **Done**.
- **Scan QR Code/ID**.Scan the QR code provided in your reservation email. If your company has issued QR badge codes for logging in to locker kiosks, scan your code to get started.

3. (Optional) Enter the date and time you will be picking up your belongings, then tap **Continue**. Flexible reservation time is an option set by the locker administrator and may not be available at your location.

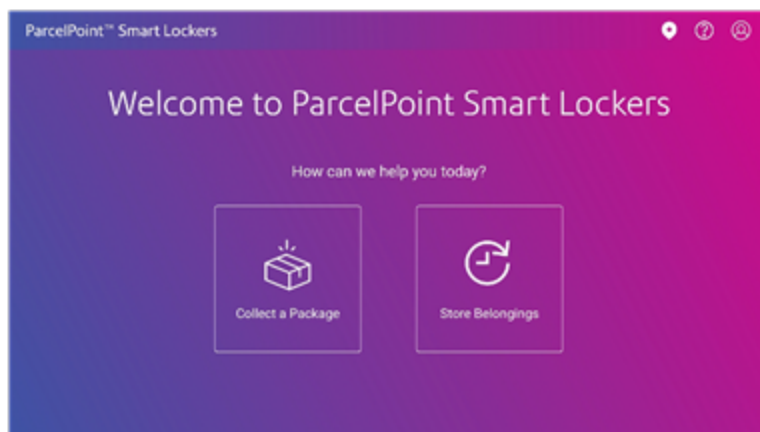4. Choose a locker size that suits your needs, then tap **Continue**.
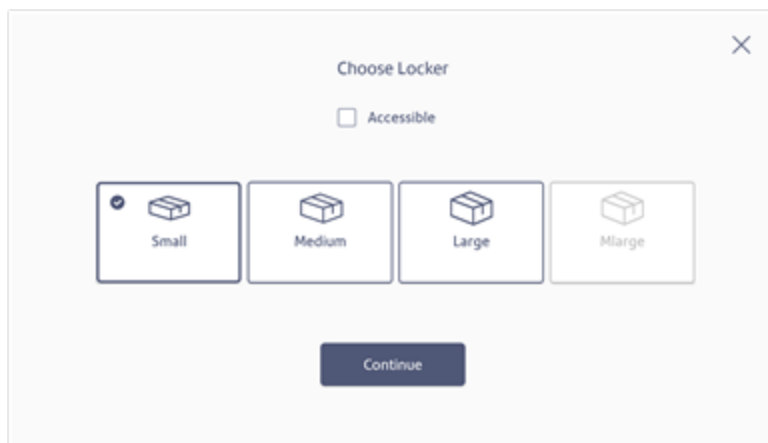
5. The next screen will tell you what time your reservation expires. This will either be the time you selected in Step 3, or the time set by the system administrator. Tap **Got it** to continue.
6. Place your belongings in the locker and close the locker door, then tap **Done**. .
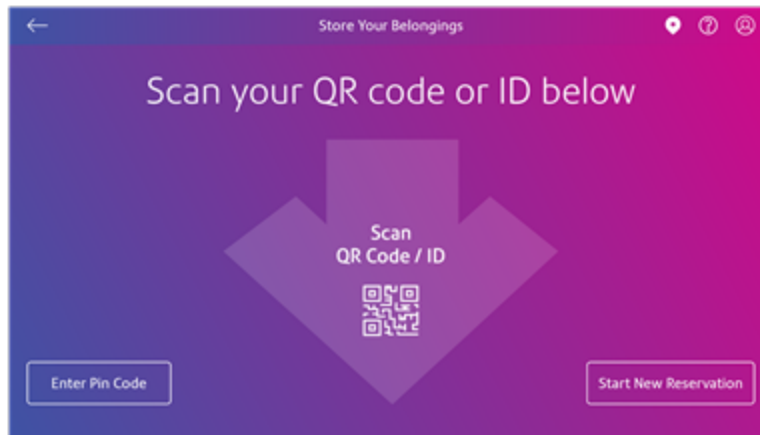
Store your belongings without a reserved locker

You can choose an available locker and store your belongings in ParcelPoint Smart Lockers for a fixed amount of time, or for a duration you set if that option is allowed at your kiosk.

1. Tap **Store Belongings** on the kiosk Welcome screen.

2. Tap **Start Your Reservation**.

a. Enter your name and email address, then tap **Done**. The system will send you a verification email.

b. Scan the QR provided code in the verification email.

c. Continue with Step 3 (if applicable), or proceed to Step 4.

3. (Optional) If you want to specify the date and time for picking up your belongings, enter the details and tap **Continue**. Please note that flexible reservation time may not be available at your location, as determined by the locker administrator.

4. Choose a locker size that suits your needs, then tap **Continue**.
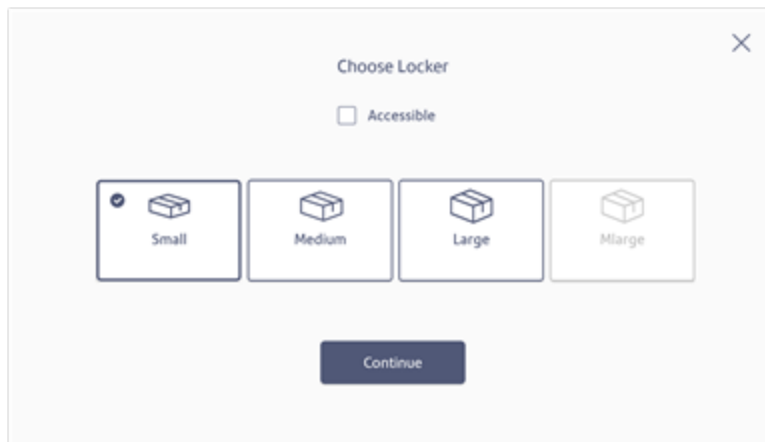
5. The next screen will display the expiration time of your reservation. This is either the time you selected in Step 3, or the time set by the system administrator. Click **Got it** to continue.

6. Place your belongings in the locker and close the locker door, then tap **Done**. .
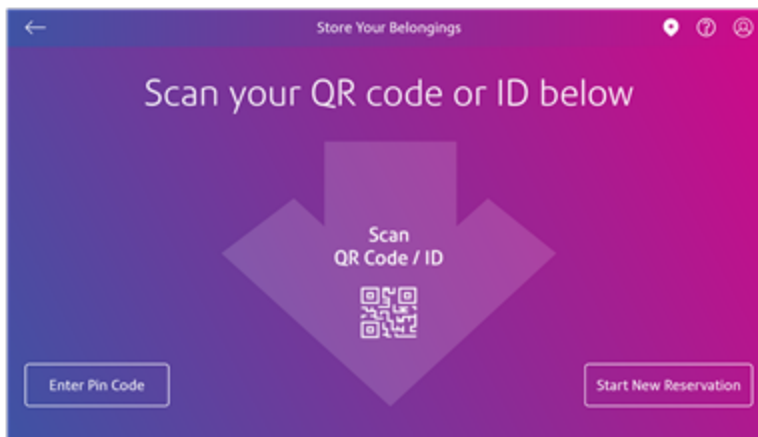
Open a locker and keep your reservation

You can open the locker door while your reservation is active to retrieve belongings or add more to the locker.

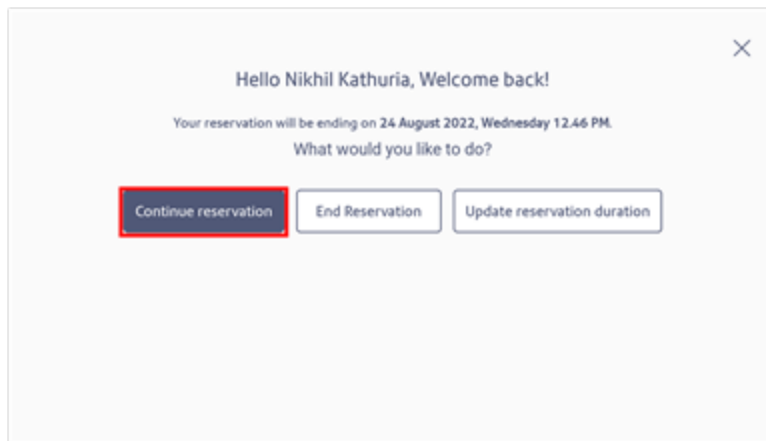1. Tap **Store Belongings** on the kiosk Welcome screen.
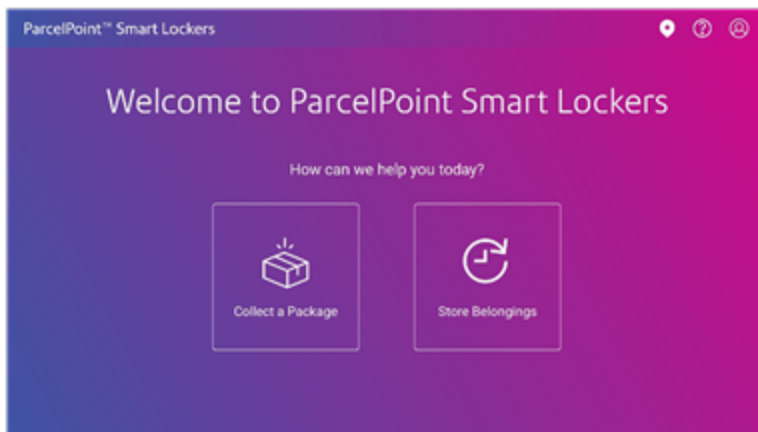
2. Log in one of these ways:

- Scan the QR code in your reservation email.
- Tap **Enter Pin Code**, then enter the code provided in your reservation email, then tap **Done**.
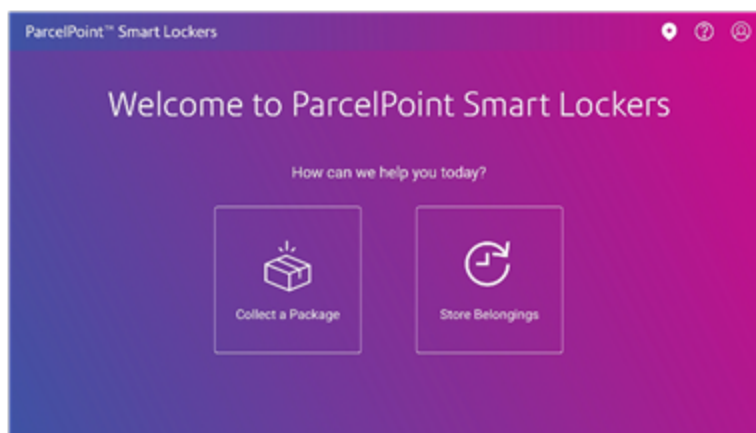
3. Tap **Continue Reservation**.

4. Place your belongings in the locker, or retrieve them from the locker, and close the locker door.
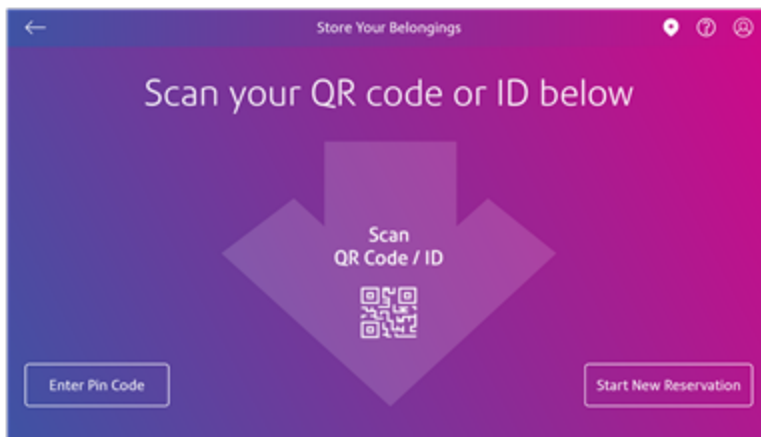5. Tap **Done**.

Add more time to your storage locker reservation

If your site lets you set the duration of your reservation, you can log in to extend your reservation and add more time.

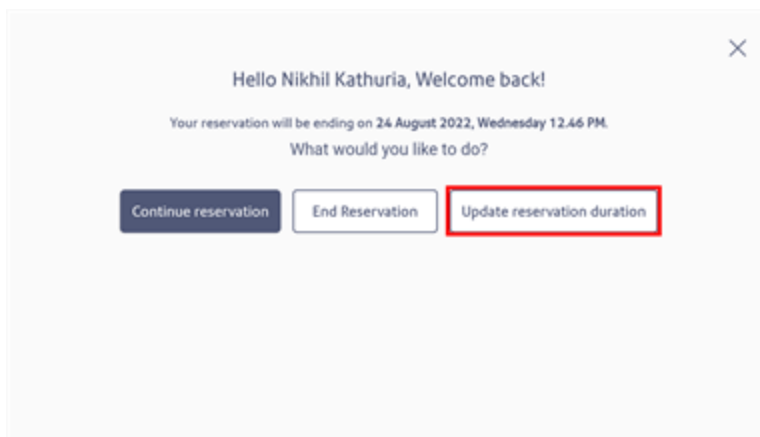1. Tap **Store Belongings** on the kiosk Welcome screen.

2. Log in using one of the following methods:

- Tap **Enter Pin Code** and enter the code provided in your reservation email, then tap **Done**.
- **Scan QR Code/ID**.Scan the QR code provided in your reservation email. If your company has issued QR badge codes for logging in to locker kiosks, scan your code to get started.
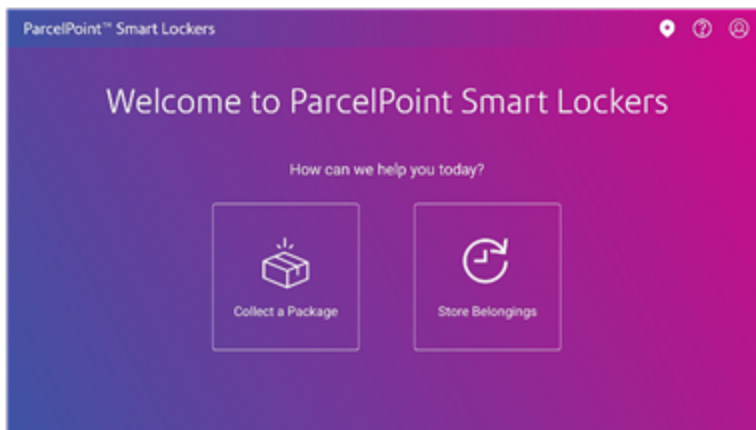
3. Tap **Update reservation duration**.

4. Enter the desired end time for your reservation to end, then tap **Continue**.
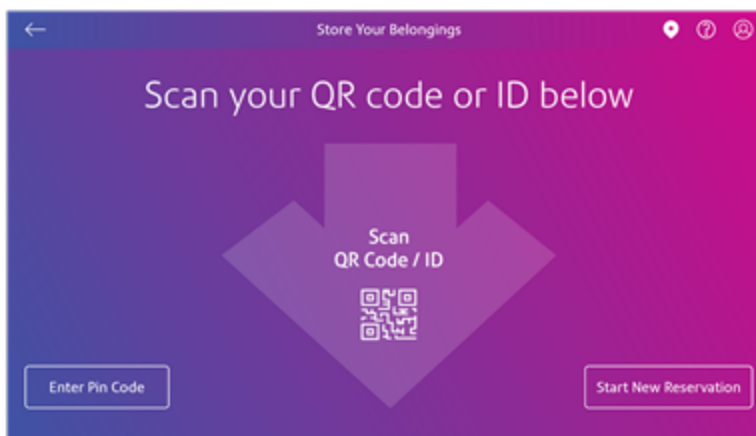5. Tap **Done**.

Open a locker and end your reservation

Retrieve your belongings at the end of the day and end your locker reservation.

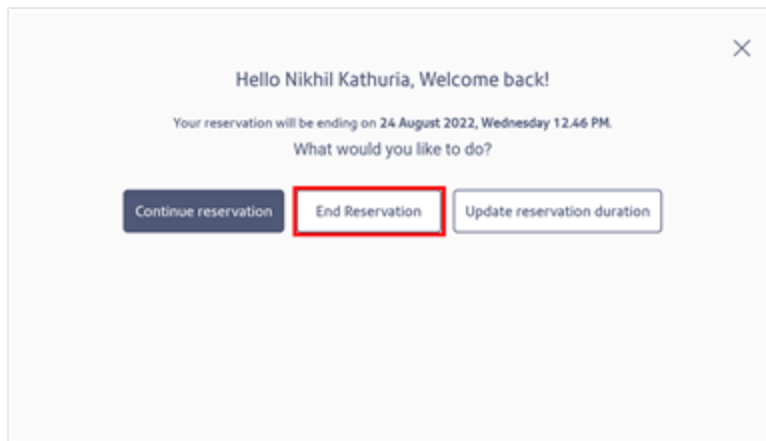1. Tap **Store Belongings** on the kiosk Welcome screen.

2. Log in one of these ways:

-   Scan the QR code in your reservation email.
-   Tap **Enter Pin Code**, then enter the code provided in your reservation email, then tap **Done**.

3. Tap **End Reservation**.

4. Acknowledge that your reservation is ending by tapping **Got it** in the confirmation screen.
5. Remove your belongings from the locker, and close the locker door.
6. Tap **Done**.

pitney bowes