



Smart locker Supplier evaluation checklist

Our smart locker supplier evaluation checklist helps you compare what suppliers offer and assess how well they meet your needs. It covers functionality, installation, pricing, contract terms and ongoing support.

Use it during supplier discussions and demonstrations to ask the right questions and identify anything that needs following up, helping you make an informed decision.

How to use this checklist

- Complete a separate copy of this checklist for each supplier you are evaluating.
- Tick the 'Essential' box next to any requirement that must be met
- For each question, choose 'Meets', 'Partly meets' or 'Does not meet' to show how well the supplier's offering meets your requirements.
- Choose 'To confirm' if you need more information or 'Does not apply' if the question is not relevant.
- Use the notes space for the supplier's answers, evidence, costs and anything you need to follow up. Add the question number so you know which question each note relates to.
- Complete the supplier review at the end to summarise what still needs confirming and your next steps.

Supplier

Contact name

Contact details (email/phone)

Proposed site or sites

Intended use of the lockers

Date

Supplier:

Workflows and day-to-day use		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
1	Can your lockers support the uses we need, such as parcels, equipment loans, personal storage, order collections or returns?	☐	☐	☐	☐	☐	☐
2	Can you show us the steps our users would follow?	☐	☐	☐	☐	☐	☐
3	Which tasks would our staff still need to carry out?	☐	☐	☐	☐	☐	☐
4	Can users access the lockers outside staffed hours?	☐	☐	☐	☐	☐	☐
5	Can the lockers be dedicated to our users, or are they part of a public network?	☐	☐	☐	☐	☐	☐
6	Can couriers deliver directly to the lockers?	☐	☐	☐	☐	☐	☐
7	Which couriers can use the service?	☐	☐	☐	☐	☐	☐
8	What notifications and reminders can the system send to users?	☐	☐	☐	☐	☐	☐
9	Do users receive confirmation when they collect or return an item?	☐	☐	☐	☐	☐	☐
10	How does the system help us manage uncollected items and overdue returns?	☐	☐	☐	☐	☐	☐
11	What happens when no suitable compartment is available?	☐	☐	☐	☐	☐	☐
12	Can users reserve a locker in advance?	☐	☐	☐	☐	☐	☐
13	Can we set storage periods or equipment loan durations in the system?	☐	☐	☐	☐	☐	☐
14	Can users pay for locker storage?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

User access and accessibility		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
15	How can users open a locker, for example by barcode, QR code, PIN or ID badge?	☐	☐	☐	☐	☐	☐
16	Can visitors use the lockers, and what setup is required?	☐	☐	☐	☐	☐	☐
17	Is there an app for administrators, and what can they manage through it?	☐	☐	☐	☐	☐	☐
18	Is there an app for locker users, and what can they do through it?	☐	☐	☐	☐	☐	☐
19	Can users access the lockers without downloading an app?	☐	☐	☐	☐	☐	☐
20	How can someone use the lockers without a smartphone?	☐	☐	☐	☐	☐	☐
21	Can compartments be assigned at a height the user can reach?	☐	☐	☐	☐	☐	☐
22	What accessibility features are available for the controls and instructions?	☐	☐	☐	☐	☐	☐
23	How does a user get help if they cannot access a locker or have not received their collection details?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Visibility, records and security		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
24	Can the system capture the recipient's signature as proof of collection?	☐	☐	☐	☐	☐	☐
25	Can the system capture a photo of the recipient as proof of collection?	☐	☐	☐	☐	☐	☐
26	Does the system show who deposited and collected each item, and when?	☐	☐	☐	☐	☐	☐
27	Can we see which compartments are available or occupied?	☐	☐	☐	☐	☐	☐
28	Can we identify items awaiting collection and equipment that has not been returned?	☐	☐	☐	☐	☐	☐
29	Can we view reports across all our sites?	☐	☐	☐	☐	☐	☐
30	Can we export activity records and reports?	☐	☐	☐	☐	☐	☐
31	Can we control what each user or administrator can access?	☐	☐	☐	☐	☐	☐
32	Are changes to permissions and administrator overrides recorded?	☐	☐	☐	☐	☐	☐
33	What protects the lockers against unauthorised physical access?	☐	☐	☐	☐	☐	☐
34	How can authorised staff retrieve an item if normal access fails?	☐	☐	☐	☐	☐	☐
35	Where are our data and backups stored?	☐	☐	☐	☐	☐	☐
36	Can we choose how long records are retained?	☐	☐	☐	☐	☐	☐
37	How is personal data deleted when it is no longer needed?	☐	☐	☐	☐	☐	☐
38	What security certifications do you hold, and which parts of the proposed service do they cover?	☐	☐	☐	☐	☐	☐
39	How does the service help us meet our data protection responsibilities?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Software and integration		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
40	Can we manage lockers across our sites through one platform?	☐	☐	☐	☐	☐	☐
41	Can each site have its own settings and access permissions?	☐	☐	☐	☐	☐	☐
42	Can the lockers connect with the systems we already use, such as staff directories or access control?	☐	☐	☐	☐	☐	☐
43	Can your APIs support the workflow we need, such as connecting an equipment request or paid storage booking to locker access?	☐	☐	☐	☐	☐	☐
44	Which features are ready to use, and which need configuration or development?	☐	☐	☐	☐	☐	☐
45	Who will be responsible for building and testing any integrations?	☐	☐	☐	☐	☐	☐
46	Who will maintain those integrations when either system changes?	☐	☐	☐	☐	☐	☐
47	How are software updates delivered?	☐	☐	☐	☐	☐	☐
48	What continues to work if the power fails?	☐	☐	☐	☐	☐	☐
49	What continues to work if the internet connection or software service is unavailable?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Locker configuration		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
50	Are the proposed lockers suitable for our indoor or outdoor location?	☐	☐	☐	☐	☐	☐
51	Which compartment sizes will accommodate our items?	☐	☐	☐	☐	☐	☐
52	How will you work out the number and mix of compartments we need, including during busy periods?	☐	☐	☐	☐	☐	☐
53	What materials are the locker body and doors made from?	☐	☐	☐	☐	☐	☐
54	Can one locker bank support multiple uses, such as parcel deliveries, equipment loans and personal storage?	☐	☐	☐	☐	☐	☐
55	Which devices can be charged inside the lockers, and what charging equipment is included?	☐	☐	☐	☐	☐	☐
56	Can the locker exterior and screen be branded?	☐	☐	☐	☐	☐	☐
57	Can we add more compartments or locker banks later?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Site preparation and deployment		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
58	Will you carry out a site survey before installation?	☐	☐	☐	☐	☐	☐
59	Will the survey confirm whether the proposed location is suitable?	☐	☐	☐	☐	☐	☐
60	Will the survey identify any preparation work needed?	☐	☐	☐	☐	☐	☐
61	Will the survey confirm how the lockers will be secured?	☐	☐	☐	☐	☐	☐
62	Can the lockers be moved to the installation location, allowing for any narrow entrances, corridors, lifts or stairs along the way?	☐	☐	☐	☐	☐	☐
63	Is the existing surface suitable, or will a new base be required?	☐	☐	☐	☐	☐	☐
64	What floor or wall fixings are needed to secure the lockers?	☐	☐	☐	☐	☐	☐
65	What power supply is required, and where should the socket be positioned?	☐	☐	☐	☐	☐	☐
66	What connectivity is required, and can the lockers use a 4G or 5G connection if Ethernet is not practical?	☐	☐	☐	☐	☐	☐
67	Does the location provide suitable drainage, ventilation and protection from the weather?	☐	☐	☐	☐	☐	☐
68	Is there enough space to use and maintain the lockers without obstructing fire exits or emergency routes?	☐	☐	☐	☐	☐	☐
69	Are the proposed lockers held in stock or manufactured to order, and where will they be shipped from?	☐	☐	☐	☐	☐	☐
70	What is the expected delivery lead time?	☐	☐	☐	☐	☐	☐
71	When could the lockers be installed and ready to use?	☐	☐	☐	☐	☐	☐
72	What work will our team or other contractors need to complete?	☐	☐	☐	☐	☐	☐
73	What disruption should we expect during installation?	☐	☐	☐	☐	☐	☐
74	How will the system be tested before users start using it?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Training and ongoing support		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
75	What training is provided for the teams managing the lockers?	☐	☐	☐	☐	☐	☐
76	What instructions or support are available to help users get started?	☐	☐	☐	☐	☐	☐
77	Where is the support team based?	☐	☐	☐	☐	☐	☐
78	What hours is support available, and how do we contact them?	☐	☐	☐	☐	☐	☐
79	What response and fault-resolution times are covered by the service agreement?	☐	☐	☐	☐	☐	☐
80	What routine maintenance is required, and who is responsible for carrying it out?	☐	☐	☐	☐	☐	☐
81	What is the process for reporting and repairing a damaged or faulty compartment?	☐	☐	☐	☐	☐	☐
82	What arrangements are in place for engineer visits and replacement parts?	☐	☐	☐	☐	☐	☐
83	Can you provide references from customers with similar requirements?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Pricing and contract terms		Does this meet your requirements?					
		Essential	Meets	Partly meets	Does not meet	To confirm	Does not apply
84	What are the upfront costs, including delivery, installation, configuration and training?	☐	☐	☐	☐	☐	☐
85	What are the recurring charges?	☐	☐	☐	☐	☐	☐
86	What is included in the quoted price, and what costs extra?	☐	☐	☐	☐	☐	☐
87	What would our branding or integration requirements cost?	☐	☐	☐	☐	☐	☐
88	What would it cost to add compartments, sites or workflows later?	☐	☐	☐	☐	☐	☐
89	What is the total cost over the proposed contract, excluding VAT?	☐	☐	☐	☐	☐	☐
90	What does the hardware warranty cover, and how long does it last?	☐	☐	☐	☐	☐	☐
91	How long is the contract?	☐	☐	☐	☐	☐	☐
92	When can prices increase during the contract, and how are those increases calculated?	☐	☐	☐	☐	☐	☐
93	What are the renewal and cancellation terms?	☐	☐	☐	☐	☐	☐
94	Who owns the lockers at the end of the contract?	☐	☐	☐	☐	☐	☐
95	Are there charges for removing or returning the lockers?	☐	☐	☐	☐	☐	☐
96	How can we obtain our data when the contract ends?	☐	☐	☐	☐	☐	☐

Supplier answers, notes and follow-up questions

Supplier:

Your supplier review

Which essential requirements are met?

Which requirements are only partly met or not met?

What still needs confirming or demonstrating?

What costs or contract terms need clarification?

What are the next steps, who is responsible and by when?

Any other notes or observations?