

ParcelPoint™ Smart Lockers

Pitney Bowes knows that efficiency is key for your mailroom workflows, and we are committed to making your mailroom operations smarter and more efficient. With each software release, we strive to enhance usability, streamline management, and introduce innovative features that help you utilize our lockers more effectively and easily adopt new features.

We're excited to introduce updates and enhancements in our most recent software release that will elevate your experience with your ParcelPoint™ Smart Lockers.

Here's what you can expect in the software release:



Timer customizations

Now locker administrators have greater flexibility with the ability to customize the length of time the kiosk screen displays a transaction status before returning to the home screen. This prevents unnecessary pauses or timeouts, ensuring a speedy transition for the next activity.

Administrators will be able to set the optimal timeframes for 4 different scenarios:

- **Open Door Timer (Return to Home After Pick-Up):** Set the length of time the screen displays the location of an open compartment. (for instances when someone forgets to fully close the compartment door)
- **Inactivity Timer (Admin Session Timeout):** Determine the length of time which the screen remains in administrative mode before the administrator is automatically logged out. The timer is reset when the operator interacts with the touchscreen or scanner.

To avoid the operator from having to log in several times during parcel delivery, this default time could be increased to accommodate the typical duration of loading packages.

***Please note:** It is important to balance security and convenience when adjusting this setting. Increasing the automatic logout time may make it more convenient for the operator but the setting is also useful for avoiding unauthorized access should the operator forgets to log out.*

- **Incomplete Transaction (Return to Home on Inactivity):** Set the time the screen remains on before returning to the home screen. This is useful for when a recipient does not complete their transaction. For example, if they scan their code but did not pick up the package.
- **Reopen Timer (Locker Access After Pickup):** Determine the specified time frame the recipient is allowed to re-scan their barcode and access the locker again after they have initially picked up their package. This gives them an opportunity to go back in to grab something they may have missed the first time.

***Please note:** the locker status will appear as "occupied" and cannot be used again until this timer expires.*



New option for locker reservations

Now there is a new way to reserve a locker for a seamless operation: Now a locker reservation can be completed directly at the locker bank. Once a package is scanned into PitneyTrack® Inbound, you can select and reserve the compartment size right at the locker versus selecting it in the software.

This is especially useful for clients with multiple locker banks. This feature eliminates the need to pre-sort packages and reserve an available compartment size right where they need it.

Please note: You will notice that you are no longer required to select a locker bank or compartment in PitneyTrack Inbound.



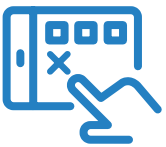
Intelligent barcode identification

Expedite the package handling process by reducing the time spent on resolving barcode-related errors. This update employs advanced image recognition to accurately identify only the barcodes associated with an active reservation, ensuring error-free scanning on a package with multiple barcodes. This enhancement checks all scanned barcodes and uses the correct one, preventing false “reservation not found” errors.



Package recipient verification

Enhance the accuracy of your parcel deliveries into the locker by implementing a recipient verification step. This optional feature is designed to provide a recipient summary on the screen during parcel loading, empowering your team with an additional layer of accuracy and review. Once a package is scanned at the locker, the recipient summary is displayed on the screen, ensuring that the entered recipient in PitneyTrack Inbound aligns with the package recipient details.



Removal of the “Done” button

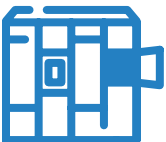
Eliminate the unnecessary steps and reduce the time it takes to load packages into the locker with the removal of the “DONE” button.

Once you scan the package or choose the locker compartment size at the kiosk, the door will open immediately, expediting the package loading process. The prior method required selecting the locker size and then pressing “DONE” to open the door. By removing this step, users can enjoy a faster and more user-friendly package loading experience.



Case-insensitive pick-up code

With this update, the system now recognizes PIN codes regardless of case, ensuring a smooth and seamless authentication process. Recipients can enter their PIN codes more quickly without worrying about case-sensitivity. This eliminates the need for re-entry, if the PIN contains a mix of upper and lower-case characters and are accidentally entered. This enhances the overall user experience by removing a potential source of frustration during the package pick-up process.



Performance update: enjoy a faster experience

The implementation of a performance upgrade allows for faster locker door openings. The system has been optimized and you will notice a significant reduction in the time it takes for the locker doors to automatically open after entering a barcode / PIN or making a reservation.