



Shipping & Mailing  
Parcel & Packages

# ParcelPoint™ Smart Lockers

## Locker Management Module

## Administration Guide

Canada English Edition  
SV63375-enca Rev. A  
June 10, 2025

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The SendPro 360 Administration Guide is designed to assist in the daily operations of the Locker Management Module. Use this book as a reference, as it includes system operating procedures.

## Version History

Document Part Number	Release Date	Comments
<a href="#">SV63375-enca Rev. A</a>	June 2025	Initial release for Canada

*Version history*

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# 1 - General configurations

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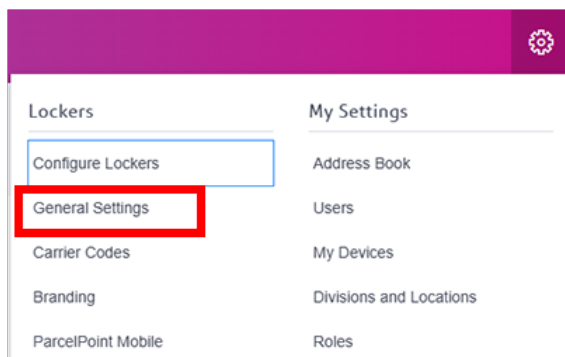
## Creating a barcode for contactless login

Instead of a typing in a user name and password, users can scan a barcode to log into a locker bank. You must enable Contactless Lockers in the settings for each locker bank you want to be contactless.

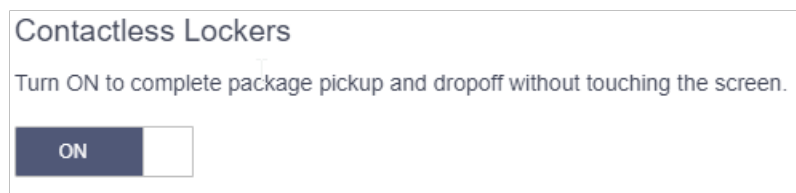
1. [Enable the function in settings](#)
2. [Generate the barcode](#)

### Enable Contactless Lockers for a locker bank

1. Click **Settings > Lockers > General Settings**.



2. Select the **Location** and **Locker Bank**.
3. Under **Contactless Lockers**, set the toggle switch to **On**.



### Generate the barcode

1. Click **Settings > My Settings > Users**.
2. Click **User Badges**.
3. Click **Add User Badge** or **Import**.

### Add individual users

1. Click **Add**.
2. Enter the user's **Email Address**. This must be a pre-existing user in the enterprise.
3. (Optional) Enter a **Badge ID**. If you don't enter an ID, the system will generate one.
4. (Optional) Enter a **Personal ID**.
5. Click **Save**.

### Import a list of users

You can import a list of users in a CSV file. Download the template to set up your list in the correct format.

1. Click **Import**.
2. Click **Choose File**.
3. Navigate to the CSV file containing the list of users.
4. Click **Import**.

## Print the barcode

1. Click the **Print** icon for the barcode you want to print.
2. Click **Print** in the Print User Badge dialog box.

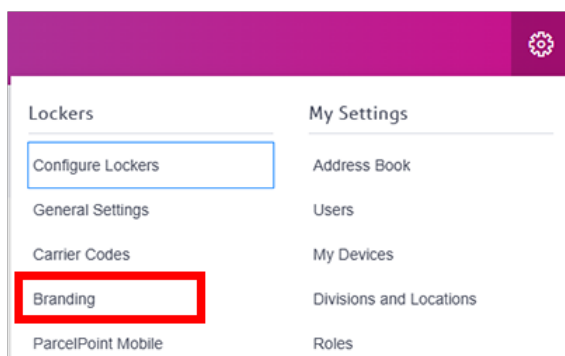
## Applying branding to the locker bank screen and mobile app

Customize the look and feel of your locker bank screen and mobile app with Branding.

The features and options you see may vary depending upon your role and subscription. If you have any questions regarding your permissions, please contact your administrator.



1. Click **Settings > Lockers > Branding**.



2. Set the toggle for **CUSTOM LOCKERS DISPLAY AND MOBILE APP** to **ON**.
3. Select a header background color. You can use one of the preset colors or enter your brand's color as a hex value. Click the plus icon to save the swatch to the color palette.
4. (Optional) Upload a logo for the header. For best results use images in .jpg or .png formats, no larger than 5 MB, with a maximum width of 400 px and height of 56 px.
5. (Optional) If you are using plain text in the header, select the color and enter the text in the field.
6. Select a background color or upload an image. For best results use images in .jpg or .png formats, no larger than 5 MB, with a maximum width of 1920 px and height of 1080 px.
7. If you are using a background image, adjust the image brightness and text color for the best readability.
8. Scroll through all the preview screens on the right to ensure that every screen is readable.
9. Click **Publish**.

# Enable RFID authentication

To enable recipients to log in by tapping a badge or smart card at the kiosk, ensure that the correct value is entered in the Personnel ID field of the Address Book.

Edit Contact

CONTACT TYPE

☒ Recipient

☒ Sender

☐ Add internal delivery details

☐ Private

NAME

COMPANY (OPTIONAL)

Pitney Bowes

EMAIL

PHONE

PERSONNEL ID

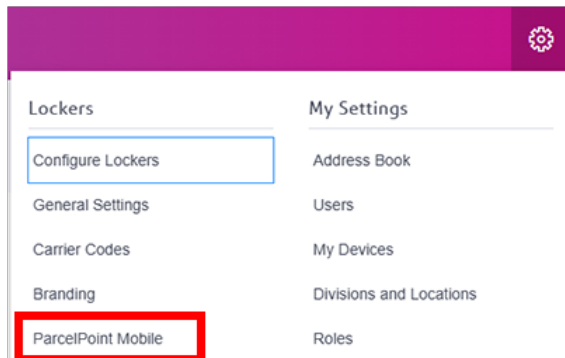
You can edit contacts one at a time, or import multiple contacts. If you import multiple contacts, your address import CSV file must contain the correct values in the PersonnelID field.

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		D
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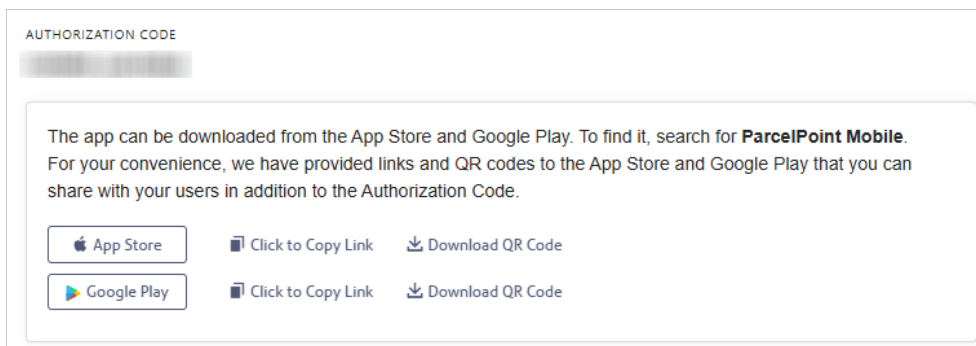
# Setting up ParcelPoint Mobile

Create an email to invite your users to use ParcelPoint Mobile. At a minimum, this message must contain the authorization code and download links for the mobile app.

1. Click **Settings > Lockers > ParcelPoint Mobile**.



2. Copy the authorization code and include it in your message.



3. Copy the links to the App Store and Google Play, and include them in your message.
4. (Optional) Download the QR codes and include them in your message.
5. Fill in the Support contact information section. This information will be displayed to users in the ParcelPoint Mobile support screen.

Any branding you apply to the locker bank screen will also be displayed in ParcelPoint Mobile.

## 2 - Configuring kiosks

### [In this section](#)

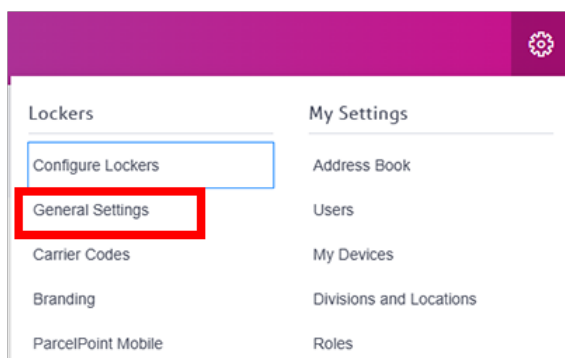
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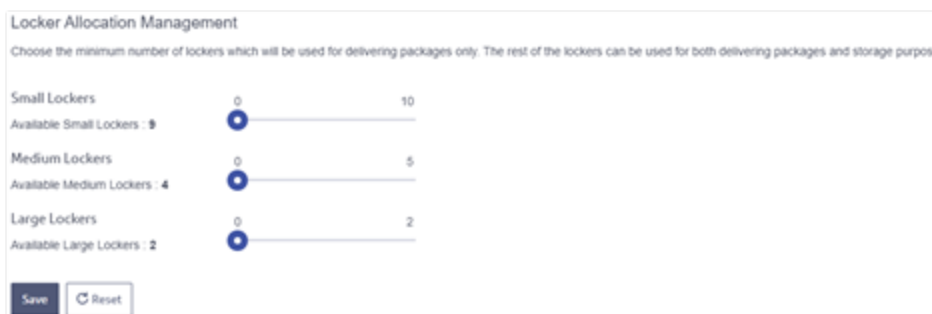
## Configuring locker bank general settings

You can configure how clients interact with the lockers.

1. Click **Settings > Lockers > General Settings**.



2. Select the location from the **Location** menu, then select the locker bank from the **Locker Banks** menu.
3. Set the sliders to allocate the minimum number of lockers which will be used for delivering packages only. The rest of the lockers can be used for both delivering packages and storage purpose.



4. Set the slider for each option to **ON** to enable the option or **OFF** to disable the option.
  - **Contactless Lockers:** Set to **On** to enable clients to scan barcodes instead of typing credentials into the kiosk.
  - **Activate Return and Exchange:** Set to **On** to enable clients to return and exchange items.
5. Select the **One Time PIN Expiration** time a client has to drop off an item at the locker for return or exchange after receiving a request.

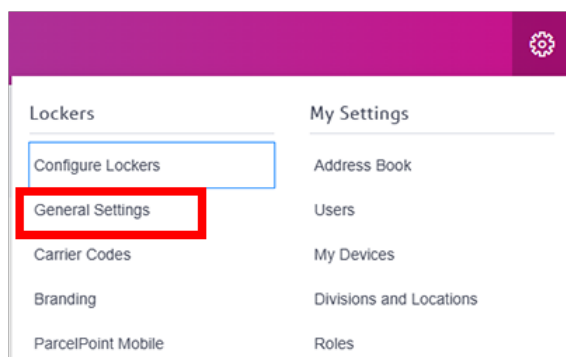
6. Timer settings

- **Locker Access After Pickup** – Set a "grace period" for recipients to reopen lockers after picking up packages.
- **Return to Home After Pickup** – Set how long the screen displays the location of the open locker during a pickup.
- **Return to Home on Inactivity** – Set how long the kiosk screen stays open before returning to the Home page.
- **Admin Session Timeout** – Set how long the Admin screen stays open before returning to the Home page.

## Configuring package drop off settings

You can configure how clients interact with the lockers when they drop off packages.

1. Click **Settings > Lockers > General Settings**.



2. Select the location from the **Location** menu, then select the locker bank from the **Locker Banks** menu.
3. Select **Package Drop Off**.

4. Set the slider for each option to **ON** to enable the option or **OFF** to disable the option.
- **Mailroom Direct Drop Off:** Set this to **ON** if you want users to be able to deposit packages at the lockers without stopping at the mailroom.
    - **Deliver packages for external recipients:** Set this to **ON** to allow deliveries to recipients not in the address book. This option is only available if Direct Drop Off is enabled.
    - **Package with no barcode:** Set this to **ON** if you want the system to take a picture of a package that does not have a barcode. This option is only available if Direct Drop Off is enabled.
  - **Batch Drop Off Mode:** Set this to **ON** if you want users to deliver packages to the same locker compartment during the same session without forcing the clerk to close the door between each deposit.
  - **Set Expiration:** Select the amount of time (days) that can elapse before a locker operator can remove all or some of the packages not retrieved by a client.
  - **Categorize Department Mail From Personal Mail:** Set this to **ON** if you want the locker operator to be able to assign lockers to departments.
  - **Display Recipient Name & Tracking ID During Locker Selection:** Set this to **ON** if you want the screen to display recipient information when you select a locker.
  - **Single QR Code for Multiple Packages:** Set this to **ON** if you want to assign multiple packages to a single access code.

- **Add to Existing Locker Reservation:**

- Set this to **ON** to deliver additional packages to to an existing locker reservation for the same recipient.
- As a security measure, set this to **OFF** to force a new locker reservation for a recipient.

**Direct Drop Off**  
Allow users to deposit packages directly to the kiosk.  
☒ ON

**Batch Drop Off Mode**  
Allow operators to drop off multiple packages for the reservation without scanning each package separately. This is an advance feature and it may result in lost custody of the package.  
☐ OFF

**Packages With No Barcode**  
Allow packages with no barcode and capture package images.  
☐ OFF

**Set Expiration**  
Mark packages as expired after a specified duration.  

3 Days ▾

**Categorize Department Mail From Personal Mail**  
Identify department mail vs. personal mail for recipients.  
☒ ON

**Display Recipient Name & Tracking ID During Locker Selection**  
☐ OFF

**Single QR Code for Multiple Packages**  
Generate one QR/Access code for all packages in the locker bank, addressed to the same recipient.  
If enabled, one QR code will open all locker compartments with packages for one recipient.  
☒ ON

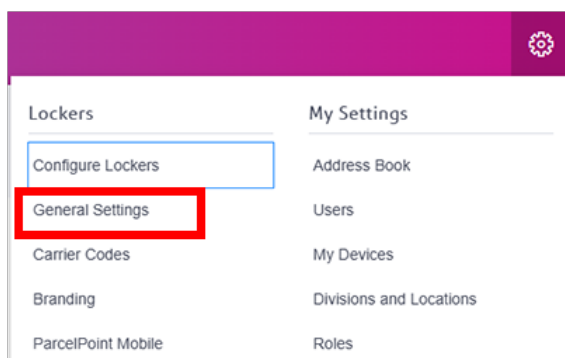
**Add to Existing Locker Reservation**  
Allow to add additional packages to existing locker reservation for the same recipient.  
If disabled, you won't have an option to add to existing reservation.  
☒ ON



## Configuring package pick up settings

You can configure how clients interact with the lockers when they pick up packages.

1. Click **Settings > Lockers > General Settings**.



2. Select the location from the **Location** menu, then select the locker bank from the **Locker Banks** menu.
3. Select **Package Pick up**.

4. Set the slider for each option to **ON** to enable the option or **OFF** to disable the option.
  - **Capture Recipient Photo:** Set to **On** to have the kiosk take a picture of clients when they scan their barcode or enter their pickup code.
  - **Department Mail Pickup:** Set to **On** to allow clients to retrieve packages from lockers assigned to a department.
  - **Multiple Packages:** If a client has packages in multiple lockers, set this to **On** to open all the lockers at the same time. Otherwise, each locker opens one at a time.
  - **Recipient Signature:** Set to **On** if you want to require the client to sign for the package before retrieving it from a locker.

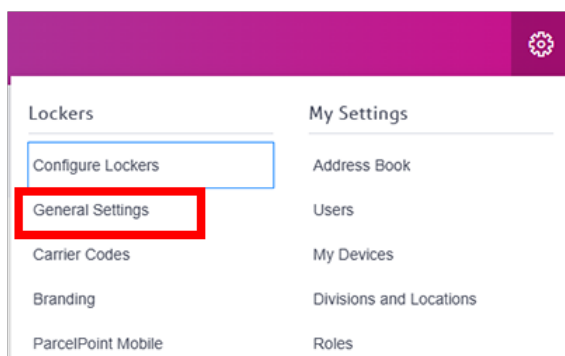
The screenshot shows a configuration interface with four settings, each with a title, a descriptive sentence, and a toggle switch set to 'ON'.

- Capture Recipient Photo**  
Turn on the capture recipient photo to take a picture of each recipient as they collect packages.  
ON
- Department Mail Pickup**  
Turn on department mail pickup to allow recipients to choose what items to pick up from lockers.  
ON
- Multiple Packages**  
If there are multiple packages to collect, open all lockers at the same time.  
ON
- Recipient Signature**  
Turn on recipient signature capture.  
ON

## Configuring storage settings

You can set up lockers to allow clients to store personal belongings for either a fixed duration that you set, a flexible duration that clients can set within the maximum limit you define, or no end time. Additionally, you can reserve certain lockers of each size exclusively for delivery, ensuring that all available lockers are not occupied for personal storage.

1. Click **Settings > Lockers > General Settings**.



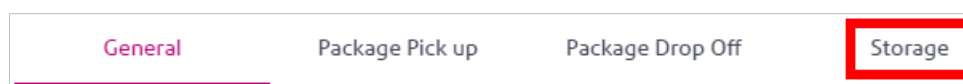
2. Select the location from the **Location** menu, then select the locker bank from the **Locker Banks** menu.
3. By default, the General settings tab will be displayed. Select **Deliver Packages & Store Belongings**.

 A screenshot of the 'Locker Allocation Management' interface. It includes a header with the title and a sub-header explaining the purpose: 'Choose the minimum number of lockers which will be used for delivering packages only. The rest of the lockers can be used for both delivering packages and storage purpose.' Below this, there are three sections for different locker sizes:
 

- Small Lockers:** A slider ranging from 0 to 10. The current value is 9, with the text 'Available Small Lockers : 9' to the left.
- Medium Lockers:** A slider ranging from 0 to 5. The current value is 4, with the text 'Available Medium Lockers : 4' to the left.
- Large Lockers:** A slider ranging from 0 to 2. The current value is 2, with the text 'Available Large Lockers : 2' to the left.

 At the bottom, there are 'Save' and 'Reset' buttons.

- a. (Optional) Use the sliders to reserve some lockers of each size for delivery only,
  - b. Select **Save**..
4. Select **Storage**.



## 5. Set the **Reservation Duration**.

- **Fixed** – All reservations will end at the time you set.

### Reservation Duration

**Employee and Visitor:**  
Select the duration for a locker reservation.

☒ Fixed (daily)
 ☐ Flexible (multiple days)
 ☐ No time limit

Set the end time for daily reservations. All reservations for employees and visitors will end daily at the selected time.

↑

18

↓

:

↑

30

↓

**Department:**  
All reservations for Departments have no end time. To cancel a locker reservation, go to Manage Lockers.

- Use the scroll arrows to set the hour and minute.
  - Select PM or AM
  - Select Save.
- **Flexible** – Users can set and extend their own end time up to the maximum you set.

### Reservation Duration

**Employee and Visitor:**  
Select the duration for a locker reservation.

☐ Fixed (daily)
 ☒ Flexible (multiple days)
 ☐ No time limit

Set the maximum time for all reservations for employees and visitors. The actual reservation time can be reduced when making the reservation. Based on this setting, individuals will be able to extend the reservation time.

MAX TIME TO EXTEND RESERVATION

2 Days

▼

**Department:**  
All reservations for Departments have no end time. To cancel a locker reservation, go to Manage Lockers.

- **No time limit** – Users can reserve a storage locker with no time limit. They will be asked if they want to end the reservation every time they open the locker door.

Reservation Duration

**Employee and Visitor:**  
Select the duration for a locker reservation.

☐ Fixed (daily) ☐ Flexible (multiple days) ☒ No time limit

All reservations for employees and visitors will have no end time. To cancel a locker reservation, go to Manage Lockers.

**Department:**  
All reservations for Departments have no end time. To cancel a locker reservation, go to Manage Lockers.

## 3 - Managing lockers

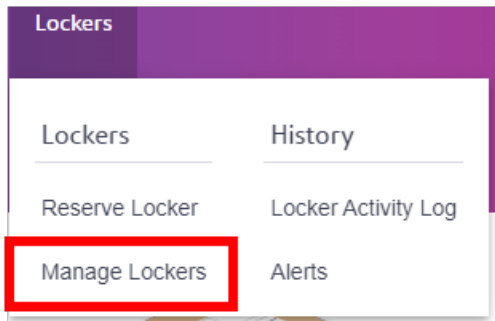
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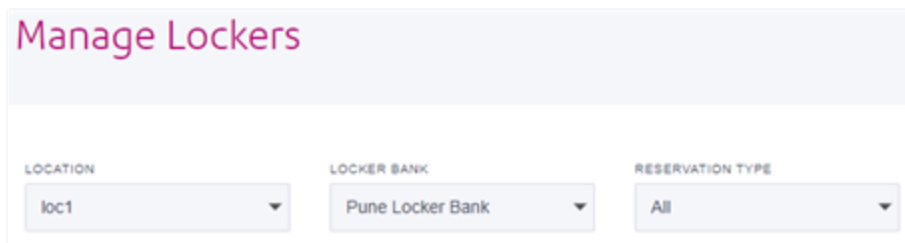
## Checking locker availability

You can use the Locker Management Module to see which lockers are available, reserved, occupied, expired, and out of service.

1. Select **Lockers > Manage Lockers**.



2. Choose your location from the **Location** menu, then choose your locker bank from the **Locker Bank** menu.

A screenshot of the 'Manage Lockers' form. The form has a title 'Manage Lockers' in purple. Below the title, there are three dropdown menus: 'LOCATION' with 'loc1' selected, 'LOCKER BANK' with 'Pune Locker Bank' selected, and 'RESERVATION TYPE' with 'All' selected.

36.+

The number of lockers that are available, reserved, occupied, expired, and out of service is displayed.

Available 21	Reserved 4	Occupied 0	Expired 2	Out of service 1
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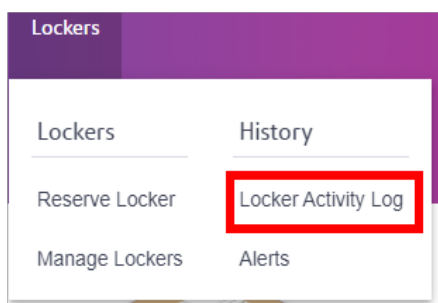
3. To filter the view of the locker bank by status, use the menu on the right.



## Viewing locker and package activity

You can view the package and locker details for all of the locker banks available to you. These include the recipient name, locker bank location, tracking ID, and status.

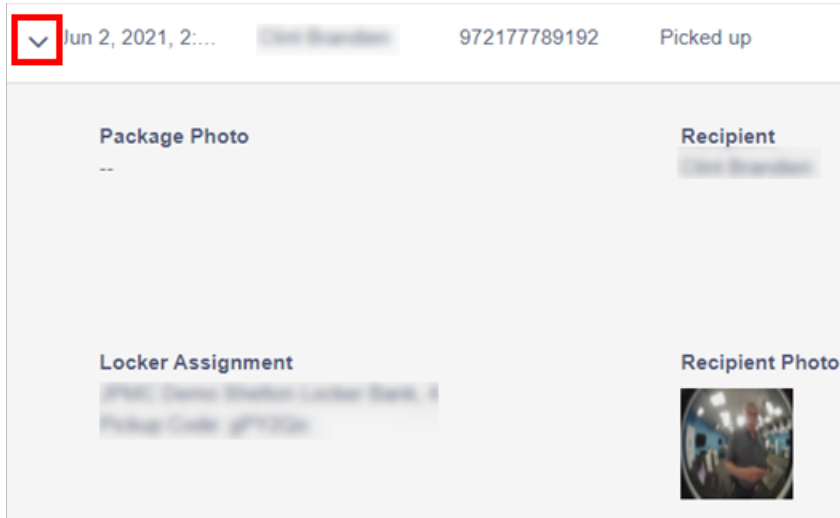
1. Select **Lockers > Locker Activity Log**.



2. Use the filters to filter the transactions as needed:
  - To filter by date, select **Select date**.
  - To filter by location, select **Locations**.
  - To filter by locker bank within a location, select **Locker Bank**.
  - To filter by locker or package status, select **Status**.
  - Enter a tracking ID in the search field, or click on **Tracking ID** to search by Recipient or Locker number.



- To view the details of an item, click the arrow next to it. You can see a photo of the package, the recipient, the recipient's photo, and package details like the pickup code. Click on **Recipient Photo** to enlarge the photo.



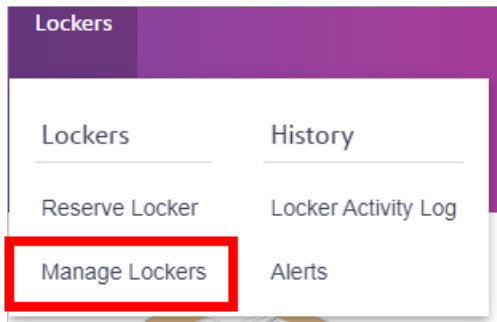
An image of the recipient's signature is also provided.



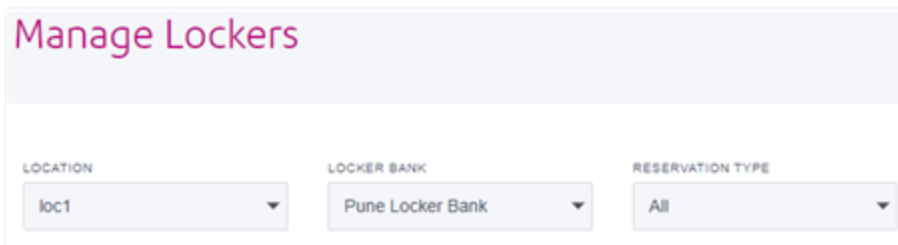
## Removing a locker from service

You can remove a locker from service so that it is no longer available for reservation.

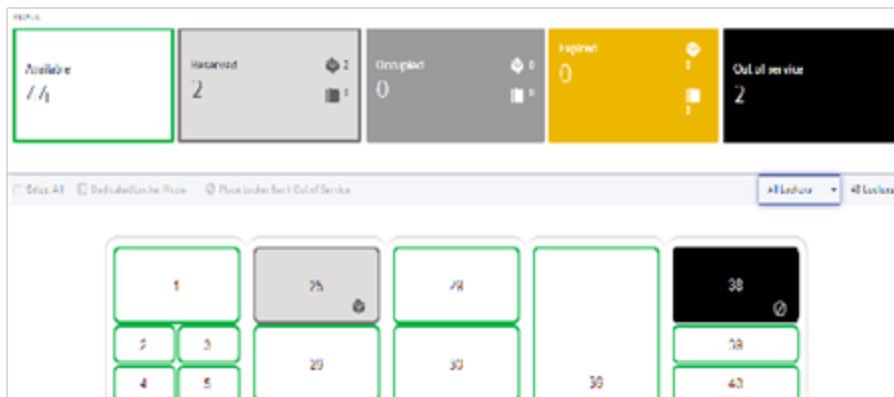
1. Select **Lockers > Manage Lockers**.



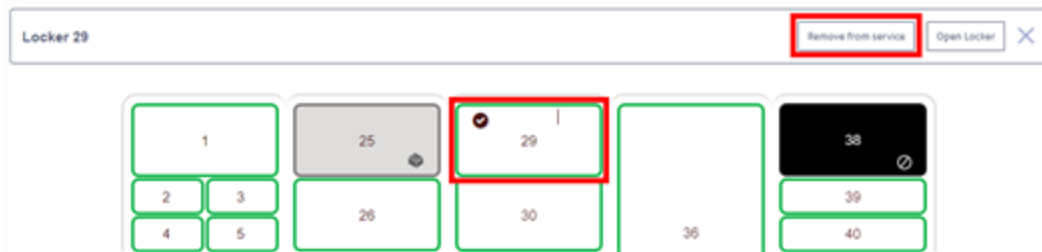
2. Choose your location from the **Location** menu, then choose your locker bank from the **Locker Bank** menu.



All of the lockers in the selected locker bank are shown.



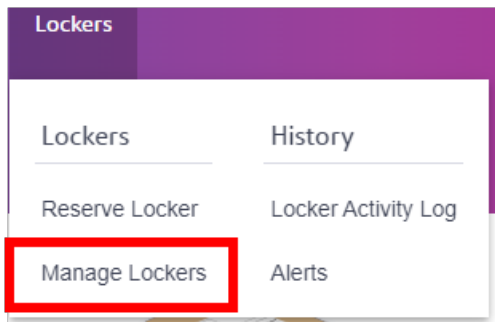
3. Select the locker you want to remove from service, then select **Remove from service**.



## Placing a locker back in service

If a locker is currently out of service, you can place it back in service to make it available for reservation and drop-off.

1. Select **Lockers > Manage Lockers**.



- Choose your location from the **Location** menu, then choose your locker bank from the **Locker Bank** menu.

The 'Manage Lockers' interface features three filter menus at the top: 'LOCATION' with a dropdown set to 'loc1', 'LOCKER BANK' with a dropdown set to 'Pune Locker Bank', and 'RESERVATION TYPE' with a dropdown set to 'All'.

All of the lockers in the selected locker bank are shown.

The interface shows a status overview at the top with five categories: Available (1/4), Reserved (2), Occupied (0), Expired (0), and Out of service (2). Below this is a grid of locker icons. A filter bar above the grid shows 'Select All' (checked), 'Dedicated Locker Mode', and 'Place Locker Bank Out of Service'. A dropdown menu on the right of the filter bar is set to 'All Lockers'.

- Select the **All Lockers** menu and choose **Out of Service**.

The filter bar at the top now shows 'Out of Service' selected in the dropdown menu, and the count next to it is '2 Lockers'. The grid below shows that only the two lockers previously marked as 'Out of Service' (lockers 38 and 39) are displayed, and they are highlighted with a black background and a red 'X' icon.

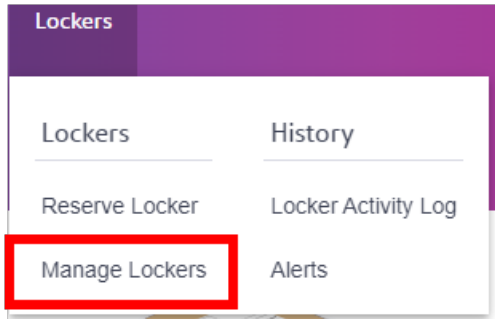
- Select the locker you wish to place back in service, or check the **Select All** box to select all out of service lockers, then select **Place in service**.

A modal window titled 'Locker 38' is shown. It contains two buttons: 'Place in service' and 'Open Locker'. The 'Place in service' button is highlighted with a red box. Below the modal, the grid shows locker 38 now with a green background and a checkmark icon, indicating it is back in service.

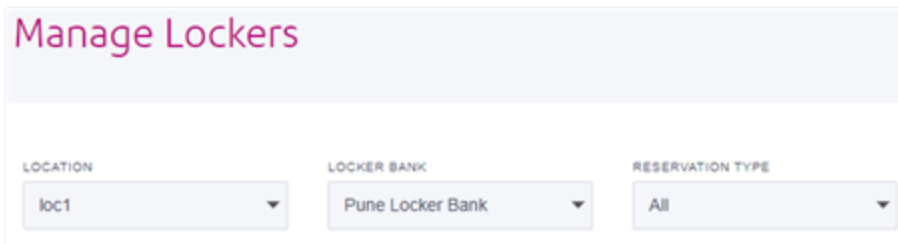
## Opening a locker remotely

If a recipient is unable to open a locker door, you can open it remotely using the Locker Management Module.

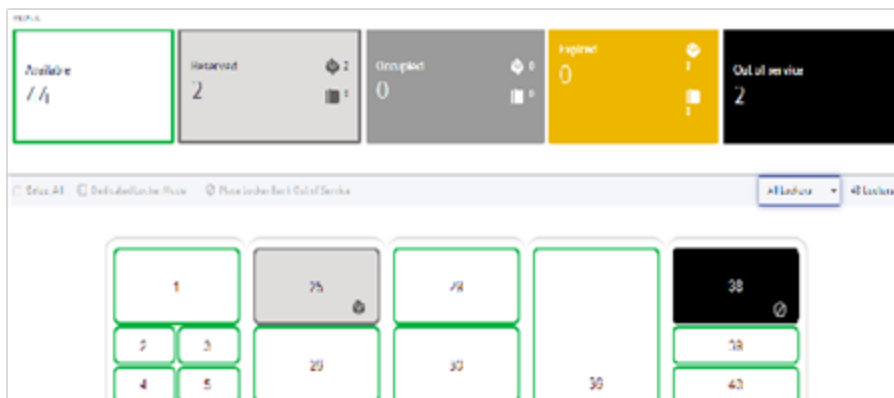
1. Select **Lockers > Manage Lockers**.



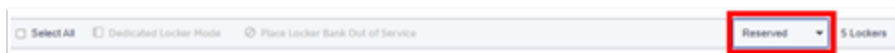
2. Choose your location from the **Location** menu, then choose your locker bank from the **Locker Bank** menu.



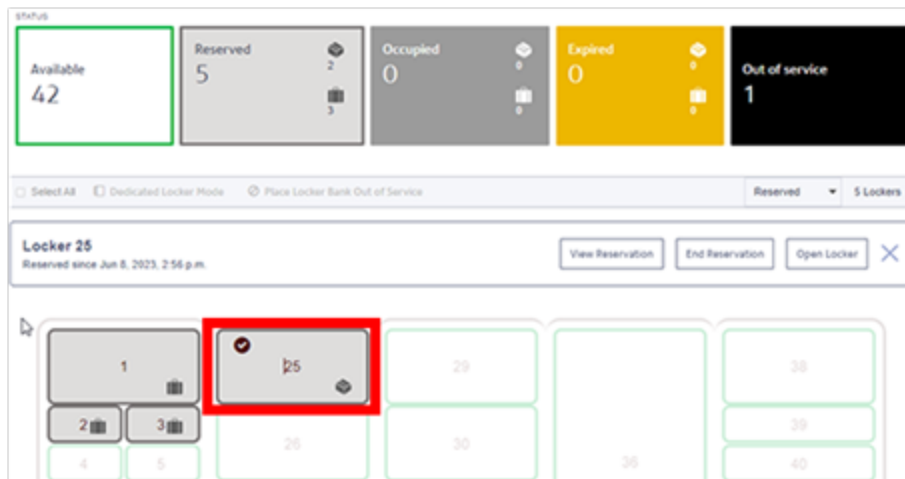
All of the lockers in the selected locker bank are shown.



3. Select the **All Lockers** menu and choose **Reserved**.



4. Select the locker you want to open. To open all of the reserved lockers, check the **Select All** box.



5. Select **Open Locker** to open the selected locker door.



## Dedicating a locker

You can dedicate one or more lockers to a department or recipient.

The features and options you see may vary depending upon your role and subscription. If you have any questions regarding your permissions, please contact your administrator.

1. Click **Lockers > Manage Lockers**.
2. Click **Dedicated Locker Mode**.
3. Select a locker.
4. Select **Individual Recipient** or **Department**.
5. Enter the recipient's name or select the department, then click **Assign Locker**.

When you reserve a locker for a dedicated recipient or department, the dedicated lockers are displayed in the Locker Details section.

## 4 - Reserving lockers

### In this section

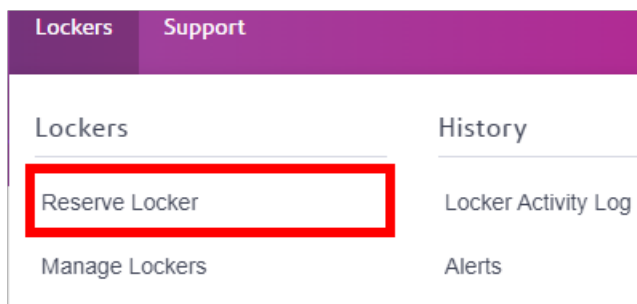
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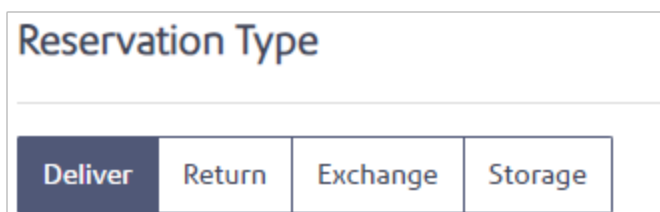
## Reserving a locker

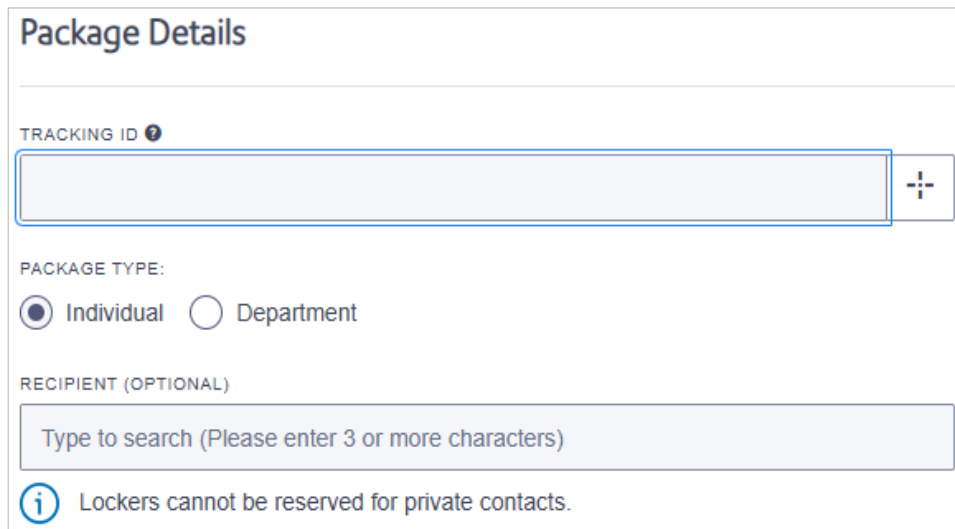
You can reserve a locker ahead of time using the Locker Management Module so that an assigned locker is available for a specific package as soon as you or a designated client sign in at the kiosk.

1. Select **Lockers > Reserve Locker**.



2. Select **Deliver**.



3. Enter the **Package Details**.

The screenshot shows a form titled "Package Details". It contains the following fields and options:

- TRACKING ID**: A text input field with a blue border and a "+" button on the right.
- PACKAGE TYPE:** Two radio buttons labeled "Individual" (selected) and "Department".
- RECIPIENT (OPTIONAL)**: A text input field with the placeholder text "Type to search (Please enter 3 or more characters)".
- Information icon**: A blue circle with an "i" inside, followed by the text "Lockers cannot be reserved for private contacts."

- a. Scan or enter the ID in the **Tracking ID** field. This may be defined by the customer, the company, or the tracking number of the carrier. Scan the carrier barcode, enter the tracking number manually, or click **+** to generate a unique tracking number. All available package information is automatically filled in.
- b. Under Package Type, select **Individual**.
- c. In the **Recipient** field, start typing the name of the recipient.
  - The recipient must already be in the system's contact list.
  - Once you enter the first 3 letters of the recipient's name, the system displays all of the names and addresses beginning with those letters.
  - Select the recipient.

4. Enter the **Locker Details**.

### Locker Details

---

LOCATION

manvi ▼

LOCKER BANK

Select ▼

LOCKER SIZE

Select ▼

☐ Requires Accessible Locker

- a. Select your location from the **Location** menu.
- b. If the recipient needs a wheelchair-accessible locker (35-123 cm from the floor), select **Requires Accessible Locker**.
- c. From the **Locker Bank** menu, select the locker bank. Only locker banks assigned to you are shown.
- d. From the **Locker Size** menu, select small, medium or large.

5. Select **Reserve**.

- If the recipient already has a reserved locker, you are prompted to either add the new package to the existing locker or select a new locker.

×

### Add to existing locker?

A locker already exists for the selected recipient. You can add the package to the existing locker or choose a new locker.

DayLocker:  
Locker 2, Small

Add to Locker

Use New Locker

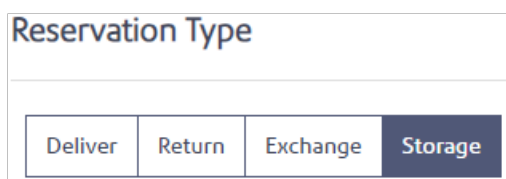
## Reserving a locker for storage

You can reserve a locker ahead of time so that an assigned locker is available for storing belongings.

1. Select **Lockers > Reserve Locker**.

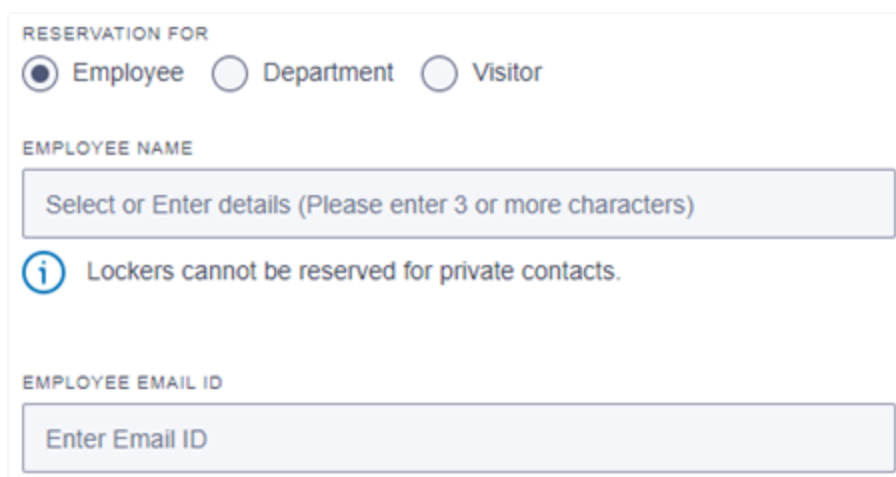
Lockers	Support
<div>Lockers</div> <div>Reserve Locker</div> <div>Manage Lockers</div>	<div>History</div> <div>Locker Activity Log</div> <div>Alerts</div>

2. Select **Storage**.



The image shows a 'Reservation Type' selection interface. It consists of a header 'Reservation Type' and a row of four buttons: 'Deliver', 'Return', 'Exchange', and 'Storage'. The 'Storage' button is highlighted in dark blue, while the others are light blue.

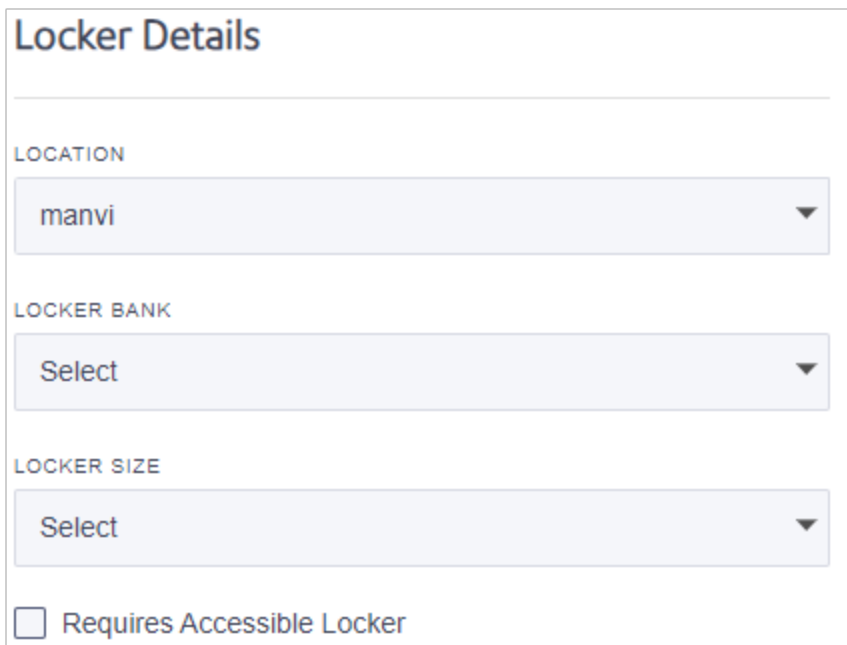
3. Enter the **Employee/Visitor Details**.



The image shows a form for 'RESERVATION FOR'. It has three radio buttons: 'Employee' (selected), 'Department', and 'Visitor'. Below this is a text input field for 'EMPLOYEE NAME' with a placeholder 'Select or Enter details (Please enter 3 or more characters)'. Below the input field is an information icon and a message: 'Lockers cannot be reserved for private contacts.' At the bottom is a text input field for 'EMPLOYEE EMAIL ID' with a placeholder 'Enter Email ID'.

- a. Select the **Employee** or **Visitor**.
- b. Enter the **Name** and **Email address**. If an employee is in the system's contact list, the system uses predictive typing to display all of the names and addresses beginning with the first three letters of the name.

4. Enter the **Locker Details**.



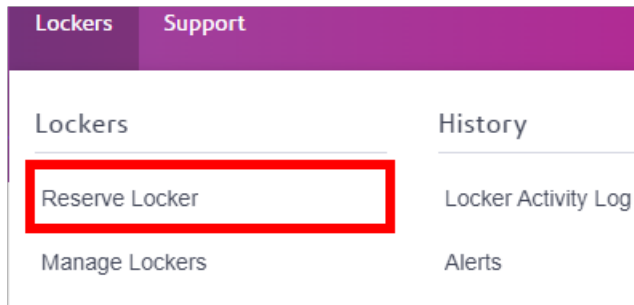
The screenshot shows a form titled "Locker Details". It contains three dropdown menus: "LOCATION" with "manvi" selected, "LOCKER BANK" with "Select" selected, and "LOCKER SIZE" with "Select" selected. Below these is a checkbox labeled "Requires Accessible Locker" which is currently unchecked.

- a. Select your location from the **Location** menu.
  - b. If the recipient needs a wheelchair-accessible locker (35-123 cm from the floor), select **Requires Accessible Locker**.
  - c. From the **Locker Bank** menu, select the locker bank. Only locker banks assigned to you are shown.
  - d. From the **Locker Size** menu, select small, medium or large.
  - e. Enter the **Locker Reservation End Time** if this option is available. If not, the reservation ends at a time set by the administrator.
5. Select **Reserve**. The person for whom the reservation was made will receive a confirmation email with a numeric PIN and a barcode.

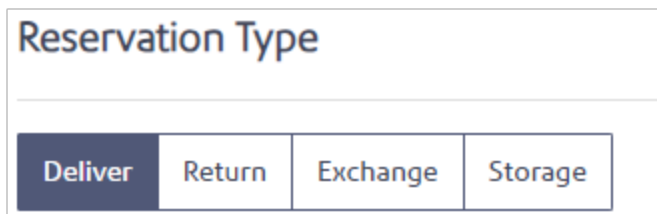
## Reserving a dedicated locker

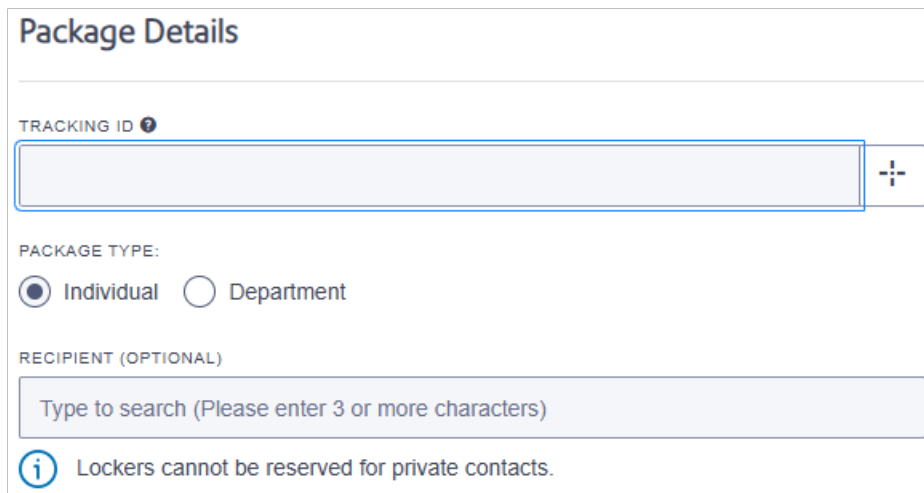
If a locker is dedicated to a department or an individual recipient, you can reserve a locker ahead of time using the Locker Management Module so that an assigned locker is available for a specific package as soon as you or a designated client sign in at the kiosk.

1. Select **Lockers > Reserve Locker**.



2. Select **Deliver**.



3. Enter the **Package Details**.

The screenshot shows a form titled "Package Details". It contains three main sections: "TRACKING ID" with a text input field and a "+" button; "PACKAGE TYPE:" with two radio buttons labeled "Individual" (selected) and "Department"; and "RECIPIENT (OPTIONAL)" with a text input field containing the placeholder "Type to search (Please enter 3 or more characters)". At the bottom, there is an information icon and a note: "Lockers cannot be reserved for private contacts."

- a. Scan or enter the ID in the **Tracking ID** field. This may be defined by the customer, the company, or the tracking number of the carrier. Scan the carrier barcode, enter the tracking number manually, or click **+** to generate a unique tracking number. All available package information is automatically filled in.
- b. Under Package Type, select **Individual** or **Department**.
- c. In the **Recipient** field, start typing the name of the recipient or department.
  - The name must already be in the system's address book.
  - Once you enter the first 3 letters of the recipient's name, the system displays all of the names and addresses beginning with those letters.
  - Select the recipient.



4. Select one of the **Dedicated Lockers**.

### Locker Details

---

LOCATION

15451 VENTURA BLVD ▼

LOCKER BANK

Belmont Village Lobby ▼

DEDICATED LOCKERS

Locker : 37 - Medium - Accessible ▼

☒ Show Dedicated Lockers

☐ Requires Accessible Locker

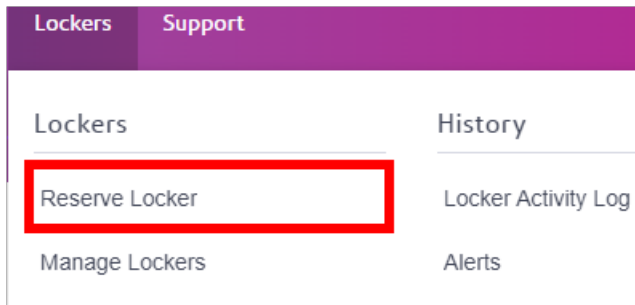
5. If you want to reserve a new locker, deselect **Show Dedicated Lockers**.
  - a. From the **Locker Size** menu, select the appropriate locker size.
6. Select **Reserve**.

## Reserving a locker for an exchange

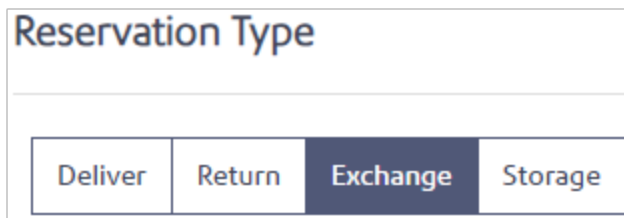
As mailroom administrator or locker operator, you can reserve a locker for a package exchange. One Time PIN must be enabled in the kiosk settings.

The work flow is similar to reserving a locker for delivery, but includes both drop off and pick up recipients.

1. Select **Lockers > Reserve Locker**.




2. Select **Exchange**.




3. Enter the **Package Details**.

## Package Details

---


TRACKING ID 



DROP OFF:

☒ Individual
 ☐ Department


RECIPIENT

 Lockers cannot be reserved for private contacts.

PICK UP:

☒ Individual
 ☐ Department

RECIPIENT

 Lockers cannot be reserved for private contacts.

- a. Enter the Tracking ID.
- b. Enter the **Drop Off** information for the person who is returning the item.
  - i. Select the **Package Type**, either **Individual** or **Department**.
  - ii. Select the Recipient or Department.
    - If the Package Type is Individual, enter the **Recipient**.
      - The recipient must already be in the system's contact list.
      - Once you enter the first 3 letters of the recipient's name, the system displays all of the names and addresses beginning with those letters.
      - Select the recipient.
    - If the Package Type is Department, select a **Department** from the list.

- c. Enter the **Pick Up** information for the person who is receiving the item.
  - i. Select the **Package Type**, either **Individual** or **Department**.
  - ii. Select the Recipient or Department.
    - If the Package Type is Individual, enter the **Recipient**.
      - The recipient must already be in the system's contact list.
      - Once you enter the first 3 letters of the recipient's name, the system displays all of the names and addresses beginning with those letters.
      - Select the recipient.
    - If the Package Type is Department, select a **Department** from the list.
4. Enter the **Locker Details**.

### Locker Details

---

LOCATION

manvi ▼

LOCKER BANK

Select ▼

LOCKER SIZE

Select ▼

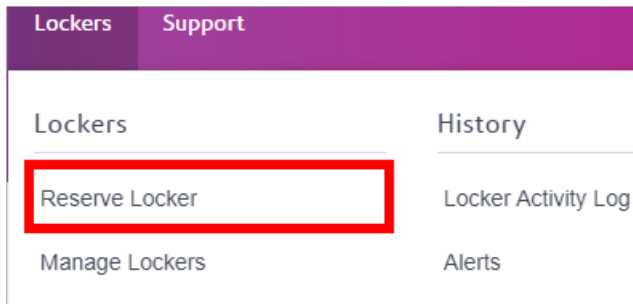
☐ Requires Accessible Locker

- a. From the **Location** menu, select the location.
  - b. From the **Locker Bank** menu, select the locker bank. Only locker banks assigned to you are shown.
  - c. If the recipient needs a wheelchair-accessible locker (35-123 cm from the floor), select **Requires Accessible Locker**.
  - d. From the **Locker Size** menu, select small, medium or large.
5. Select **Reserve**.

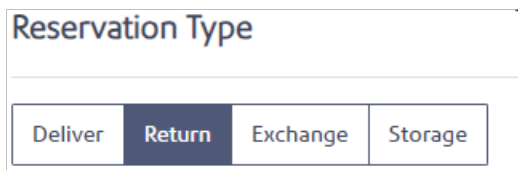
## Reserving a locker for a return

As mailroom administrator or locker operator, you can reserve a locker for a package return. One Time PIN must be enabled in the kiosk settings.

1. Select **Lockers > Reserve Locker**.




2. Select **Return**.




3. Enter the **Package Details**.

## Package Details

---


TRACKING ID 



DROP OFF:

☒ Individual
 ☐ Department


RECIPIENT

 Lockers cannot be reserved for private contacts.

PICK UP:

☒ Individual
 ☐ Department

RECIPIENT

 Lockers cannot be reserved for private contacts.

- a. In the **Drop Off** section, select the **Package Type**, either **Individual** or **Department**.
- b. Select the Recipient or Department.
  - If the Package Type is Individual, enter the Recipient's information. The recipient must already exist in the system's contact list. As you enter the first 3 letters of the recipient's name, the system will show a list of names and addresses that begin with those letters. Select the recipient from the list.
  - If the Package Type is Department, select a **Department** from the list.
- c. In the **Pick Up** section, select the **Package Type**, either Personal or Department.

- d. Select the Recipient or Department.
  - If the Package Type is Individual, enter the Recipient's information. The recipient must already exist in the system's contact list. As you enter the first 3 letters of the recipient's name, the system will show a list of names and addresses that begin with those letters. Select the recipient from the list.
  - If the Package Type is Department, select a **Department** from the list.
4. Enter the **Locker Details**.

### Locker Details

---

LOCATION

manvi ▼

LOCKER BANK

Select ▼

LOCKER SIZE

Select ▼

☐ Requires Accessible Locker

- a. Select the location from the **Location** menu.
  - b. the locker bank from the **Locker Bank** menu. Note that only locker banks assigned to you will be displayed.
  - c. If the recipient requires a wheelchair-accessible locker (35-123 cm above the floor), select **Requires Accessible Locker**.
  - d. From the **Locker Size** menu, select either small, medium or large.
5. Select **Reserve**.

Drop Off recipients will receive an email notifying them to bring their item to the locker bank.



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For Service or Supplies

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