



Shipping & Mailing
Parcel & Packages

ParcelPoint™ Smart Lockers

User Guide

Canada English Edition
SV63373-enca Rev. A
June 10, 2025

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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-enca Rev. A	June 2025	Initial release for Canada

Version history

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1 - Picking up Packages

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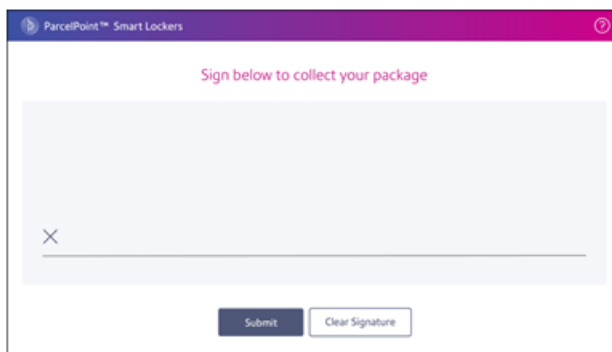
Picking up a single package

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. Go to the locker kiosk with your ID badge or the email containing your QR code.
2. Tap **Collect an Item**. The screen you see depends on the local configuration of your lockers.
3. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. 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.



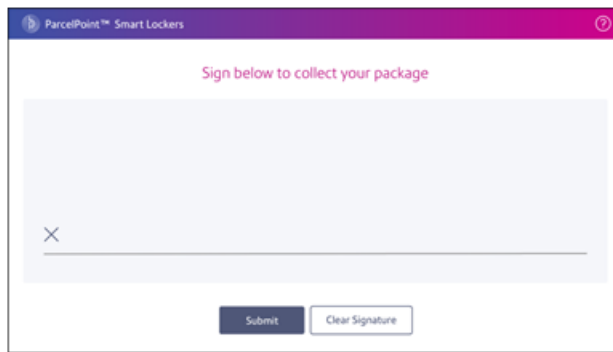
5. Go to the locker and collect your package.
6. Close the locker door.
 - If you close the locker before the 30 second count down reaches 0, or if you tap **Done** at the kiosk, the message "Pickup Complete" appears on the kiosk screen.
 - The systems returns you to the Home screen about 2 seconds after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

Picking up multiple packages by opening all the lockers

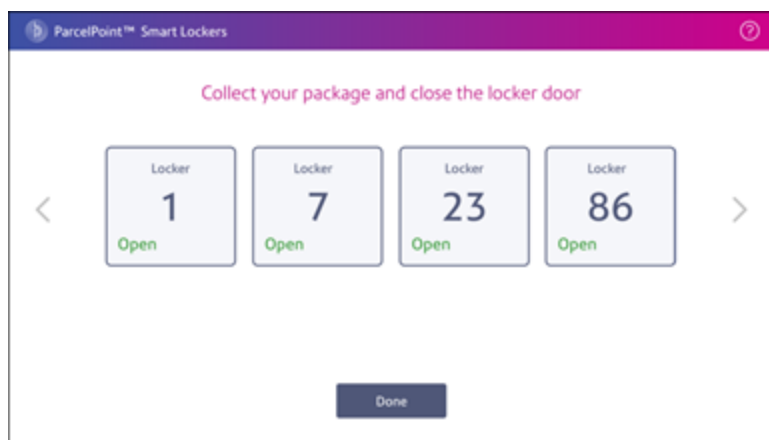
The mailroom administrator can configure the SendPro 360 system so that when you pick up multiple packages, all of the lockers assigned to you open at the same time.

The mailroom administrator can also configure the SendPro 360 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. Go to the locker kiosk with your ID badge or the email containing your QR code.
2. Tap **Collect an Item**. The screen you see depends on the local configuration of your lockers.
3. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. 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.



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

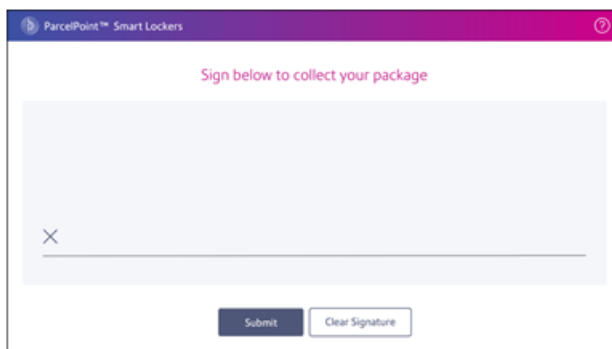
The mailroom administrator can configure the SendPro 360 system so that each locker assigned to you opens one at a time. You open one locker, retrieve the package, close the locker and proceed to the next.

The mailroom administrator can also configure the SendPro 360 system so that when you pick up multiple packages, all of the lockers assigned to you open at the same time. Refer to [Picking up multiple packages by opening all lockers](#).

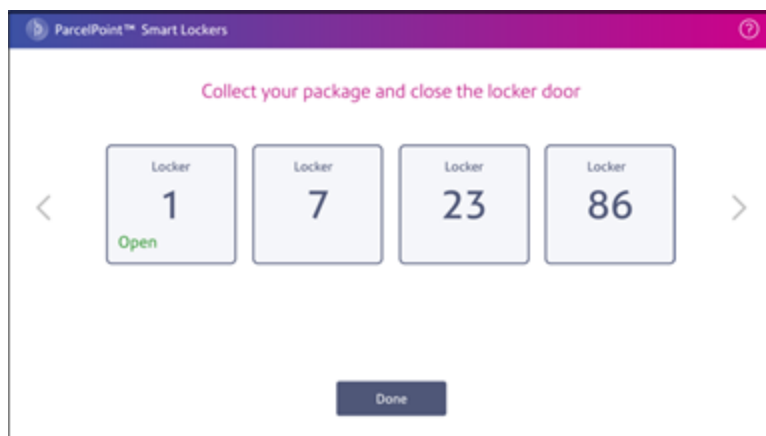
1. Go to the locker kiosk with your ID badge or the email containing your QR code.
2. Tap **Collect an Item**. The screen you see depends on the local configuration of your lockers.
3. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. The screen you see depends on the 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.

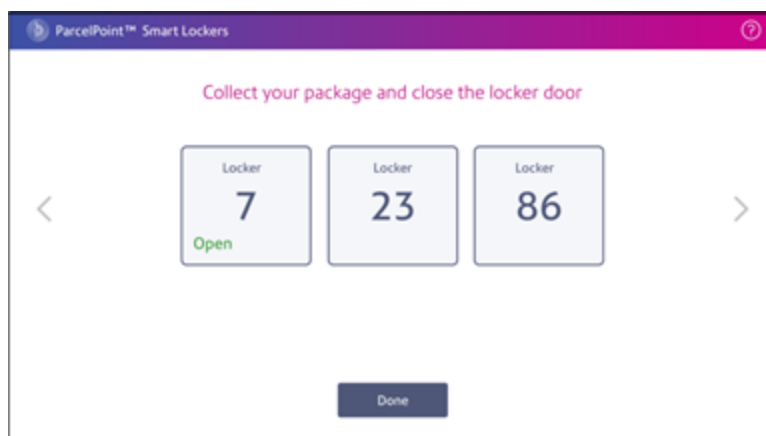
4. Using your finger, sign for the package in the area provided.



5. Tap **Submit**. The kiosk screen displays all of the lockers assigned to you. The first locker opens.



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.

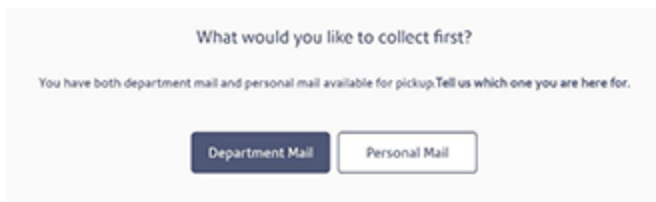


7. Go to the next locker and collect your package.
8. Repeat this process until you close the last locker door.
9. Go back to the kiosk and tap **Done**.
10. The system displays "Pickup Complete" on the locker screen. The system returns you to the Home screen about 2 seconds after "Pickup Complete" appears.

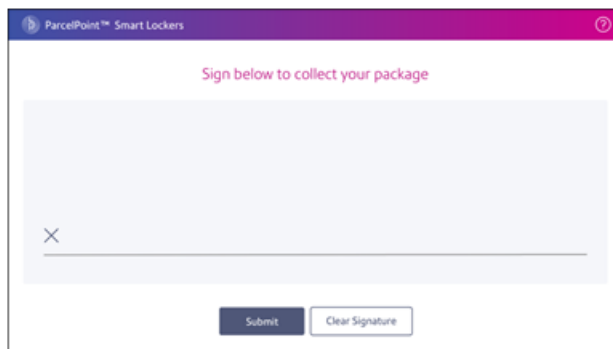
Picking up personal and departmental packages

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

1. Go to the locker kiosk with your ID badge or the email containing your QR code.
2. Tap **Collect an Item**. The screen you see depends on the local configuration of your lockers.
3. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. 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**.
4. Depending upon which items you want to collect, tap either **Department Mail** or **Personal Mail**.



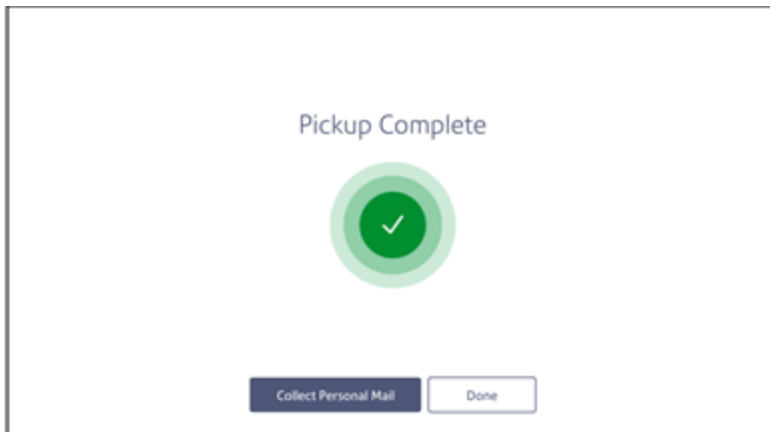
5. Using your finger, sign for the package in the area provided.



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, repeat the process from Step 1 and tap **Personal Mail**.



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

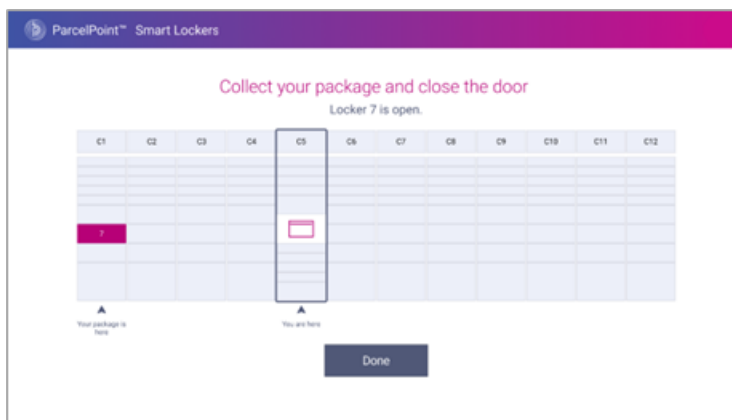
You can pick up a package from a locker reserved for you once you receive an email notifying you it is ready for pickup.

Picking up Packages

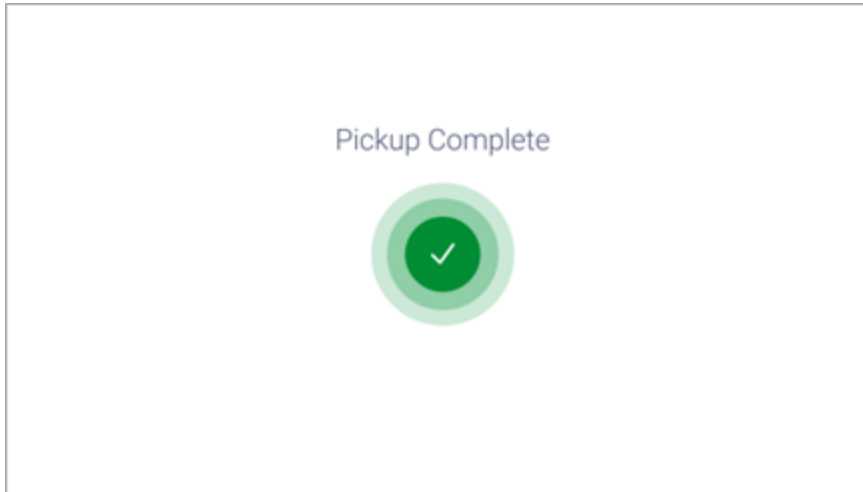
1. Insert your headphone jack to navigate the kiosk using the accessibility keypad. You will hear instructions on how to use the keypad.
2. Open your email containing your QR code or ID and hold it in front of the scanner, located to the left of the keypad.
3. Depending on the configuration at your location,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



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.

2 - Dropping off Packages

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Dropping off a package with a reserved locker

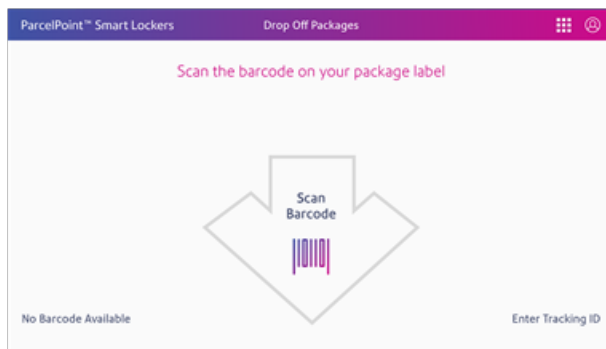
As mailroom administrator or locker operator, you can reserve a locker ahead of time using the web application so that an assigned locker is available for a specific package as soon as you sign in at the kiosk.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. (Optional) If your locker bank has a handheld scanner, tap **Open Locker with Handheld Scanner**.

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

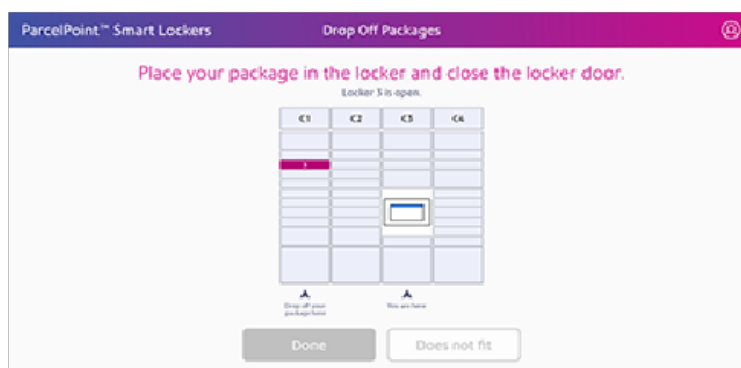


To enter the tracking ID, tap **Enter Tracking ID**.



Tap **Done**.

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



If the locker fails to open, choose another locker.

If the packages does not fit, tap **Does not fit**.

6. Place the package in the locker and close the door. Return to the kiosk.
7. 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.
8. Tap **Done**.

Dropping off a package without a reserved locker

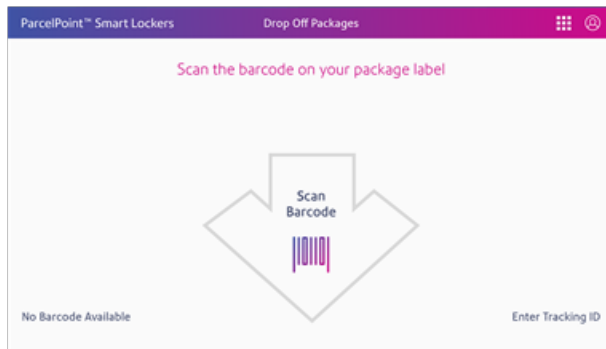
You can choose an available locker and add a recipient's package to that locker directly at the kiosk.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. (Optional) If your locker bank has a handheld scanner, tap **Open Locker with Handheld Scanner**.

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

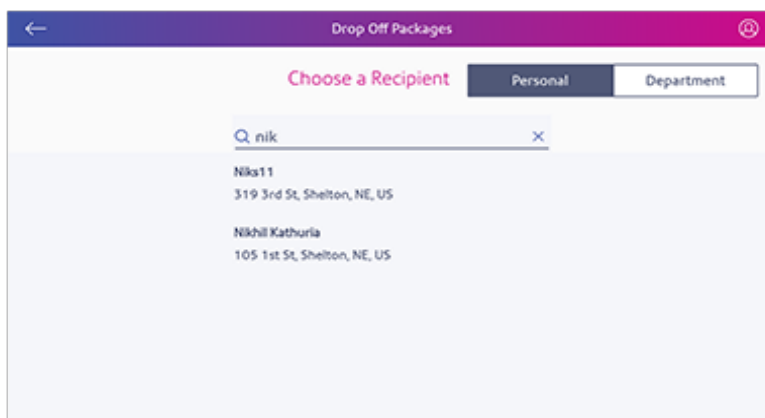


To enter the tracking ID, tap **Enter Tracking ID**.



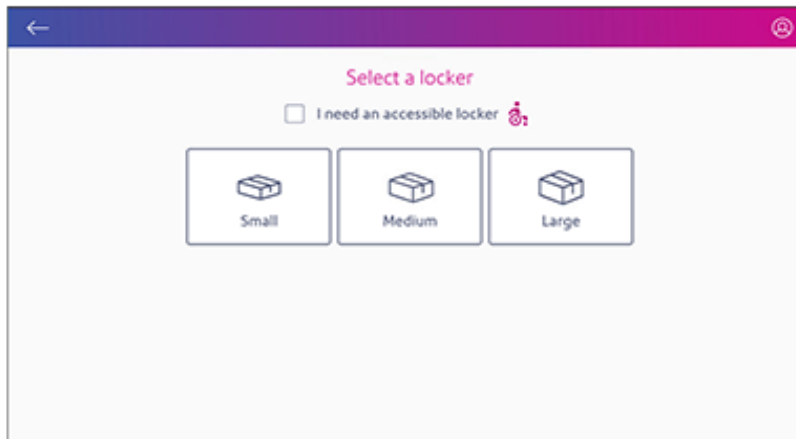
Tap **Done**.

5. Choose the recipient.

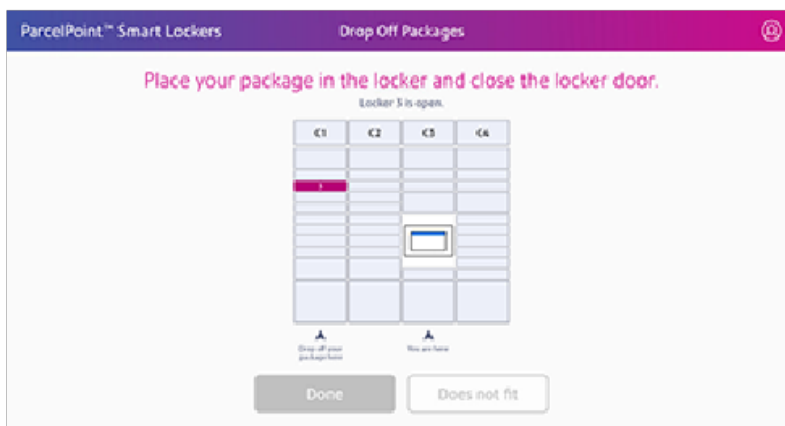


6. Select the locker size.

If the recipient requires a wheelchair-accessible locker (35-123 cm 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.

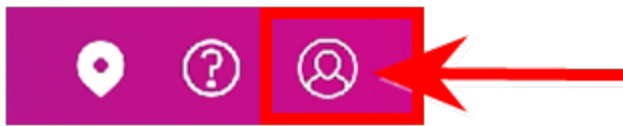


8. Place the package in the locker and close the locker door. Return to the kiosk.
9. Tap **Done**.

Dropping off a package in a locker already containing a package

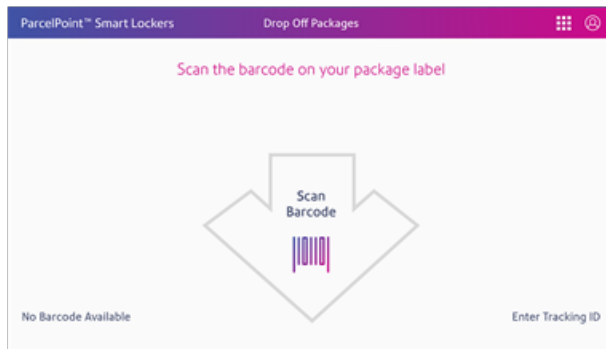
If the recipient already has lockers with packages in them, you can add more packages to those lockers.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. (Optional) If your locker bank has a handheld scanner, tap **Open Locker with Handheld Scanner**.

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

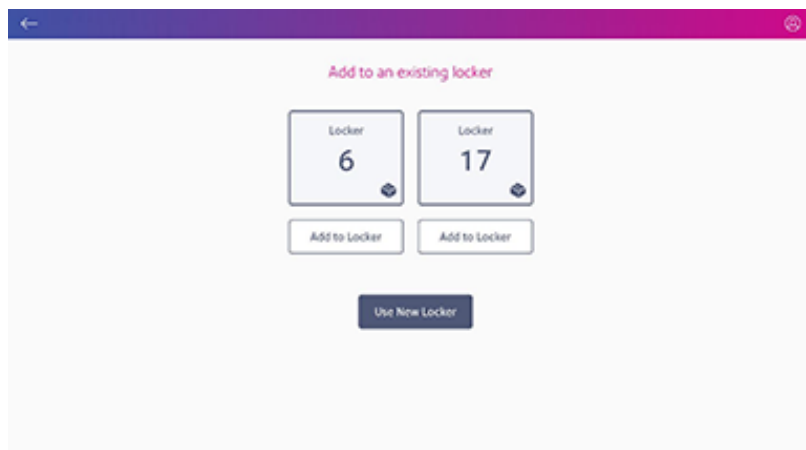


To enter the tracking ID, tap **Enter Tracking ID**.



Tap **Go**.

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



- 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.



- Place the package in the locker and close the locker door. Return to the kiosk.
- Tap **Done**.

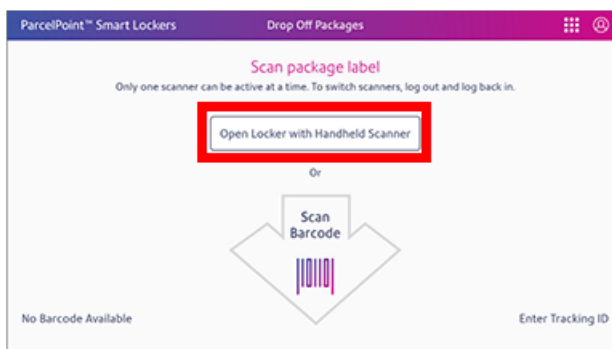
Dropping off a package using the handheld scanner

You can receive a package in PitneyTrack without reserving a locker, then scan the tracking label at the kiosk with the optional handheld scanner. The kiosk will recognize the recipient from the tracking number.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



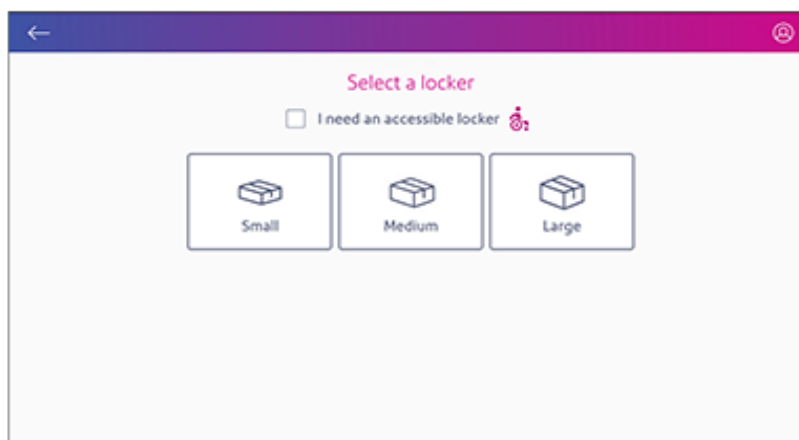
2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.
3. Tap **Open Locker with Handheld Scanner**.



4. Scan the shipping label barcode on the package.
5. Tap **Done**. The kiosk will recognize the recipient from the tracking number.

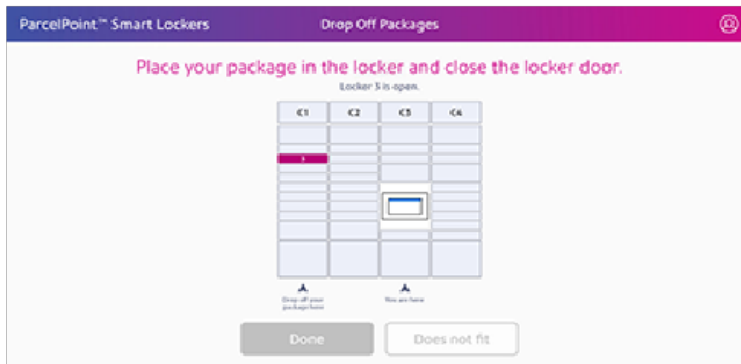
6. Select the locker size.

If the recipient requires a wheelchair-accessible locker (35-123 cm above the floor), select **I need an accessible locker**.



If the recipient has "Accessibility accommodations" selected in the address book, the kiosk will automatically select an accessible locker.

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



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



9. 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 will return to the Home screen.

3 - Managing lockers

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Logging in as mailroom administrator

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

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



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

3. Tap the menu icon.



4. Tap **Manage Lockers**.



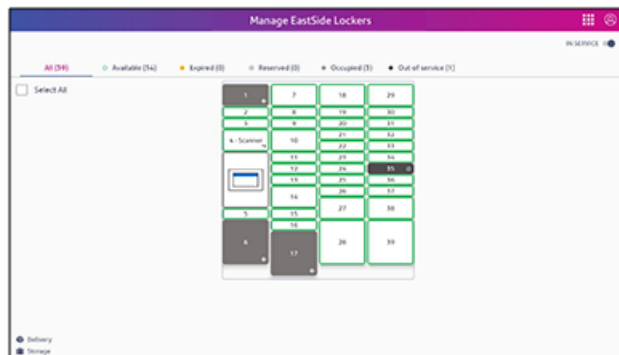
Viewing lockers by status

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.

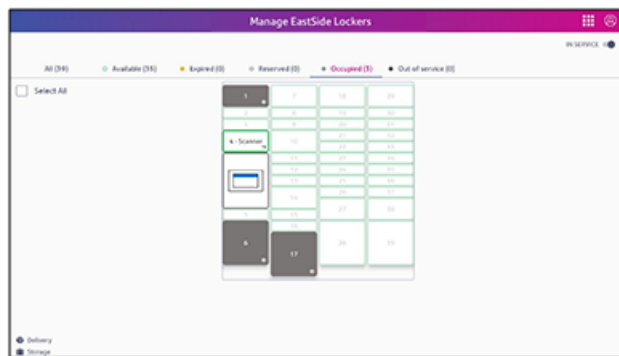
- Available lockers
- Expired
- Reserved
- Occupied
- Out of Service

Managing lockers

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 the forward arrow. ➡


Making lockers available for reservation

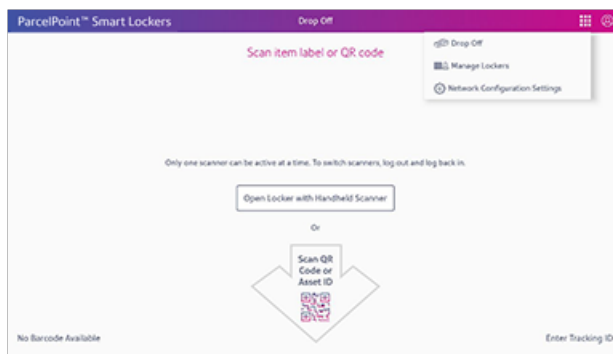
You can make lockers available for reservation and drop-off by placing the lockers in service if they are currently set to out of service.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.

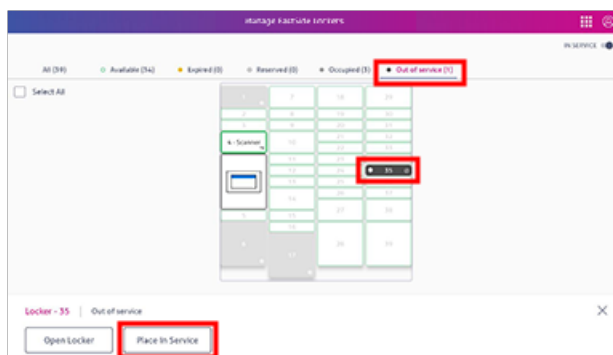


2. If prompted, enter your **Username** and **Password**, then tap **Sign in** to continue.

3. Tap the menu icon. 
4. Tap **Manage Lockers**.



5. Tap **Out of service** to highlight out of service lockers.
6. Tap on and select the out of service lockers you want to restore.
7. Tap on **Place in Service**.



Removing expired packages

You can free up lockers for additional reservations and drop-offs by removing expired lockers and their contents. 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. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



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

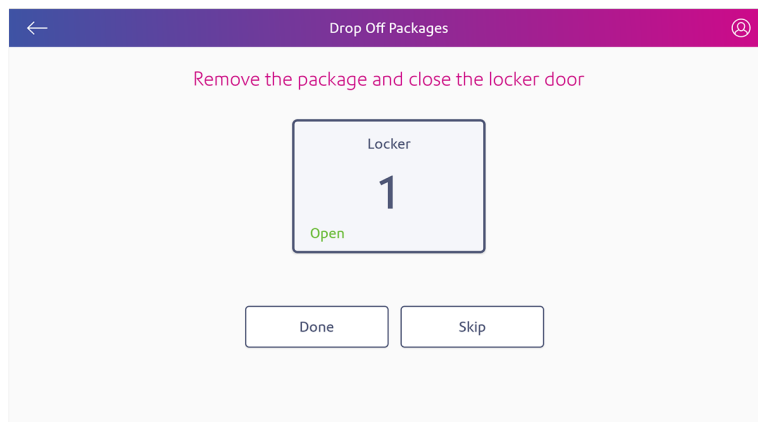
3. Tap the menu icon. 
4. Tap **Manage Lockers**.



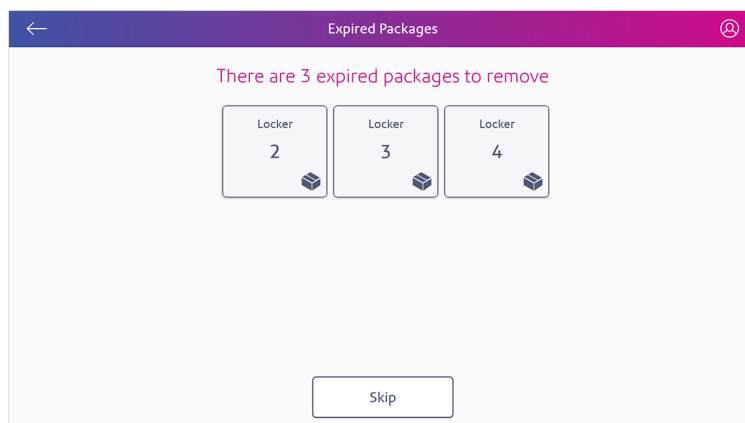
5. Tap **Expired**.

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 5 until you've removed all lockers. Then tap **Done**.
 - 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.

Freeing up lockers by ending reservations

You can free up lockers for additional reservations and drop-offs by ending existing reservations and emptying occupied lockers.

1. Follow the prompts to tap your ID, scan your code, or tap the **Log in** icon on the Home screen. The screen you see depends on the local configuration of your lockers.



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

3. Tap the menu icon.



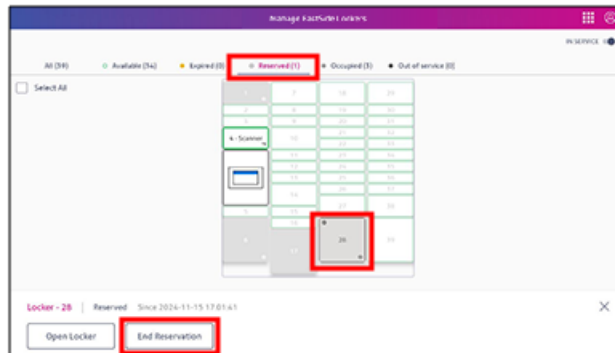
4. Tap **Manage Lockers**.



- [End reservations](#)
- [Empty occupied lockers](#)

End reservations

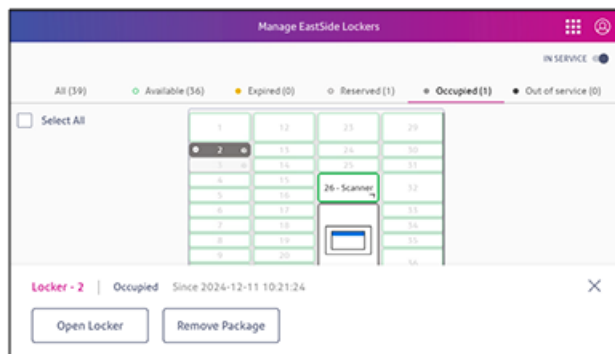
1. Tap the **Reserved** tab to highlight all of the currently reserved lockers.



2. Tap the locker with the reservation you wish to end, or tap **Select All**.
3. Tap **End Reservation**.

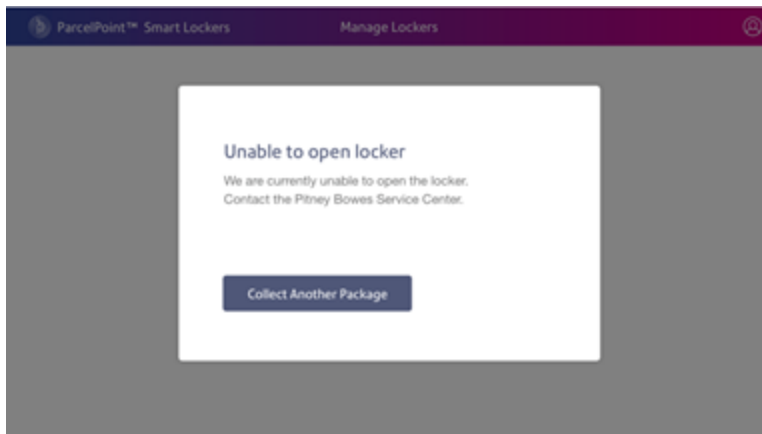
Empty occupied lockers

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



2. Tap the **Occupied** tab to highlight all of the currently occupied lockers.
3. Tap the locker you wish to empty, or tap **Select All**.
4. Tap **Remove Package**.

5. The system opens all of the selected 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.

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4 - Storing Personal Items

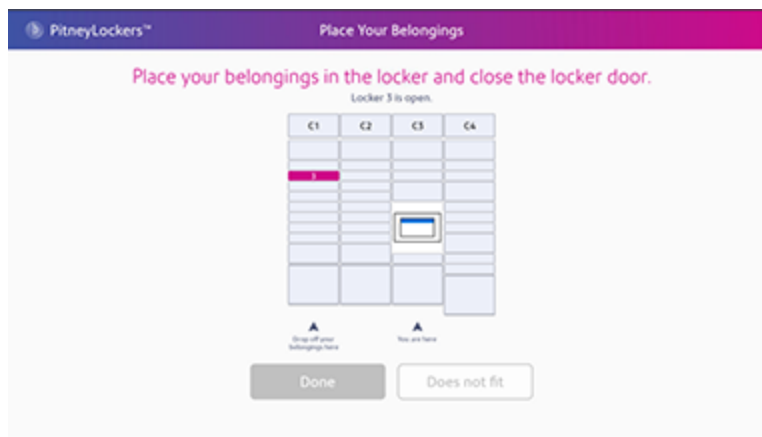
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Storing your belongings with a reserved locker

You can reserve a locker ahead of time using the web application so that an assigned locker is available for you to store your belongings. You can reserve a locker for a fixed amount of time, or for a duration you set if that option is allowed at your kiosk.

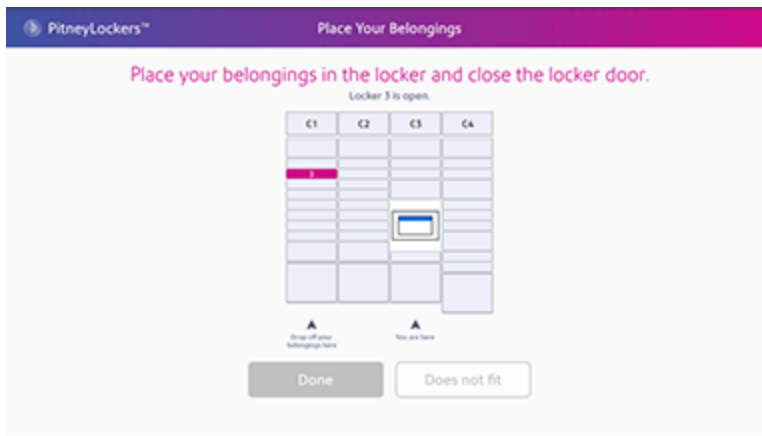
1. Tap **Access Storage Locker** on the kiosk Welcome screen.
2. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. The screen you see depends on the local configuration of your lockers. If you tapped **Enter Code Manually**, enter the code provided in your reservation email, then tap **Done**.
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 tell you what time your reservation expires. This will either be the time allowed by your site, or the time you selected in Step 3. Tap **Got it** to continue.
6. Place your belongings in the locker and close the locker door, then tap **Done**. If you need to change your locker size, tap **Does not fit** to select a different locker.



Storing your belongings without a reserved locker

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

1. Tap **Access Storage Locker** on the kiosk Welcome screen.
2. Tap **Reserve a locker**.
 - 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**. If you need to change your locker size, tap **Does not fit** to select a different locker.

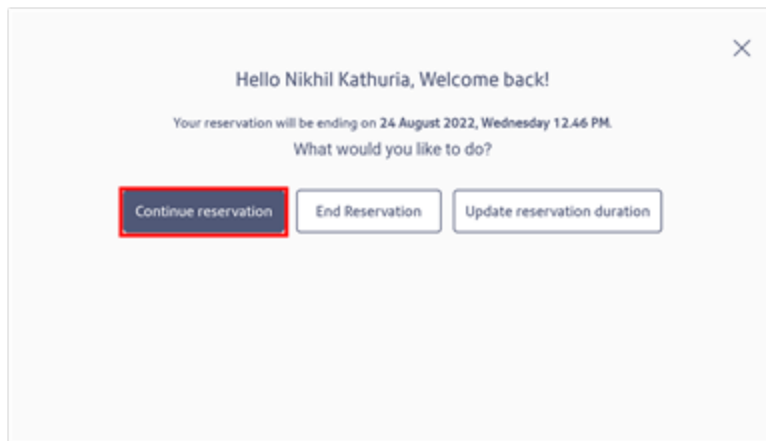


Opening a locker and keeping your reservation

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

1. Tap **Access Storage Locker** on the kiosk Welcome screen.
2. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. The screen you see depends on the local configuration of your lockers. If you tapped **Enter Code Manually**, enter the code provided in your reservation email, then tap **Done**.

3. Tap **Continue Reservation**.

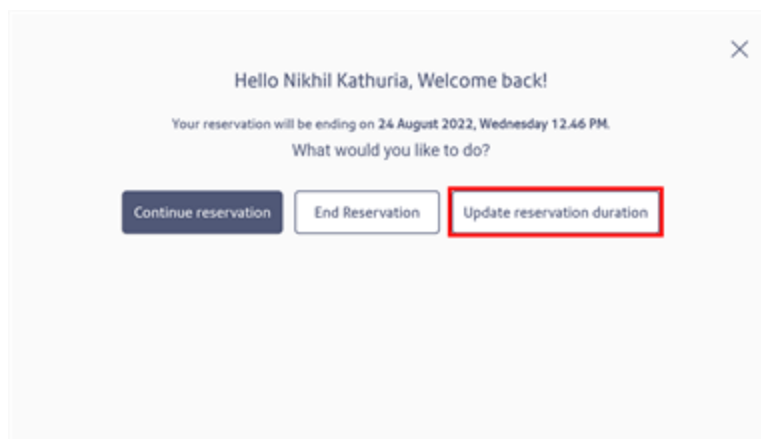


4. Place your belongings in the locker, or retrieve them from the locker, and close the locker door.
5. Tap **Done**.

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 **Access Storage Locker** on the kiosk Welcome screen.
2. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. The screen you see depends on the local configuration of your lockers. If you tapped **Enter Code Manually**, enter the code provided in your reservation email, then tap **Done**.
3. Tap **Update reservation duration**.

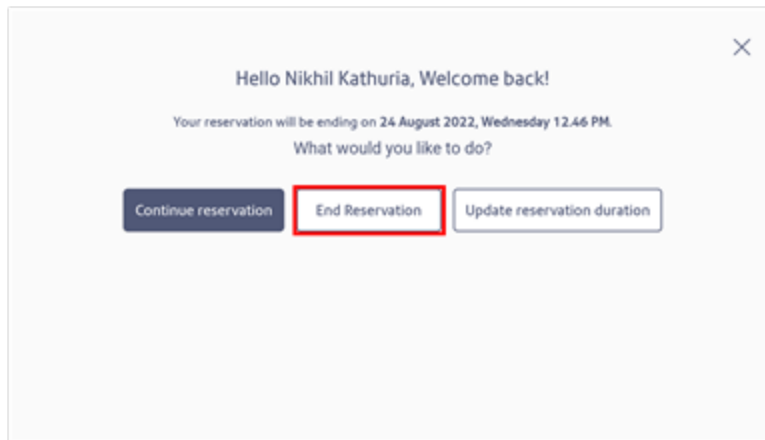


4. Enter the desired end time for your reservation to end, then tap **Continue**.
5. Tap **Done**.

Opening a locker and ending your reservation

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

1. Tap **Access Storage Locker** on the kiosk Welcome screen.
2. Follow the prompts to tap your ID, scan your code, or tap **Enter Code Manually**. The screen you see depends on the local configuration of your lockers. If you tapped **Enter Code Manually**, enter the code provided in your reservation email, then tap **Done**.
3. Tap **End Reservation**.



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

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5 - ParcelPoint Mobile

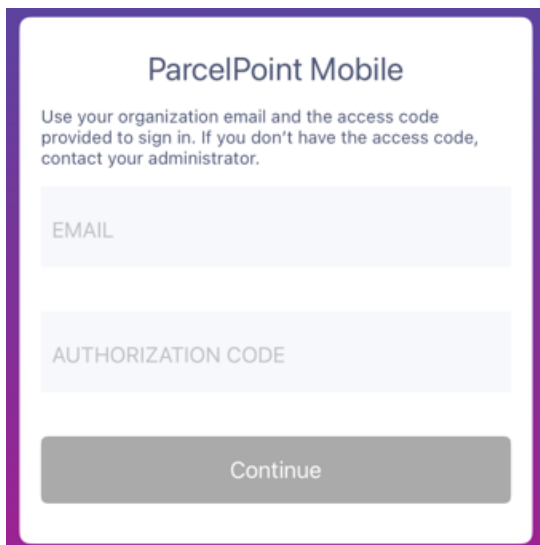
In this section

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Getting started with the ParcelPoint Mobile app

When your organization invites you to use ParcelPoint Mobile, download and register the app to access lockers with your mobile device.

1. Click the link in the invitation email to download the app from the App Store or Google Play.
2. Open **ParcelPoint Mobile**.
3. Enter your email address and the authorization code.

A screenshot of the ParcelPoint Mobile app's login screen. The screen has a white background with a purple border. At the top, the title "ParcelPoint Mobile" is centered. Below it, a message reads: "Use your organization email and the access code provided to sign in. If you don't have the access code, contact your administrator." There are two input fields: "EMAIL" and "AUTHORIZATION CODE". Below these fields is a grey button labeled "Continue".

ParcelPoint Mobile

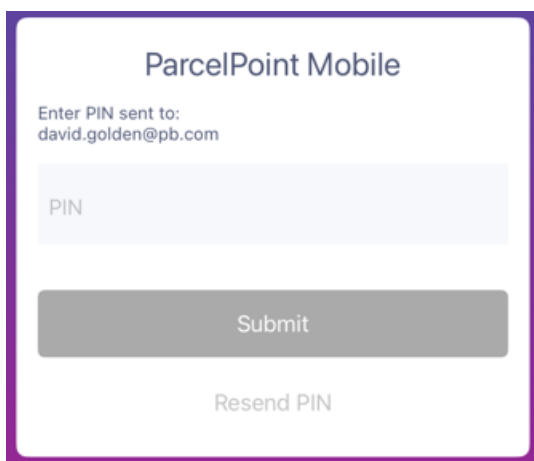
Use your organization email and the access code provided to sign in. If you don't have the access code, contact your administrator.

EMAIL

AUTHORIZATION CODE

Continue

4. Click **Continue**.
5. Enter the **PIN** sent to your email, then tap **Submit**.

A screenshot of the ParcelPoint Mobile app's PIN entry screen. The screen has a white background with a purple border. At the top, the title "ParcelPoint Mobile" is centered. Below it, a message reads: "Enter PIN sent to: david.golden@pb.com". There is a "PIN" input field. Below the field is a grey button labeled "Submit". At the bottom, there is a link labeled "Resend PIN".

ParcelPoint Mobile

Enter PIN sent to:
david.golden@pb.com

PIN

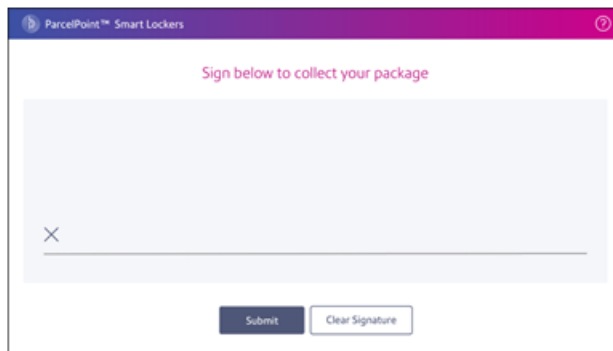
Submit

Resend PIN

Picking up a package with the ParcelPoint Mobile app

Follow in the instructions in the app to pick up a package from ParcelPoint Smart Lockers.

1. Tap the notification on your phone and go to the location given in the package details.
2. Scan the barcode in the app, or
Click **Remote Open**.
3. 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**.
6. Collect your package and close the door.
7. Tap **Done**.



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For Service or Supplies

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