# Table of Contents

1 - Picking up Packages

- Picking up a single package ................................................................. 2
- Picking up multiple packages by opening all the lockers ........................................ 4
- Picking up multiple packages one locker at a time ............................................. 6
- Picking up personal and departmental packages ............................................. 8

2 - Dropping off Packages

- Dropping off a package with a reserved locker .............................................. 14
- Dropping off a package with or without a reserved locker .................................... 18
- Dropping off a package without a barcode .................................................... 24
- Choosing another locker ................................................................................. 29

3 - Picking up Expired Packages

- Picking up expired packages ........................................................................... 32
- Reopening a locker ......................................................................................... 37

4 - Managing lockers

- Logging in as mail room administrator ............................................................ 40
- Viewing lockers by status .................................................................................. 42
- Making lockers available for reservation ......................................................... 44
- Freeing up lockers by ending reservations ....................................................... 46
- Freeing up lockers by removing expired packages .......................................... 48
1 - Picking up Packages

In this section

Picking up a single package ........................................... 2
Picking up multiple packages by opening all the lockers 4
Picking up multiple packages one locker at a time ........ 6
Picking up personal and departmental packages .......... 8
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.
2. Scan the QR code or tap the **Enter Pickup Code** and enter the code.

- 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 the following screen.

> This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.
3. Using your finger, sign for the package in the area provided.

4. Tap Submit. The system opens the locker containing your package. It also displays the location of the locker.

As soon as the system opens the locker door, it starts a 30 second count down.

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 mail room 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 mail room 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.
2. Scan the QR code or tap the Enter Pickup Code and enter the code.

- 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 the following screen.

This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.
3. Using your finger, sign for the package in the area provided.

![Signature image]

4. 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.

![Locker list image]

As soon as the system opens the locker doors, it starts a 30 second count down.

5. Go to each locker and collect your packages.

6. 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 mail room administrator can configure the ParcelPoint 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.

1. Open the email containing your QR code or ID.
2. Scan the QR code or tap the **Enter Pickup Code** and enter the code.

   - 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 the following screen.

This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.
3. Using your finger, sign for the package in the area provided.

![Signature Image]

4. Tap **Submit**. The kiosk screen displays all of the lockers assigned to you. The first locker is open.

![Locker Display Image]
5. 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.

6. Go to the next locker and collect your package.
7. Repeat this process until you close the last locker door.
8. Go back to the kiosk and tap Done.
9. 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 mail room 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.
2. Scan the QR code or tap the **Enter Pickup Code** and enter the code.

- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**
3. Tap on the type of package you want to collect first, **Department Mail** or **Personal Mail**. This example chooses Department Mail first.

If your kiosk is configured to take your picture, it displays the following 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 system displays all of the lockers assigned to the department and their locations. The system opens all the lockers assigned to the department. The kiosk screen shows each of the lockers in Open state.

6. Go to each locker and collect the packages.
7. Close the locker doors and tap **Done** at the kiosk screen.
8. To collect your personal mail, tap **Collect Personal Mail** and repeat the above process.

9. Close the locker doors and tap **Done** at the locker screen.
2 - Dropping off Packages

In this section

Dropping off a package with a reserved locker ............ 14
Dropping off a package with or without a reserved locker ................................................................. 18
Dropping off a package without a barcode ................. 24
Choosing another locker ........................................... 29
Dropping off a package with a reserved locker

As mail room 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 on the Settings icon on the Home screen.

2. Scan your ID badge or enter your user ID.

   If you enter your ID, tap Next to continue.
3. Enter your password.

Tap Go 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 screen displays the reserved locker number and shows that it's open.

If the locker fails to open, refer to **Choosing another locker**.
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.
   - If you need to reopen the locker for any reason, tap Reopen Locker. Refer to Reopening a locker.
   - If the package does not fit in the assigned locker, tap Does Not Fit. Refer to Choosing another locker.
Dropping off a package with or without a reserved locker

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

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

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

2. Scan your ID badge or enter your user ID.

If you enter your ID, tap Next to continue.
3. Enter your password.

Tap Go to continue.

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

- If the recipient does not have any packages in any lockers, continue to step 3.
- If the recipient already has packages in lockers, see Add packages to existing lockers.

6. Choose the locker size.
7. Once you select the size, tap **Update Reservation**. 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. If for any reason you need to reopen a locker, for example, you closed it by mistake, tap **Reopen Locker**. Refer to *Reopening a locker*. If the package does not fit in the assigned locker, tap **Does Not Fit**. Refer to *Choosing another locker*. 

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**Dropping off Packages**
Add packages to existing lockers

1. If the recipient already has lockers with packages in them the kiosk displays the locker numbers.

2. 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.
3. Place the package in the locker and close the locker door. Return to the kiosk.

4. If for any reason you need to reopen a locker, for example, you closed it by mistake, refer to *Reopening a locker*. If the package does not fit in the assigned locker, tap *Does Not Fit*. Refer to *Choosing another locker*. 
Dropping off a package without a barcode

If you as mail room administrator configures the locker system so that a recipient can drop off packages without a 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 on the Settings icon on the Home screen.

   ![Welcome to Package Pickup](image)

2. Scan your ID badge or enter your user ID.

   ![Login](image)

If you enter your ID, tap Next to continue.
3. Enter your password.

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

10. If for any reason you need to reopen a locker, for example, you closed it by mistake, tap Reopen Locker. Refer to Reopening a locker. If the package does not fit in the assigned locker, tap Does Not Fit. Refer to Choosing another locker.
Choosing another locker

If a package does not fit in the locker, or if the locker fails to open for any reason you can choose another locker.

1. If the locker fails to open, the kiosk screen displays the following message.

   Tap **Choose another locker**.

   If the package will not fit, tap **Does not Fit** at the following screen.
2. The kiosk screen displays the available locker sizes.

![Choose locker size](image)

3. Choose the next larger locker size, in this example, **Medium**.
4. The kiosk screen displays the locker number and shows that it's open.

![Access Locker](image)

5. Place the package in the locker and close the door.
6. If this is the last package, tap **Done** and the kiosk displays the Home screen.
3 - Picking up Expired Packages

In this section

Picking up expired packages ........................................... 32
Reopening a locker ....................................................... 37
Picking up expired packages

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

You can remove packages from all of the expired lockers at once, or one locker at a time. You can also choose to ignore or skip the expired lockers.

- To remove all expired packages, refer to Open all expired lockers at once.
- To remove packages one locker at a time, refer to Open expired lockers one at a time.

View the expired lockers

1. Tap on the **Settings** icon on the Home screen.
2. Scan your ID badge or enter your user ID.

If you enter your ID, tap **Next** to continue.

3. Enter your password.

Tap **Go** to continue.
4. The kiosk screen displays all the expired lockers.

Open all expired lockers at once

1. To remove all, tap **Remove all**. The system opens and displays all of the expired lockers and their locations.

2. As you remove the packages and close each locker, the kiosk screen updates to display the remaining open lockers.
3. Once you've closed all lockers, the kiosk screen re-displays all of the lockers in the closed state.

4. If for any reason you need to reopen any locker, tap Reopen Locker under the locker number. If you are finished, tap Done.

5. Once you tap Done, the lockers are available for new packages and the system prompts you to scan the shipping label barcode for a new package.

Open expired lockers one at a time

1. To remove the packages one locker at a time, 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.

![Scan Barcode](image)

**Related topics**

- *Reopening a locker.*

**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

In this section

Logging in as mail room administrator ........................................... 40
Viewing lockers by status ................................................................. 42
Making lockers available for reservation ........................................... 44
Freeing up lockers by ending reservations ........................................ 46
Freeing up lockers by removing expired packages ......................... 48
Logging in as mail room administrator

In order to perform mail room administrator functions at the system kiosk you need to first login as administrator or locker operator.

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

![Settings Icon]

2. Scan your ID badge or enter your user ID.

![Login Screen]

If you enter your ID, tap **Next** to continue.
3. Enter your password.

   ![Password Entry Screen]

   Tap **Go** to continue.

4. Tap on **Manage Lockers**.

   ![Manage Lockers Screen]

   **Related topics**

   - Viewing lockers by status
   - Making lockers available for reservation
   - Freeing up lockers by ending reservations
   - Freeing up lockers by removing expired packages
Viewing lockers by status

As mail room administrator or locker operator, 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 locker icon within the manage locker screen. To view additional lockers, tap on the forward arrow.
Making lockers available for reservation

As mail room 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 not be available for reservation and drop-offs.

Related topics

- *Freening up lockers by ending reservations*
- *Freening up lockers by removing expired packages*
Freeing up lockers by ending reservations

As mail room administrator or locker operator, 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. Tap **End Reservation**.

![End Reservation Screen]

4. 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.

![Unable to Open Locker Screen]

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 mail room 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.
Managing lockers

3. Tap **Remove Package**.

![Image of the PacePoint™ Smart Lockers interface showing a locker with the number 12, which is open.]

4. Open the locker door, remove the package and close the door and return to the kiosk screen.
   - If a problem occurs like the locker door fails to open, refer to **Report a Problem**.

5. If you are only removing this one locker, tap **Done**.

![Image of the PacePoint™ Smart Lockers interface showing a locker with the number 12, which is closed. The options to remove another package or reopen the locker are visible.]  

- 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.
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.

Related topics

- Reopening a locker.