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Solution Engineering
Parcel & Packages

Intelligent Lockers - PBIL

User Guide

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1 - Delivering or Returning Packages

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Delivering a Package with a Reservation into the Locker - PBIL

Once you receive a package into the receiving application and reserve a locker for the package, you or someone you designate can then deliver the package to the reserved locker.

You perform the following procedure at the kiosk. This example assumes you received the package and reserved the locker using the Intelligent Lockers - PBIL web application.

If you use a different receiving application, the process is very similar to the one described here.
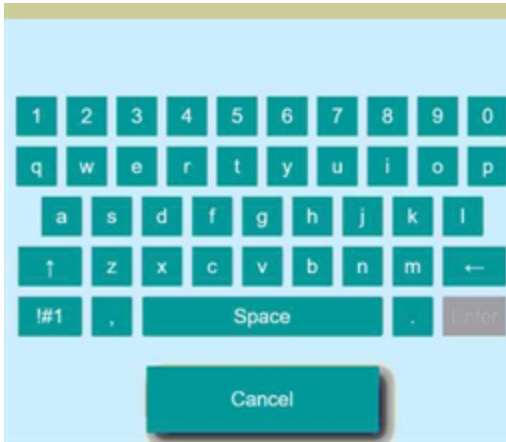
1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Delivery** icon.

3. To login, scan the PBIL Receiver Code.

a. If you do not have a barcode for your login, tap **Enter manually** and use the keyboard to enter the receiver code.

b. Tap **Enter** when done.
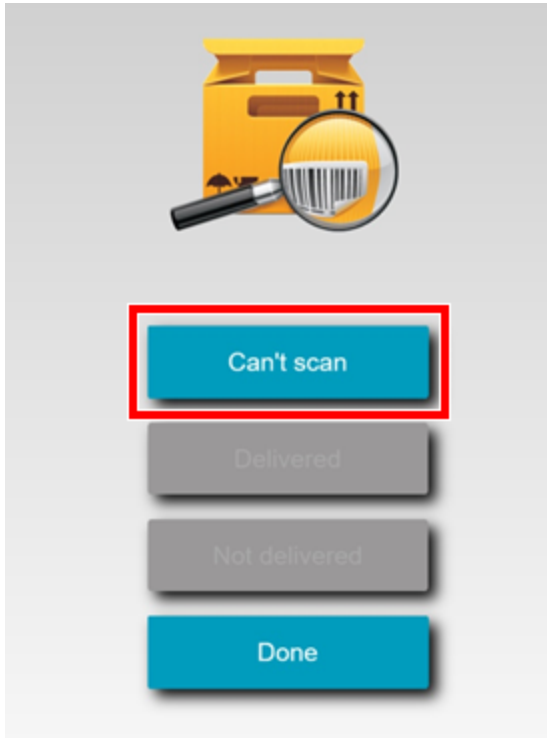
4. If your user login has a PIN assigned to it, you will be prompted to enter it now.

Tap **Enter** when done.
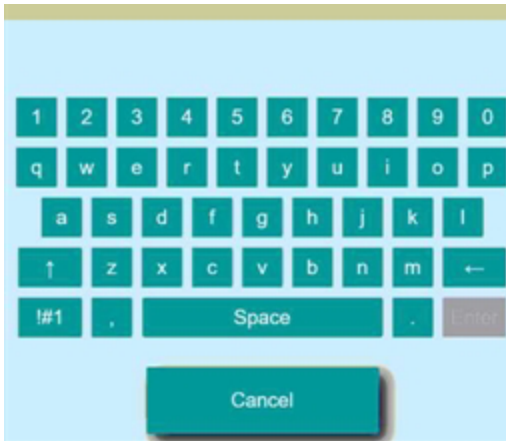
5. The system searches for any stale packages.
If you need to remove any stale packages login as Administrator or contact your system administrator.

6. Scan the barcode on the reserved package. If you are unable to scan the barcode, you can enter it manually by tapping **Can't scan**.

In this example you will enter the barcode manually by tapping **Can't scan**.

a. Enter the barcode using the keyboard.

b. Tap **Enter** when done.

7. The system searches for a current reservation for the package. If a reservation is found, the reserved locker opens and the screen displays the locker number.

NOTE: The number shown on the locker box is the locker box number and not the number of packages contained in the locker.

- If the system fails to locate the reservation, it displays the following message:
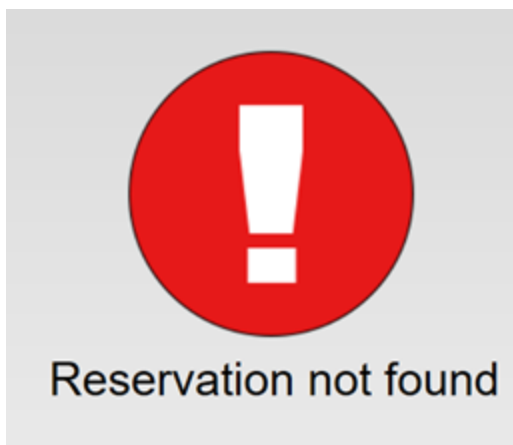
- If you see this message, refer to *Delivering a Package without a Reservation*.

8. Put the package in the locker and close the door. The system provides you with the following options.
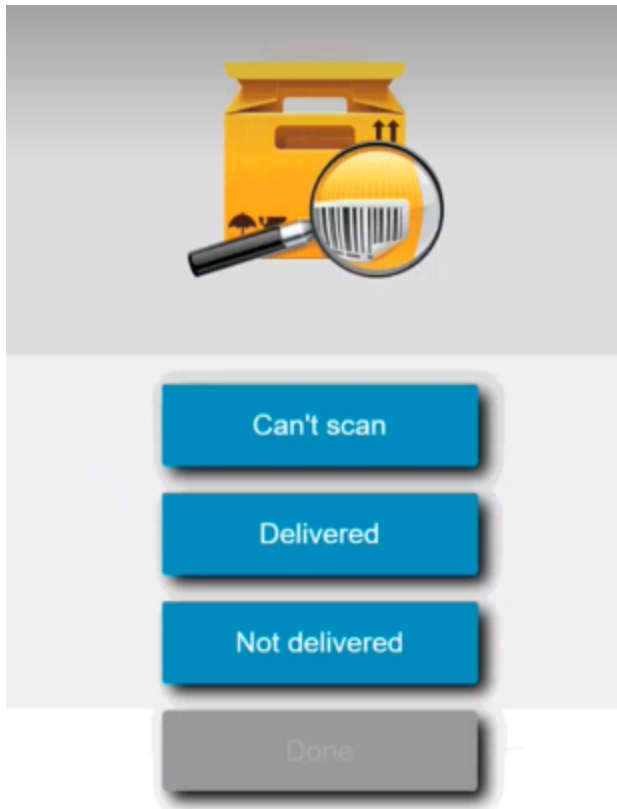
NOTE: if you do not respond to this screen within 2 minutes, the system automatically delivers the package and logs you out.

9. Select the appropriate option.
    - **Can't scan** - If you have more packages to deliver, tap **Can't scan** and repeat steps from 6 to here. Repeat this process until you have delivered all the packages.
    - **Delivered** - If you are done delivering packages, tap **Delivered** and tap **Done** on the next screen.

Once you tap **Done**, the system sends an email to the receiver. The email contains the locker location and the barcode for retrieving the package (s) from the locker.

- **Not delivered** - tap this to open the Not Delivered screen options.

Cancel Delivery - tap if you want to cancel the delivery.
Reopen - if the locker door fails to open for any reason or if you closed it before delivering the package, tap **Reopen**.
Reassign - if the package does not fit in the locker, tap this to assign the package to another locker.

Tap on the correct button size. The new locker opens. Place the package inside and close the locker.
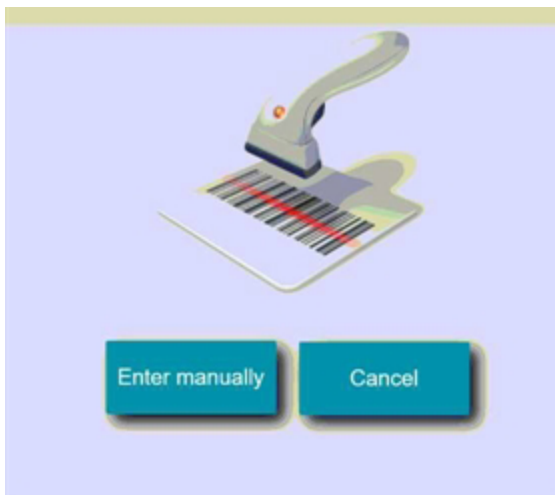**Back** - tap this to return to the previous screen.

Delivering a package at a locker with no reservation - PBIL

You can reserve a locker directly at the kiosk without having to use a receiving application.

1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Delivery** icon.

3. To login, scan the PBIL Receiver Code.

a. If you do not have a barcode for your login, tap **Enter manually** and use the keyboard to enter the receiver code.

b. Tap **Enter** when done.

4. If your user login has a PIN assigned to it, you will be prompted to enter it now.

Tap **Enter** when done.

5. The system searches for any stale packages.
    If you need to remove any stale packages login as Administrator or contact your system administrator.

6. Scan the tracking number barcode on the package. If you are unable to scan the barcode, you can enter it manually by tapping **Can't scan**.

In this example you will enter the barcode manually by tapping **Can't scan**.

a. Enter the barcode using the keyboard.

b. Tap **Enter** when done.

7. The system searches for a current reservation for the package. Since there is no reservation the system displays the following message.
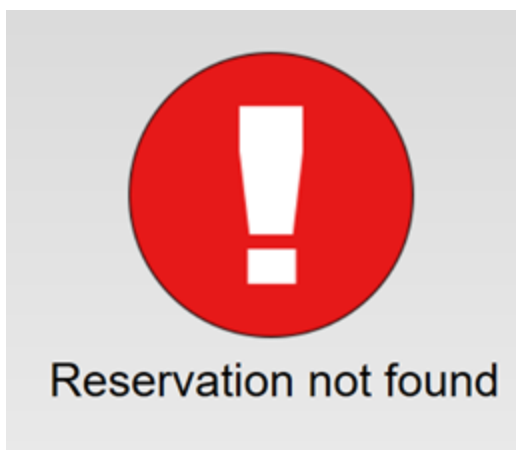
8. The system prompts you to select either a person or a department as the recipient for the package. For this example, tap **Person**.
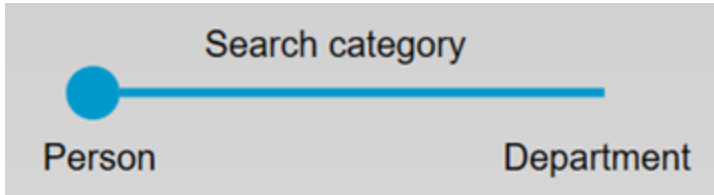
9. Using the keyboard, begin typing in the person's name (or department's name if you tapped on Department) and the system will locate the person or department.

10. Tap on the row displaying the name of the recipient or department.

11. If the system is configured to take pictures, it will display the camera area and instruct you to position the package in the camera window.

Tap **Continue** when the system displays the image in the camera area.

12. Select the locker size.
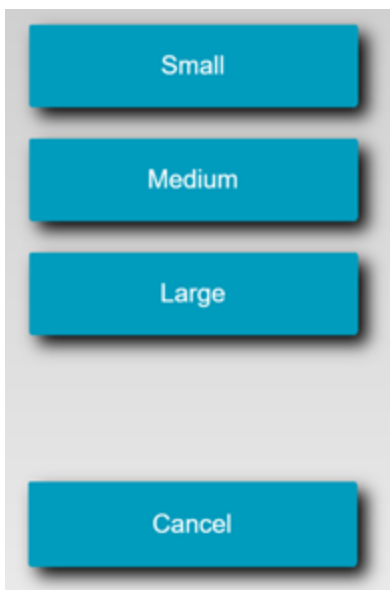
13. The system opens the locker displays the locker number.
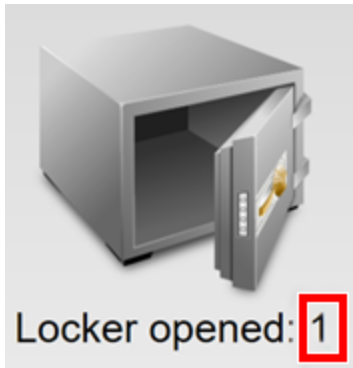
Locker opened: 1

NOTE: The number shown on the locker box is the locker box number and not the number of packages contained in the locker.

14. Put the package in the locker and close the door. The system provides you with the following options.
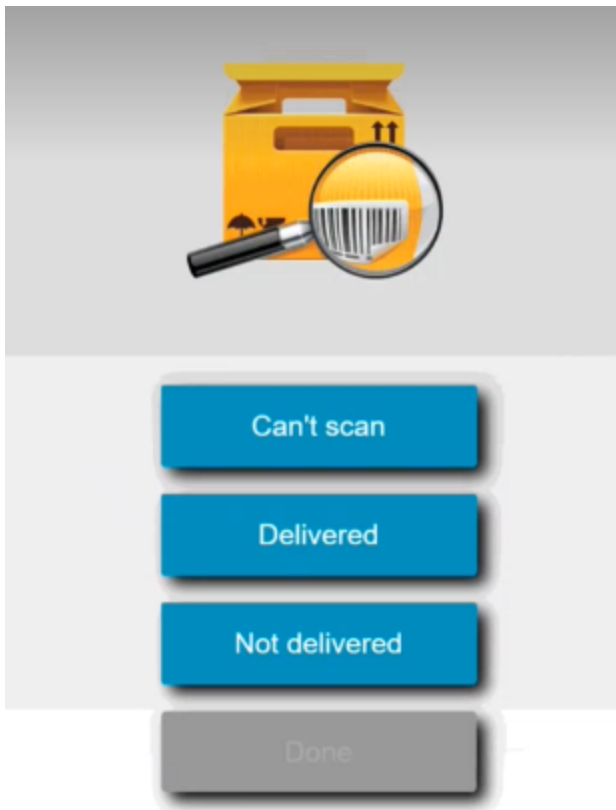
NOTE: if you do not respond to this screen within 2 minutes, the system automatically delivers the package and logs you out.

15. Select the appropriate option.
    - **Can't scan** - If you have more packages to deliver, tap **Can't scan** and repeat steps from 6 to here. Repeat this process until you have delivered all the packages.
    - **Delivered** - If you are done delivering packages, tap **Delivered** and tap **Done** on the next screen.

    Once you tap **Done**, the system sends an email to the receiver. The email contains the locker location and the barcode for retrieving the package (s) from the locker.

- **Not delivered** - tap this to open the Not Delivered screen options.

Cancel Delivery - tap if you want to cancel the delivery.
Reopen - if the locker door fails to open for any reason or if you closed it before delivering the package, tap **Reopen**.
Reassign - if the package does not fit in the locker, tap this to assign the package to another locker.

Tap on the correct button size. The new locker opens. Place the package inside and close the locker and tap **Done**.
**Back** - tap this to return to the previous screen.

Returning a Package to a Locker - PBIL

When you reserve a locker using Intelligent Lockers - PBIL, you can turn on the Delivery Pin option. You can send this Delivery PIN to a client who wants to return a package to a locker. You must send the Delivery Pin to the client in an email. The email is not generated automatically.

For example, if a client wants to return a borrowed laptop to their IT department, the client can do so using the Delivery Pin to drop the laptop off in a locker.

The following are the steps the client takes to return the package.

1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Pick up/return a package** icon.
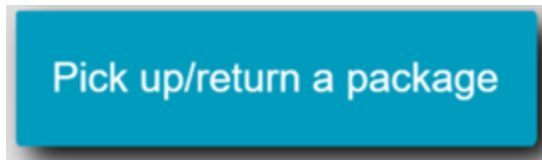
3. Scan the Delivery Pin you received in the email.
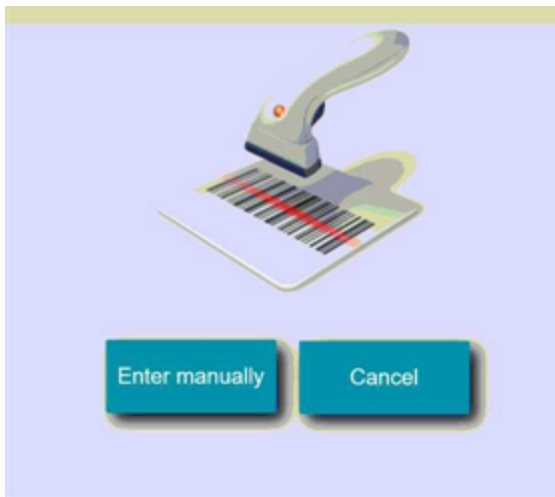
a. If there is no barcode for the Delivery Pin, you can enter it manually by tapping **Enter manually**.

b. Tap **Enter** when done.

4. The system searches for the reservation and opens the locker and displays the locker number.


Locker opened: 1

NOTE: The number shown on the locker box is the locker box number and not the number of packages contained in the locker.

If the system fails to locate the reservation, it displays the following message:

Reservation not found
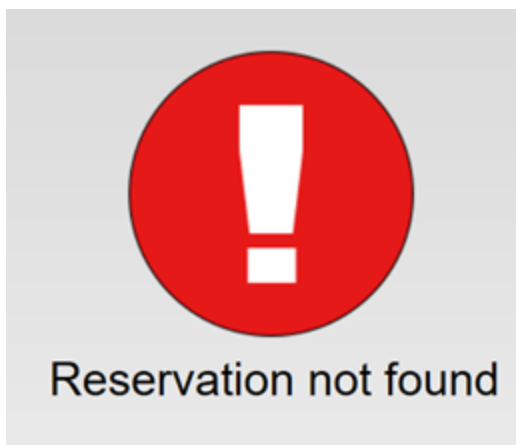
In this case, you need to contact the individual who sent you the email containing the Delivery Pin.

5. Put the package in the locker and close the door.
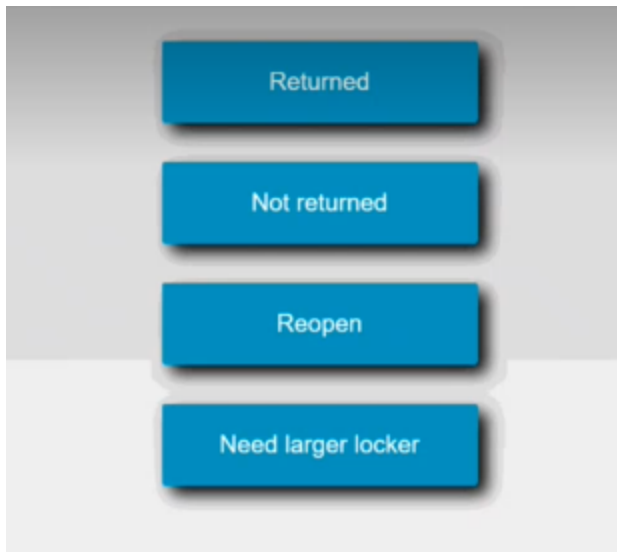
Tap **Returned** to complete the return process. The system automatically generates and email informing the receiver that the returned package is now ready for pickup.

Other available options include:

- **Not returned** - tap if you want to cancel the return.
- **Reopen** - tap if you need to reopen the locker door for any reason.
- **Need larger locker** - tap if the package you are returning does not fit in the locker. Select a different locker size. The new locker opens. Place the package inside and close the locker.

# 2 - Picking up Packages

In this section

Individual Recipient Picking up Packages from the Locker - PBIL

When you assign a package to a locker, you can designate an individual recipient to pick up that package, or you can designate a department representative to pick up the package.
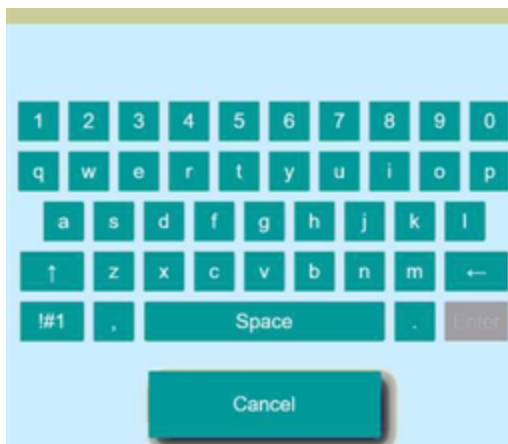
These instructions describe how an individual picks up package(s) from the locker.

1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Pickup a package** button.

3. Scan the barcode from the email you received. If the reservation was made using PBIL, you can use your PBIL receiver code.
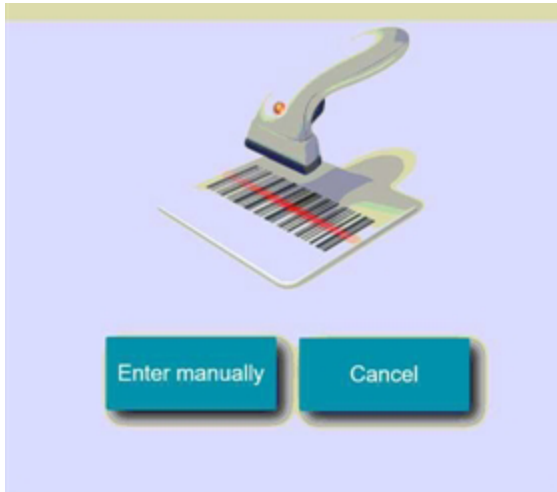
a. If you cannot scan the barcode, tap **Enter manually** and use the keyboard to enter the barcode number.
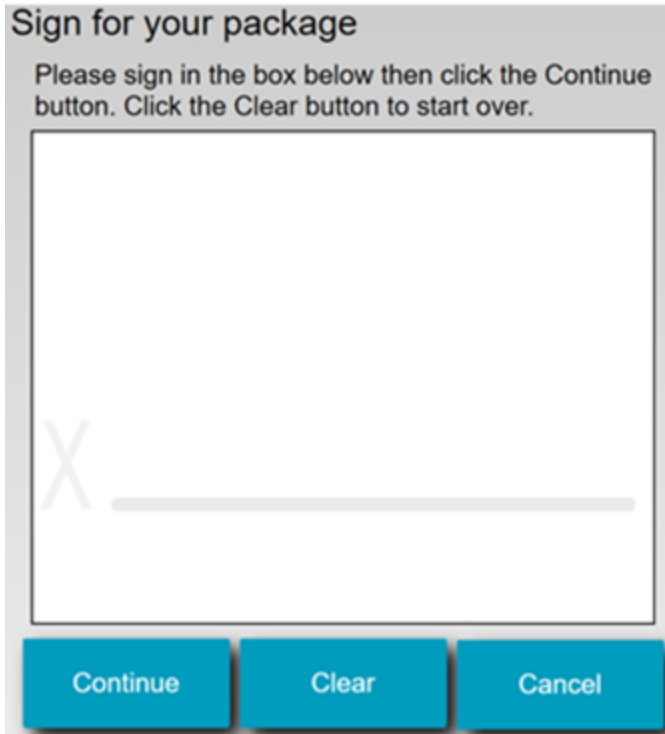

b. Tap **Enter** when done.

4. If your user login has a PIN assigned to it, you will be prompted to enter it now.

Tap **Enter** when done.

5. If your system is configured to request a signature or photo for package pickup, you will be requested for it now.

Sign the screen and tap **Continue**, or:
- Tap **Clear** to clear you signature and sign again.
- Tap **Cancel** if you wish to wait to pickup the package. This will return you to the Home screen.

6. The system opens all locker boxes assigned to you. Retrieve the packages and close the locker doors.

NOTE: The number shown on the locker box is the locker box number and not the number of packages contained in the locker.

# Picking up Packages for a Department from the Locker - PBIL

When you assign a package to a locker, you can designate an individual recipient to pick up that package, or you can designate a department representative to pick up the package.

These instructions describe how a department representative picks up package(s) from the locker.
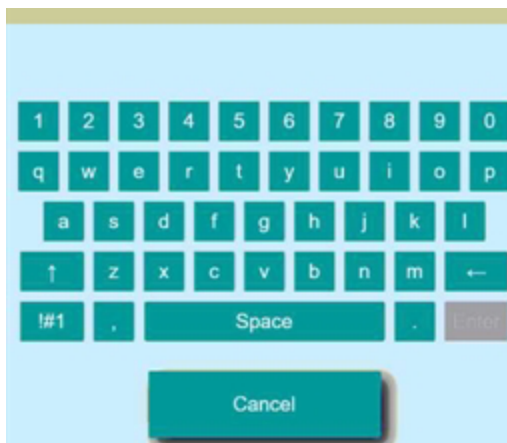
1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Pickup a package** button.

3. Scan your authorized user PBIL receiver code.
IMPORTANT: When picking up a package(s) as a department representative, you must use the receiver code as this provides a chain of custody.
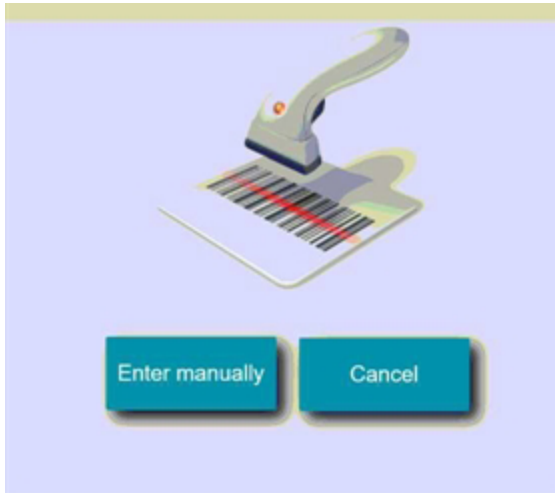
   a. If you cannot scan the receiver code, tap **Enter manually** and use the keyboard to enter the code number.
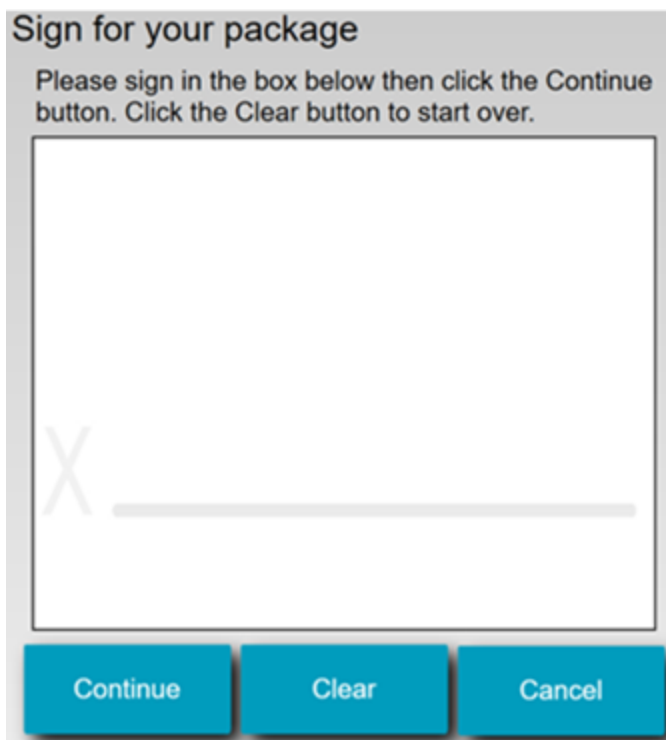

   b. Tap **Enter** when done.

4. If your user login has a PIN assigned to it, you will be prompted to enter it now.

    Tap **Enter** when done.

5. If your system is configured to request a signature or photo for package pickup, you will be requested for it now.

    Sign the screen and tap **Continue**, or:
    - Tap **Clear** to clear you signature and sign again.
    - Tap **Cancel** if you wish to wait to pickup the package. This will return you to the Home screen.

6. The system opens all locker boxes assigned to you. Retrieve the packages and close the locker doors.

NOTE: The number shown on the locker box is the locker box number and not the number of packages contained in the locker

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