



Solution Engineering  
Parcel & Packages

# Intelligent Lockers - SendSuite Tracking Online

## User Guide

US English Edition  
SV63387 Rev. A  
December 07, 2021

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# 1 - Delivering or Returning Packages

## In this section

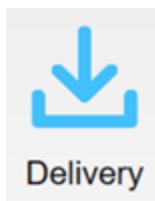
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## Delivering a Package with a Reservation into the Locker - SendSuite Tracking Online

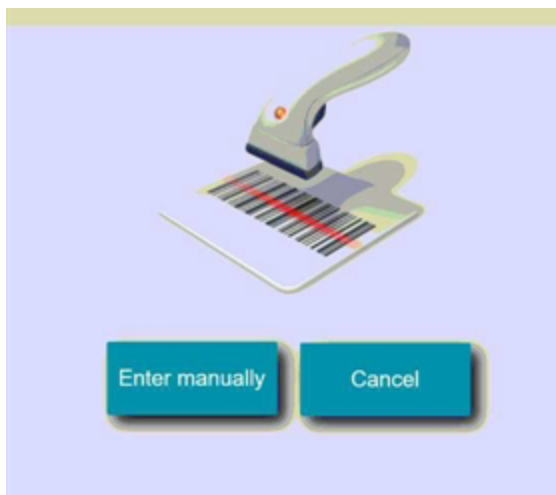
Once you receive a package into the receiving application and reserve a locker for the package, you or someone you designate can then deliver the package to the reserved locker.

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

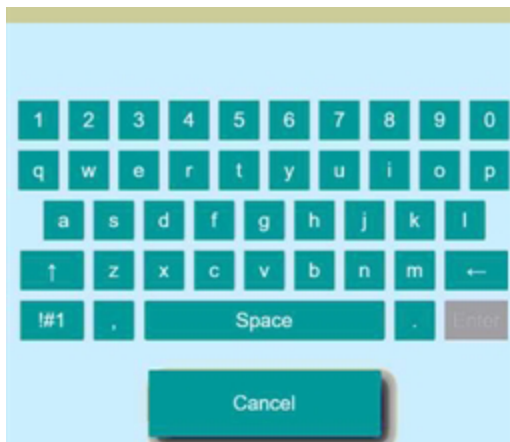
1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Delivery** icon.



3. To login, scan the SendSuite Tracking Online user name .



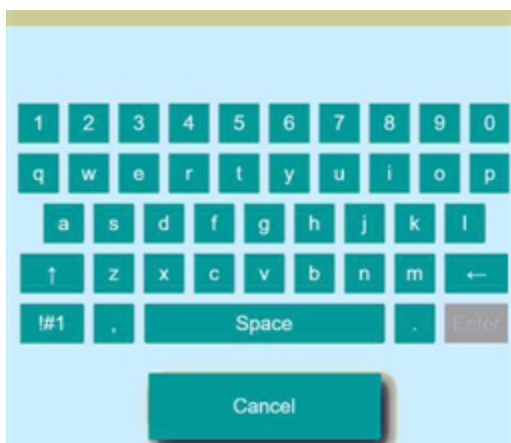
- a. If you do not have a barcode for your login, tap **Enter manually** and use the keyboard to enter the user name .



- b. Tap **Enter** when done.



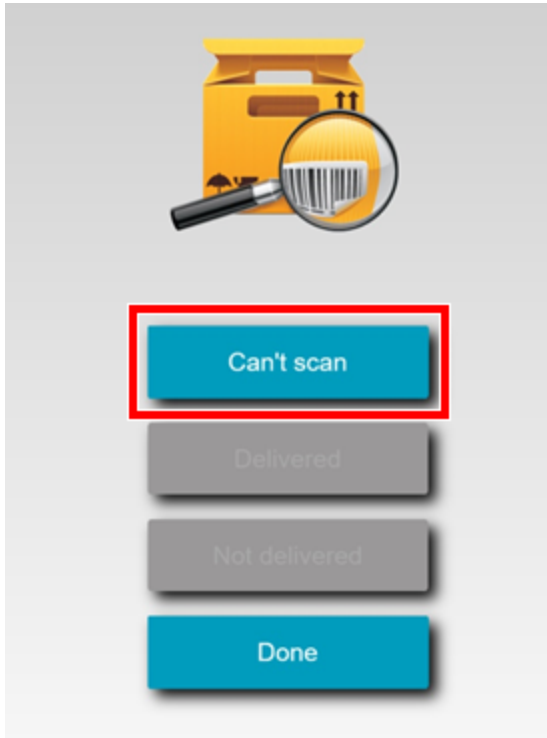
- 4. Enter your SendSuite Tracking Online password when prompted.



Tap **Enter** when done.

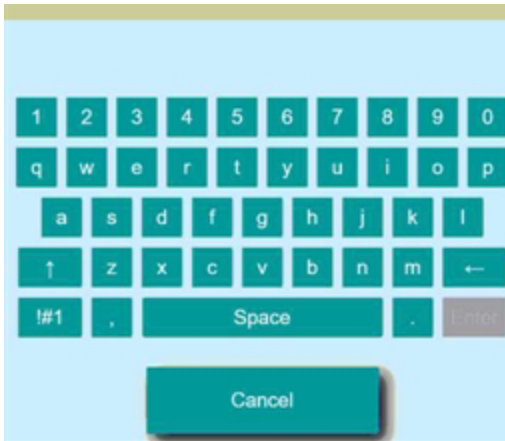
- 5. The system searches for any stale packages.  
If you need to remove any stale packages login as Administrator or contact your system administrator.

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.



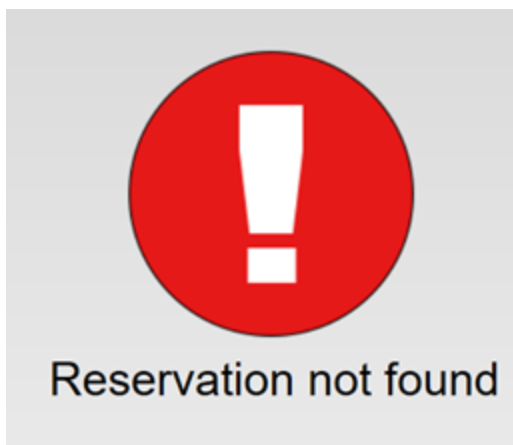


- The system searches for a current reservation for the package. If a reservation is found, the reserved locker opens and the screen displays the locker number.



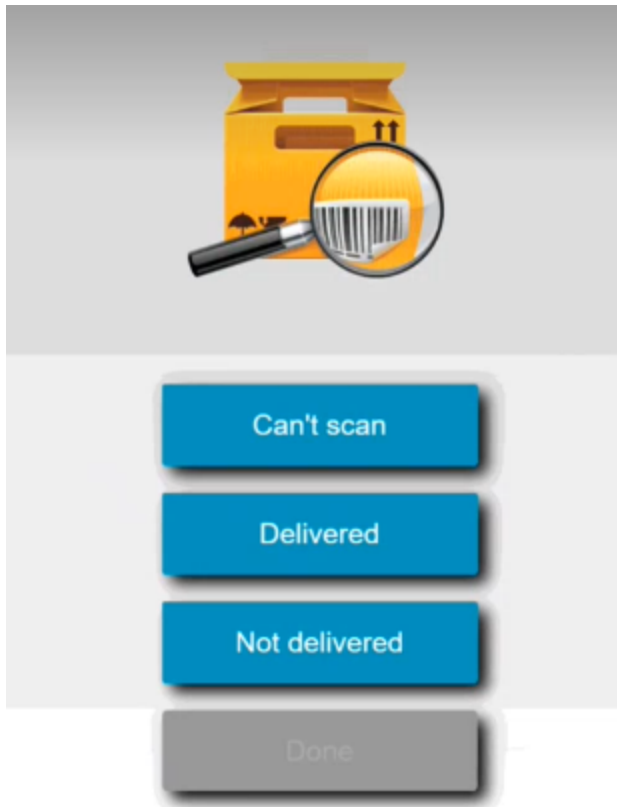
**NOTE:** The number shown on the locker box is the locker box number and not the number of packages contained in the locker.

- 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](#).

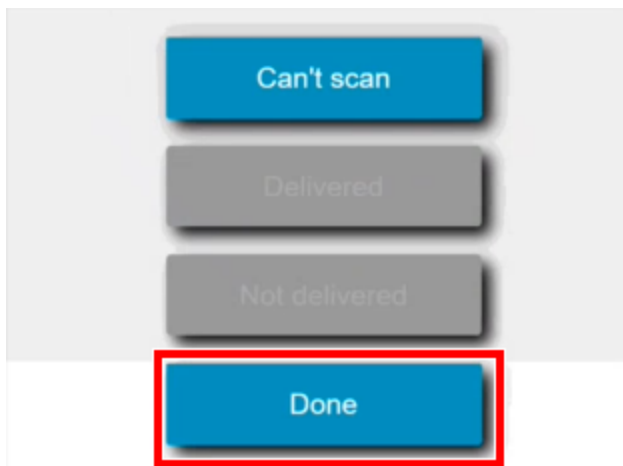
- Put the package in the locker and close the door. The system provides you with the following options.



**NOTE:** if you do not respond to this screen within 2 minutes, the system automatically delivers the package and logs you out.

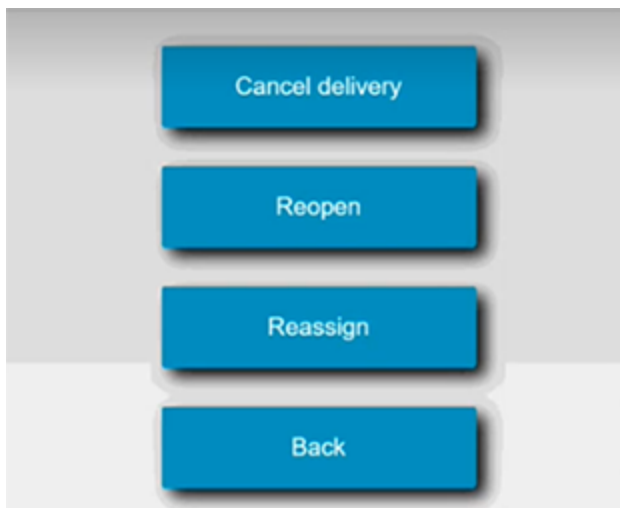
9. Select the appropriate option.

- **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.

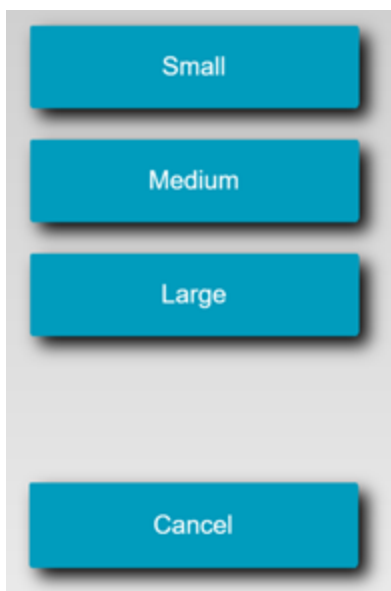
- **Not delivered** - tap this to open the Not Delivered screen options.



**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.



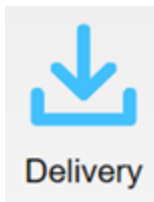
Tap on the correct button size. The new locker opens. Place the package inside and close the locker.

**Back** - tap this to return to the previous screen.

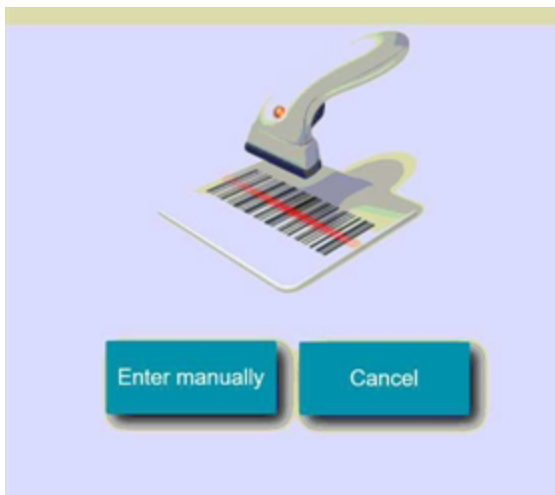
## Delivering a package at a locker with no reservation - SendSuite Tracking Online

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

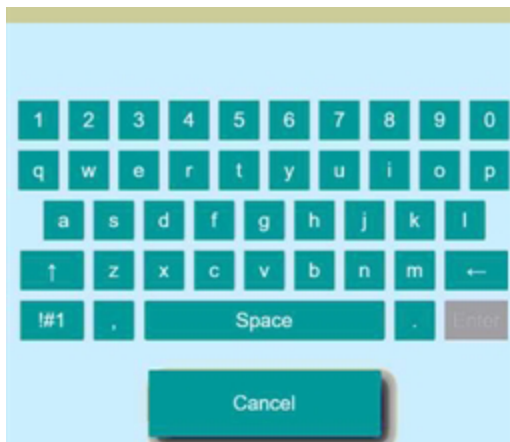
1. From the Welcome screen on the kiosk, touch anywhere on the screen to begin.
2. Tap the **Delivery** icon.



3. To login, scan the SendSuite Tracking Online user name .



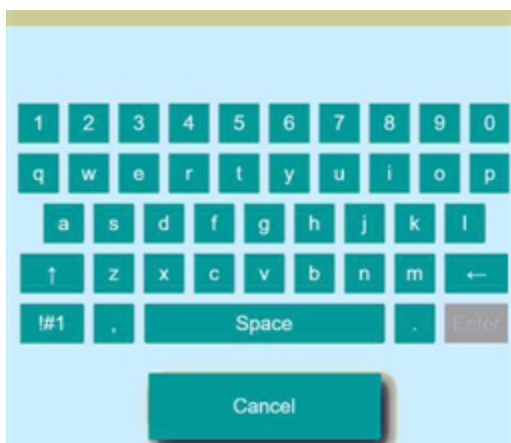
- a. If you do not have a barcode for your login, tap **Enter manually** and use the keyboard to enter the user name.



- b. Tap **Enter** when done.



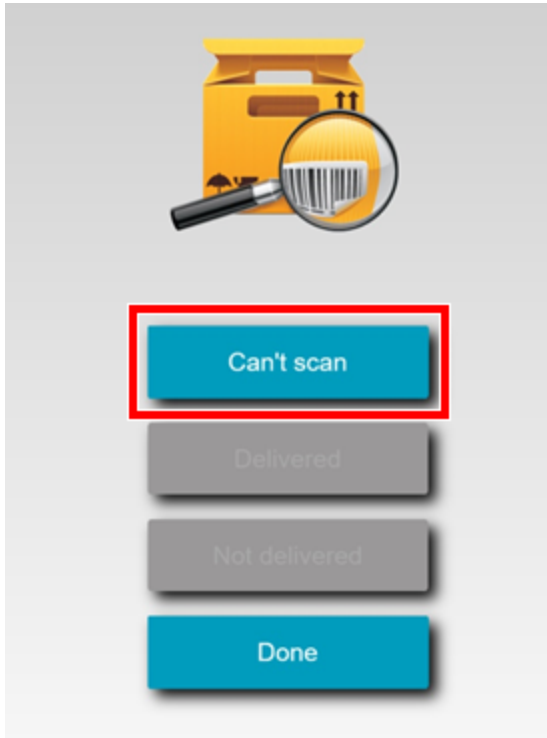
- 4. Enter your SendSuite Tracking Online password when prompted.



Tap **Enter** when done.

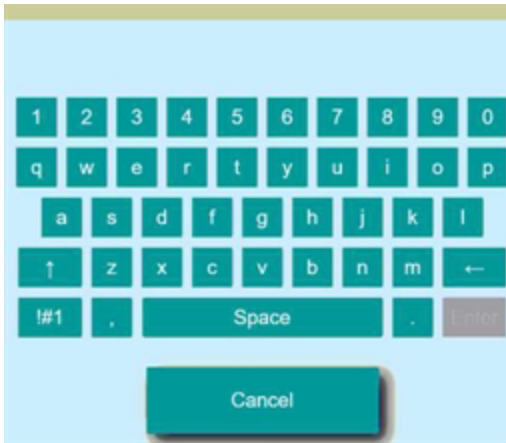
- 5. The system searches for any stale packages.  
If you need to remove any stale packages login as Administrator or contact your system administrator.

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**.

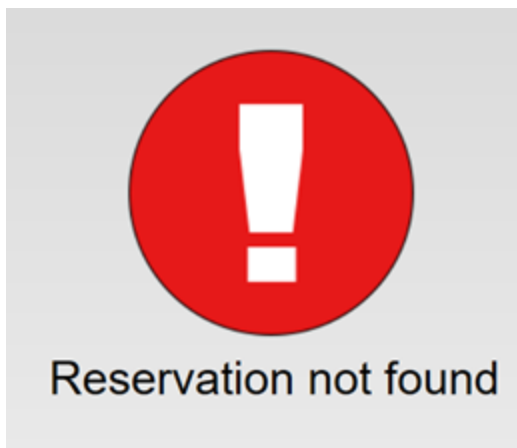
- a. Enter the barcode using the keyboard.



- 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.





- Using the keyboard, begin typing in the person's name and the system will locate the person or department.



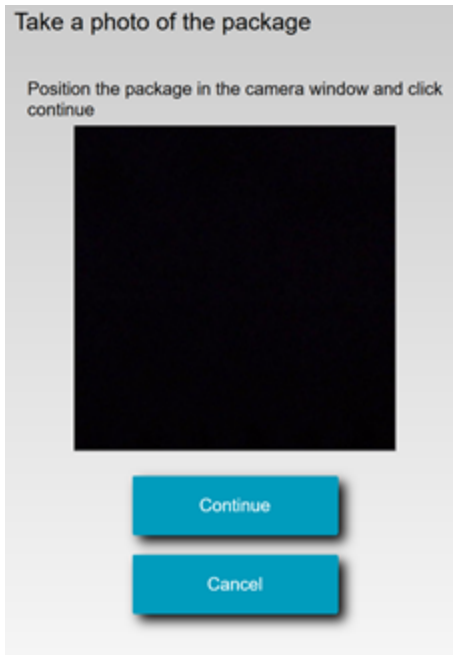
The image shows a mobile application interface for searching recipients. At the top, the title is "Recipient search" with a subtitle "Start typing the recipient's name and then select from the listing." Below this is a large white text input field. A blue keyboard overlay is positioned below the input field, showing numbers 1-0, letters q-z, and symbols like "#1", ".", and "-". At the bottom of the interface are two blue buttons: "Cancel" and "Not found".

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



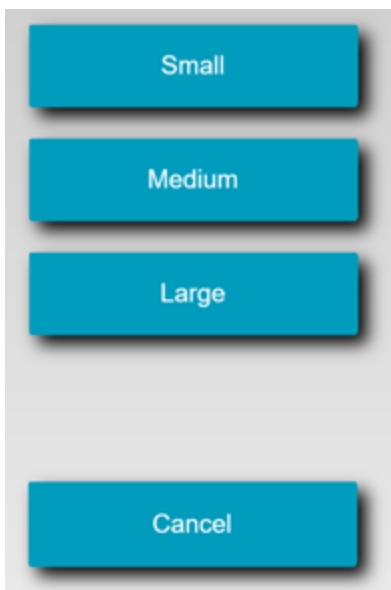
ID	RECIPIENT
81	test test

10. 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.

11. Select the locker size.

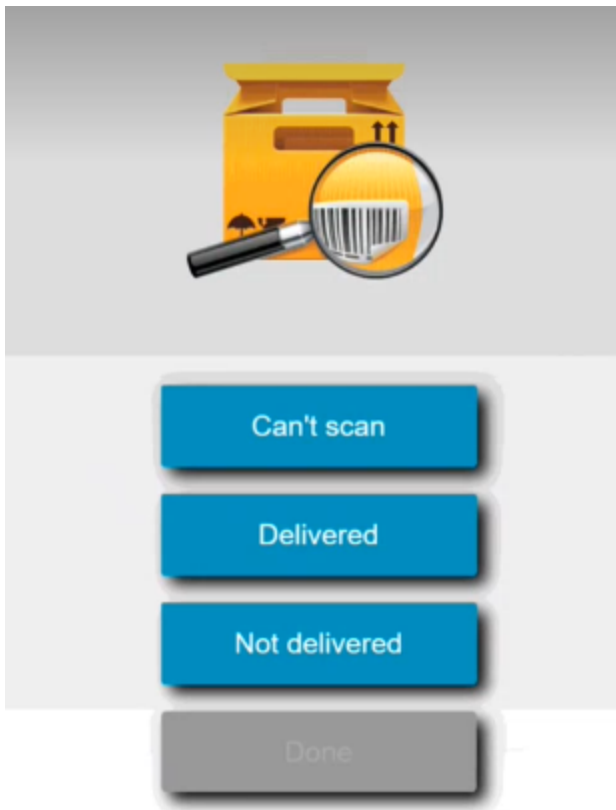


- The system opens the locker displays the locker number.



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

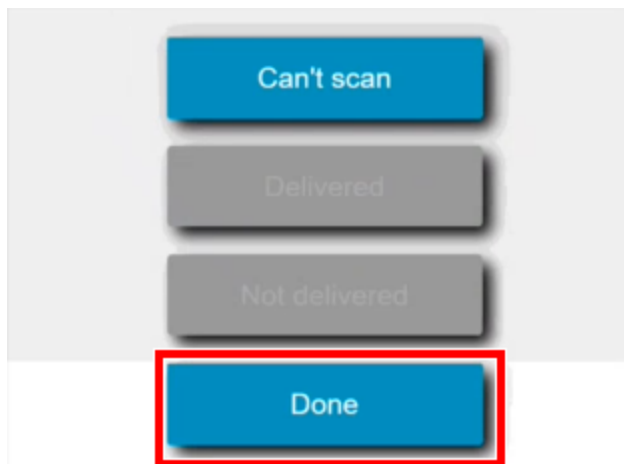
- Put the package in the locker and close the door. The system provides you with the following options.



**NOTE:** if you do not respond to this screen within 2 minutes, the system automatically delivers the package and logs you out.

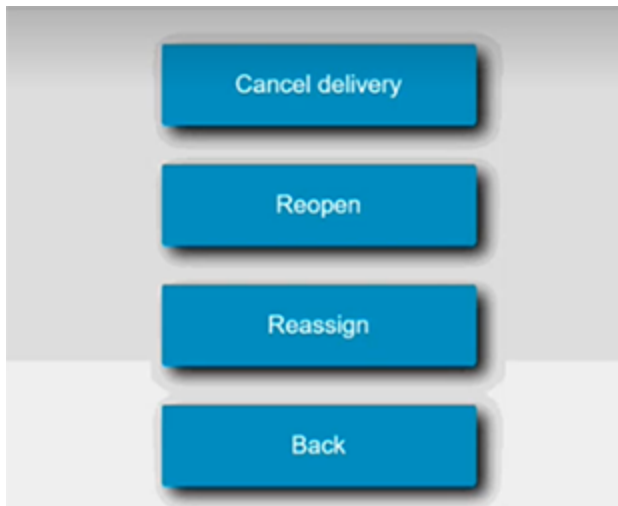
14. Select the appropriate option.

- **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.

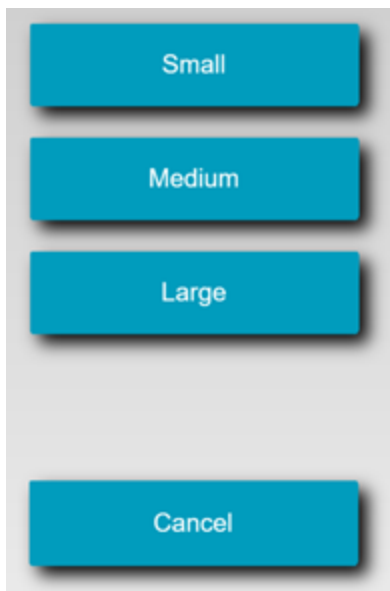
- **Not delivered** - tap this to open the Not Delivered screen options.



**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.

# 2 - Picking up Packages

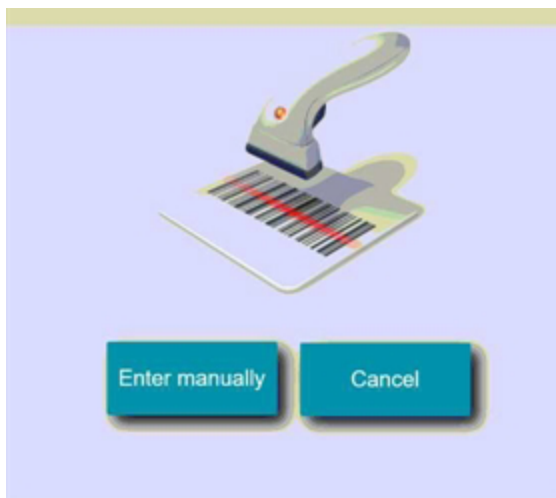
## In this section

Individual Recipient Picking up Packages from the Locker - SendSuite Tracking Online.....20

## Individual Recipient Picking up Packages from the Locker - SendSuite Tracking Online

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.

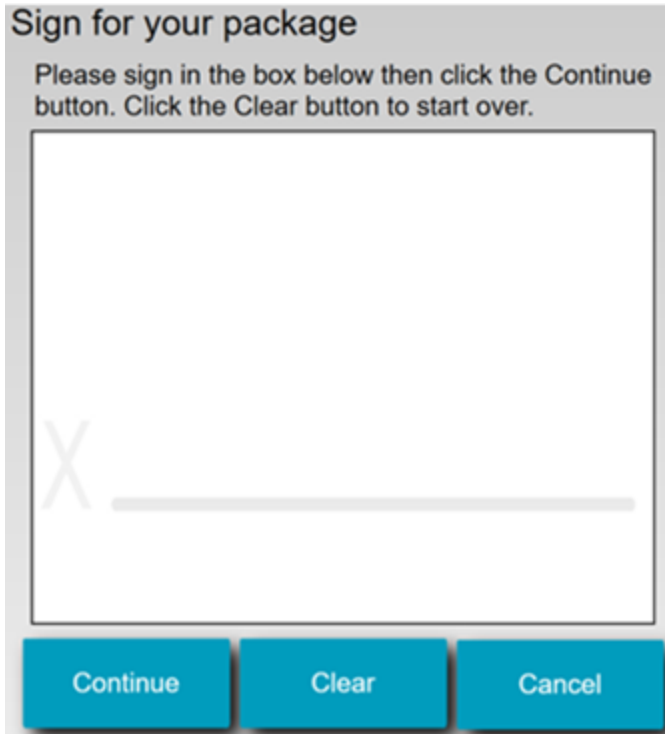


- a. If you cannot scan the barcode, tap **Enter manually** and use the keyboard to enter the barcode number.



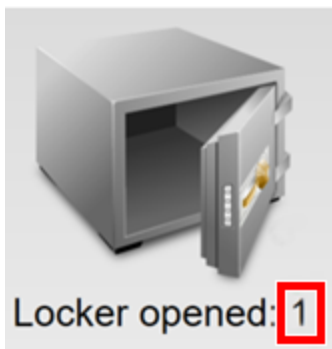
- b. Tap **Enter** when done.

4. If your 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.
5. 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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