pitney bowes

Shipping & Mailing
Parcel & Packages

ParcelPoint™ Smart Lockers

Locker Management Module

Administration Guide

Note for screen readers:

For JAWS, use Control + down arrow to advance to the next page, then use Up arrow to read the first line.
For VoiceOver, use Function + down arrow to advance to the next page, then Control + Option + Up arrow to read the first line.

The ParcelPoint Smart Lockers 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
SV63375 Rev. A	August 2021	Initial release
SV63375 Rev. B	November 2022	Added day lockers
SV63375 Rev. C	September 2023	Updated screen shots; added accessibility topic
SV63375 Rev. D	July 2024	Improved PDF accessibility

Version history

Table of Contents

1 - Configuring kiosks

In this section

Configuring locker kiosks - general settings

You can set up how clients interact with the kiosks within a locker bank when they pick up and drop off packages.
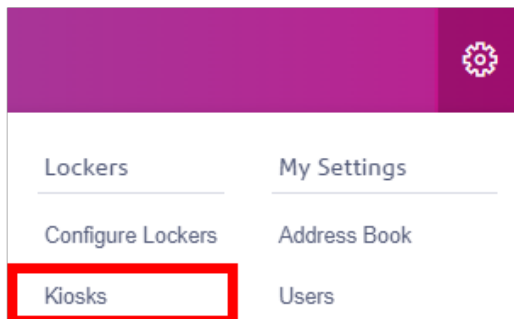
1. Click **Kiosks**.

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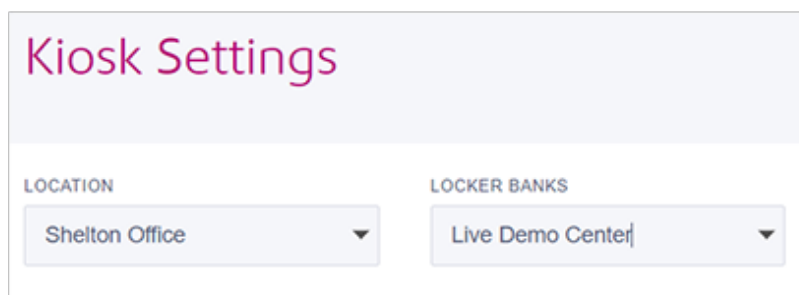
3. Set the sliders to allocate the minimum number of lockers which will be used for delivering packages only. The rest of the lockers can be used for both delivering packages and storage purpose.

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 locker kiosks - drop off settings

You can set up how clients interact with the kiosks within a locker bank when they drop off packages.

1. Click **Kiosks**.

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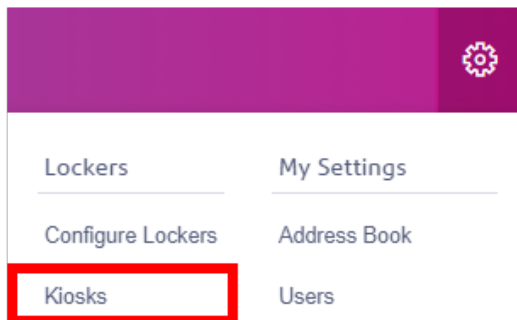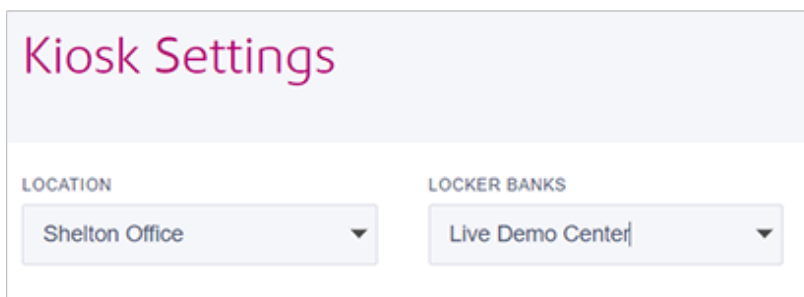

3. Select **Package Drop Off**.

4. Set the slider for each option to **ON** to enable the option or **OFF** to disable the option.
   - **Direct Drop Off**: Set this to **ON** if you want users to be able to deposit packages at the kiosk without stopping at the mailroom.
     - **Package with no barcode**: Set this to **ON** if you want the kiosk 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 Droff 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 kiosk 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.

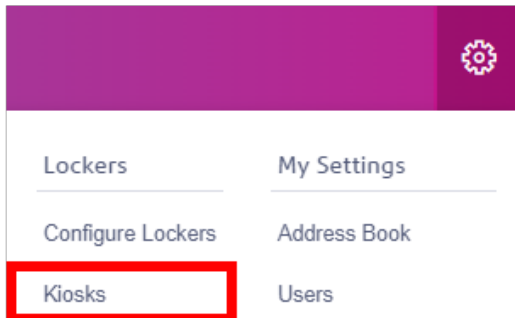ON

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.
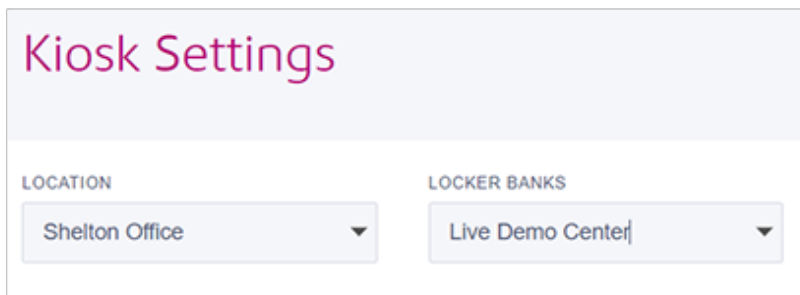
ON

Configuring locker kiosks - pick up settings

You can set up how clients interact with the kiosks within a locker bank when they pick up packages.

1. Click **Kiosks**.

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.


Configuring locker kiosks - storage

You can set up kiosks within a locker bank with the option 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.
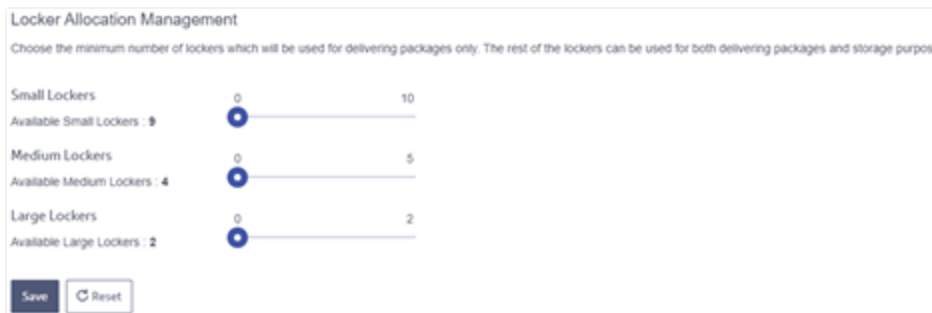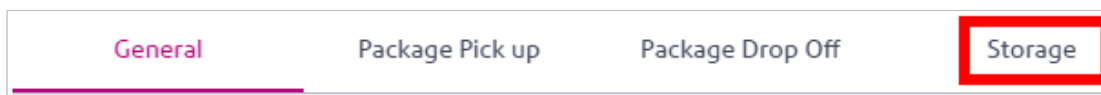
1. Click **Kiosks**.
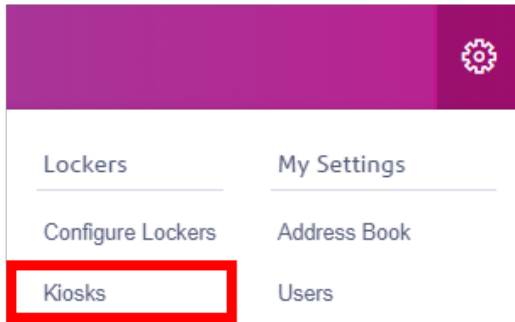
2. Select the location from the **Location** menu, then select the locker bank from the **Locker Banks** menu.
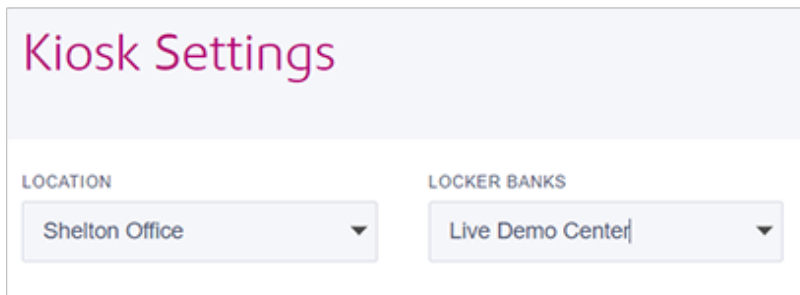
3. By default, the General settings tab will be displayed. Select **Deliver Packages & Store Belongings**.

   a. (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.

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

   - **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.

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 the **Settings** icon at the top and select **Kiosks**.
2. Select the **Location** and **Locker Bank**.
3. Under **Contactless Lockers**, set the toggle switch to **On**.
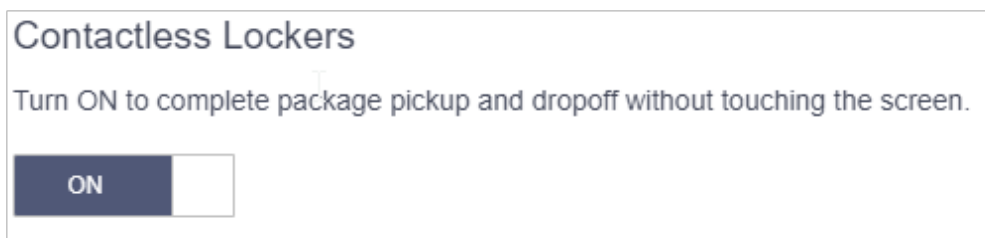
Generate the barcode

1. Click the **Settings** icon at the top and select **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.
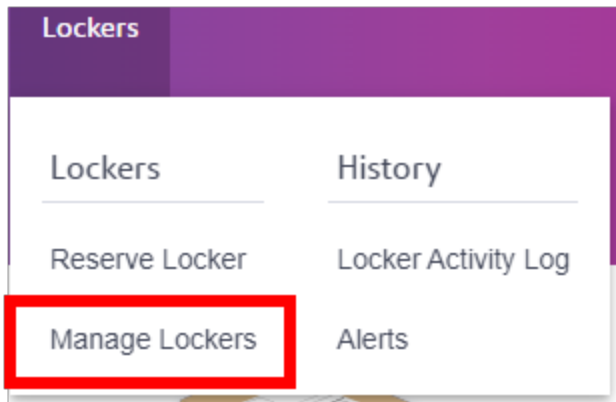2. Click **Print** in the Print User Badge dialog box.
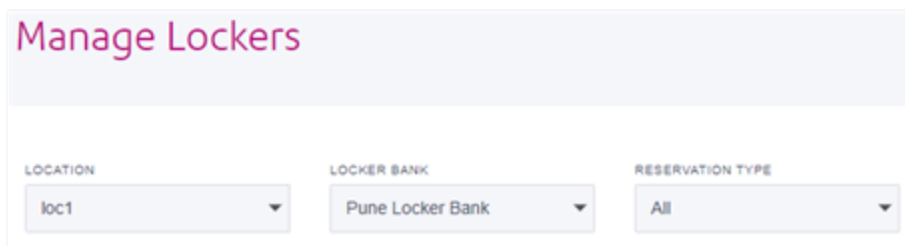
2 - Managing lockers

In this section

Checking locker availability

You can use the Locker Management Module to see which lockers are available, reserved, occupied, expired, and out of service.
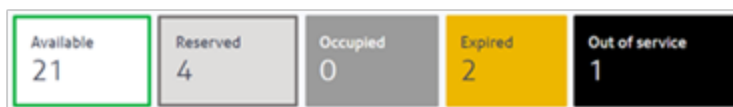
1. Select **Lockers > Manage Lockers**.

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

36.+

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

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.

3. 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.
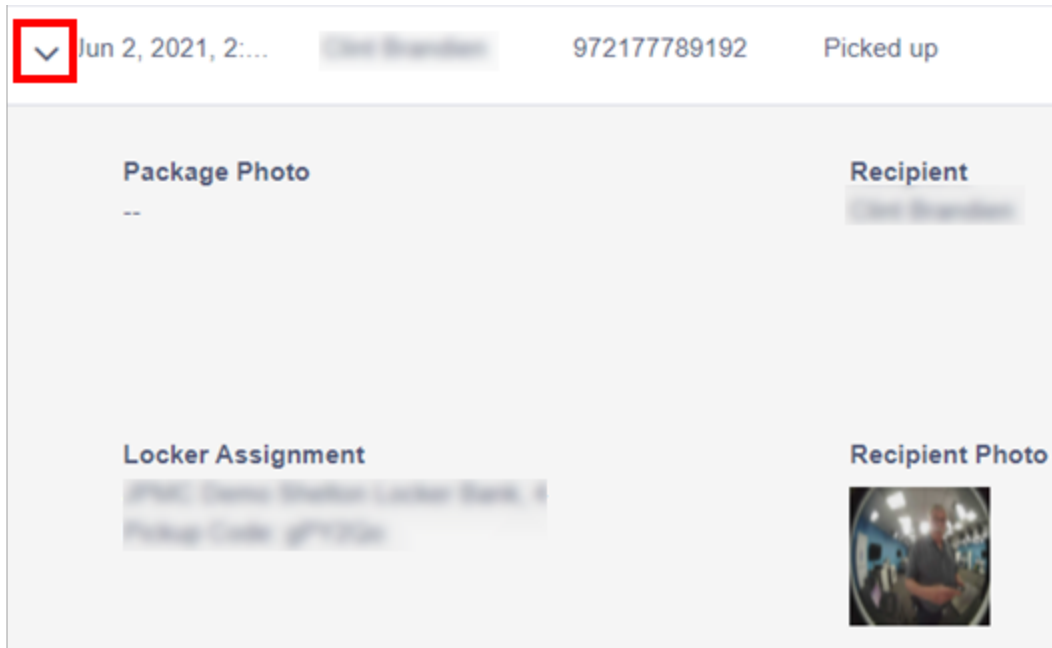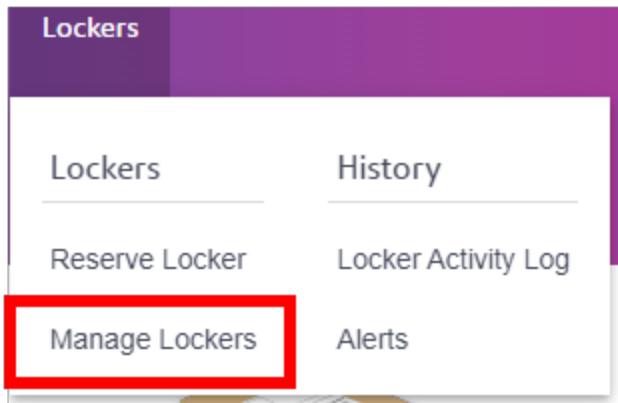

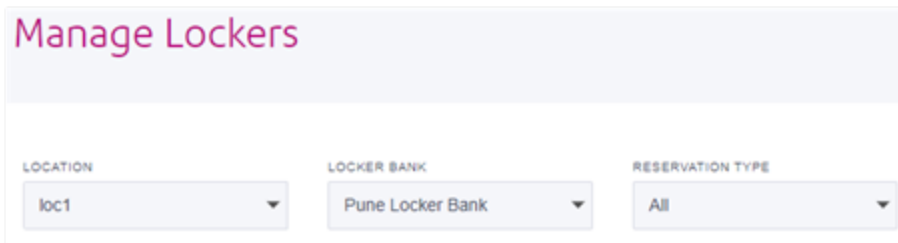An image of the recipient's signature is also provided.

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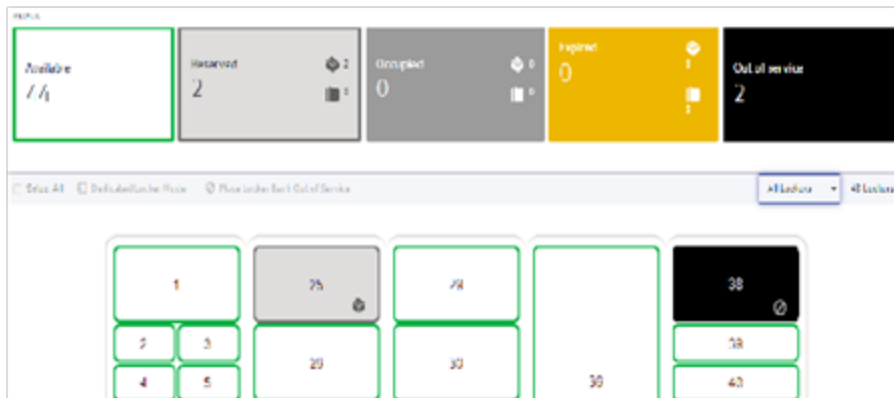
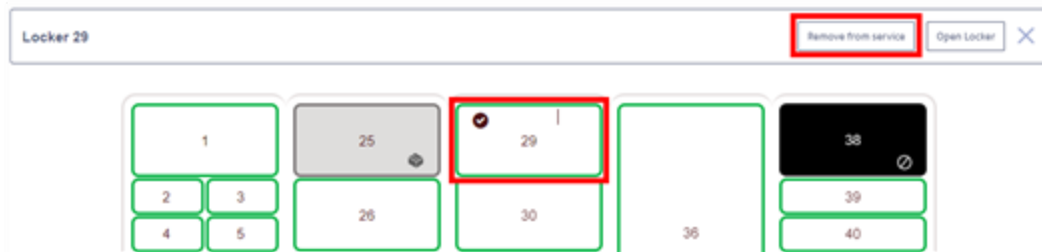1. Select **Lockers > Manage Lockers**.

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

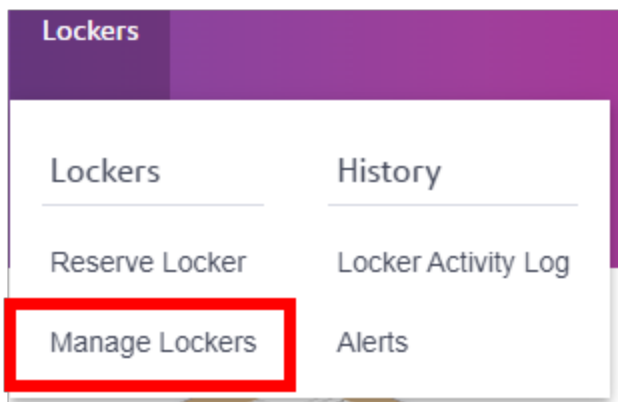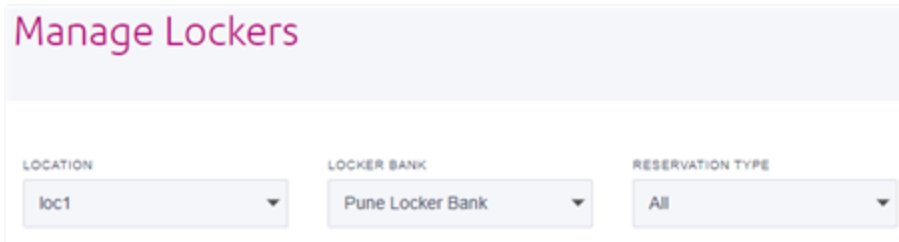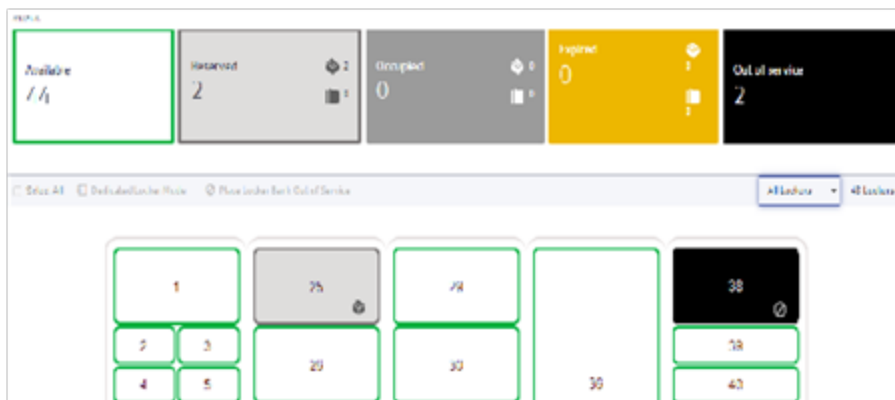All of the lockers in the selected locker bank are shown.

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

4. 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**.

Opening a locker remotely

If a recipient is unable to open a locker door, you can open it remotely using the Locker Management Module.
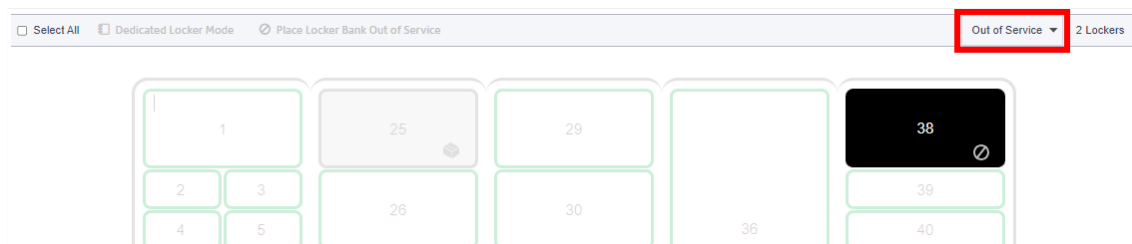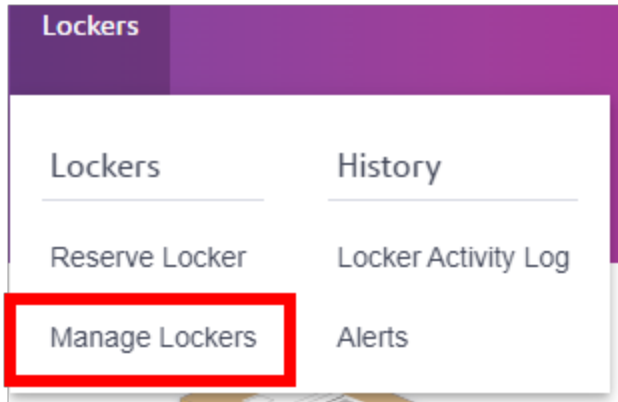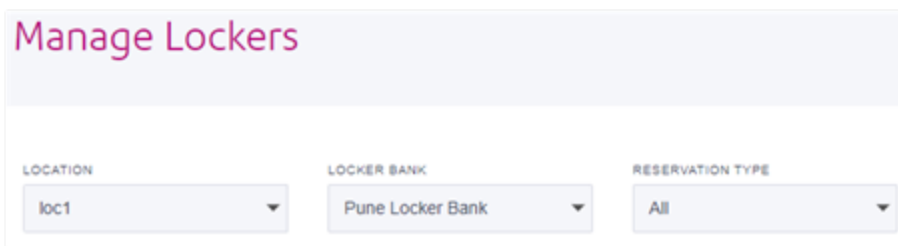
1. Select **Lockers > Manage Lockers**.

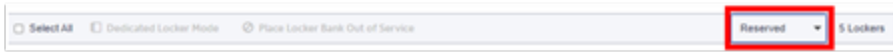2. Choose your location from the **Location** menu, then choose your locker bank from the **Locker Bank** menu.
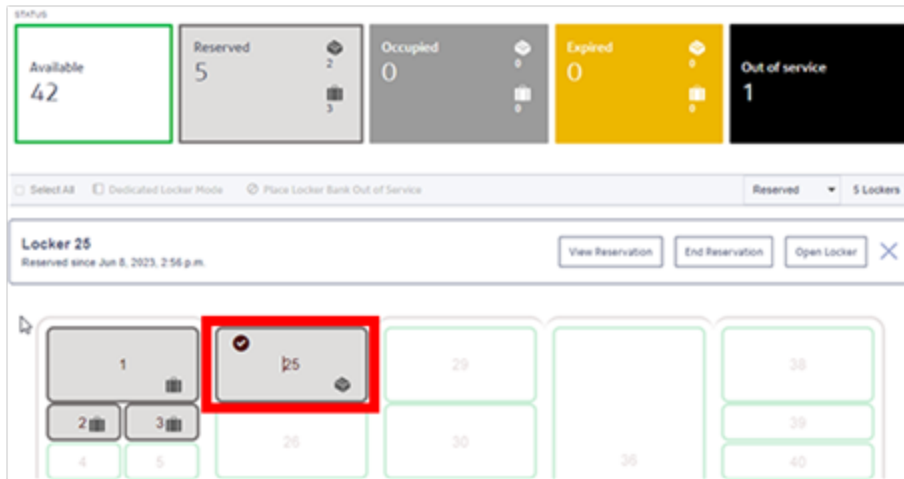

   All of the lockers in the selected locker bank are shown.
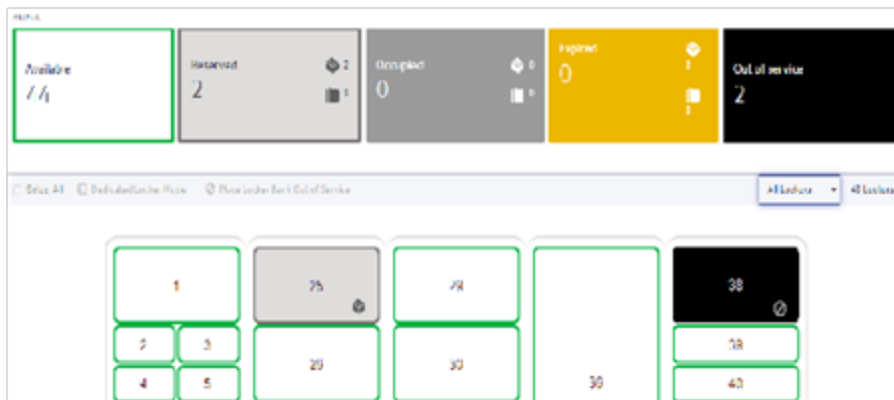
3. Select the **All Lockers** menu and choose **Reserved**.

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.

3 - Reserving lockers

In this section

Reserving a locker

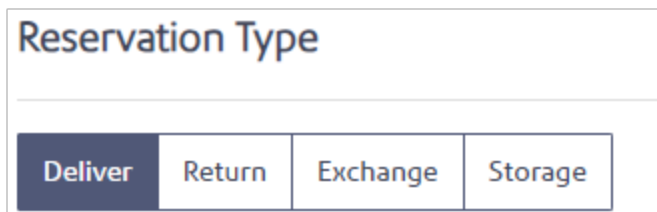You can reserve a locker ahead of time using Locker Management Module so that an assigned locker is available for a specific package as soon as you or a designated client sign in at the kiosk.
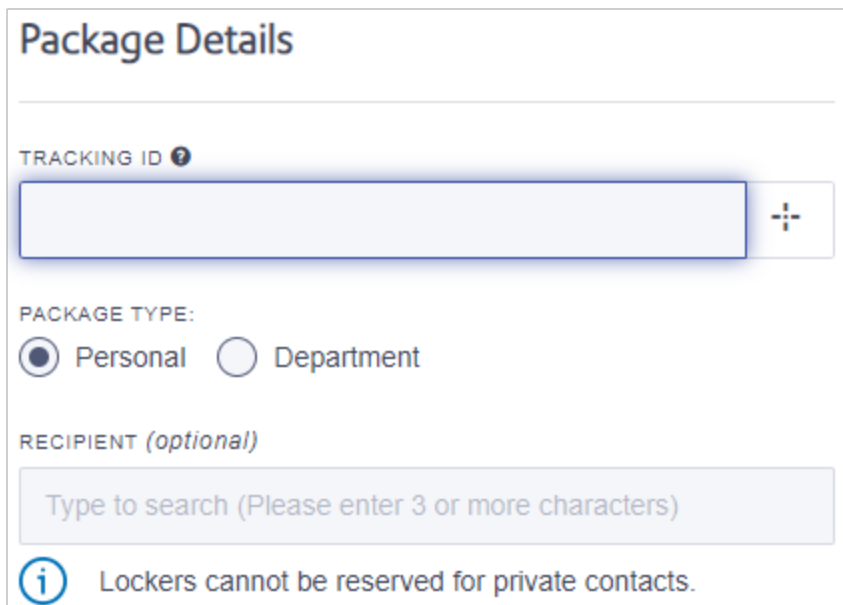
1. Select **Lockers > Reserve Locker**.

2. Select **Deliver**.

3. Enter the **Package Details**.

Package Details

TRACKING ID ❓

PACKAGE TYPE:
◉ Personal   ○ Department

RECIPIENT *(optional)*

Type to search (Please enter 3 or more characters)

ⓘ   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 **Personal**.
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 you need a wheelchair-accessible locker (15" to 48" 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.
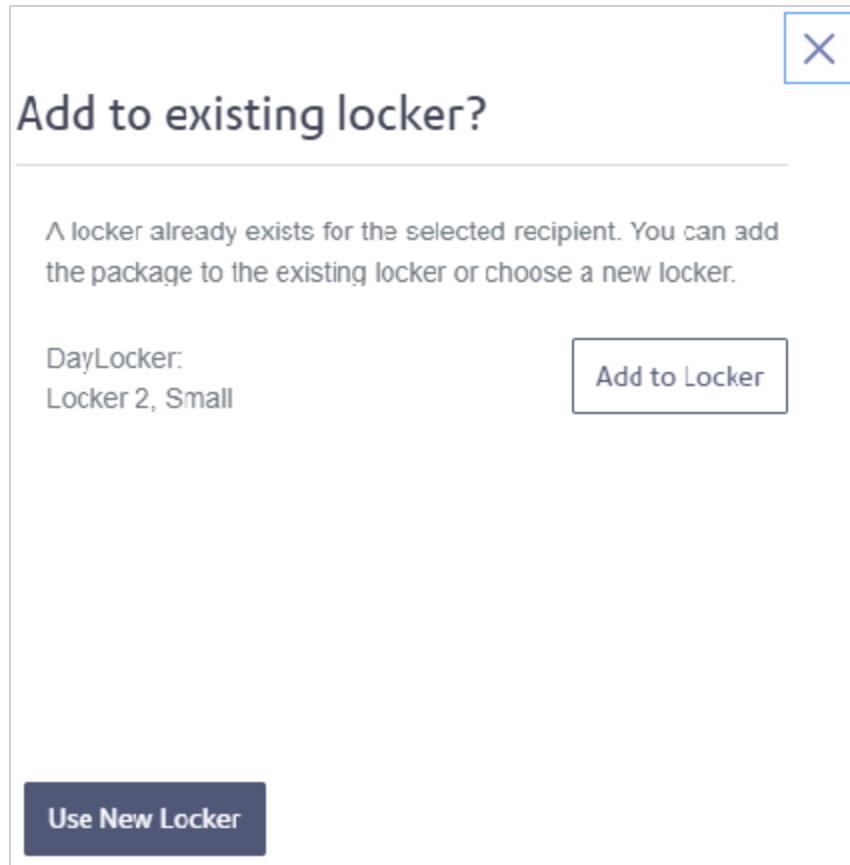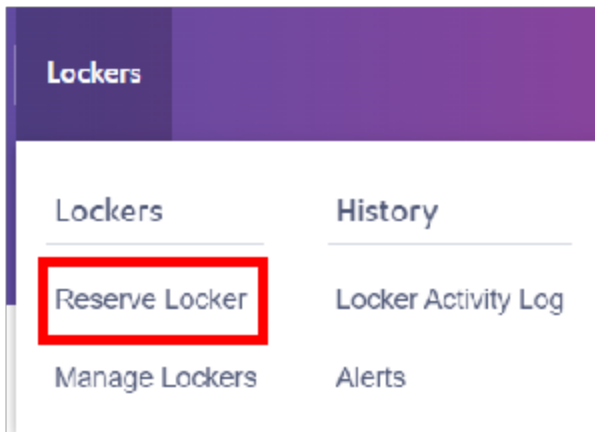
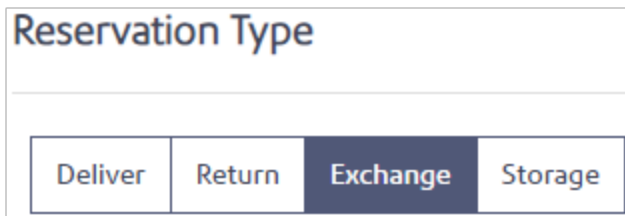

Reserving a locker for an exchange

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**.

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 Personal or Department.

    ii. Select the Recipient or Department.

- If the Package Type is Personal, 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 Personal or Department.

        ii. Select the Recipient or Department.

- If the Package Type is Personal, 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**.


    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 (15" to 48" from the floor), select **Requires Accessible Locker**.

    d. From the **Locker Size** menu, select small, medium or large.
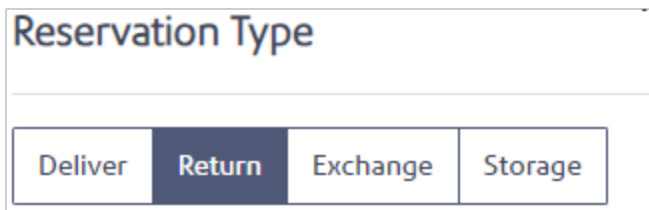
5. Select **Reserve**.

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**.
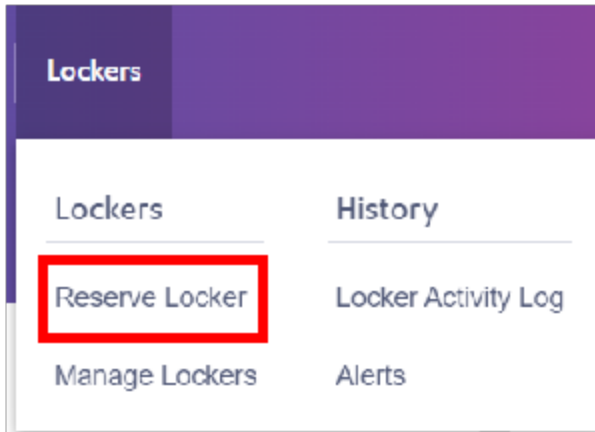
2. Select **Return**.

3. Enter the **Package Details**.

a. In the **Drop Off** section, select the **Package Type**, either Personal or Department.

b. Select the Recipient or Department.
   - If the Package Type is Personal, 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 Personal, 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.
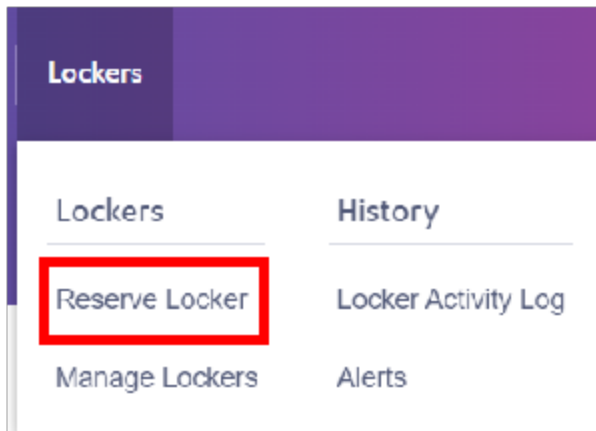
4. Enter the **Locker Details**.

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 (15" to 48" from 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.
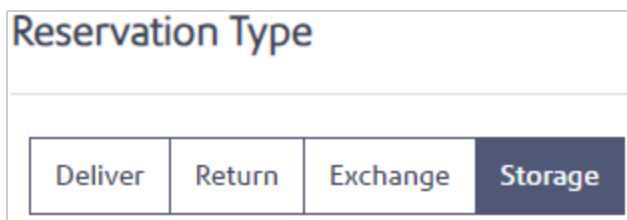
Reserving a locker for storage

You can reserve a locker ahead of time using Locker Management Module so that an assigned locker is available for you to store your belongings at the kiosk.

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

2. Select **Storage**.

3. Enter the **Package Details**.

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

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.

5. Enter the **Locker Details**.

Locker Details

LOCATION

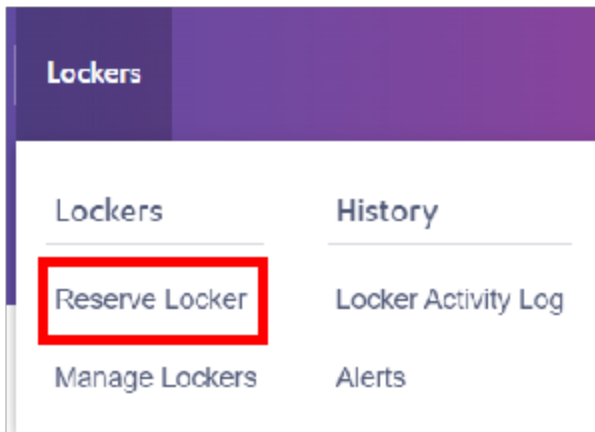manvi ▼

LOCKER BANK

Select ▼

LOCKER SIZE

Select ▼

☐ Requires Accessible Locker

   a. Select your location from the **Location** menu.
   b. If you need a wheelchair-accessible locker (15" to 48" 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.
6. Select **Reserve**. The person for whom the reservation was made will receive a confirmation email with a numeric PIN and a barcode.
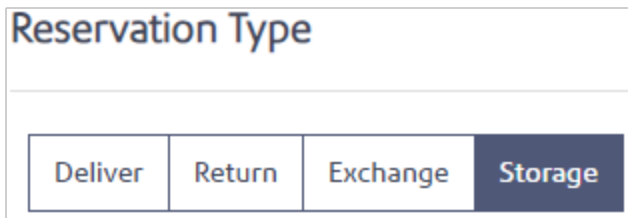
Reserving a locker for storage

You can reserve a locker ahead of time using Locker Management Module so that an assigned locker is available for you to store your belongings at the kiosk.

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

2. Select **Storage**.

3. Enter the **Package Details**.

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

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.

5. Enter the **Locker Details**.

a. Select your location from the **Location** menu.

b. If you need a wheelchair-accessible locker (15" to 48" from the floor), select **Requires Accessible Locker**.
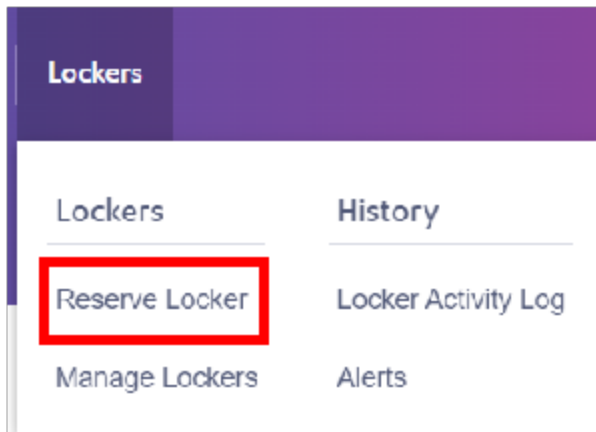
c. From the **Locker Bank** menu, select the locker bank. Only locker banks assigned to you are shown.

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.

6. Select **Reserve**. The person for whom the reservation was made will receive a confirmation email with a numeric PIN and a barcode.
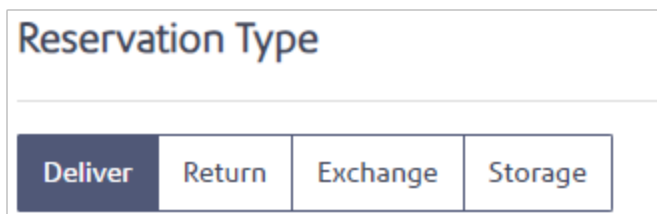
Reserving a dedicated locker

If a locker is dedicated to a department or an individual recipient, you can reserve a locker ahead of time using 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.
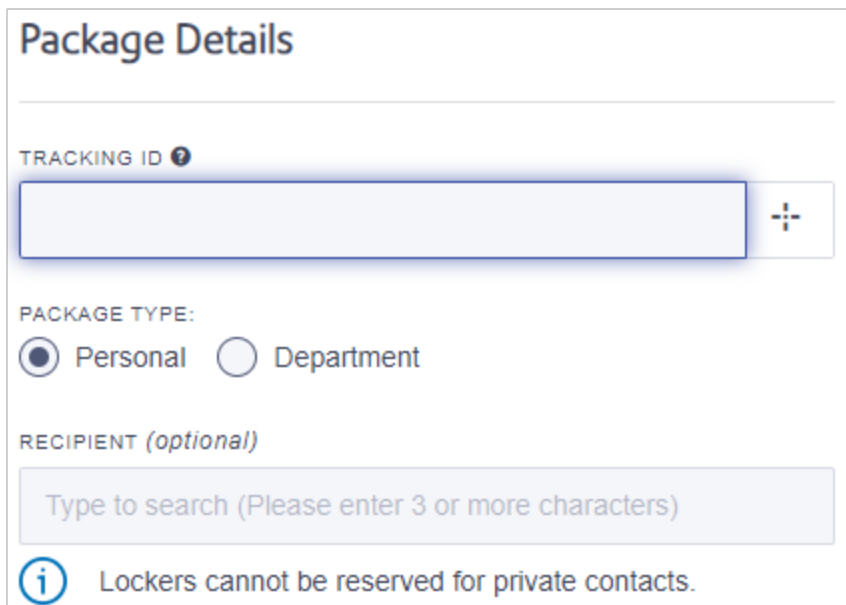
1. Select **Lockers > Reserve Locker**.

2. Select **Deliver**.

3. Enter the **Package Details**.

Package Details

TRACKING ID ❓

PACKAGE TYPE:
◉ Personal ○ Department

RECIPIENT *(optional)*

Type to search (Please enter 3 or more characters)

ⓘ   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 **Personal**.

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

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**.

For Service or Supplies