



Shipping & Mailing
Mailing Equipment & Software

ParcelPoint™ Smart Lockers

User Guide

US English Edition
SV63373 Rev. D
November 09, 2022

©2022 Pitney Bowes Inc.

All rights reserved. This book may not be reproduced in whole or in part in any fashion or stored in a retrieval system of any type or transmitted by any means, electronically or mechanically, without the express written permission of Pitney Bowes.

The use of this information by the recipient or others for purposes other than the training of customers on Pitney Bowes equipment may constitute an infringement of intellectual property rights of Pitney Bowes, and Pitney Bowes assumes no responsibility for any such use of the information.

We have made every reasonable effort to ensure the accuracy and usefulness of this manual. However, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Except as provided in writing, duly signed by an officer of Pitney Bowes, no license either express or implied, under any Pitney Bowes or third party's patent, copyright or other intellectual property rights is granted by providing this information.

PB Postage™ is a trademark of Pitney Bowes Inc.

Table of Contents

1 - Picking up Packages

Picking up a single package	2
Picking up multiple packages by opening all the lockers	5
Picking up multiple packages one locker at a time	8
Picking up personal and departmental packages	11

2 - Dropping off Packages

Dropping off a package with a reserved locker	18
Dropping off a package without a reserved locker	20
Dropping off a package using contactless login	25
Dropping off a package without a barcode	29

3 - Picking up Expired Packages

Picking up expired packages	34
-----------------------------------	----

4 - Managing lockers

Logging in as mailroom administrator	40
Viewing lockers by status	41
Freeing up lockers by ending reservations	44
Freeing up lockers by removing expired packages	46

4 - Storing Personal Items

Store your belongings with a reserved locker	50
--	----

Store your belongings without a reserved locker	52
Open a locker and keep your reservation	53
Add more time to your storage locker reservation	54
Open a locker and end your reservation	56

1 - Picking up Packages

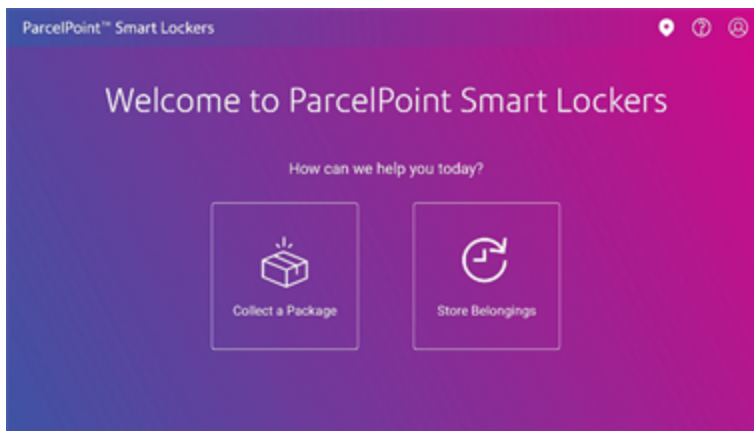
In this section

Picking up a single package.....	2
Picking up multiple packages by opening all the lockers	5
Picking up multiple packages one locker at a time.....	8
Picking up personal and departmental packages.....	11

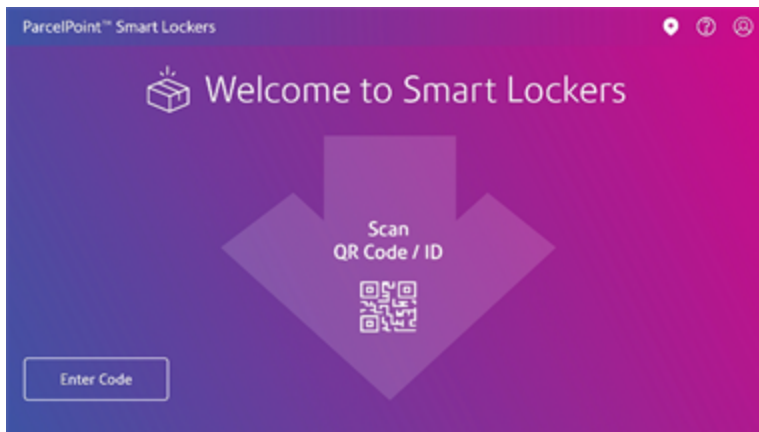
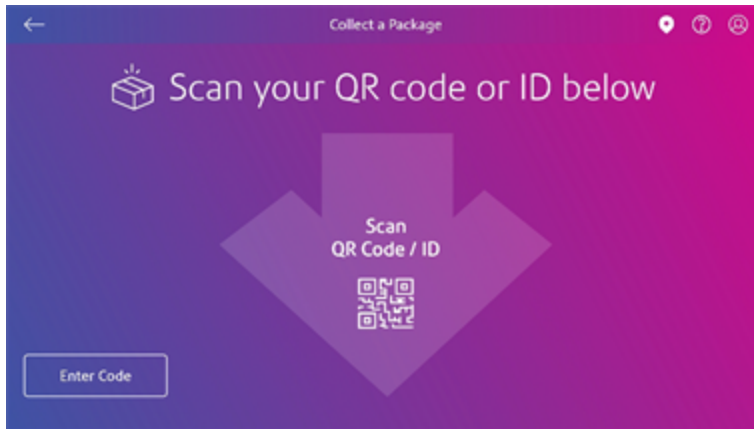
Picking up a single package

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, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.

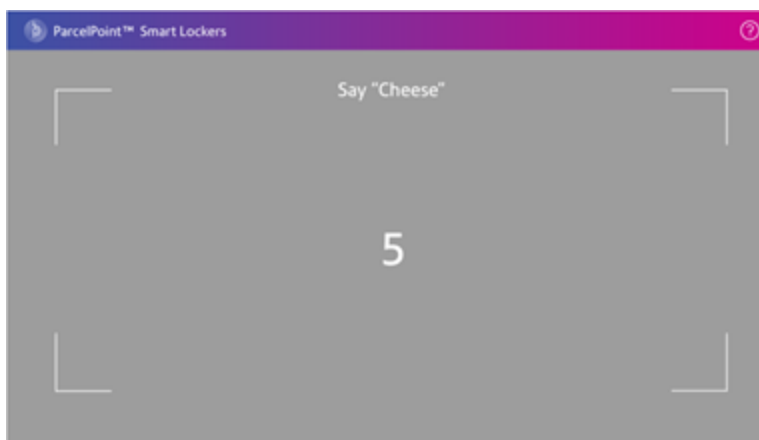


3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.



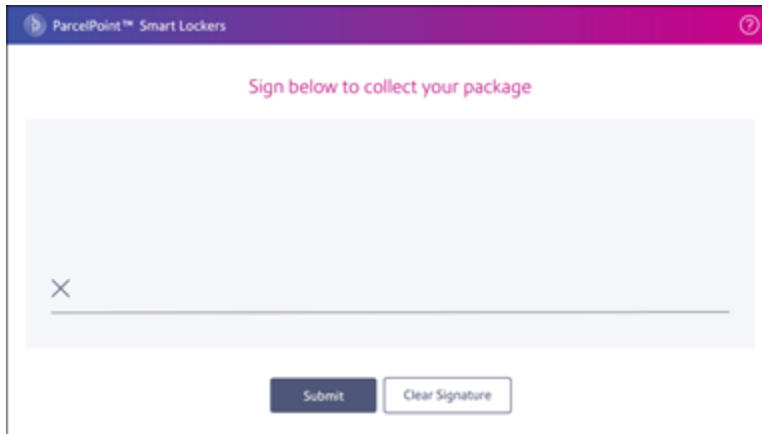
- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays the following screen.

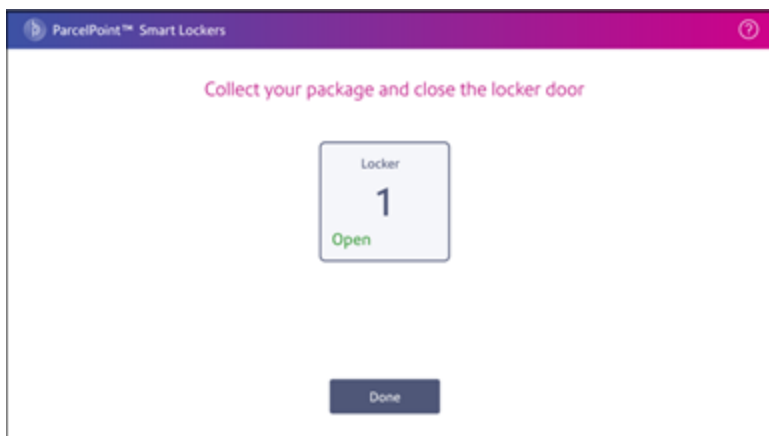


This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

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



- 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.

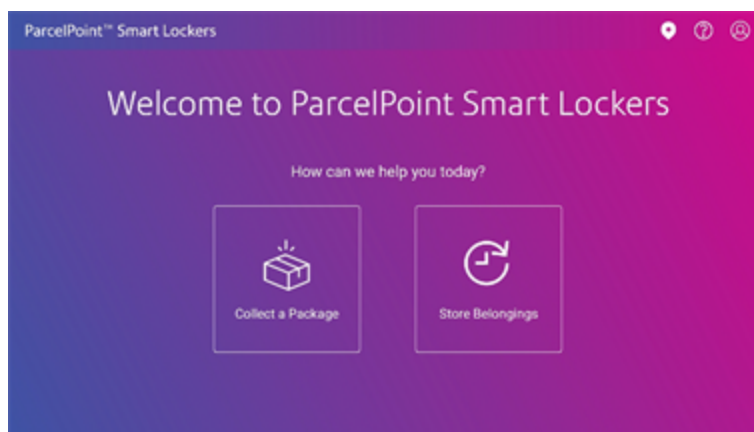
- Go to the locker and collect your package.
- Close the locker door.
 - If you close the locker before the 30 second count down reaches 0, or if you tap **Done** at the kiosk, the message "Pickup Complete" appears on the kiosk screen.
 - The systems returns you to the Home screen about 2 seconds after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

Picking up multiple packages by opening all the lockers

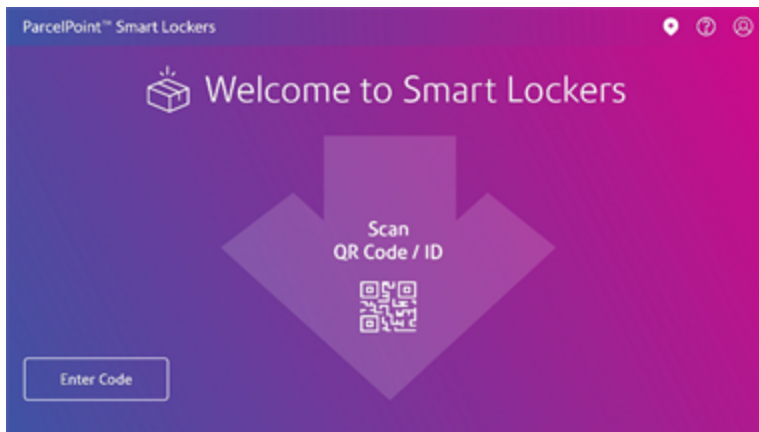
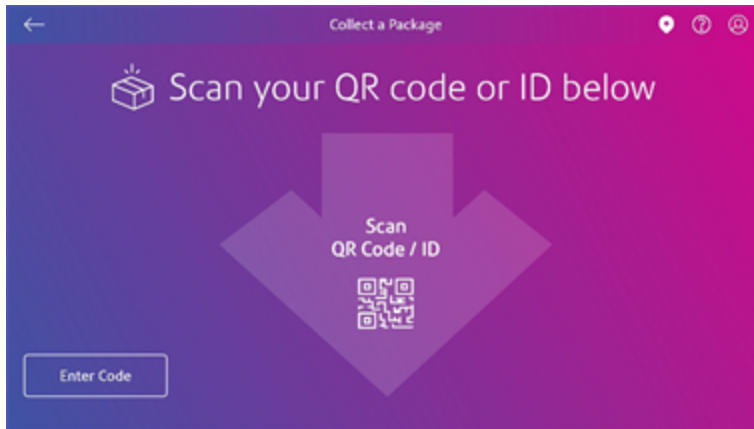
The mailroom administrator can configure the ParcelPoint Smart Lockers system so that when you pick up multiple packages, all of the lockers assigned to you open at the same time.

The mailroom 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, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.



3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.



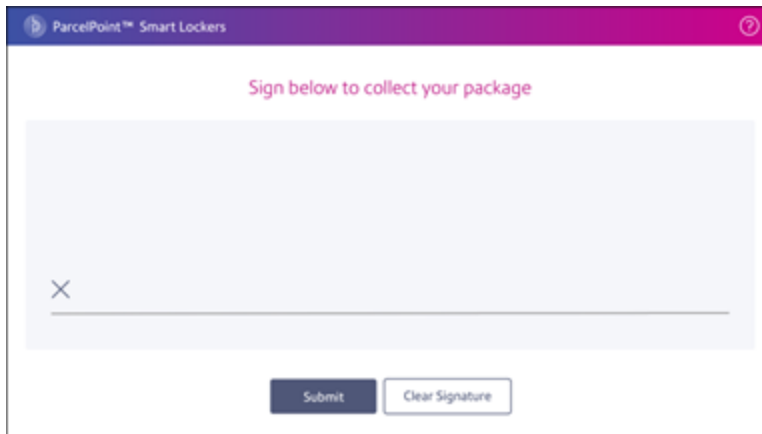
- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays the following screen.

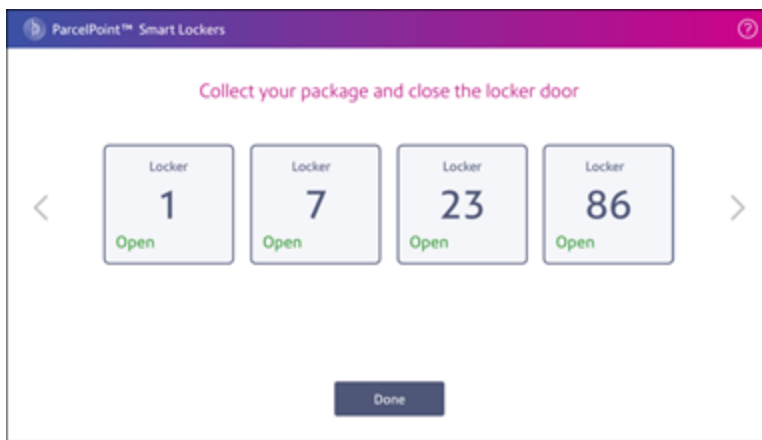


This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

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



- 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.



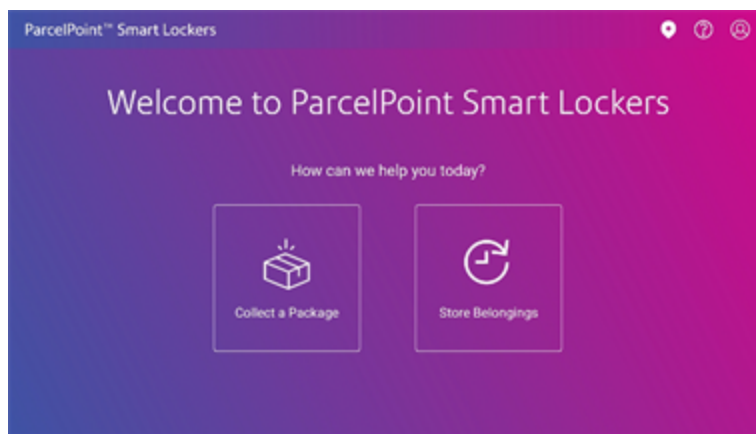
As soon as the system opens the locker doors, it starts a 30 second count down.

- Go to each locker and collect your packages.
- 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.

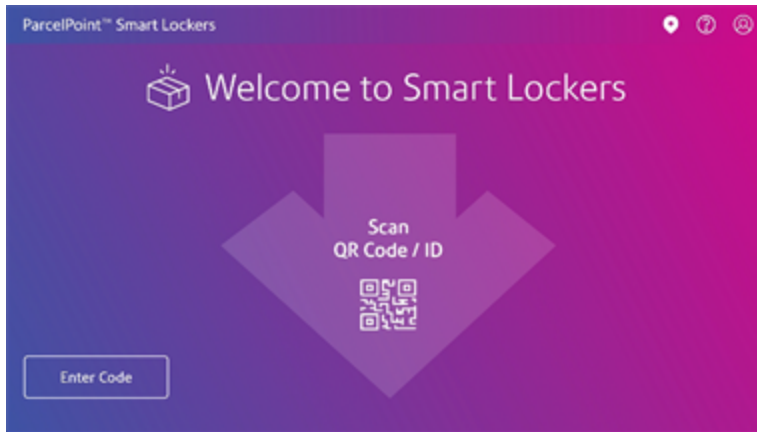
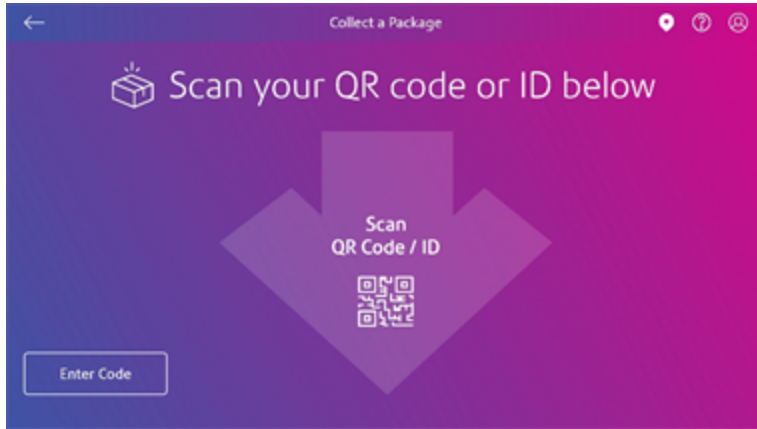
Picking up multiple packages one locker at a time

The mailroom administrator can configure the 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, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.



3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.



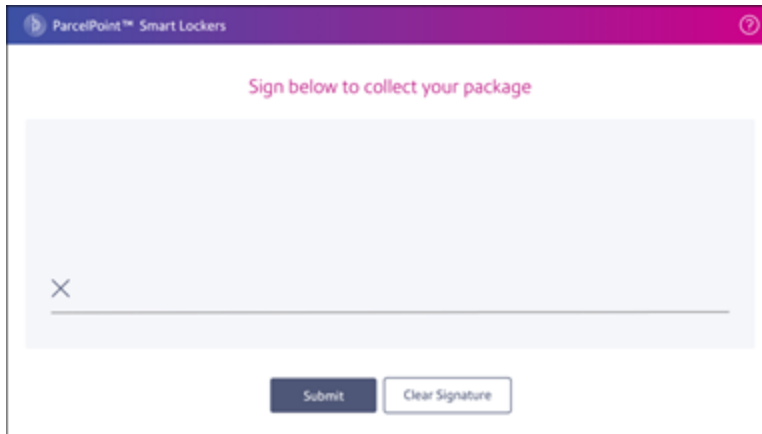
- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays the following screen.

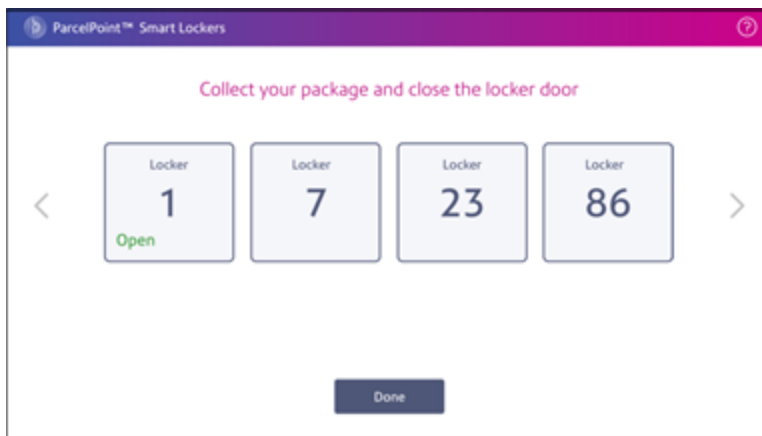


This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

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

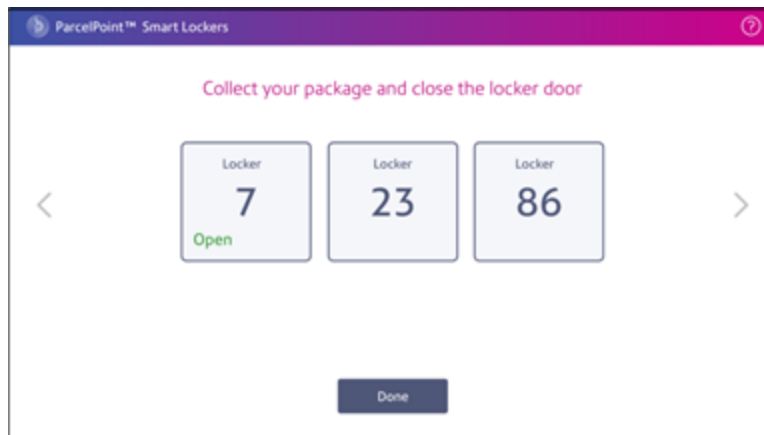


- Tap **Submit**. The kiosk screen displays all of the lockers assigned to you. The first locker is open.



Picking up Packages

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.

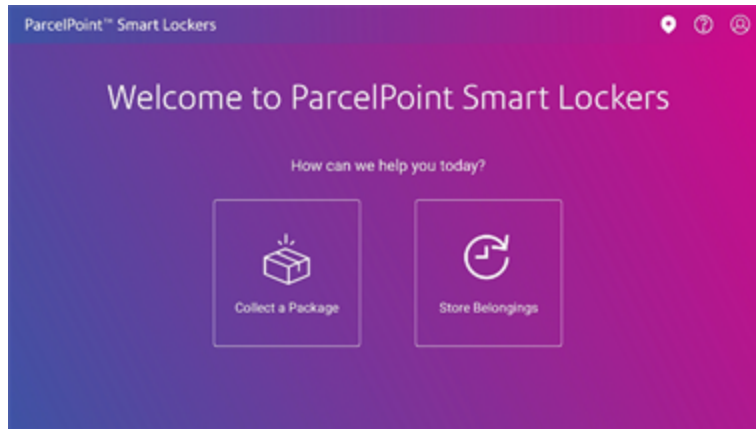


7. Go to the next locker and collect your package.
8. Repeat this process until you close the last locker door.
9. Go back to the kiosk and tap **Done**.
10. The system displays "Pickup Complete" on the locker screen. The system returns you to the Home screen about 2 seconds after "Pickup Complete" appears.

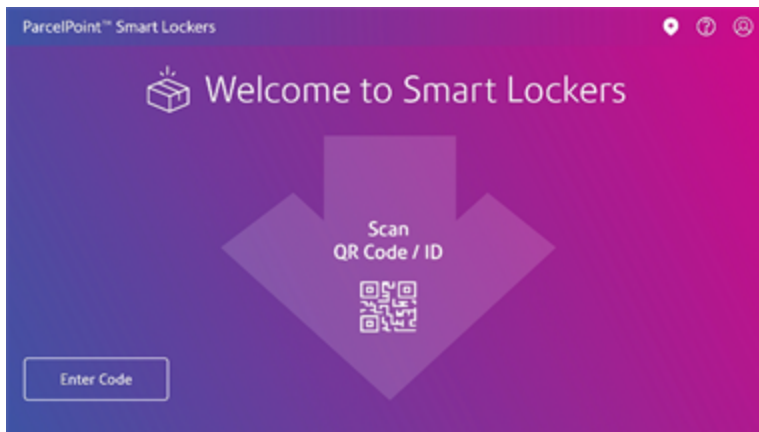
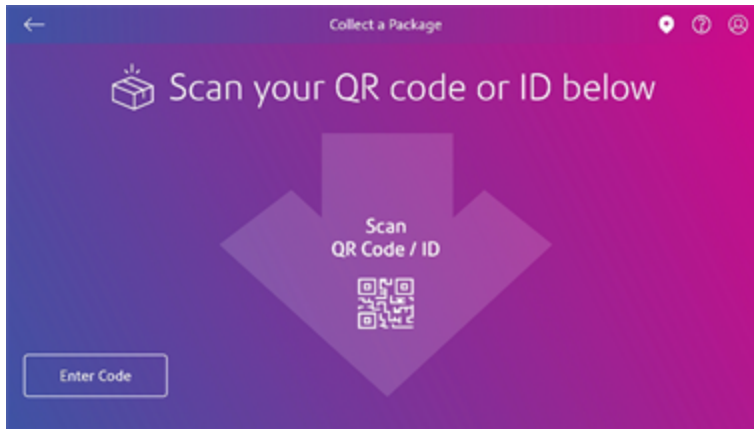
Picking up personal and departmental packages

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

1. Open the email containing your QR code or ID, and go to the locker kiosk.
2. If you see this screen, tap **Collect a Package**. The screen you see depends on the local configuration of your lockers.

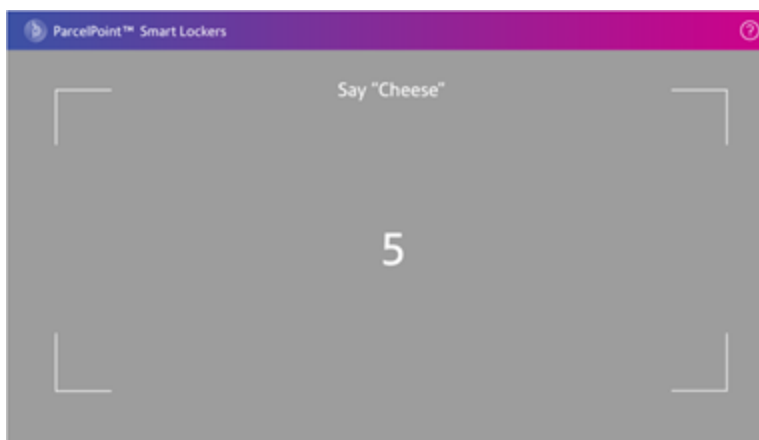


3. Scan the QR code or tap the **Enter Pickup Code** and enter the code. The screen you see depends on the local configuration of your lockers.



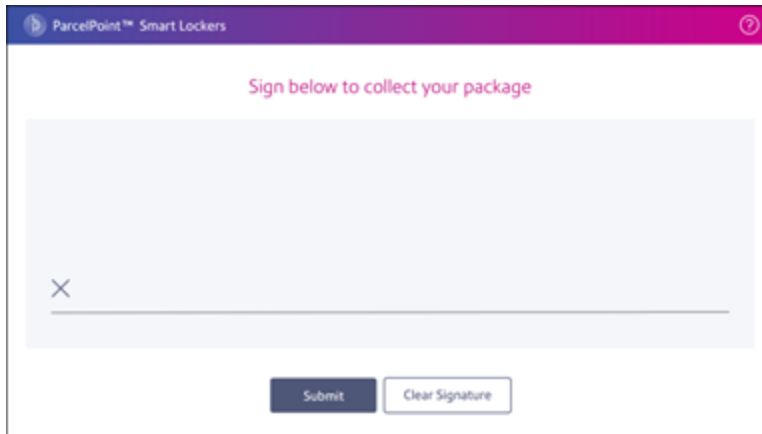
- If you choose to enter the pickup code, use the keyboard to enter the pickup code.
- Tap **Submit**.

If your kiosk is configured to take your picture, it displays the following screen.

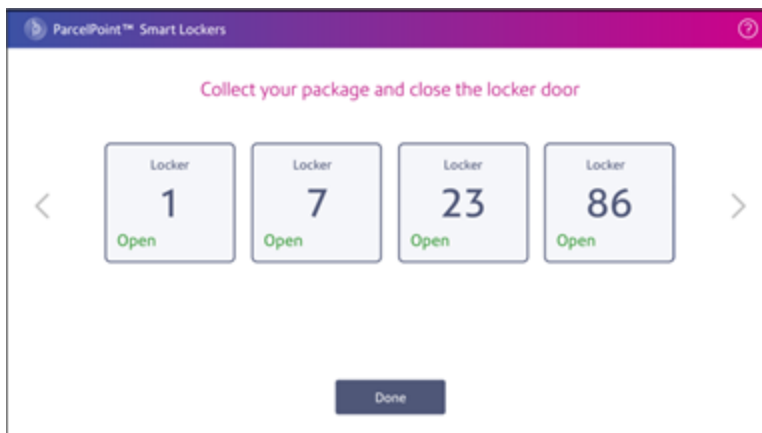


This screen appears for about 2 seconds. It takes your picture at the end of the 2 second period.

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

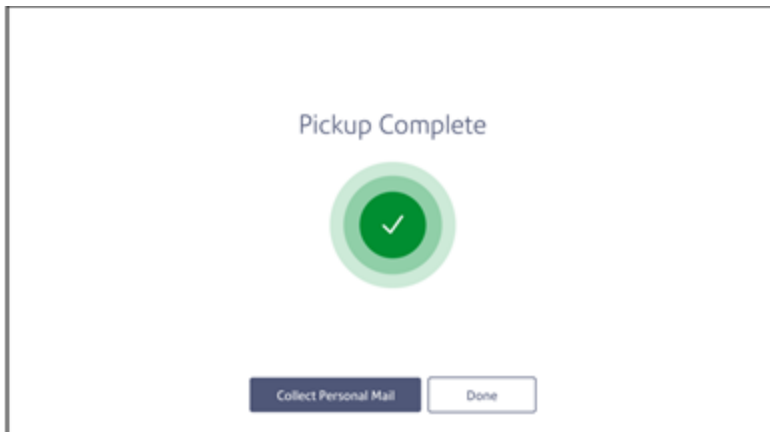


- Tap **Submit**. The system displays all of the lockers assigned to the department and their locations. The system opens all the lockers assigned to the department. The kiosk screen shows each of the lockers in Open state.



- Go to each locker and collect the packages.
- 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.

This page intentionally left blank.

2 - Dropping off Packages

In this section

Dropping off a package with a reserved locker.....	18
Dropping off a package without a reserved locker.....	20
Dropping off a package using contactless login.....	25
Dropping off a package without a barcode.....	29

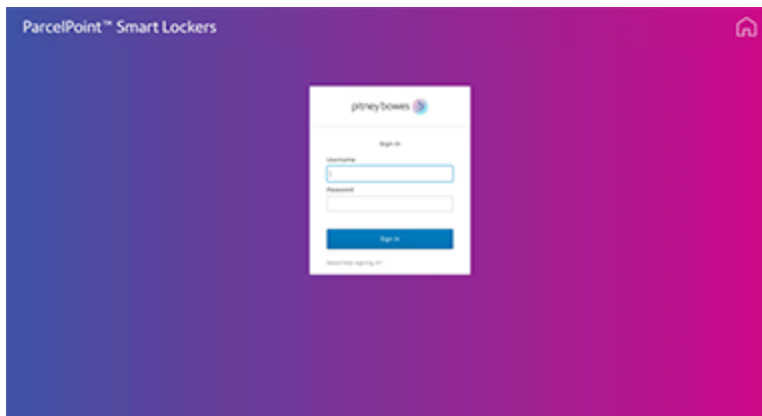
Dropping off a package with a reserved locker

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. Tap the **Log in** icon on the Home screen.

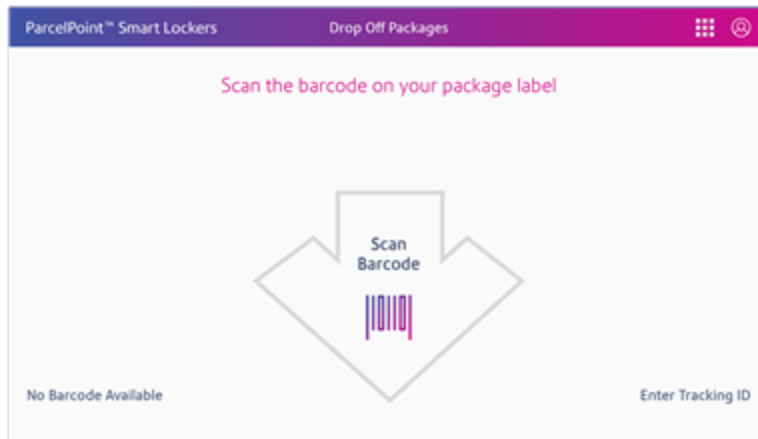


2. Enter your **Username** and **Password**.



3. Tap **Sign in** to continue.

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

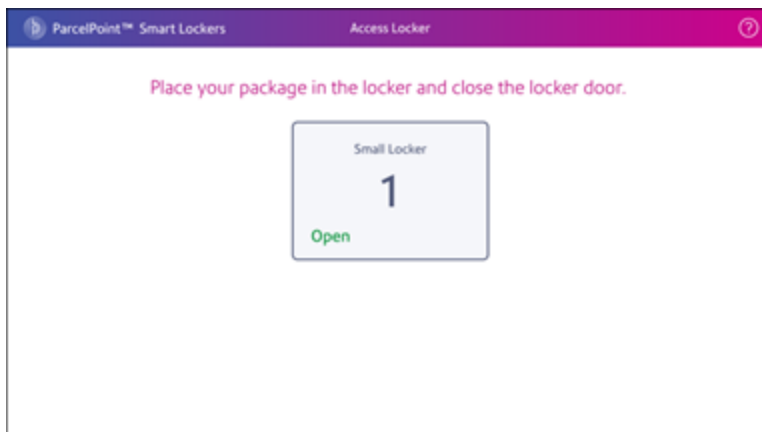


To enter the tracking ID, tap **Enter Tracking ID**.



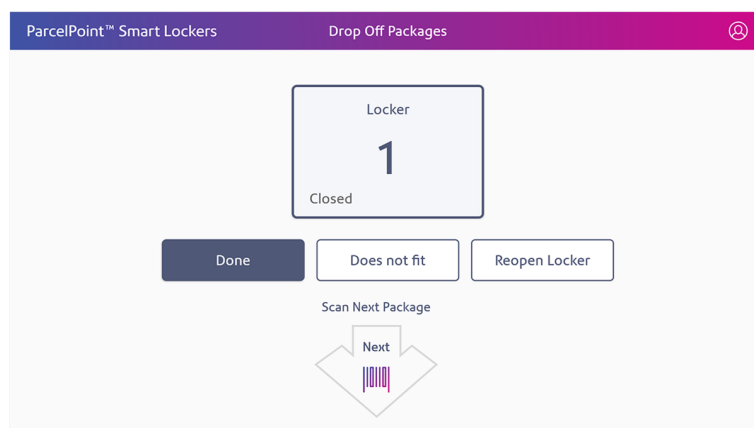
Tap **Done**.

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



If the locker fails to open, choose another locker.

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



- 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.
- Tap **Done**.

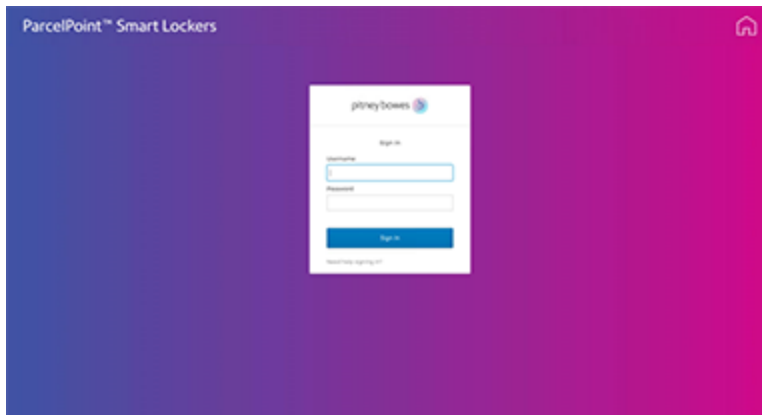
Dropping off a package without a reserved locker

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

1. Tap the **Log in** icon on the Home screen.

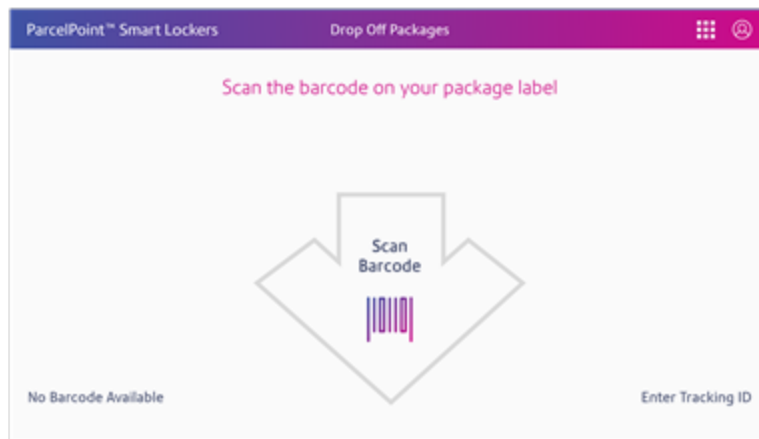


2. Enter your **Username** and **Password**.



3. Tap **Sign in** to continue.

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

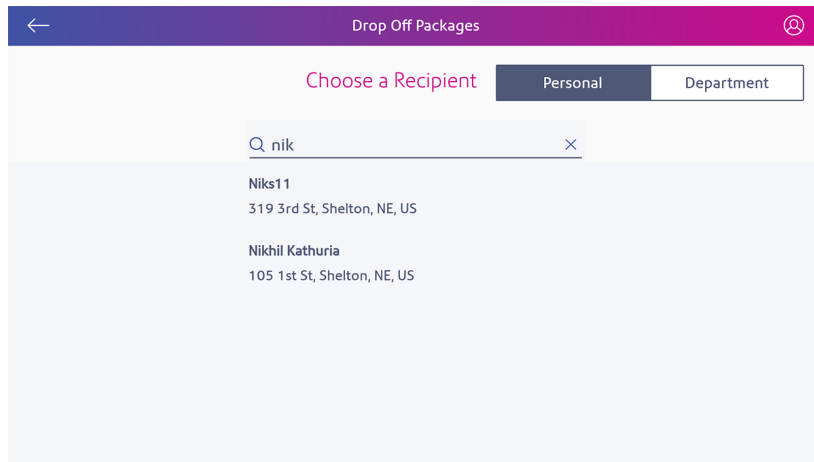


To enter the tracking ID, tap **Enter Tracking ID**.

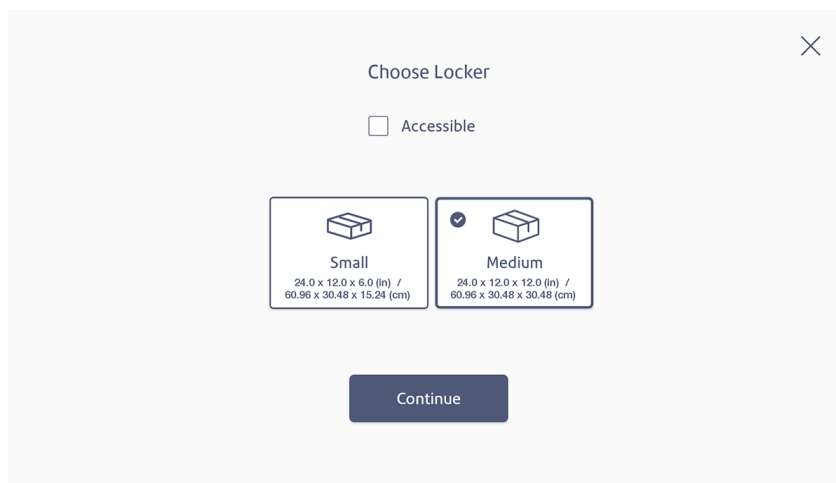


Tap **Done**.

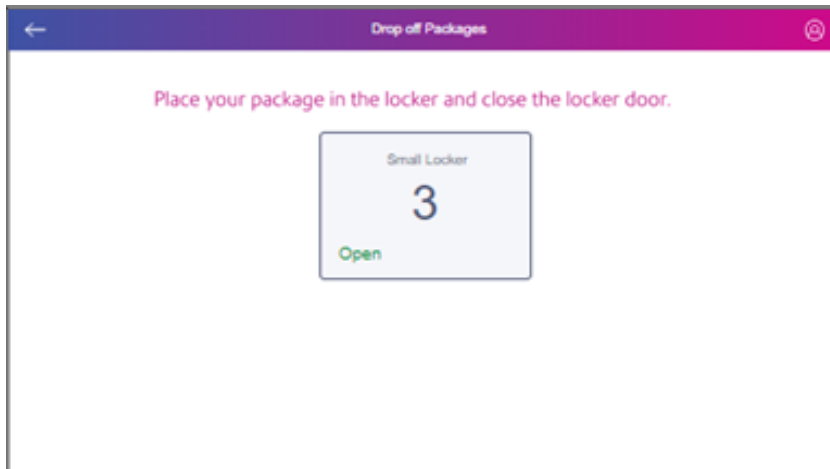
5. Choose the recipient.



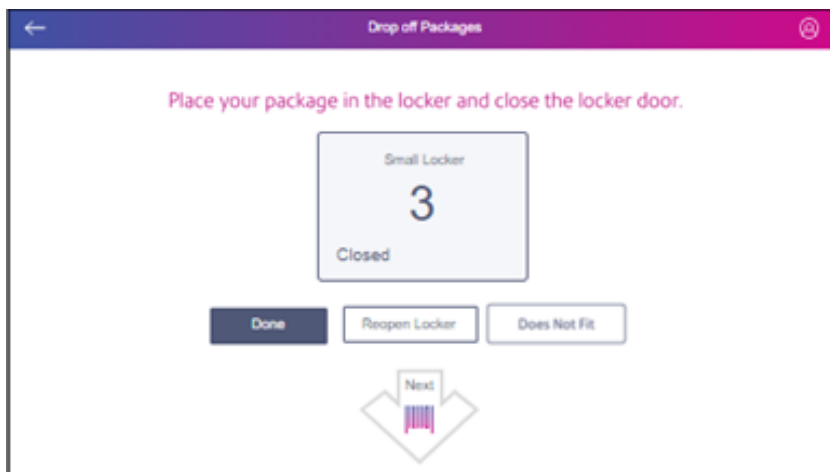
6. Choose the locker size.



- Once you select the size, tap **Continue**. The kiosk screen then 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.



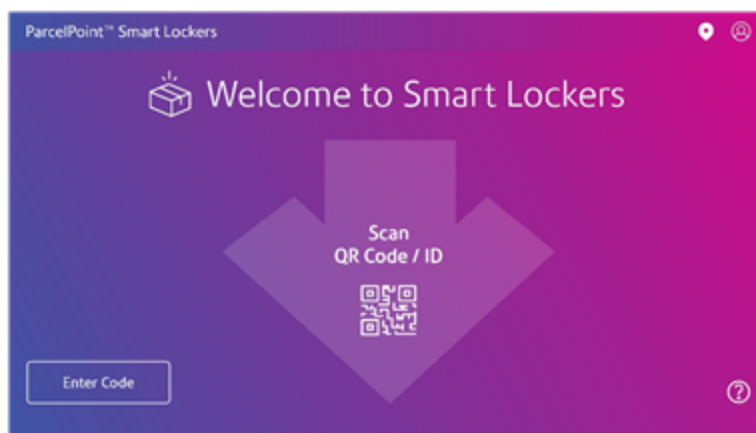
- Tap **Done**.

Dropping off a package using contactless login

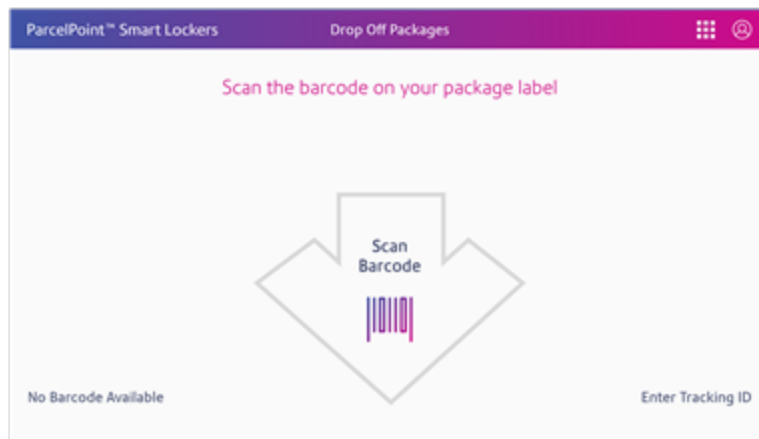
If you have a user barcode for the locker bank, you can use it to log in and add a recipient's package to that locker directly at the kiosk.



1. Scan your barcode or badge at the kiosk.



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

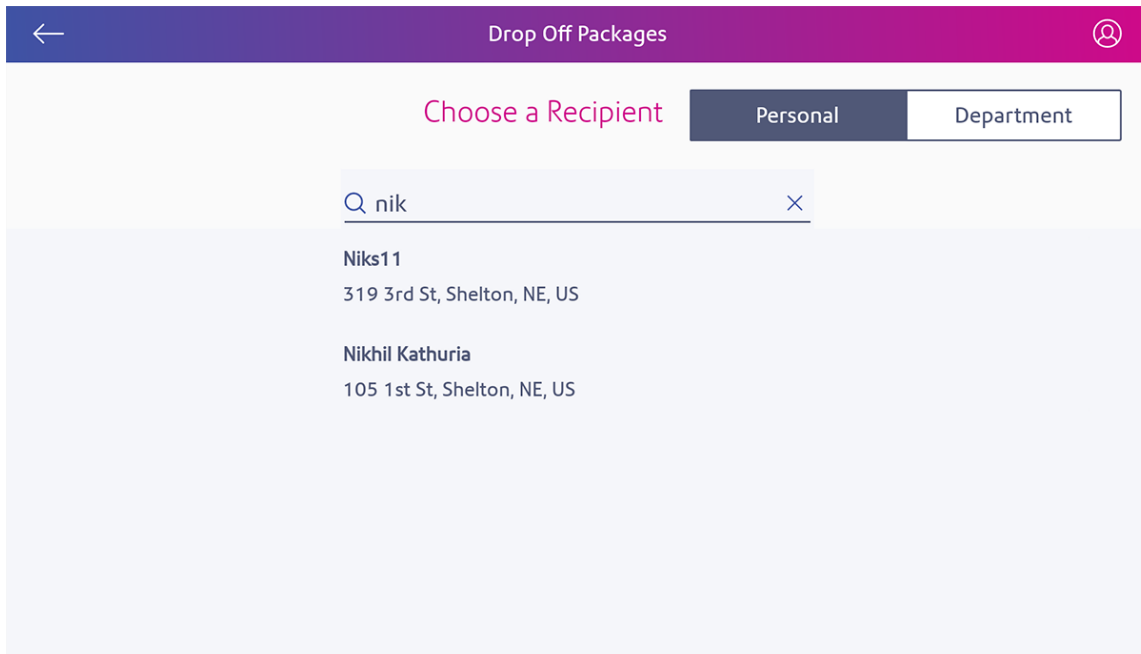


To enter the tracking ID, tap **Enter Tracking ID**.

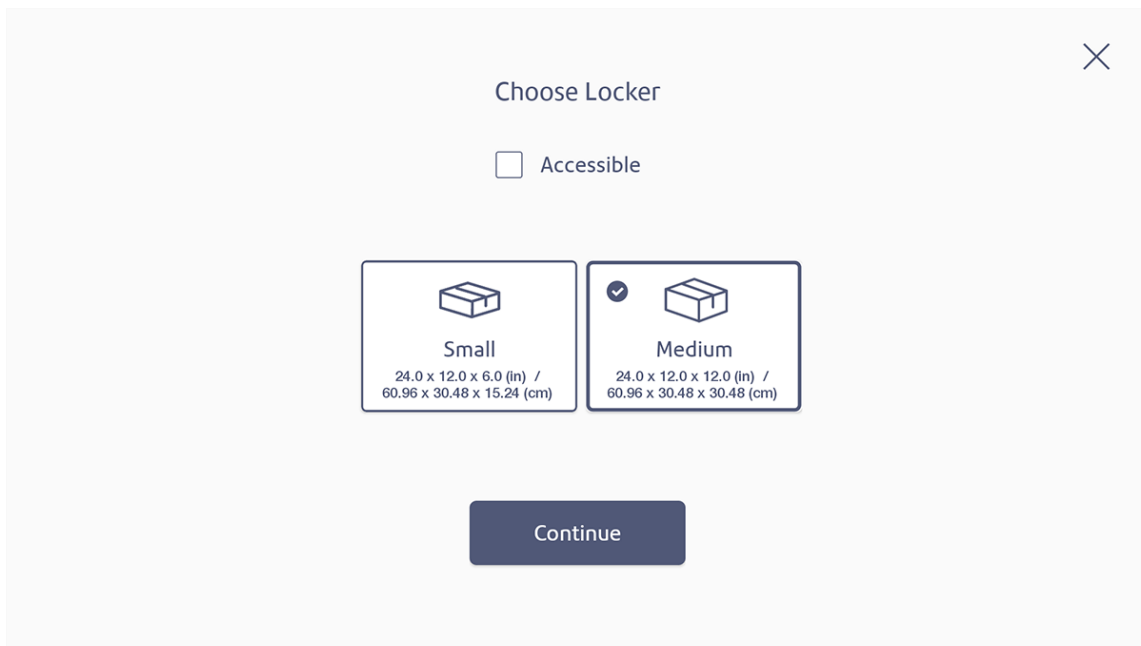


Tap **Go**.

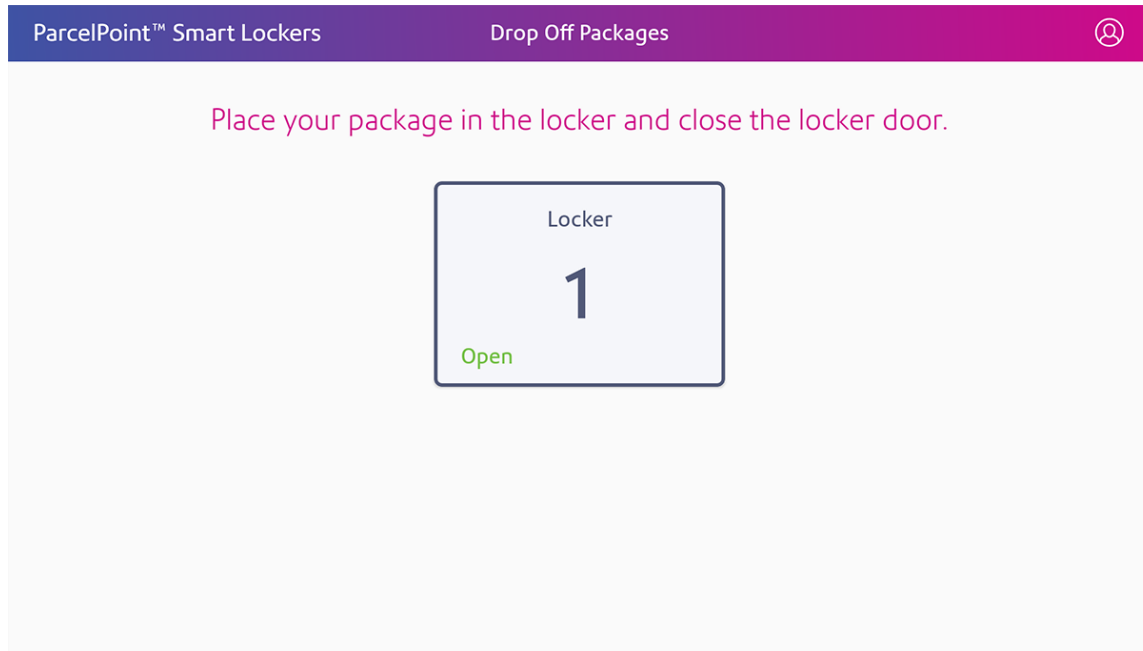
3. Choose the recipient.



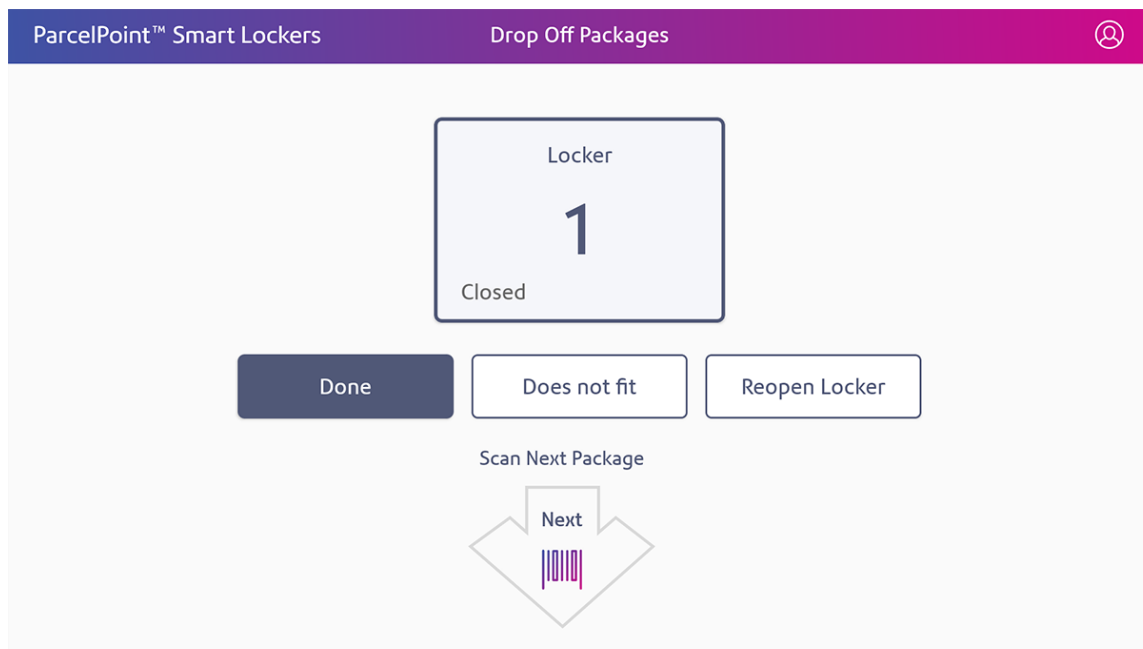
4. Choose the locker size.



- Once you select the size, tap **Continue**. The kiosk screen then 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.



- Scan your barcode or badge again to complete the drop-off.

Dropping off a package without a barcode

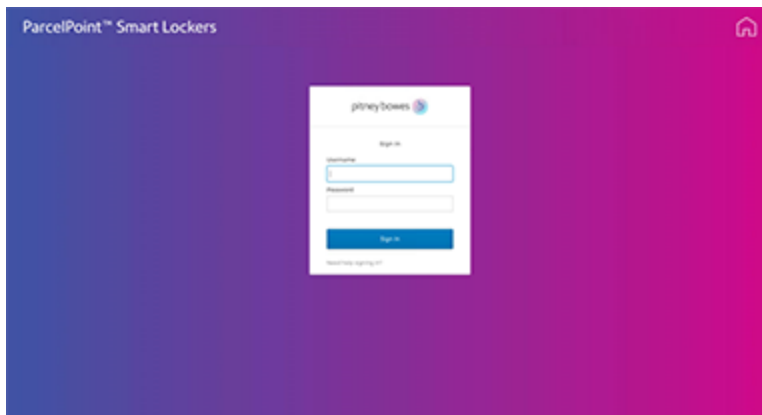
You as the mailroom administrator can configure the locker system so that a recipient can drop off packages without a barcode. This is to cover situations where the barcode is damaged or otherwise unreadable.

In this configuration, the kiosk screen displays an option for **No Barcode Available**.

1. Tap the **Log in** icon on the Home screen.

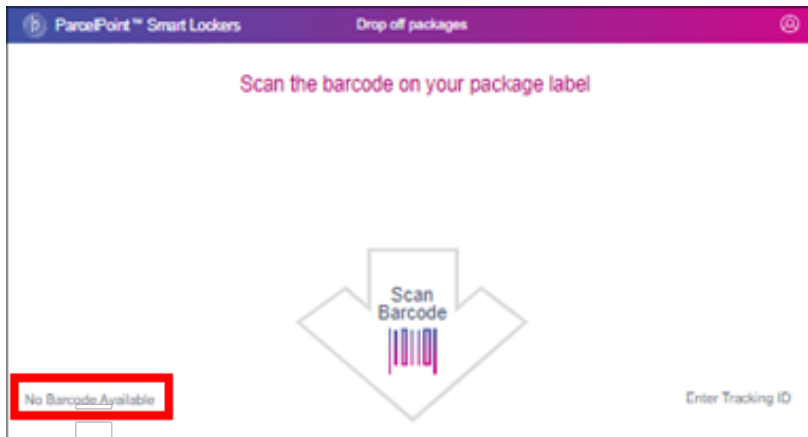


2. Enter your **Username** and **Password**.

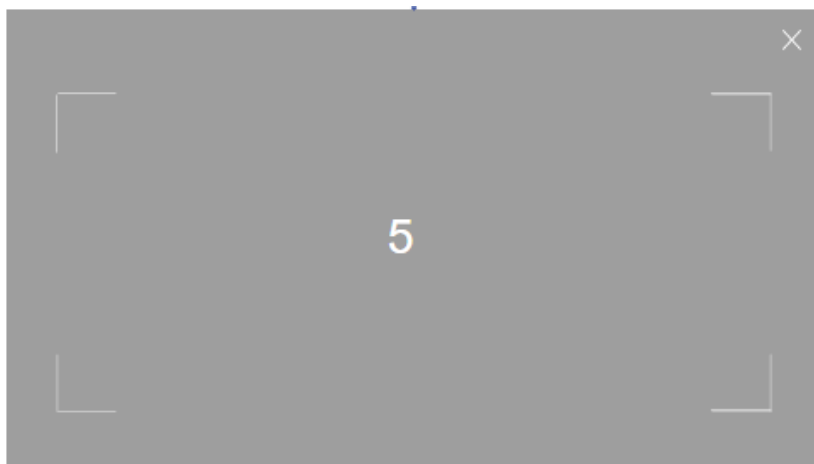


3. Tap **Sign in** to continue.

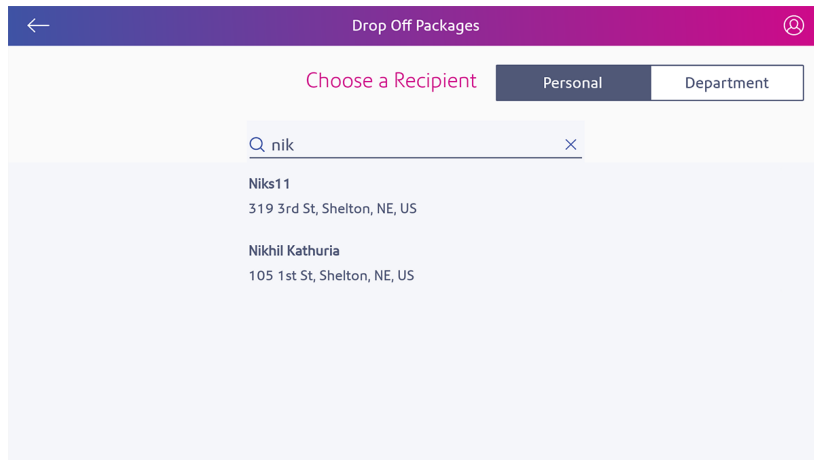
4. Tap **No Barcode Available**.



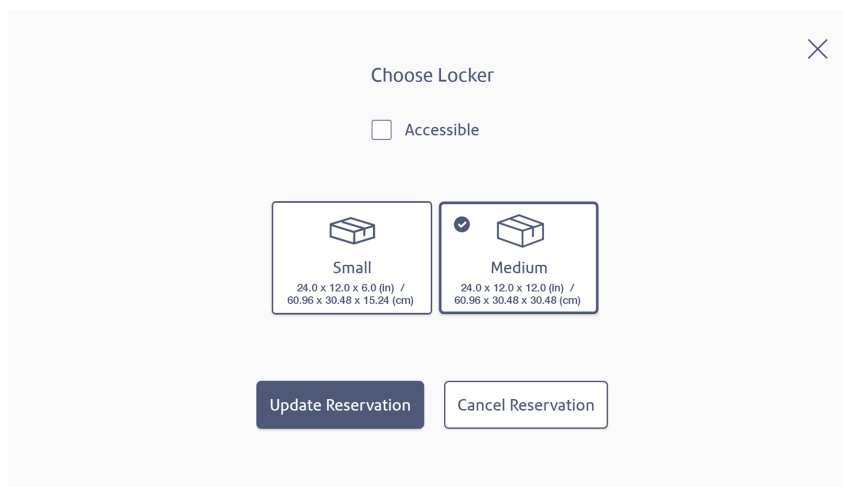
5. Position the package in front of the kiosk so it can scan it.



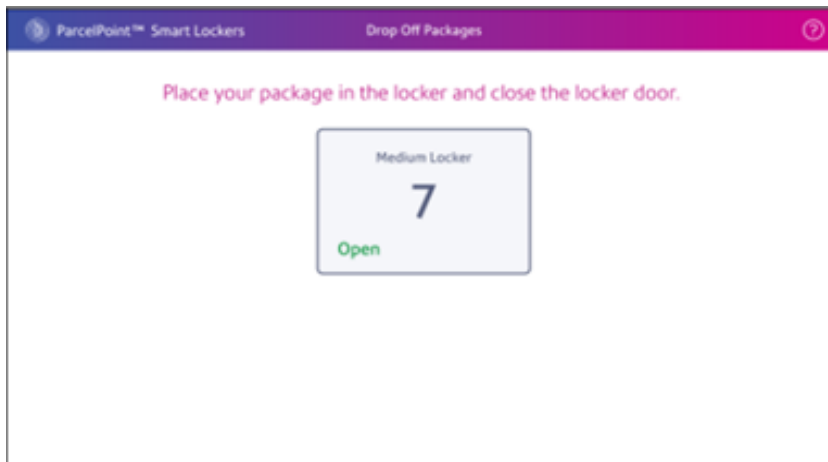
6. Choose the recipient.



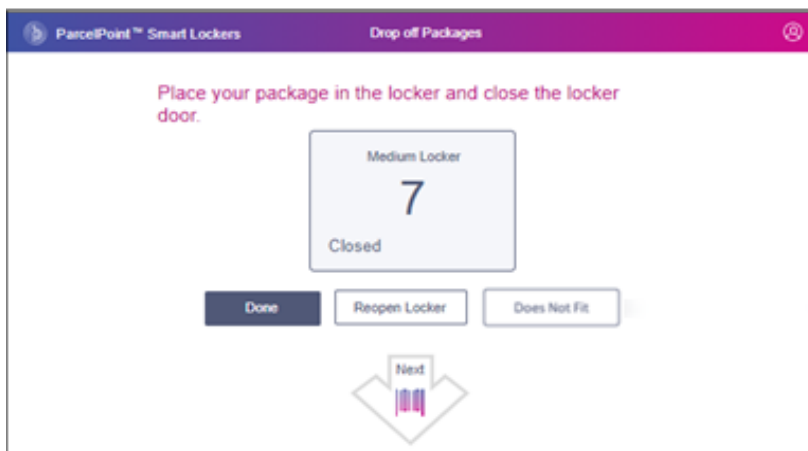
7. Choose the locker size.



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. Tap **Done**.

Related topics

- [Reopening a locker](#)
- [Choosing another locker](#)

3 - Picking up Expired Packages

In this section

Picking up expired packages..... 34

Picking up expired packages

The mailroom 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 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.

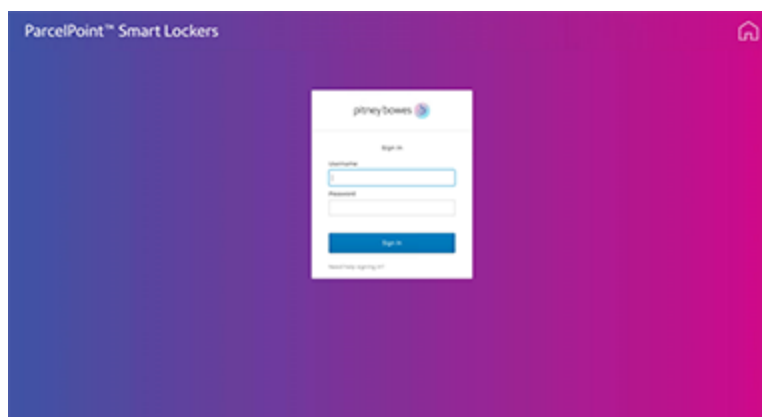
- [View the lockers with expired packages.](#)
- [Open expired lockers.](#)

Picking up expired packages

1. Tap the **Log in** icon on the Home screen.

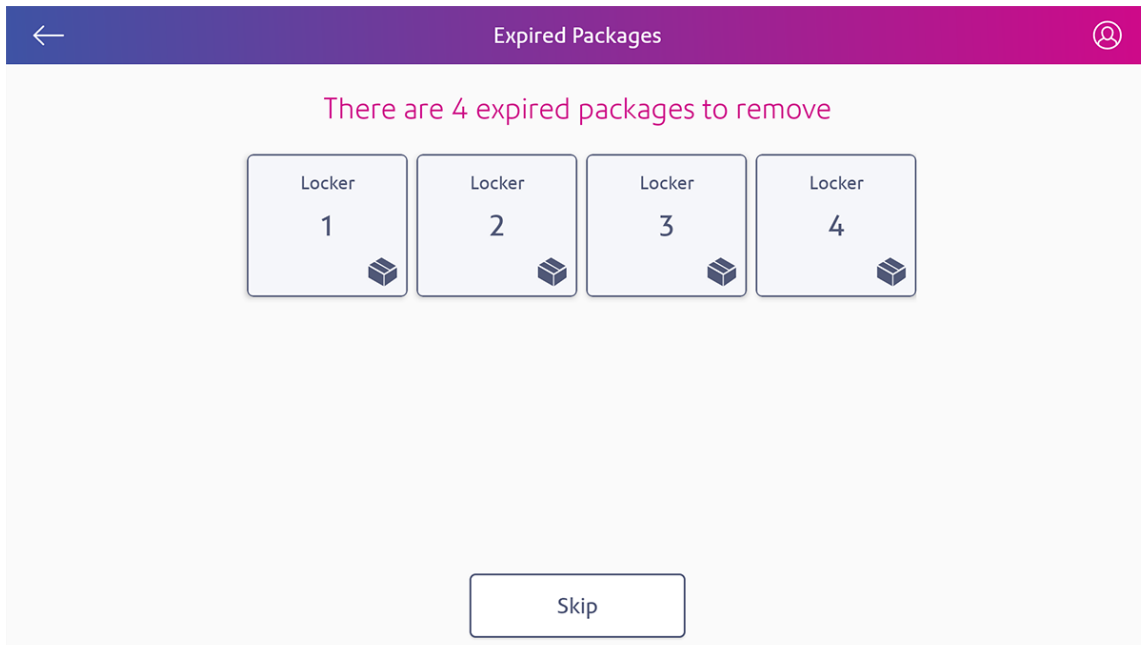


2. Enter your **Username** and **Password**.



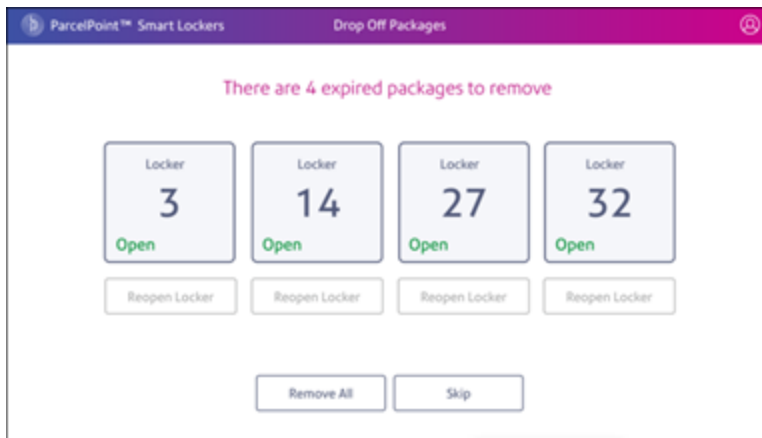
3. Tap **Go** to continue.

4. The kiosk screen displays all the expired lockers.



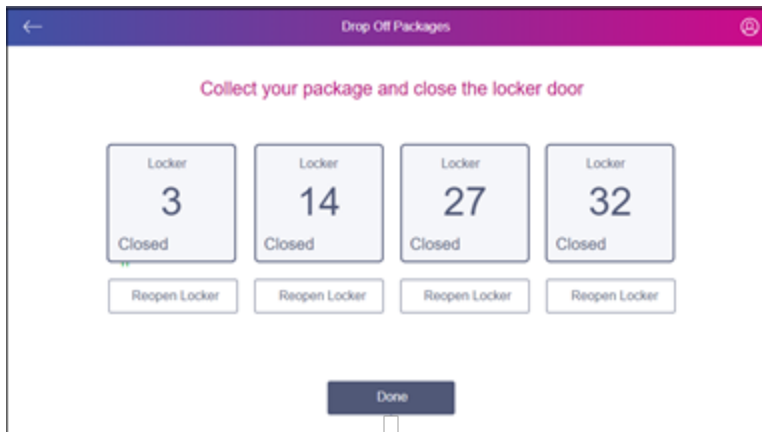
Open all expired lockers at once

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.

- Once you've closed all lockers, the kiosk screen re-displays all of the lockers in the closed state.



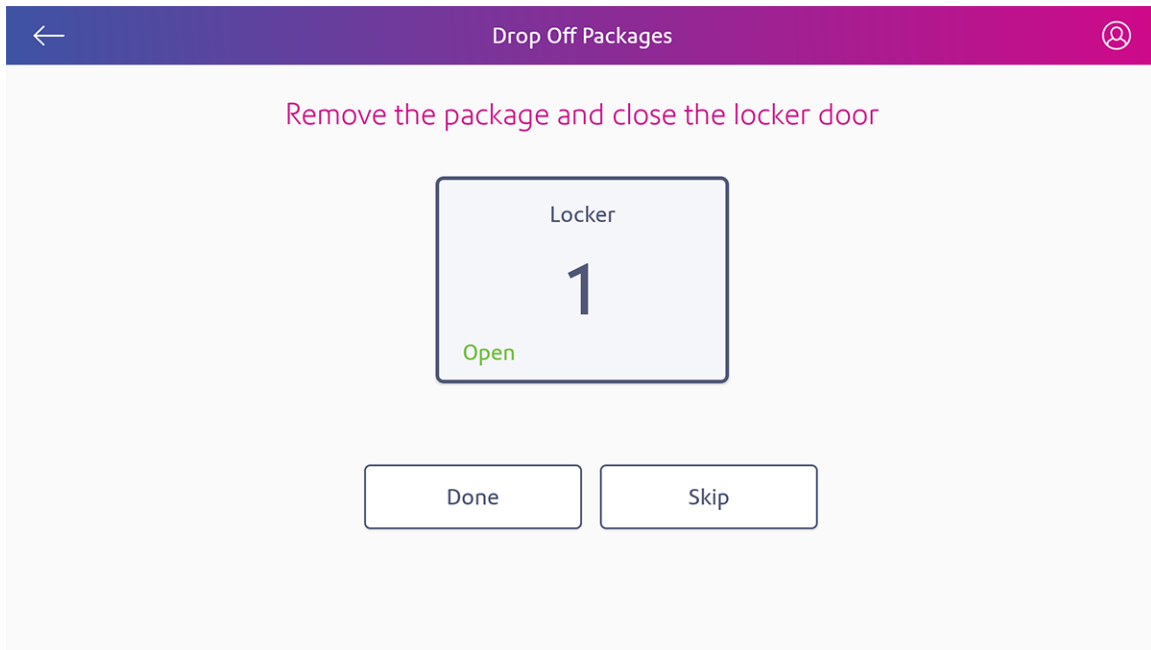
- If for any reason you need to reopen any locker, tap **Reopen Locker** under the locker number. If you are finished, tap **Done**.
- Once you tap **Done**, the lockers are available for new packages and the system prompts you to scan the shipping label barcode for a new package.



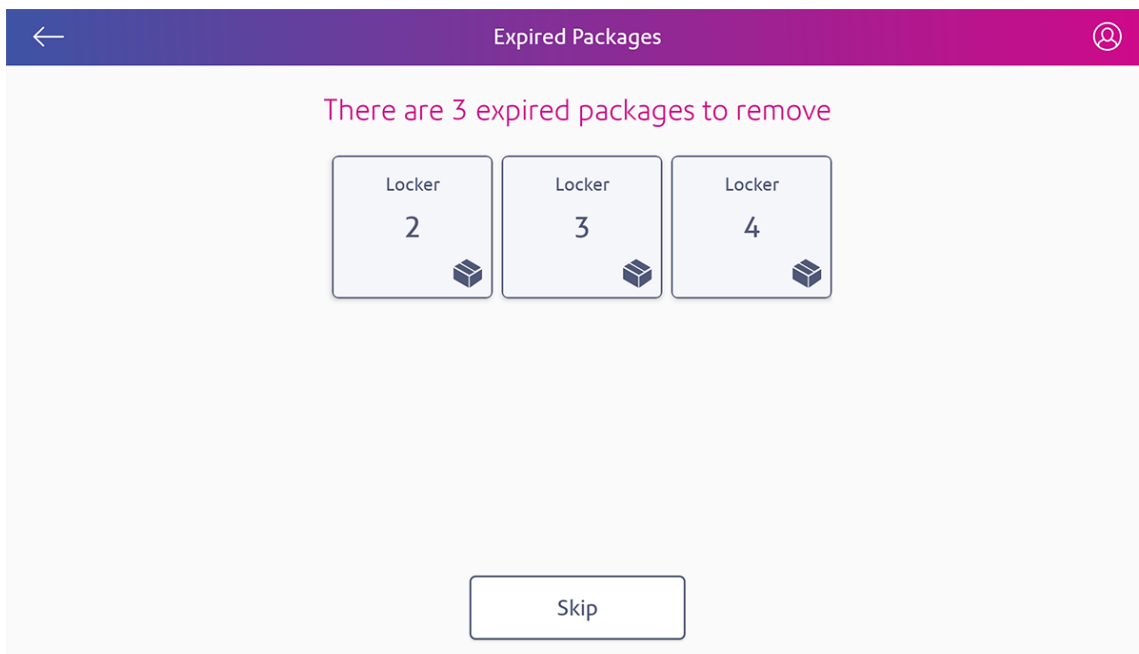
Open expired lockers

- To remove the packages, tap **Remove item** under the first locker number. The system opens the locker.

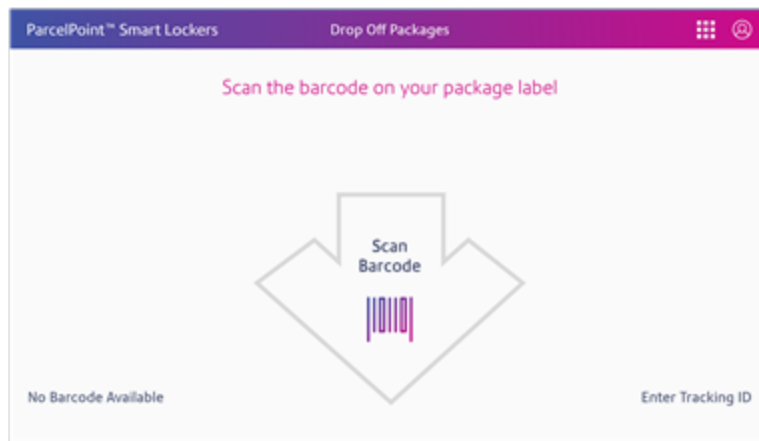
2. Remove the package and close the locker door. The kiosk displays the locker as closed.



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 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.



Related topics

- [Reopening a locker](#)

4 - Managing lockers

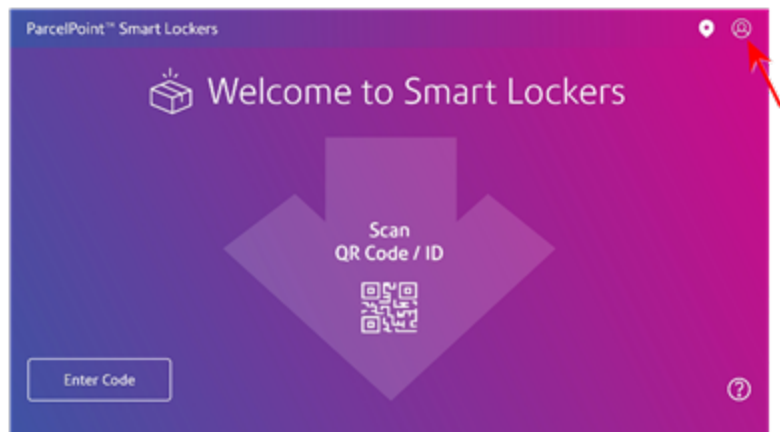
In this section

Logging in as mailroom administrator.....	40
Viewing lockers by status.....	41
Freeing up lockers by ending reservations.....	44
Freeing up lockers by removing expired packages.....	46

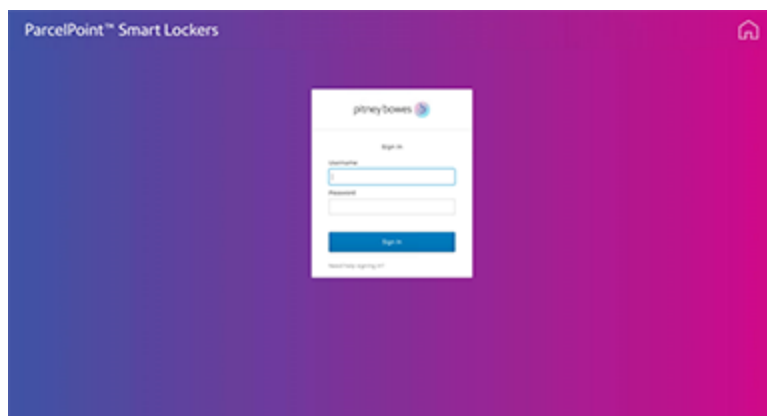
Logging in as mailroom administrator

In order to perform mailroom 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.

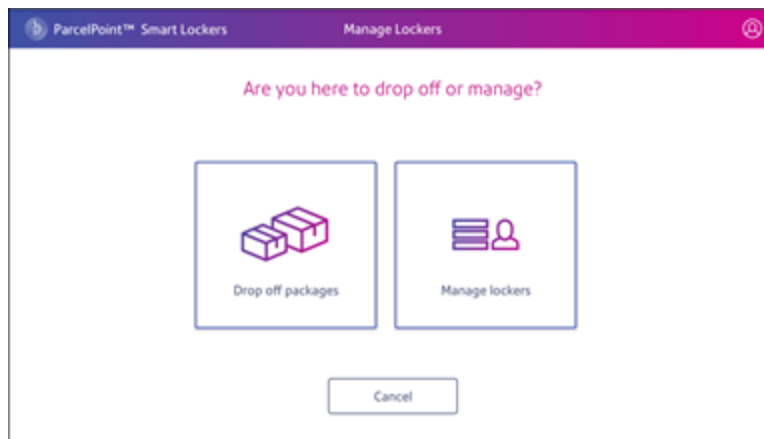


2. Enter your **Username** and **Password**.



3. Tap **Go** to continue.

4. Tap on **Manage Lockers**.



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

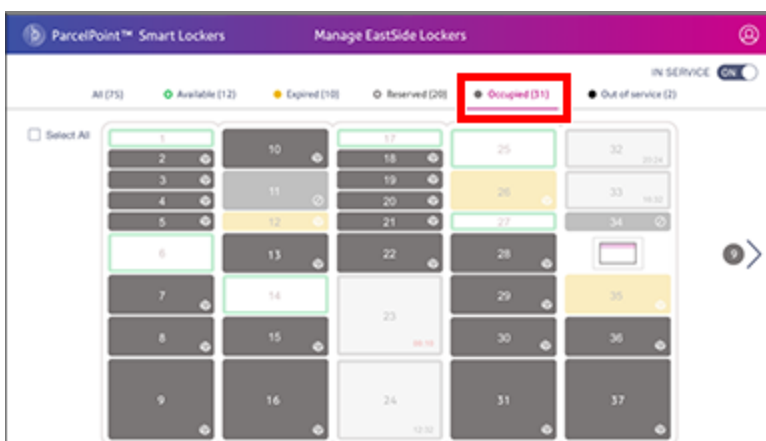
As mailroom administrator or locker operator, you can view the lockers according to their status by tapping on the appropriate color-coded option at the top of the manage locker screen.

- 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.



Managing lockers

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.



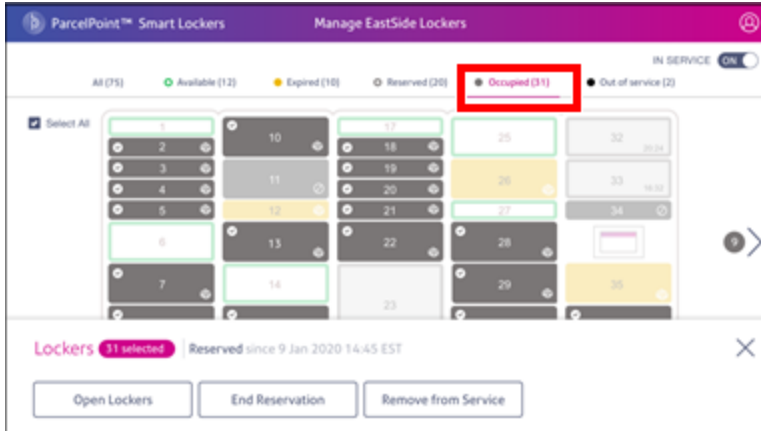
Freeing up lockers by ending reservations

As mailroom administrator or locker operator, you can free up lockers for additional reservations and drop-offs by ending existing reservations.

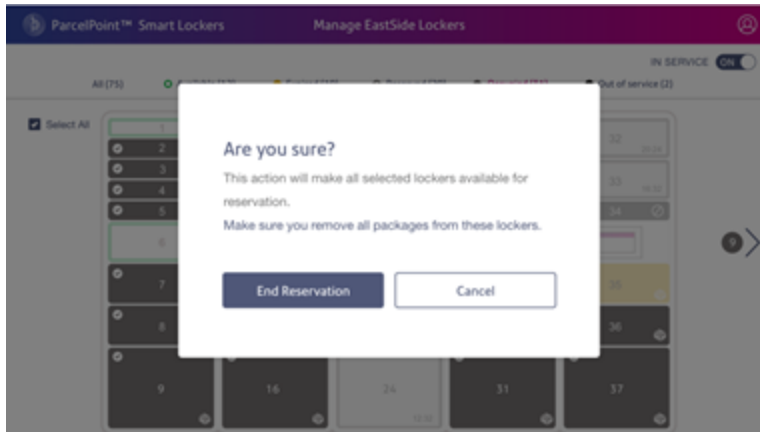
1. From the manage locker screen, tap on **Select All**.



2. Tap on the **Occupied** tab to show and select all of the currently occupied lockers.

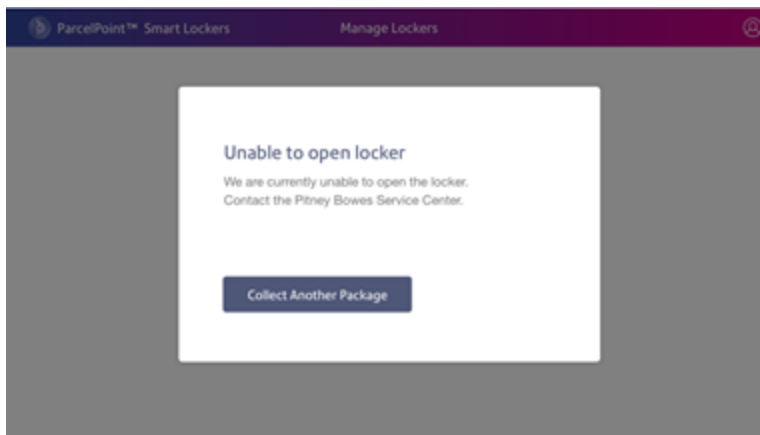


3. Tap **End Reservation**.



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.



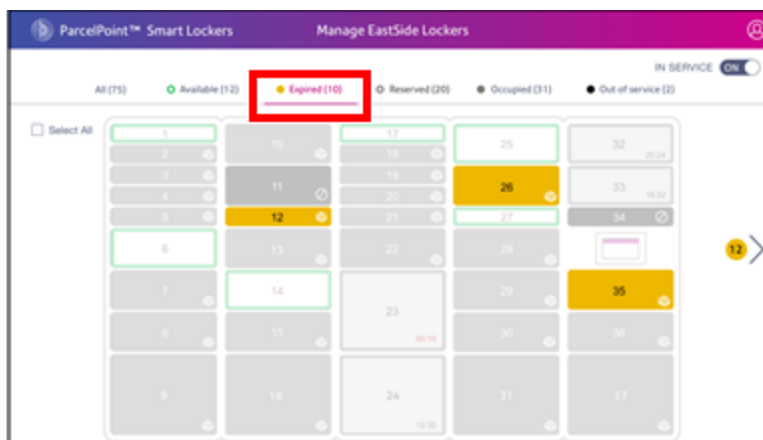
Be sure and contact Pitney Bowes. If you have other package to remove, tap **Collect Another Package** and continue.

Freeing up lockers by removing expired packages

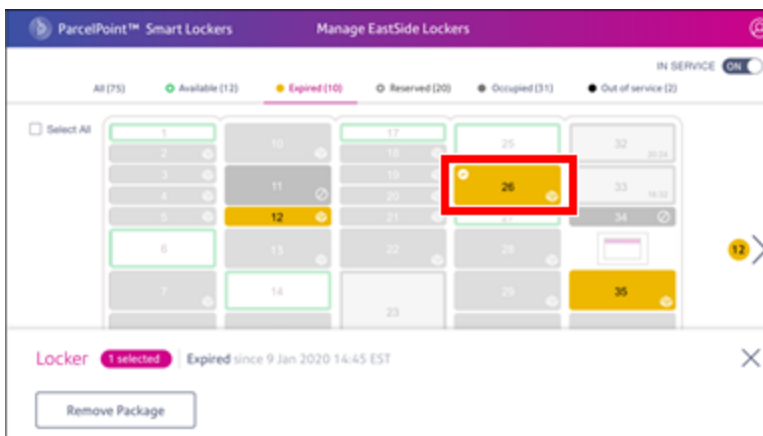
As mailroom administrator or locker operator, you can free up lockers for additional reservations and drop-offs by removing expired lockers and their contents. You can remove the expired lockers one at a time, or remove all of them at once.

Removing one expired locker at a time

1. To remove a single expired locker, tap on the **Expired** tab on the manage locker screen.

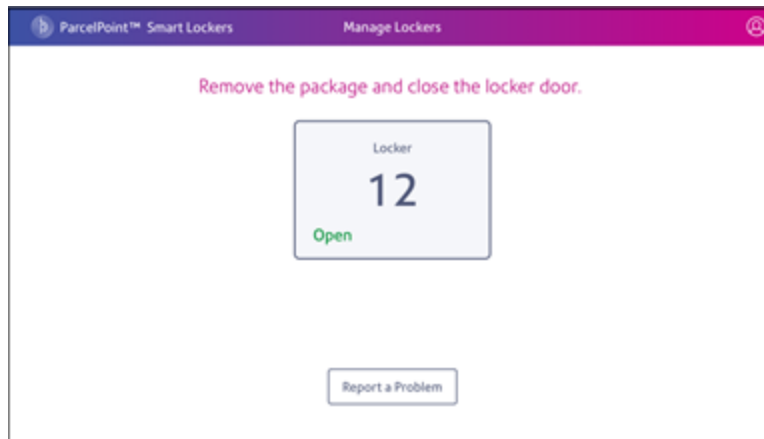


2. Tap on and select the expired locker you want to remove.



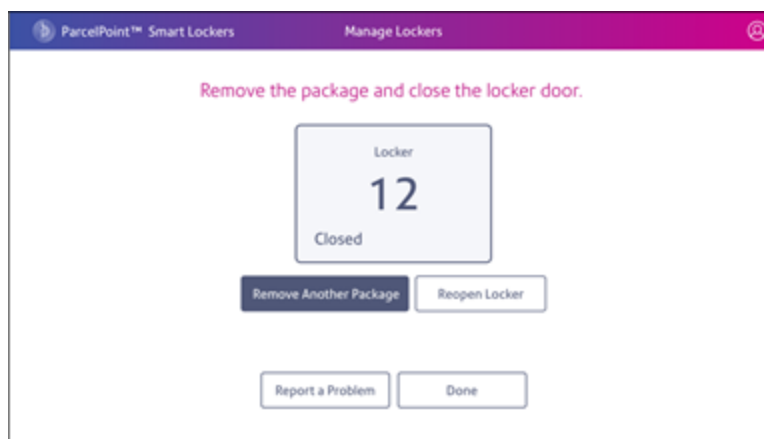
A check mark appears on the locker icon.

3. Tap **Remove Package**.



4. Open the locker door, remove the package and close the door and return to the kiosk screen.

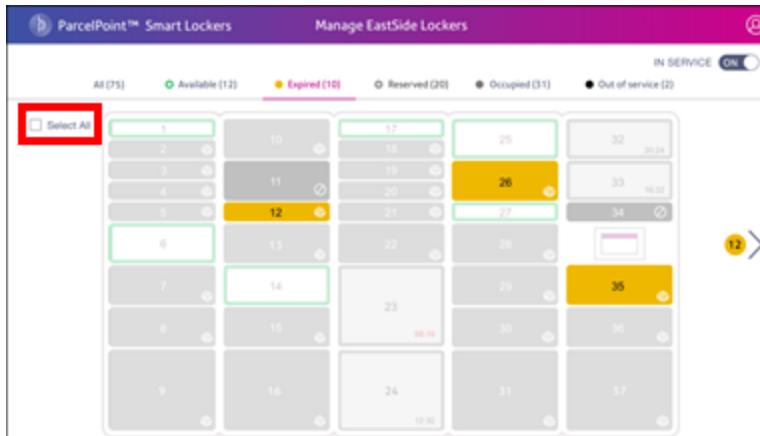
5. If you are only removing this one locker, tap **Done**.



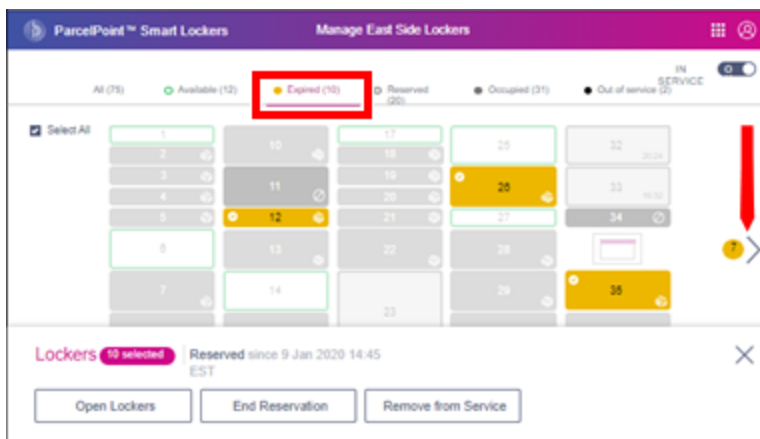
- Tap **Remove Another Package** if you want to remove another expired locker and repeat steps 2 - 5.
- Tap **Reopen Locker** if you need to reopen the locker for any reason. Refer to [Reopening a locker](#).

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.](#)

4 - Storing Personal Items

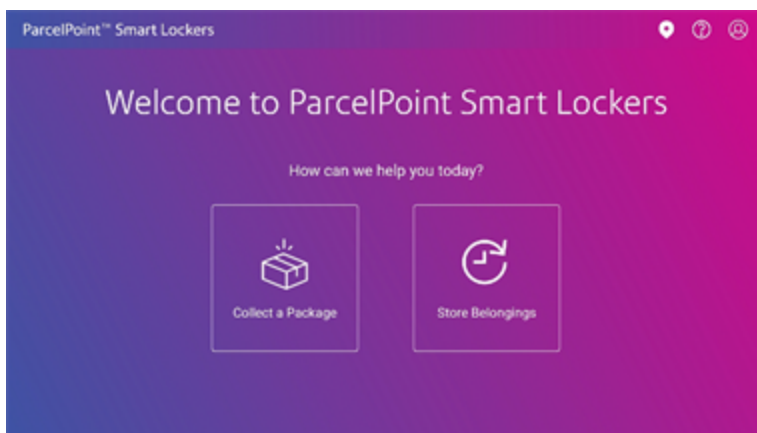
In this section

Store your belongings with a reserved locker.....	50
Store your belongings without a reserved locker.....	52
Open a locker and keep your reservation.....	53
Add more time to your storage locker reservation.....	54
Open a locker and end your reservation.....	56

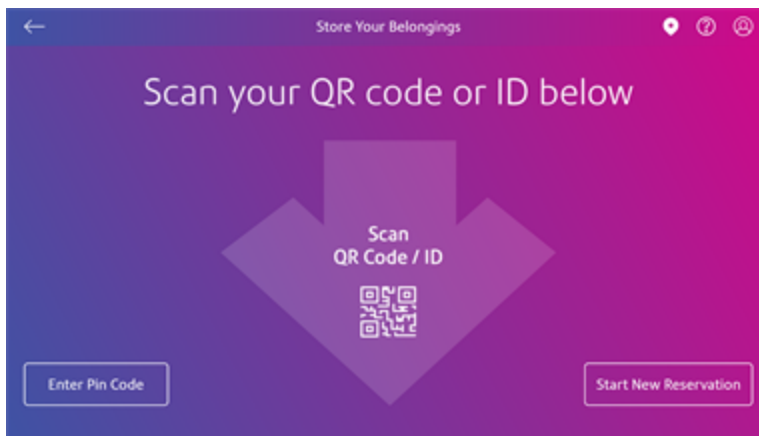
Store your belongings with a reserved locker

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.

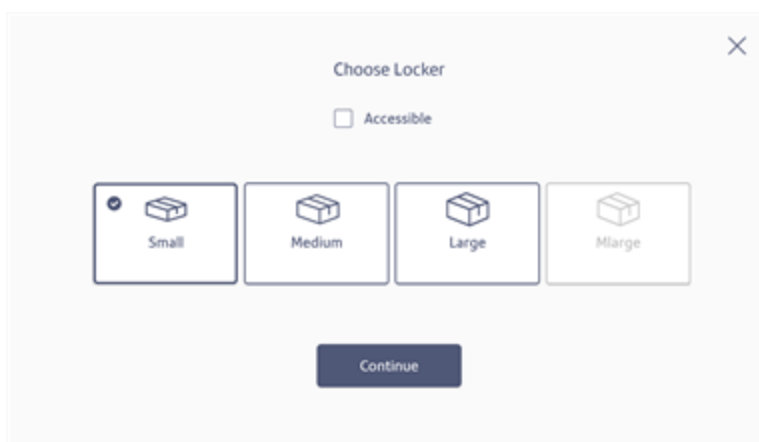
1. Tap **Store Belongings** on the kiosk Welcome screen.



2. Log in one of these ways:



- Tap **Enter Pin Code**
 - a. Enter the code provided in your reservation email, then tap **Done**.
 - b. Continue with Step 3 (if applicable), or Step 4.
 - **Scan QR Code/ID.**
 - Scan the QR code in your reservation email, then Continue with Step 3 (if applicable), or Step 4.
 - If your company has issued QR badge codes for logging in to locker kiosks, scan your code to get started.
3. (Optional) Enter the date and time you will be picking up your belongings, then tap **Continue**. Flexible reservation time is an option set by the locker administrator and may not be available at your location.
4. Choose a locker size, then tap **Continue**.



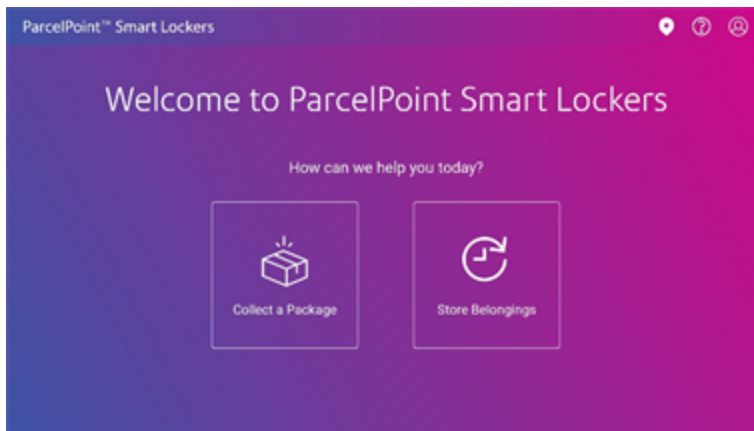
5. The next screen will tell you what time your reservation expires. This is either the time you selected in Step 3, or the time set by the system administrator. Click **Got it** to continue.

- Place your belongings in the locker and close the locker door. Tap **Done**.

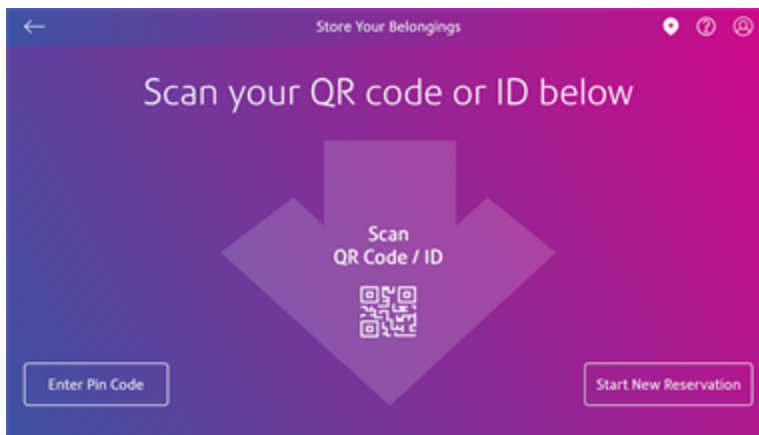
Store your belongings without a reserved locker

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

- Tap **Store Belongings** on the kiosk Welcome screen.

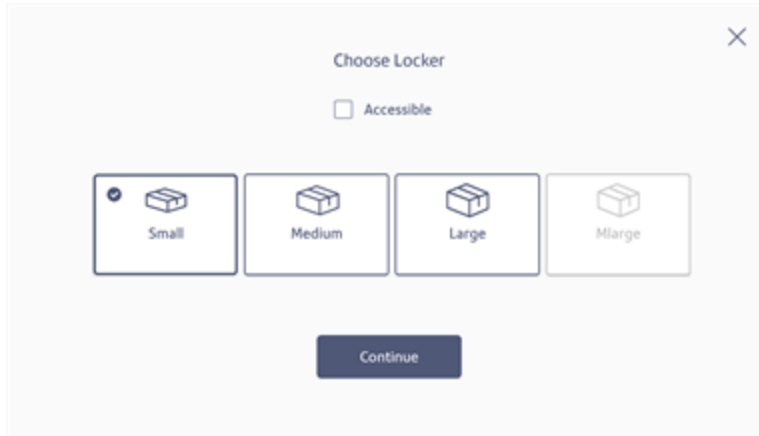


- Tap **Start Your Reservation**.



- Enter your name and email address, then click done. The system will send you a verification email.
- Scan the QR code in the verification email.
- Continue with Step 3 (if applicable), or Step 4.

- (Optional) Enter the date and time you will be picking up your belongings, then tap **Continue**. Flexible reservation time is an option set by the locker administrator and may not be available at your location.
- Choose a locker size, then tap **Continue**.

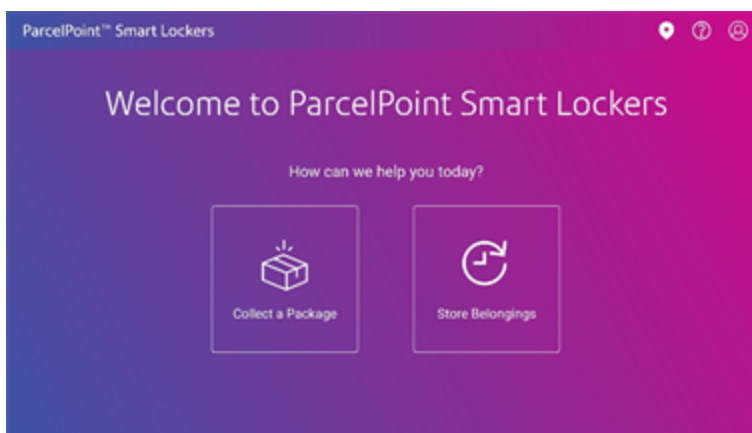


- The next screen will tell you what time your reservation expires. This is either the time you selected in Step 3, or the time set by the system administrator. Click **Got it** to continue.
- Place your belongings in the locker and close the locker door. Tap **Done**.

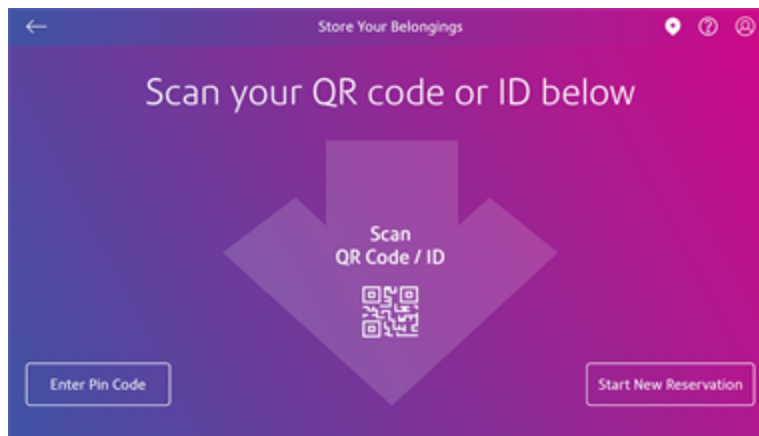
Open a locker and keep your reservation

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

- Tap **Store Belongings** on the kiosk Welcome screen.

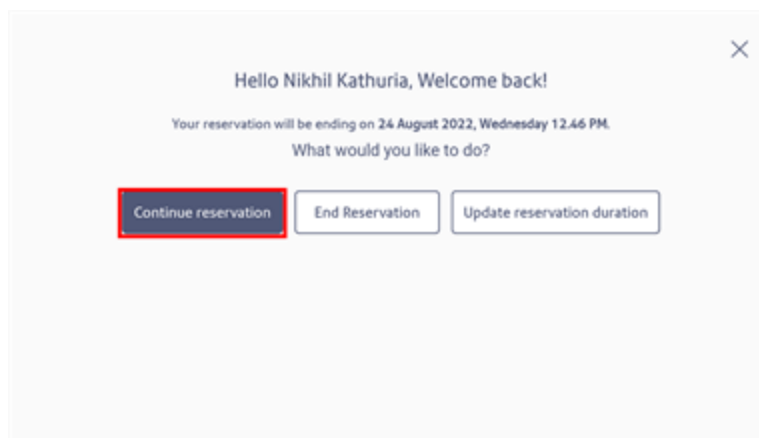


2. Log in one of these ways:



- Scan the QR code in your reservation email.
- Tap **Enter Pin Code**, then enter the code provided in your reservation email, then tap **Done**.

3. Tap **Continue Reservation**.



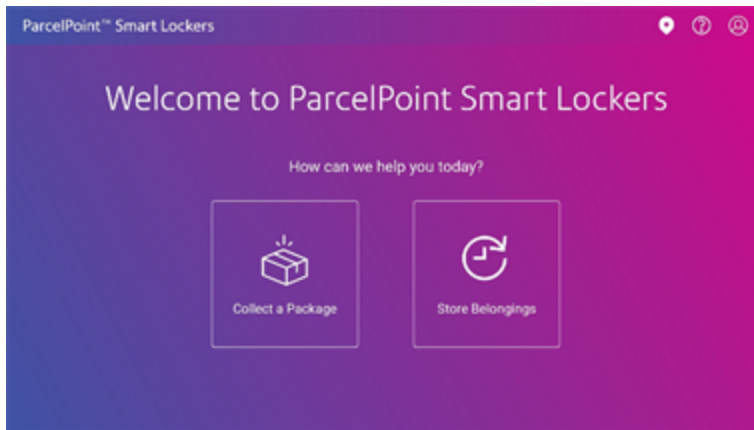
4. Place your belongings in the locker, or retrieve them from the locker, and close the locker door.
5. Tap **Done**.

Related topics

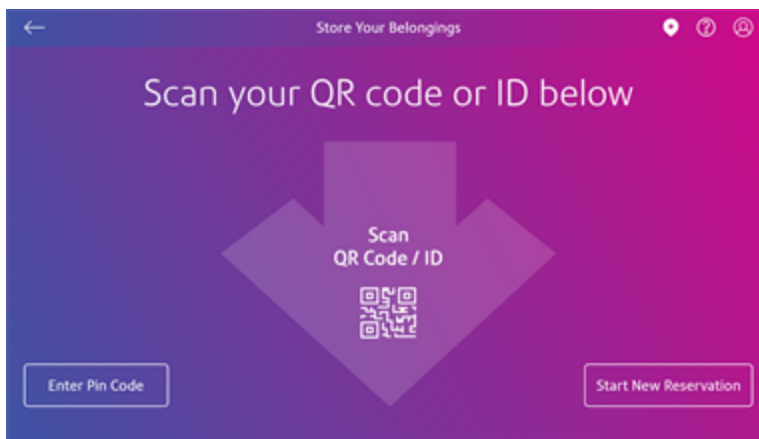
Add more time to your storage locker reservation

If your site lets you set your reservation duration, you can log in to extend your reservation and add more time.

1. Tap **Store Belongings** on the kiosk Welcome screen.

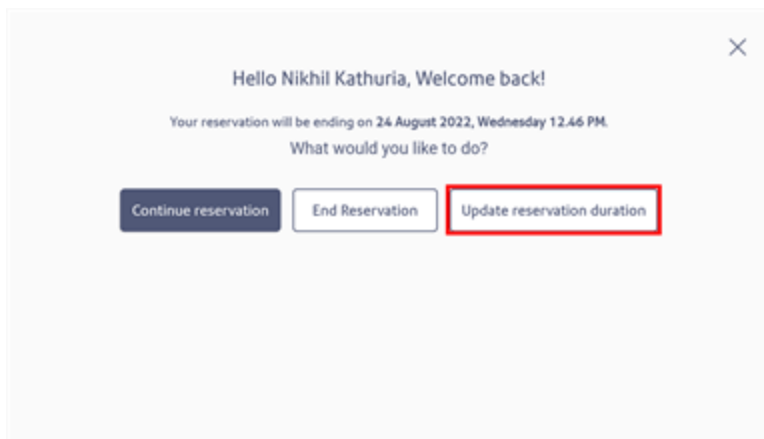


2. Log in one of these ways:



- Scan the QR code in your reservation email.
- Tap **Enter Pin Code**, then enter the code provided in your reservation email, then tap **Done**.

3. Tap **Update reservation duration**.



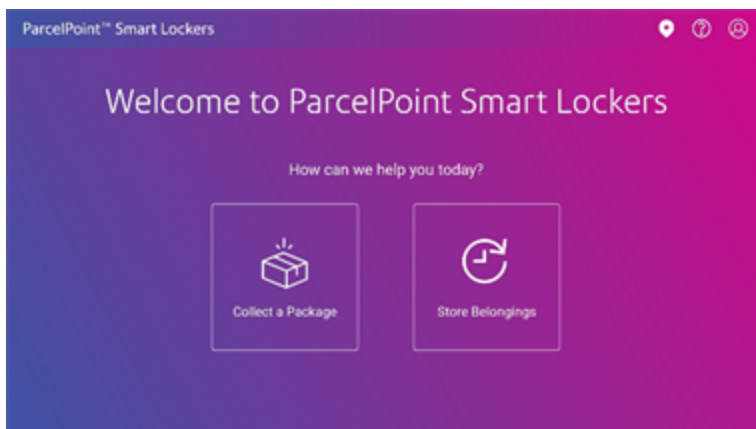
4. Enter the new time you want your reservation to end, then tap **Continue**.
5. Tap **Done**.

Related topics

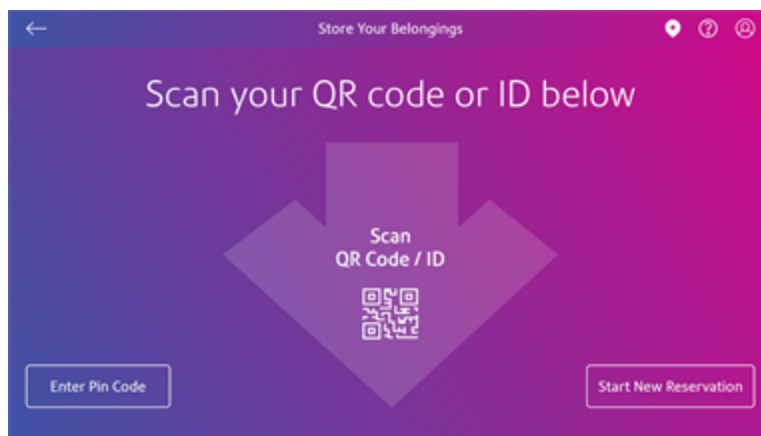
Open a locker and end your reservation

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

1. Tap **Store Belongings** on the kiosk Welcome screen.

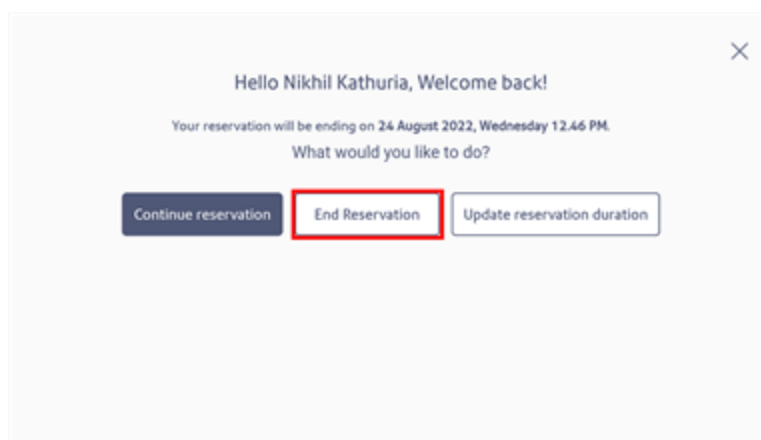


2. Log in one of these ways:



- Scan the QR code in your reservation email.
- Tap **Enter Pin Code**, then enter the code provided in your reservation email, then tap **Done**.

3. Tap **End Reservation**.



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

Related topics

This page intentionally left blank.



3001 Summer Street
Stamford, Connecticut 06926
www.pitneybowes.com

SV6xxx Rev. A
©2022 Pitney Bowes Inc.
All Rights Reserved