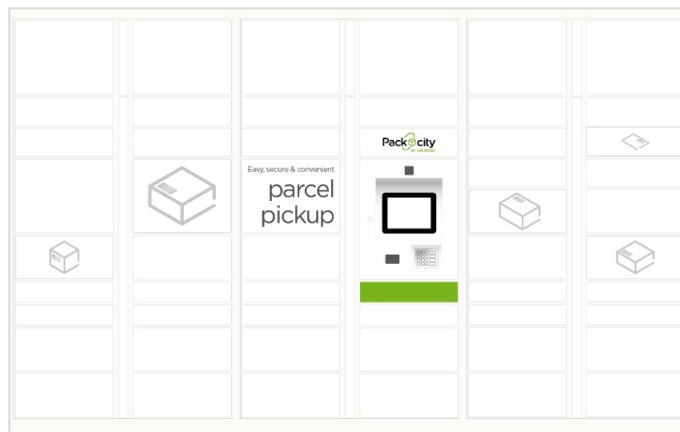


# Packcity SME

## Carrier Delivery Machine Software User Guide

February 2019



# 1 What is Packcity?

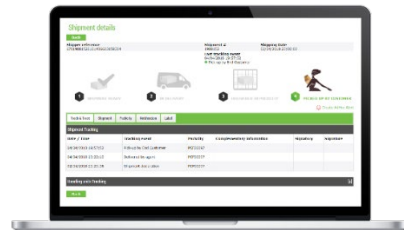
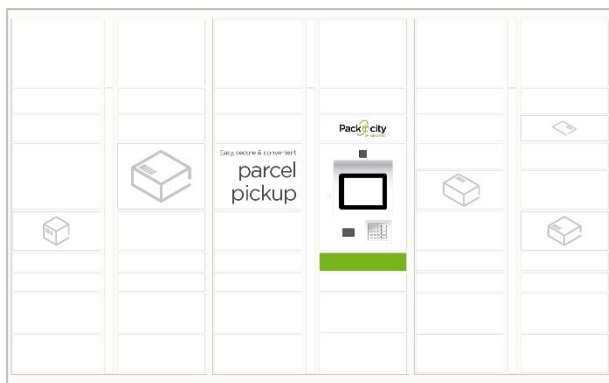
Packcity intelligent parcel locker solution is an automated electronic locker system that securely enables you to store and to distribute a large volume of inbound parcels and to inform recipients of their arrival.

It helps optimise your inbound parcel management process, allowing recipients to pick up their parcels in just a few seconds, 24/7. Packcity helps you to save space in your mailroom, despite increasing volume of inbound parcels.

This convenient service means you and your recipients will spend less time managing and receiving inbound parcels.

The solution consists of:

- ▶ **Intelligent parcel lockers** – modular lockers, with a choice of locker size and an easy to use touchscreen interface, allow parcel retrieval in just a few seconds
- ▶ **Reporting and tracking software** – Remote management and monitoring of parcel lockers and a range of tracking and reporting capabilities ensures optimum usage of the lockers and end-to-end accountability



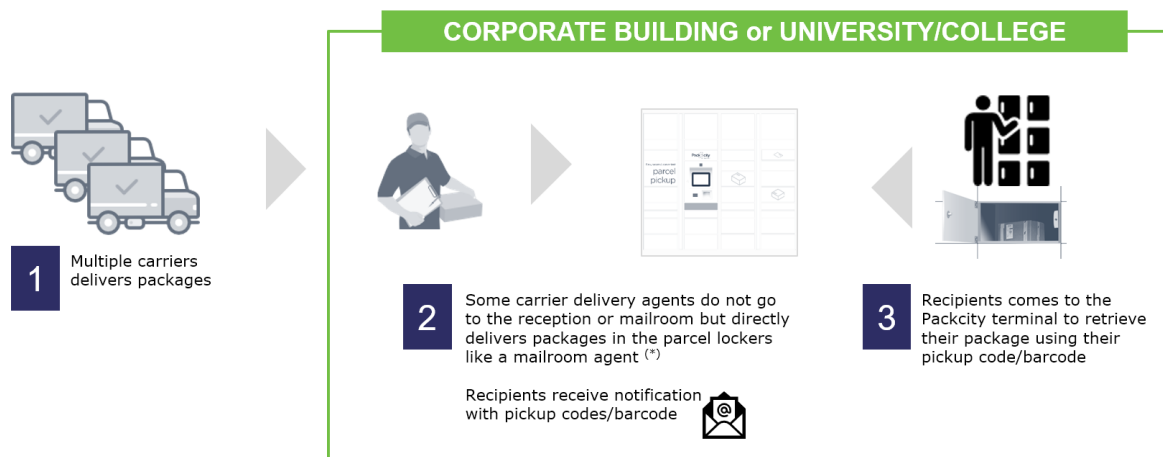
**This guide introduces the main functionalities of the locker system in the context of the "Carrier Delivery" use case .**

## 2 Carrier delivery at a glance

Carrier delivery gives to parcel delivery company's couriers the ability to deliver packages in Packcity lockers.

Each carrier is assigned credentials to log on the Packcity machine and run the delivery process like mailroom staff.

The diagram below shows the main steps of the process.

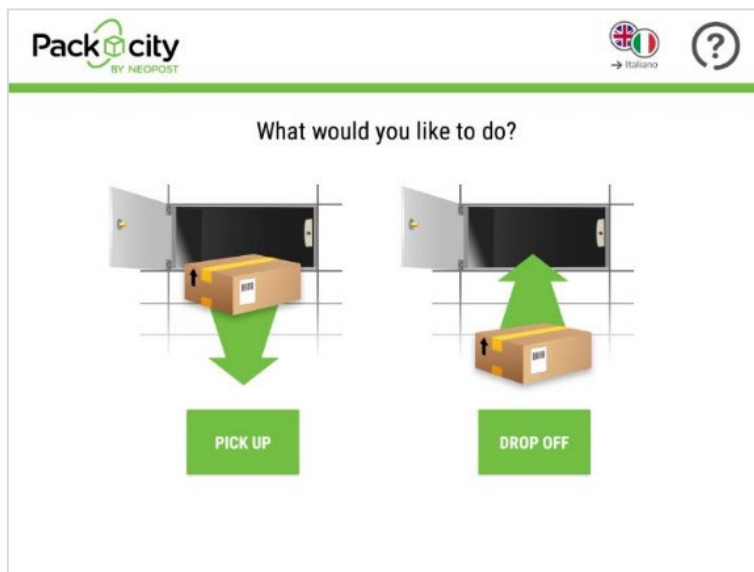


# 3 How to deliver a package?

As a courier delivering a package, go on Packcity machine screen and follow the steps below.

## Step 1

From the welcome page, tap on PACKCITY logo in the top left corner to reach the login page.



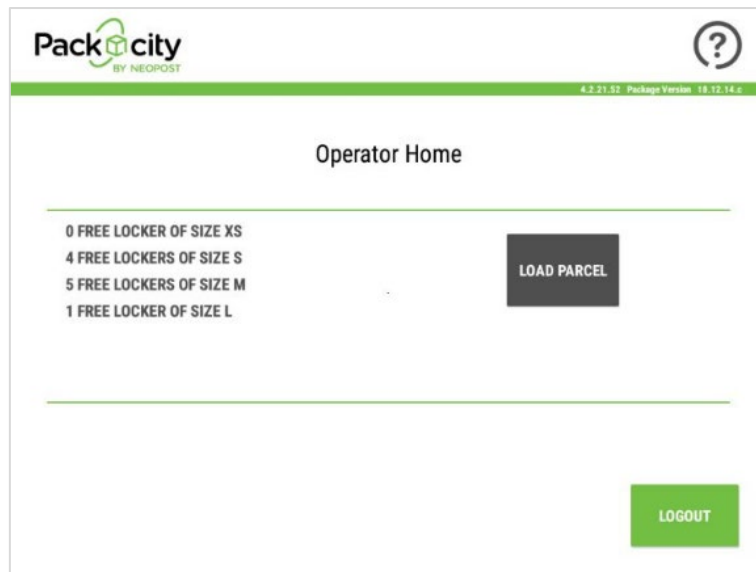
## Step 2

Enter your user credentials then tap on **CONTINUE** to reach the operator home page. Login can also be done automatically with a barcode. If you were given a login barcode, scan it using the barcode reader below the screen.



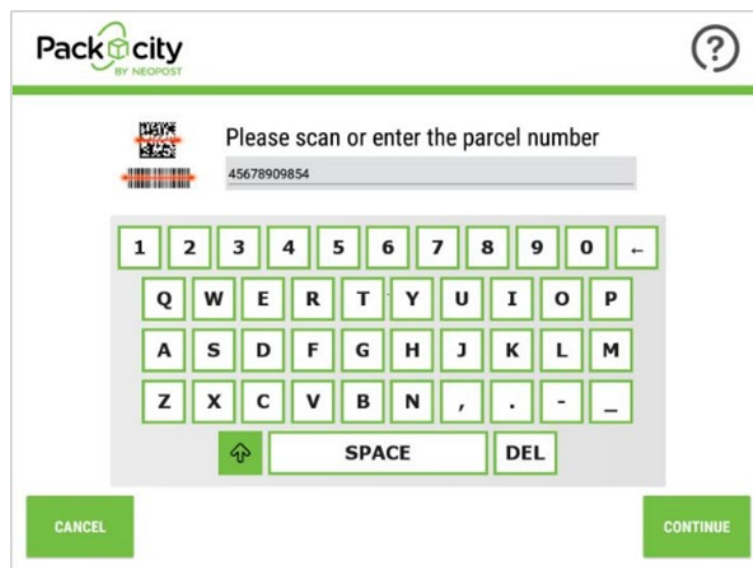
### Step 3

Successful login brings you to the operator home page. Tap on **LOAD PARCEL** to start package loading.



### Step 4

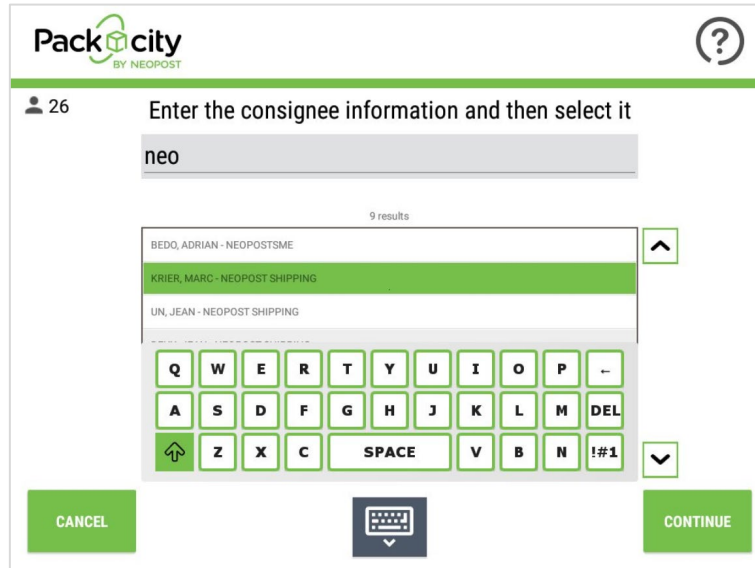
Scan package barcode or enter package number using virtual keyboard, then tap on **CONTINUE**



### Step 5

Search package recipient in the address book. Enter **3** characters minimum to start contact look up, add more characters to fine tune the results.

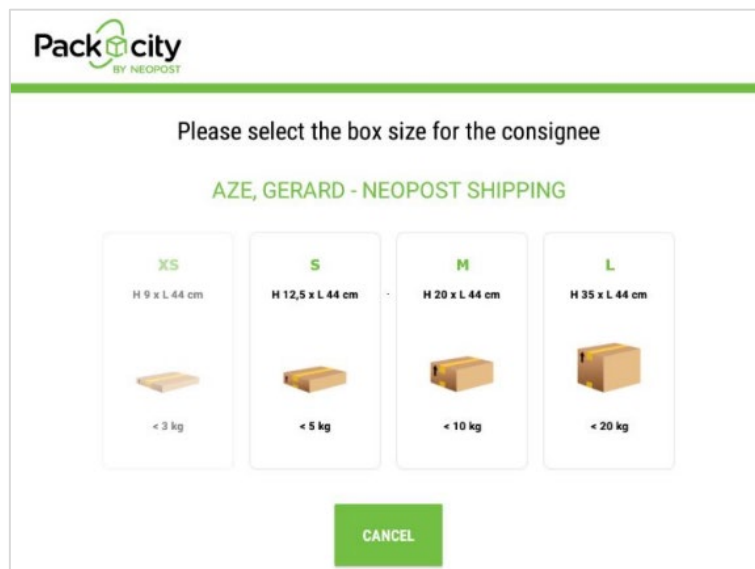
When the contact is shown, select it in the list (it should be high-lighted in green like below) and tap on **CONTINUE**.



### Step 6

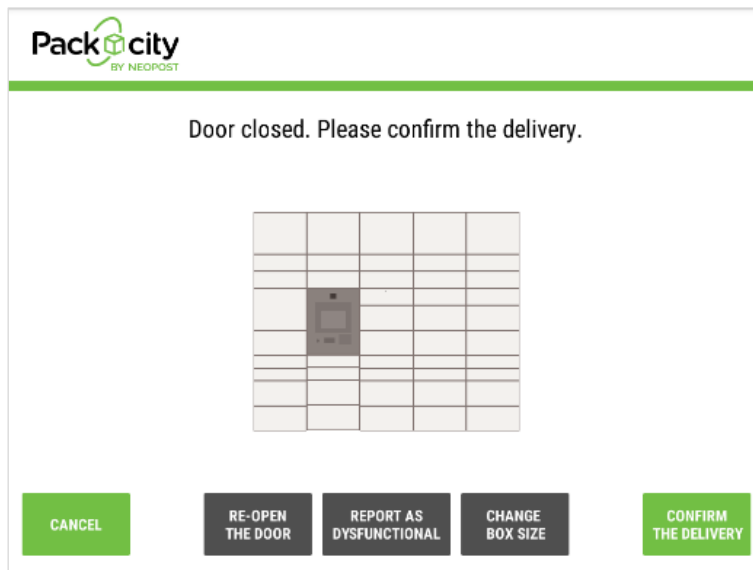
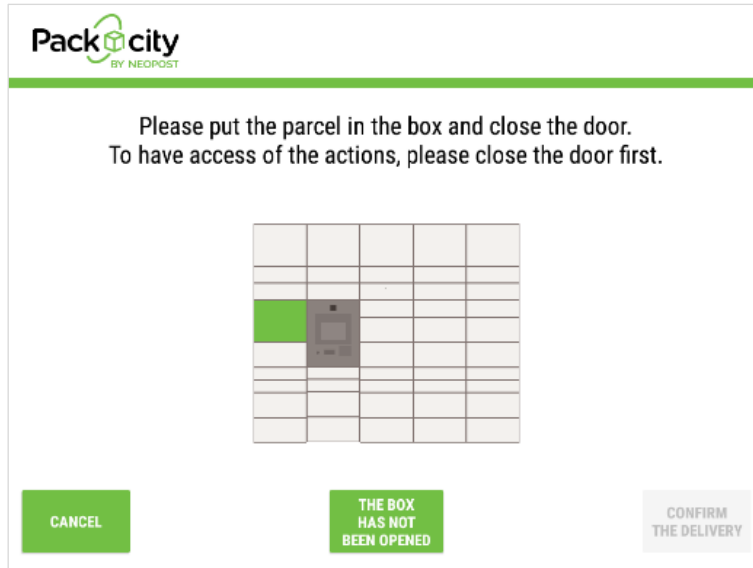
Select the locker size that best fits your package.

A size is greyed when there is no more locker available for that size, in this case we recommend you pick a bigger size.

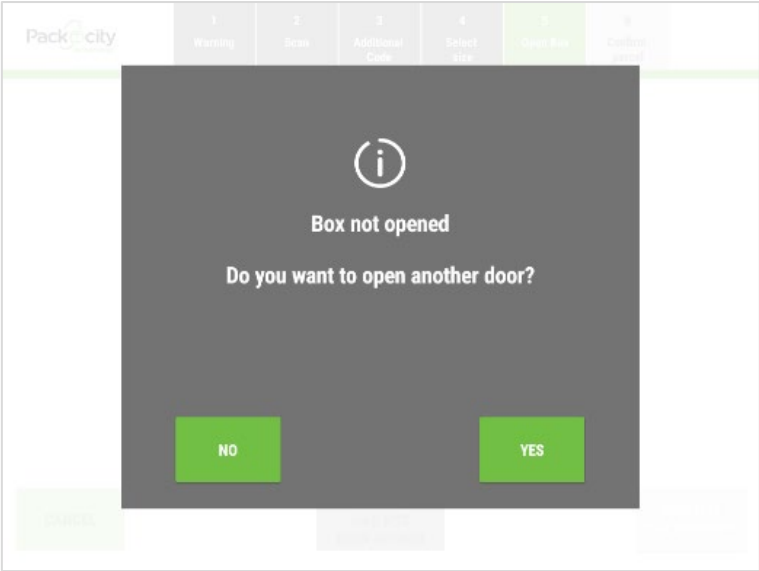


### Step 7

A door opens, place the parcel in the locker and close the door.  
If everything is OK, tap on **CONFIRM THE DELIVERY**.



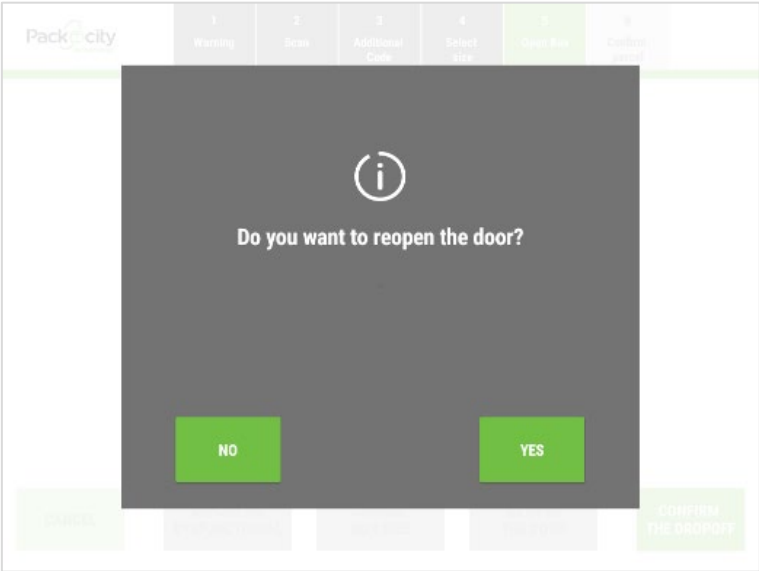
If the locker box did not open, tap on **THE BOX HAS NOT BEEN OPENED**. The system will propose you to open a new locker box like shown below. Answer **YES** to get a new locker box to drop your package.



Note the locker box that did not open will be reported as dysfunctional and will not be proposed to next users until the locker is controlled by mailroom staff.

**Re-open the door**

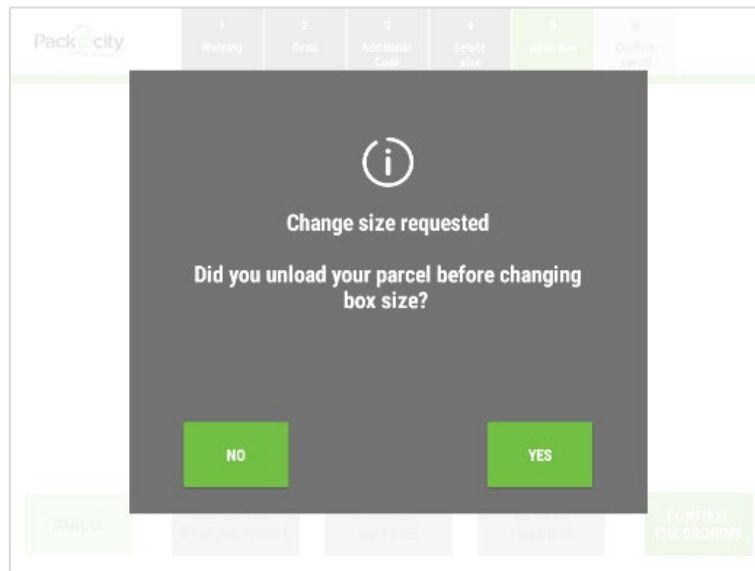
For some reason, you may need to re-open the locker box ; tap on **RE-OPEN THE DOOR** to do so and answer **YES** to the message below.





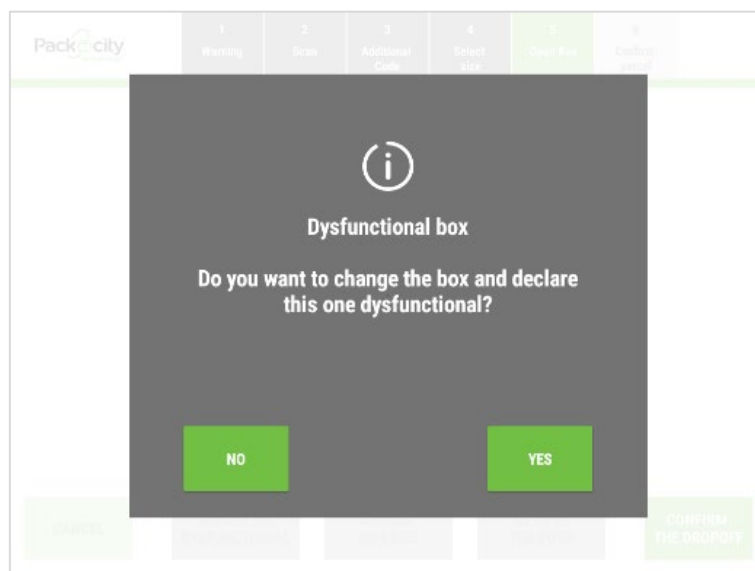
### Change locker box size

When your package does not fit the locker box, tap on **CHANGE BOX SIZE** to select another size. The system will ask you if you unloaded your package already; tap on **YES** to go to next step and select a new size; tap on **NO** to get the locker box re-opened to unload your package and then pick a new size like shown in Step 6.

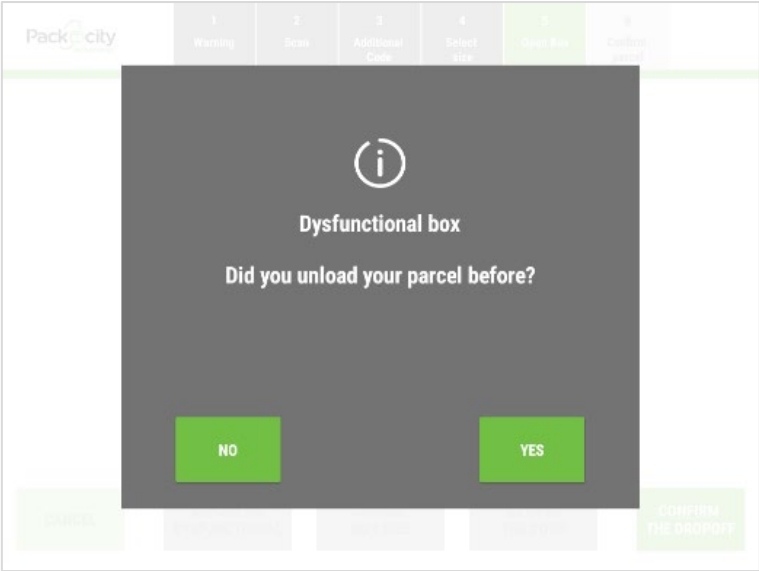


### Report locker box as dysfunctional

If the locker box does not open or cannot be closed or is dirty, ... you can report it as dysfunctional tapping on **REPORT AS DYSFUNCTIONAL**. The system will then propose you to change the locker box like shown below. Tap on **YES** to go to the next step.



The system will then ask you if you unloaded your package already; tap on **YES** to confirm you did already and get a new locker box, tap on **NO** to re-open the defected locker box and unload your package before getting a new locker box.



**Step 8**

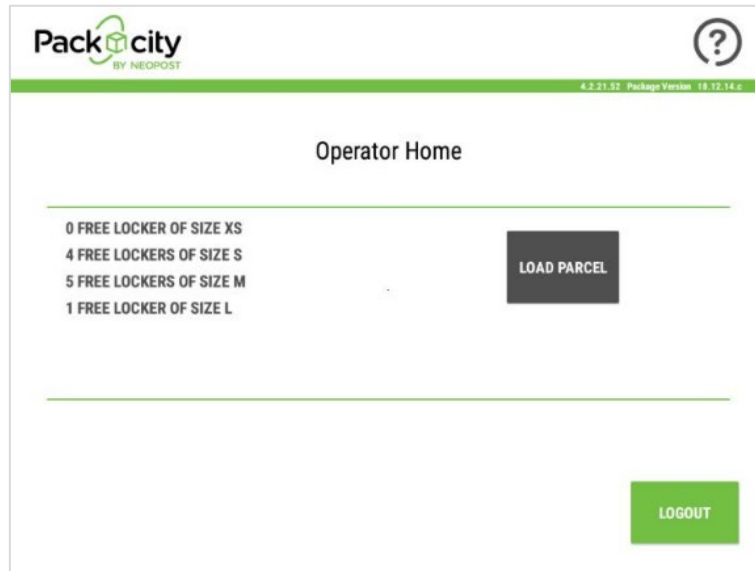
When confirming a delivery, the system returns to the barcode scanning screen (Step 4) so you can load a new package.

If you have no more packages to load, tap on **CANCEL**.

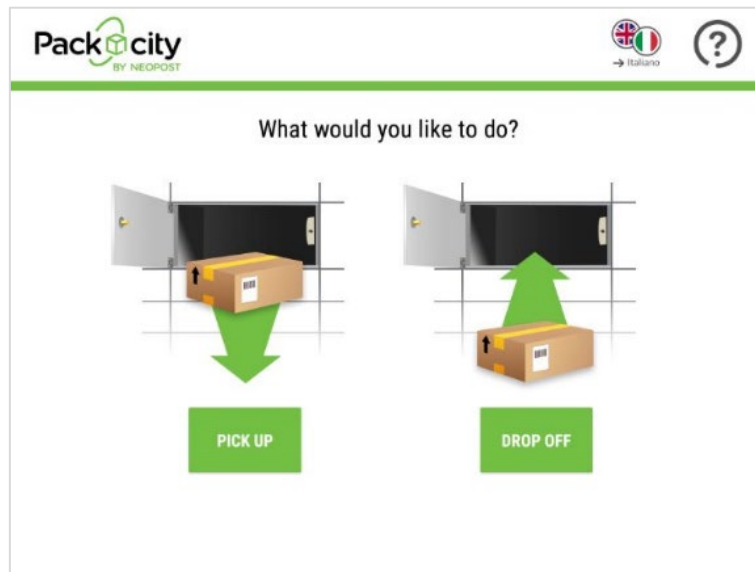


### Step 9

Once returned to home page, tap on **LOGOUT** to exit Packcity software ...



... and return to the welcome page.







# 4 Backup section

## 4.1 Packcity n'Iss

In n'Iss, packages delivered by carriers can be seen by Mailroom users. Each package is shown with the name of the carrier how delivered the package. The generic name "Other carriers" is used for all parcel delivery companies out of the main carriers implemented.

Vous êtes connecté avec le compte: **Gérard Aze** [Se déconnecter](#)

ACCUEIL ADMIN ▾ BASE TRACK & TRACE ▾ REPORTING ▾ PARCEL LOCKERS ▾

### Liste des expéditions

Résultat 0-15 de 28 pour **Date Expédition** = 12/02/2019-15/02/2019

[Retour](#) [Export CSV](#) [Rafraîchir](#) Affichage  Lignes/Page

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<input type="checkbox"/>	Date d'expédition Type expédition	N° Expédition Numéro colis	Adresse du Packcity	Enseigne E- commerçant	Transporteur Produit / Service	Nb UM	Poids	Date du dernier événement	Dernier événement	Image(s)
<input type="checkbox"/>	14/02/2019 17:44:40 Livraison	<a href="#">GAMYPUP190214014</a> GAMYPUP190214014	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		My Pick Up Point - mypup	1		14/02/2019 17:44:40	Livré en Packcity	
<input type="checkbox"/>	14/02/2019 17:44:06 Livraison	<a href="#">GAUPSBNL190214013</a> GAUPSBNL190214013	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		UPS Benelux	1		14/02/2019 17:44:06	Livré en Packcity	
<input type="checkbox"/>	14/02/2019 17:43:36 Livraison	<a href="#">GAFEDEXBNL190214012</a> GAFEDEXBNL190214012	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		FEDEX Benelux	1		14/02/2019 17:43:36	Livré en Packcity	
<input type="checkbox"/>	14/02/2019 17:42:56 Livraison	<a href="#">GAGLSBNL190214011</a> GAGLSBNL190214011	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		GLS Benelux	1		14/02/2019 17:42:56	Livré en Packcity	
<input type="checkbox"/>	14/02/2019 17:37:30 Livraison	<a href="#">GAPOSTNL190214010</a> GAPOSTNL190214010	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		POSTNL	1		14/02/2019 17:37:30	Livré en Packcity	
<input type="checkbox"/>	14/02/2019 16:34:22 Livraison	<a href="#">GADPPBNL190214003</a> GADPPBNL190214003	Aze Gerard UATSMEO02 42-45 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		DPD Benelux	1		14/02/2019 16:34:22	Livré en Packcity	



## Liste des expéditions

Résultat 0-15 de 52 pour N° Expédition = GA et Date Expédition = 18/02/2019-21/02/2019

[Retour](#) [Export CSV](#) [Rafraîchir](#)

Affichage  Lignes/Page

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	Date d'expédition Type expédition	N° Expédition Numéro colis	Adresse du Packcity	Enseigne E- commerçant	Transporteur Produit / Service	Nb UM	Poids	Date du dernier événement	Dernier événement	Image(s)
<input type="checkbox"/>	21/02/2019 16:44:22 Livraison	<a href="#">GAUPSUK190221007</a> GAUPSUK190221007	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		UPS United Kingdom	1		21/02/2019 16:44:22	● Récupéré par le client	
<input type="checkbox"/>	21/02/2019 16:43:44 Livraison	<a href="#">GAAMAZBNL190221006</a> GAAMAZBNL190221006	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		AMAZON Benelux	1		21/02/2019 17:00:15	● Collecté colis rerouté	
<input type="checkbox"/>	21/02/2019 16:43:03 Livraison	<a href="#">GAUPSBNL190221005</a> GAUPSBNL190221005	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		UPS Benelux	1		21/02/2019 16:43:03	Notification de rappel colis livré	
<input type="checkbox"/>	21/02/2019 15:15:51 Livraison	<a href="#">GAAMAZBNL190221001</a> GAAMAZBNL190221001	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		AMAZON Benelux	1		21/02/2019 16:45:48	● Récupéré par le client	
<input type="checkbox"/>	21/02/2019 13:35:54 Livraison	<a href="#">GAANYKUK190221002</a> GAANYKUK190221002	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux		OTHER CARRIER United Kingdom	1		21/02/2019 14:52:56	● Récupéré par le client	
<input type="checkbox"/>	20/02/2019 12:48:17 Livraison	<a href="#">GADX190220021</a> GADX190220021	Aze Gerard UATSME002 42-46 Avenue Aristide Briand Dans le Lab Parcel Locker NSME in the lab 92220 Bagneux Aze Gerard		DX	1		21/02/2019 13:33:04	● Collecté colis rerouté	