PARCEL LOCKER SOLUTIONS

SMARTECH
Business Systems

Simplified and secure parcel management for multi-dwelling residences

The growth of e-commerce has sharply increased the volume of packages delivered to multi-dwelling units and the private rented sector each year, with no signs of slowing. As a result, property managers require an easy, quick, and secure way to manage the overwhelming amount of daily deliveries.

Smart Parcel Locker by **SMARTECH** simplify the management of incoming parcels by providing a secure and automated parcel process. Our parcel lockers are helping property management companies around the world reduce operational expenses while increasing resident satisfaction by providing a simple and convenient delivery experience to residents and property managers.

BACKED BY THE EXPERTS
Gartner, Forrester, and Aspire

EXPERIENCE
A rich history of world-class leadership

PROVEN RESULTS
96% customer satisfaction rate

EXPERTISE
8 billion personalized experiences annually

> ❝ **Our communities will continue to see increasing numbers of package deliveries, and Parcel Pending Lockers will keep us above this rising tide – and enable us to delight our residents for years to come.**
>
> *— Brian Ericson, Cortland*
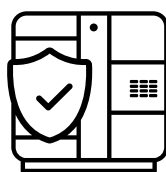> *Vice President of Marketing Insights*

IMPROVED OPERATIONAL EFFICIENCY

Parcel lockers automate the parcel delivery, collection, and return process, enabling staff to focus on high value tasks. Deliveries are made directly to the parcel locker by a carrier agent, removing the need for intervention by a staff member – saving time and cutting operational costs.

SECURE PARCEL STORAGE

SMARTECH Parcel Lockers are constructed with a robust steel design that keeps all parcels safe and removes any liabilities from lost or stolen packages. Parcels are stored inside the designated locker by courier agents and can only be retrieved using a one-time PIN or barcode provided to the recipient via email, SMS. Access to lockers can be made available 24/7, for convenient self-service pick-up by residents.

GDPR

Protecting the personal details of residents located on the parcel label or within the parcel itself from being accessed by others, such as property managers or property developers, is a necessity. Fines of up to 4% on a properties' annual turnover can be enforced if GDPR standards are not followed.

INCREASE RESIDENT SATISFACTION

Differentiate your property from others by offering a unique solution to your residents for a convenient delivery, collection and return process for their parcels. Additionally, parcel lockers will attract new resident rental income while creating a great retention strategy.

VALUE-ADDED SERVICES

Offer value-added services to your residents by enabling local service providers, such as dry cleaners or shoe repair shops, to collect and deliver items to and from your parcel locker. Access and onboarding of local providers is fast and easy, and brings increased convenience to your residents.

DECREASE FIRE RISKS

Free floating packages stored in groups on the parcel room floor or behind a concierge desk can become a risk for any potential fires that may arise. With a parcel locker, all packages are stored in a secure locker, keeping them off the floor and within a centralised location.

CONTACTLESS SOLUTION

Smart Parcel Locker by **SMARTECH** provides contactless parcel delivery, return and collection.
Our contactless workflow allows parcels to be retrieved or loaded into the machine in seconds, meaning no long queues and a reduction in unnecessary contact with the parcel locker and others.

Accessibility

MEET THE NEEDS OF ALL YOUR RESIDENTS

1. The top of the touchscreen is 1.2 meters from the finished floor

2. The keypad is located below the screen

3. A tactile button is located on the number 5 key

4. Lower lockers are less than 1.2 meters from the finished floor for easy locker accessibility

5. Verbal instructions given via speakers that are installed behind the touchscreen

6. Minimum 1.5 meters ground space radius is included with space requirements

When registering for Smart Parcel Locker by **SMARTECH**, users are able to select the option for accessibility compliant deliveries. With this option selected, only lockers below 1.2 meters are available for couriers to deliver to. Choose this option for yourself or others during the registration process.

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Indoor Locker System

FLEXIBLE CONFIGURATIONS

SMARTECH indoor locker systems are designed and engineered specifically for your property. Regardless of the available space of design of your area, our talented engineering team will collaborate with your staff to create an electronic locker solution that maximizes the space you have available.

BUILT WITH DURABILITY IN MIND
Industrial grade touchscreens and a rolled steel construction for durability

VERSATILE
Customisable configurations with 5 locker models that offer unique locker mixes

CUSTOMER SERVICE
UK-based customer service available to on-site teams

CONVENIENCE AT ITS BEST
24/7, contact-free parcel retrieval with accessibility to all residents

ADVANCED
Flexible APIs for seamless integration with your property's management software system
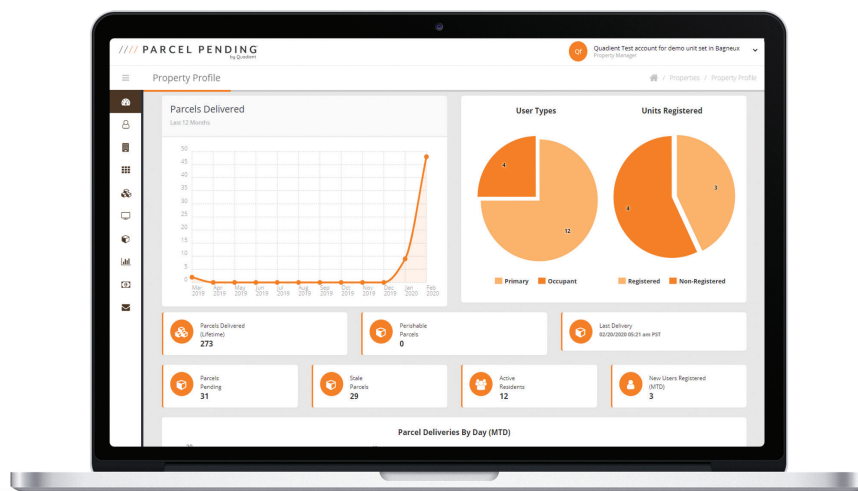
CUSTOMISABLE SOLUTION

Design your parcel locker solution to match your location's specific requirements. Parcel Locker by **SMARTECH** Lockers offer a variety of modular configurations and can accommodate a wide range of parcel dimensions. Customise your locker's colors and wraps to match your property's branding or location aesthetic.

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Advanced Analytics At Your Fingertips.

Have access to analytics and dashboards that provide an instant summary of how your lockers are being utilised to improve efficiency and reduce resident delivery wait times.

INSTANT INSIGHTS
Monitor locker usage and availability. Review locker activity.

LOCKER MANAGEMENT
Track packages and manage non-collected deliveries. Designate specific lockers based on residents' preferences.

DELIVERY ACCESS
Manage the delivery access codes for courier agents, manage occupants, and see past deliveries.

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Empowering Businesses with Customised Locker Solutions by SMARTECH

Delivering Secure, Efficient, and Scalable Locker Installations to Enhance Operational Flow and Customer Experience

Residential Parcel Locker at Otter Place

Collingwood, VIC

Residential Parcel Locker at Mantra Towers of Chevron

Surfers Paradise, QLD

Bungendore and Queanbeyan Libraries
NSW

Sunshine Mitre 10
North Lakes, QLD

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CARRIER AGNOSTIC

Smart Parcel Locker by **SMARTECH** are carrier agnostic, meaning any courier agent can make a delivery to the locker.

Drivers simply require a locker access code to make deliveries, collect dropped off packages and retrieve un-collected parcels.

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About SMARTECH

SMARTECH, a global leader in parcel locker solutions, extends its award-winning expertise beyond Sing and Display, Print Finishing equipment, and Mailing Solutions. Operating across Australia, New Zealand, Asia, and North America, we provide localised support and cutting-edge technology to different industries. Smart Parcel Lockers by SMARTECH are the leading providers of package management solutions for residential, commercial, retail, and university properties.

We offer a wide range of solutions, ensuring the simple and secure delivery and retrieval of packages and online orders. Our mission is to optimise business operations, reduce costs, and enhance efficiency through innovative parcel locker technology. Embrace the future of last-mile delivery with SMARTECH's commitment to excellence.