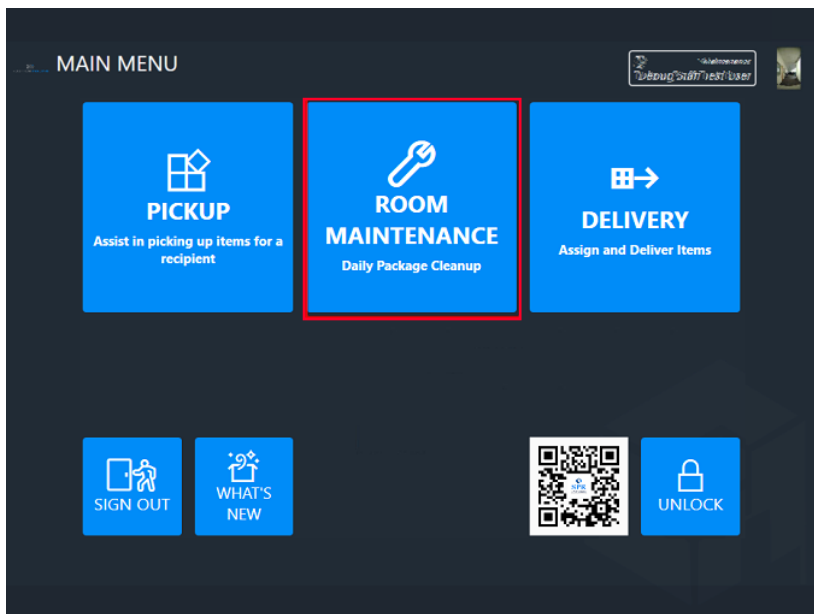


ROOM MAINTENANCE - USING THE KIOSK

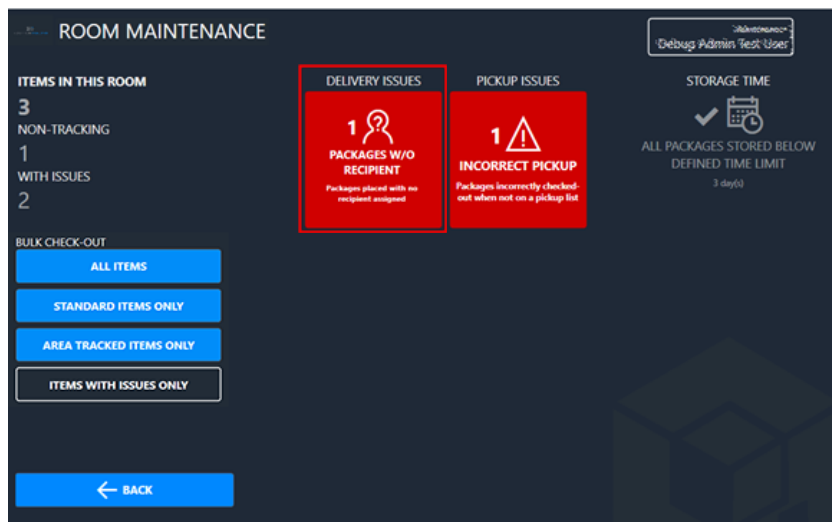
Room Maintenance - Using the Kiosk allows you to clear out issues in the Smart Package Room; these can include: an incorrect package was picked up, a package was knocked over, packages were not captured, or a package was moved or removed. It is recommended that you look at the Room Maintenance screen to check for any issues 1 to 2 times per day. For more details, see “Room Maintenance - Using the Kiosk” in the *Smart Package Room User’s Guide*.

As you follow these high-level steps, listen for system audio to help you through the process.

1. At the **Kiosk**, **enter** your assigned **PIN** or scan your **Key Fob**.
2. Tap **Room Maintenance** from the Main Menu screen.



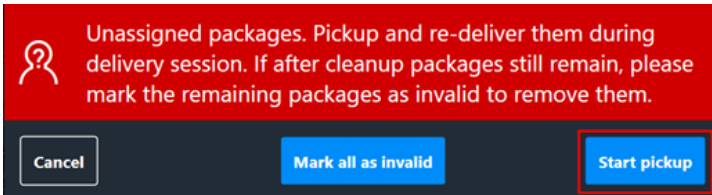
The Room Maintenance screen opens showing any Delivery Issues.



ROOM MAINTENANCE - USING THE KIOSK

3. Tap **Packages w/o Recipient**.

The Unassigned Delivery dialog opens.



4. Tap **Start pickup**.

5. **Remove** the **package** from the shelf where the **laser** is **pointing to**.

6. If there is no package on the shelf, touch **Confirm Pickup**.

7. Once all packages are removed, **capture** and **redeliver** the packages to the room.

8. Once delivered, go back to the Room Maintenance screen. (Tap **Back**, then **Room Maintenance**, if this appears.)

9. If **Incorrect Pickup** still displays errors, tap **Incorrect Pickup**.

Redelivering may clear some incorrect pickup issues automatically.

10. Tap **Start pickup**.

11. If you are able to locate the package in the room, remove it for redelivery.

12. In most cases, you will not locate the package. Tap **Confirm Pickup** to clear the issue.

You can notate the recipient's information in case they ask for help locating the package in the future.

13. **Capture** and **re-deliver** any packages you were able to find.

Room
Maintenance
Tips

- Perform Room Maintenance 1 to 2 times a day to keep a tidy, error-free room
- Resolve Delivery Issues first, then clear out any remaining Pickup Issues
- When in doubt, remove or pick up a package and redeliver it into the room
- Redelivering packages will NOT alter the recipient pickup experience