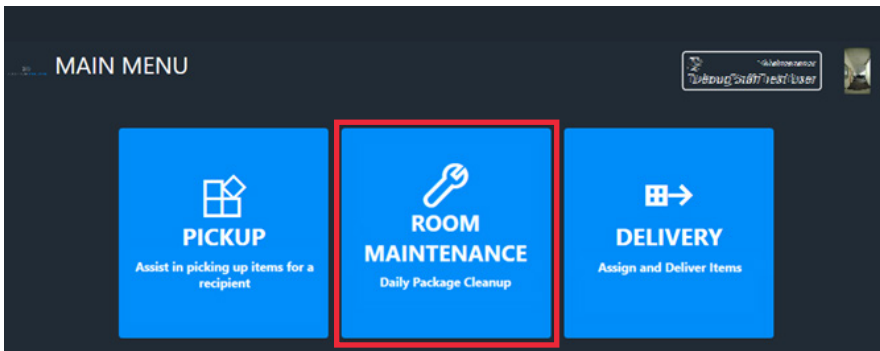


ROOM MAINTENANCE USING THE MOBILEKIOSK

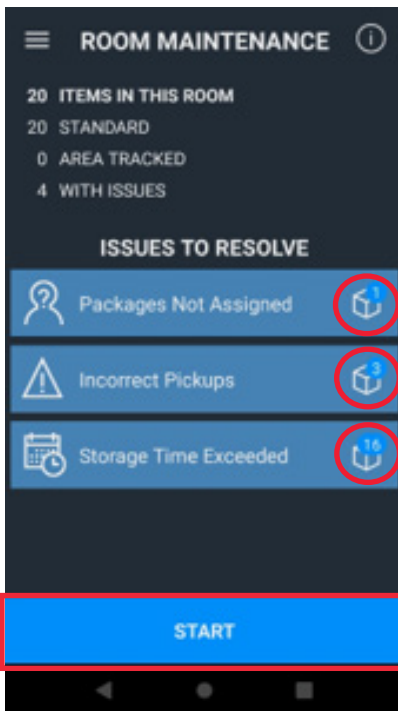
Performing Room Maintenance inside the room, using the MobileKiosk uses a “Wizard,” which steps you through the process. The Wizard will help you clear out issues that can include: an incorrect package was picked up, a package was knocked over, packages were not scanned, a package was moved or removed, and a package has reached its exceeded time in the room. It is recommended that you look at the Room Maintenance screen to check for any issues 1 to 2 times per day.

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



3. Tap **Continue Inside**.
4. Enter the room.

The MobileKiosk displays the Room Maintenance screen with the number of issues for **Packages Not Assigned**, **Incorrect Pickups**, and **Storage Time Exceeded**.



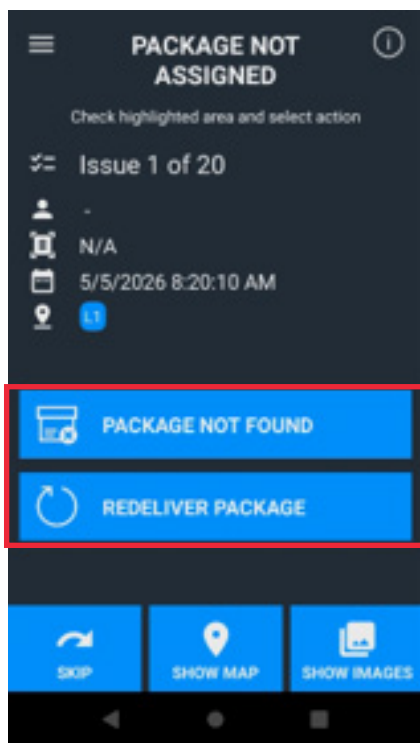
ROOM MAINTENANCE USING THE MOBILEKIOSK

5. Tap the **Start** button.

The system goes to each package with an issue, by zonem, one at a time, until all issues are resolved.

Packages Not Assigned (without an assigned recipient)

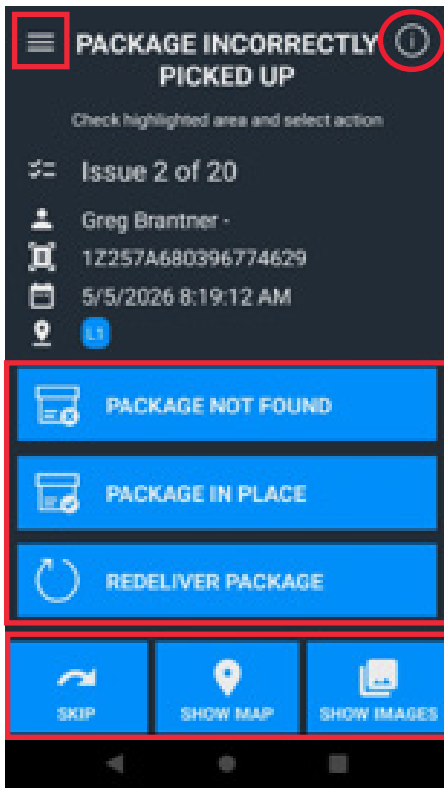
- The Wizard stops at the first “Package Not Assigned” issue. Checking for the blue light and if the laser is/is not pointing to the package:
 - If the package is not there – tap **Package Not Found**. The package is checked out and removed from the system.
 - If the package is there – tap **Redeliver Package** and immediately redeliver by following the prompts.



ROOM MAINTENANCE USING THE MOBILE KIOSK

Packages Incorrectly Picked Up (or moved)

- The Wizard stops at the first “Package Incorrectly Picked Up” issue.
 - If package is not there – tap **Package Not Found**.
 - If package is there and laser is pointing to correct package – tap **Package in Place**.
 - If package is there, but laser is not pointing to the correct package (check the label) – tap **Redeliver Package** and immediately redeliver.



Additional options:

- Tap “i” icon – To see information about the issue and how to resolve it.
- Tap **Skip** – Skips the current package and leaves it in an issue state.
- Tap **Show Map** – Displays the Room Map with the last known location of the package highlighted and blinking blue. Tap **X** to close.
- Tap **Show Images** – Unassigned packages should display the shelf image. Incorrect pickups will show the shelf image and the package label image, if available. Tap **X** to close.
- Tap **Three Lines button** (top-left corner) opens the side menu, which allows you to:
 - Skip Remaining Packages Not Assigned or Skip Remaining Incorrect Pickups (depending on the current type you are in) – goes to the first package issue of the next issue type
 - Exit Room Maintenance – Skips all remaining issues and opens the Maintenance Summary screen.

ROOM MAINTENANCE USING THE MOBILEKIOSK

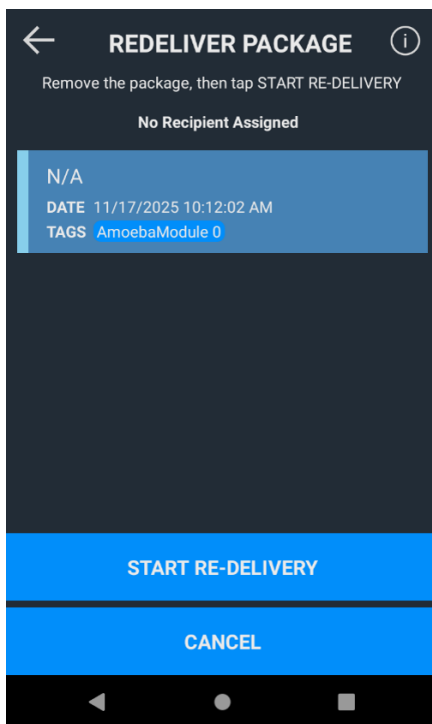
To Redeliver

If you choose to Redeliver Package:

- Remove the package from the shelf.
- Step away from the shelf.
- Tap **Start Re-Delivery** (system may automatically select and start).
- Scan the package.
- Assign a recipient, if one is not selected.
- Tap the type of package.
- Place the package on the shelf.

If the package doesn't register in the same location, try moving it to a different shelf.

- To stop the redelivery process at any time, tap **Cancel**.



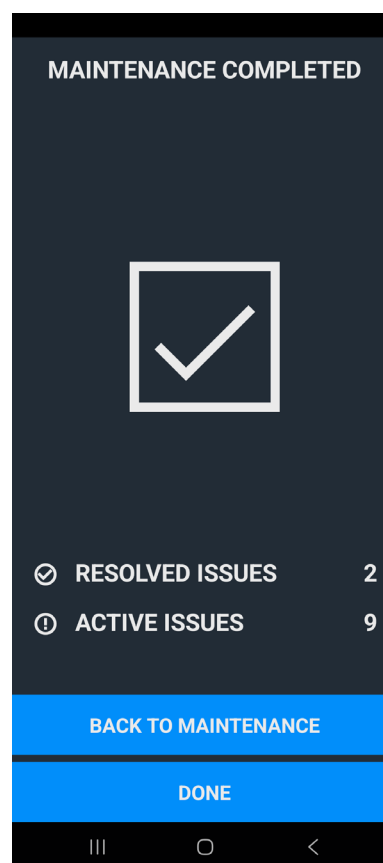
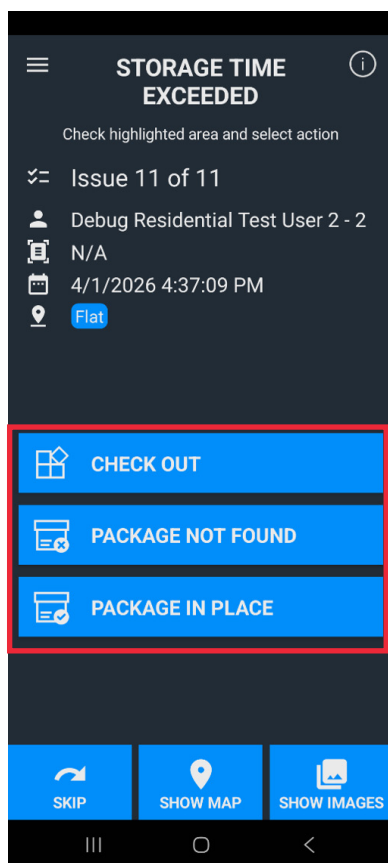
Room Maintenance Tips

- 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

ROOM MAINTENANCE USING THE MOBILEKIOSK

Storage Time Exceeded

- The Wizard stops at the first “Storage Time Exceeded” issue. Checking for the blue light and if the laser is/is not pointing to the package.
 - If the package is there – tap **Check Out**. The package is checked out and removed from the system. Determine what you are going to do with the package, send it back to the carrier or rescan and resend back to recipient.
 - If the package is not there – tap **Package Not Found**. The package is not where it is supposed to be (laser is pointing to an open space). Removes the package from the system.
 - If the package is there – tap **Package In Place**. The package is in its expected location. Leave the package in storage.



When all issues have been viewed and either resolved or skipped, the Maintenance Completed screen opens, displaying the status of the issues.

6. Tap **Back to Maintenance** to return to the beginning of the maintenance screen, beginning the process again, or tap **Done** and return the MobileKiosk to the Charger.