

SMART PACKAGE ROOM FAQs

If you don't find your answer in these FAQ's, please feel free to email:

SPRAssist@smartpackageroom.com anytime for help.

1. How do I know what product I have: Smart Package Room or Smart Package Room Lite?

The kiosk will display the product name on the screen.

2. How do I set up my SPR Portal account?

To set up your SPR Portal account, you should have received an email from the Smart Package Room. Locate the email:

- a. Click **View Invitation**.
- b. Register your Portal Account using your email and a password, click **Register**.
- c. Sign in using your Email and password to verify registration.
- d. You can now enter your Email and password to sign into the SPR Portal.

3. How do I add a new Staff member (to the Portal)?

To add a new Staff member (Note: only those with Manager Permissions have this option):

- a. Log into the Portal. Click the **Menu** button on the left and click **Invitations**.
- b. From the Invitations page, click **Invite Staff** button.
- c. Enter the email address of the new Staff member.
- d. Click **Send Invite** button. The new Staff member is added to the Staff page.
- e. Always notify SPRAssist@smartpackageroom.com if you have a new employee.

4. How do I create a Staff Key Fob or a Courier Key Card?

To create a Key Fob or Key Card, see the document "Pairing Key Cards and Key Fobs" in SPR University for step-by-step instructions. Also, the Staff Kit (pouch) that you received during the installation includes the same document, Pairing Key Cards and Key Fobs.

5. How do I train new Staff?

To train new Staff, send an email to SPRAssist@smartpackageroom.com with the new Staff's name, email, phone #, and title. We will contact you with the next steps.

6. Who can deliver packages into the room?

Staff, concierge, or Couriers can deliver packages to your room.



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7. What happens when a Courier refuses to deliver to the room?

A couple of suggestions if a Courier refuses to deliver to your room:

- a. Check if the Courier has been taught how to use the room. If not, give them a quick training session. Also print out and hand them the document “How to Deliver Packages,” available in SPR University.
- b. Contact their Carrier company (UPS, FedEx, etc.). See “Courier Hub Contact Info” in SPR University for a list of Carrier phone numbers/contact info and try to connect with a manager or higher up.
- c. Contact SPRAssist@smartpackageroom.com and request information on our Courier Compliance Program, which offers incentives to Couriers for completing deliveries to the room.
- d. While working on Courier adoption and compliance, have Staff deliver to the room so all packages are scanned in.

8. What are the different types of packages the Smart Package Room can accommodate?

Your package room can accommodate any type of package, whatever your site supports. For example: Standard packages, flat/envelopes, oversized packages, refrigerated items, laundry/dry cleaning, etc.

9. What happens when a package is too large to fit on the standard shelf?

Most rooms have an “Oversized” area. This area is specifically for large packages (that won’t fit on a shelf). Staff or Couriers should select the type of package as “Oversized” and place the package in the designated area. The resident will receive a notification (identifying their package as an Oversized package) and will be directed to the Oversized area when they come to pick up their package.

10. What if the resident’s name doesn’t come up when I scan a package label?

If a resident’s name does not display when you are scanning a package label, you can try to search for the resident. Touch **Assign Manually**, then enter their name or their Unit #.

To see a complete list of your residents, sign into the SPR Portal and go to the **Recipients** page. If your list seems off or incorrect, you can manage it from here.

Many of our customers automate this process of updating move-ins and move-outs through integrating us with their Property Management system. If your property uses an integration, but the resident record is inaccurate, please contact Tech Support (SPRSupport@position-imaging.com) for assistance with your resident data integration.

Be sure to have a plan for packages that don’t have a matching name, and share this with your Staff or Couriers.



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11. How will residents be notified they have a package?

When a new package is assigned to a resident, an SMS text and Email notification are sent to the contact information that a resident has on file in the SPR Portal. This notification will come from SmartPackageRoom, and will be separate from their tracking notifications from the Courier.

12. What if a resident didn't receive a notification from the Smart Package Room?

If a package was delivered for a resident, but they did not receive a notification or they can't find their notification, they can request a "One Time PIN" at the Kiosk.

- a. At the Kiosk, tap **Request PIN**.
- b. Enter their phone number or email, tap Submit.

A PIN will be sent to their email or phone number.

13. Can a resident pick up a package while someone else is in the room?

No. A resident should **always** wait to enter the room if someone else is already in the room. If a resident approaches the Kiosk and someone else is in the room, the Kiosk should inform them to wait until the person in the room has finished and closes the door. Then they should scan their QR Code/PIN and enter the room.

14. What happens if a resident is unable to pick up all of their packages in one visit?

If a package is too large or a resident has too many packages to carry and wants to pick them up later, they can end the session and pick up their package later.

If they decide to pick up later, tap **End Pickup**, then tap **Pickup Later**.

The next time they come back to the Kiosk, the Kiosk will ask them to pick up these packages first before picking up any newer packages that may have arrived.

15. How long can residents' packages stay in the Smart Package Room? (What happens when residents are going to be away for an extended period and a package is delivered?)

Smart Package Room does have a storage time limit, typically the time limit warnings include: 3-7 days, 7-15 days, and 15+ days. But this can be adjusted on a site-by-site basis.

If a resident is going to be away for an extended period of time, they should notify Staff and you can decide on the best procedure (pick up packages for the resident while they are away, leave them in room for the extended period of time, whatever your site's policy is).

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16. What if a resident can't find their package?

If you physically can't find the package, go to the SPR Portal to search for it.

- a. Click the **Menu** button on the left and click **Packages**.
- b. Enter the resident's name in the Search field (or Unit #).
- c. From the Status field, select **All** (to display all packages that have entered or exited the package room for the recipient).
- d. Hover the cursor over the package **Check-In Date** column to display the timestamp.
- e. Click the line to open the Package Detail page.
- f. Scroll to the **Timeline** and the **Surveillance** section. Click the event you would like to see more about.
- g. View and click through the video to try to figure out where the package is.

If you need help, contact SPRSupport@position-imaging.com. Please include the Resident's name, Unit # and the date the package was delivered.

17. What if a resident takes the wrong package?

If a resident takes the wrong package, they should notify Staff and give the incorrect package to Staff. The system will register that an incorrect package was picked up. The package will display as a Pickup Issue in the Room Maintenance window. Staff should perform Room Maintenance, tap **Incorrect Pickup**, locate the incorrect package and redeliver the package by scanning and placing the package again.

18. What if the laser is shining on the wrong package?

If the laser is shining on the wrong package, the package could have been moved at one point. You should go to Room Maintenance to see if there are any issues. Follow the prompts to redeliver the package by scanning and placing the package again, if necessary.

If the laser is scanning over a few packages, this does indicate that one of the packages may have been moved at one point and you may want to confirm the label of each package to see if one is the correct package.

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19. How do I perform Room Maintenance?

Room Maintenance should be performed 1-2 times a day or at least check the Room Maintenance window to see if there are any issues. The Room Maintenance using the MobileKiosk includes a Wizard which steps you through the process to find and fix issues.

For instructions, check out the documentation on Room Maintenance or see the *Smart Package Room User's Guide* in SPR University.

20. What if the Kiosk is showing it is "offline"?

Most likely, the Kiosk is offline because of an Internet issue. Check to see if your site is experiencing WiFi issues. Once Internet is back online, the Kiosk should be available to use.

21. What do the various voice prompts mean?

During delivery, pickup, and Room Maintenance, the voice prompts will assist Staff, Couriers, and residents on the task they are performing. Listen after each action for the next step.

Some sites can elect to turn off voice prompts and instead use a "success" or "error" sound to confirm an action.

22. How do I get in touch with Tech Support?

You can email Technical Support: SPRSupport@position-imaging.com or call 1-888-909-2468.

If you have a question about how to use the system or the features of the system, email SPRAssist@smartpackageroom.com.

23. Do you have documentation, guides, or videos about how to use the Smart Package Room?

Yes. SPR University has plenty of helpful resources, including short how-to videos, documentation, and user guides.

