

PACKAGE PICKUP

How to Pick Up Packages from Your Smart Package Room®

1. When a package is delivered for you and scanned into the system, you will receive a **text** or **email** with a **QR code** from **Smart Package Room** informing you that your package is ready for pickup.
2. At the Kiosk, **scan the QR code** (or enter the PIN).



QR Code



Scanning QR Code
on your phone

3. On the screen, look at the **Room Map** to see where your package is located.
4. **If someone is already in the room, wait before entering to let them finish.**
5. **Enter** the room, if it's a package on the shelf, the blinking blue light above indicates the general area across from where the package is located. **Look for the red dot (laser) on your package and pick it up.**



Blue light above, across from
shelf and red dot on package

If you have more than one package to pick up, after picking up the first package, move away from the shelf, so the system will register the pickup. Follow the systems instructions to pick up the next package.

If it's an **envelope** or **oversized** package, **pick it up** and tap **Confirm Pickup** after exiting.

6. Rate your experience, **tap a face**: Good, Fair, or Poor.
7. **Exit the room** and **close the door**.



Envelope bins

Tips

- Wait to receive a Smart Package Room notification. This is NOT a courier's notification (i.e., from Amazon).
- Do not enter the room if someone else is in it.
- Don't follow others into the package room, use your own QR Code.
- Do not touch or move other packages.