

PARCEL LOCKER FAQs



HOW DO I REGISTER AND USE THE PARCEL LOCKER?

Scan the QR code for easy step-by-step instructions on the *My Parcel Locker* website.



WHY SHOULD I REGISTER TO USE THE LOCKER?

The Benefits:

- **Reduces parcel theft:** Keeps your parcels secure and out of sight.
- **Easier delivery:** Makes it simple for drivers to find you in the system and deliver parcels into the locker.
- **Minimises unwanted visitors:** Reduces people entering the building looking for parcels to steal.
- **Prevents identity theft:** Keeps your personal information on parcel labels secure.
- **Convenient collection:** Pick up your parcels whenever it suits you.
- **Signature on delivery:** Our locker system can 'digitally sign' for parcels, so you don't need to visit a post office if you miss a delivery.
- **Parcel tracking:** View all of your awaiting parcels in your *My Parcel Locker* online account (or app).
- **Works with any courier:** Not limited to a specific courier or delivery company.
- **Amazon deliveries:** Amazon parcels don't include your mobile number, so if you're not registered, the driver can't find you in the system to lodge the parcel securely.



HOW DO DRIVERS ACCESS THE BUILDING AND DELIVER TO THE LOCKER?

All major courier company drivers (except Amazon) carry a pre-programmed fob that grants entry to secured buildings via bluetooth connection. The fob also enables drivers to lodge parcels into the parcel locker system. Drivers from major courier companies, including Amazon, receive training on delivering to the locker system.

Amazon Orders and Deliveries

Amazon drivers use a dedicated app with all the information needed to deliver to the locker.

Important: Avoid adding delivery instructions to your Amazon orders, as this can overwrite the preloaded instructions and parcel locker access codes in the Amazon Driver App, preventing successful delivery to your locker.



FOUND YOUR PARCEL ON THE FLOOR?

If a parcel hasn't been lodged correctly, take a clear photo of the address label and send it to: photos@myparcellocker.com Our team will follow up on your email as a priority.



NEED HELP WITH YOUR PARCEL OR REGISTRATION?

For support, visit the *My Parcel Locker* Help Centre: myparcellocker.com/help-centre/
Our team is ready to assist with registration, parcel retrieval and any other queries.