



SERVICEBOX E-Concierge

Short description

Version 03.25



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1. E-Concierge - Description



Discover the versatility of the Servicebox E-Concierge - your innovative solution for the unattended handover of goods and parcels!

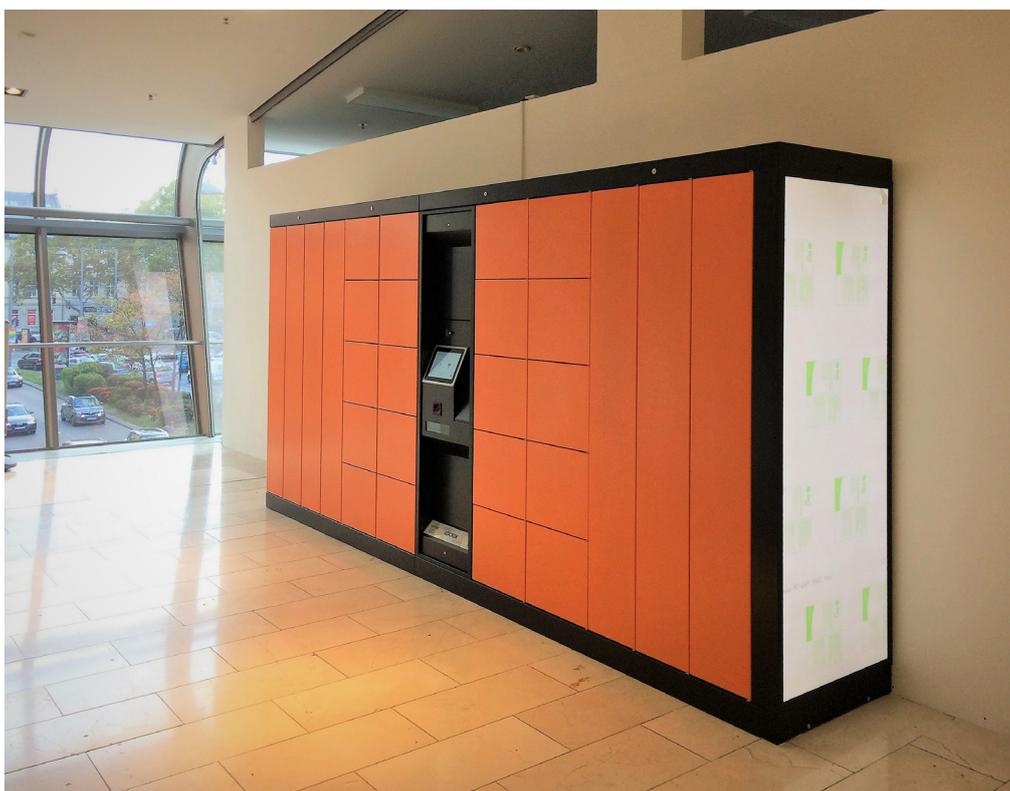
Our electronically controlled, state-of-the-art locker system has been specially developed for the handover of parcels and goods in real estate. A big plus point is the possibility for suppliers to select the recipient of deliveries directly at the system. Once the delivery has been placed in the compartment, the recipient is automatically informed of the delivery by e-mail.

The E-Concierge locker system is suitable for both indoor and outdoor use. Its standard closed doors and user-friendly touchscreen ensure intuitive operation. The monitor provides all the necessary information at a glance.

Our modern software is easy to understand and intuitive to use. It offers numerous useful functions and can be quickly and easily integrated into your existing ERP systems, online stores and IT systems via the API. The "roles and rights concept" allows you to assign different tasks to individuals and groups of people.

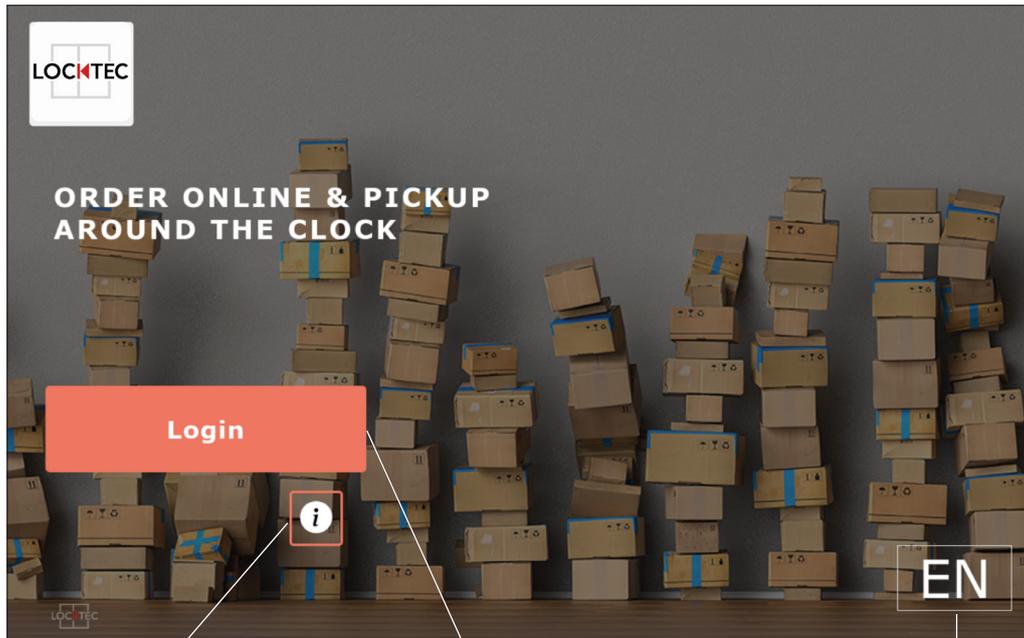
The operating station is equipped with a powerful LS PC and a touchscreen and can be expanded as required.

With the e-concierge, you can offer your customers real added value. It enables goods and parcels to be handed over independently of opening hours without the need for additional staff.



2. Presentation of the customer screen

The customer screen can be used, for example, to call up usage information and service information and change the language.



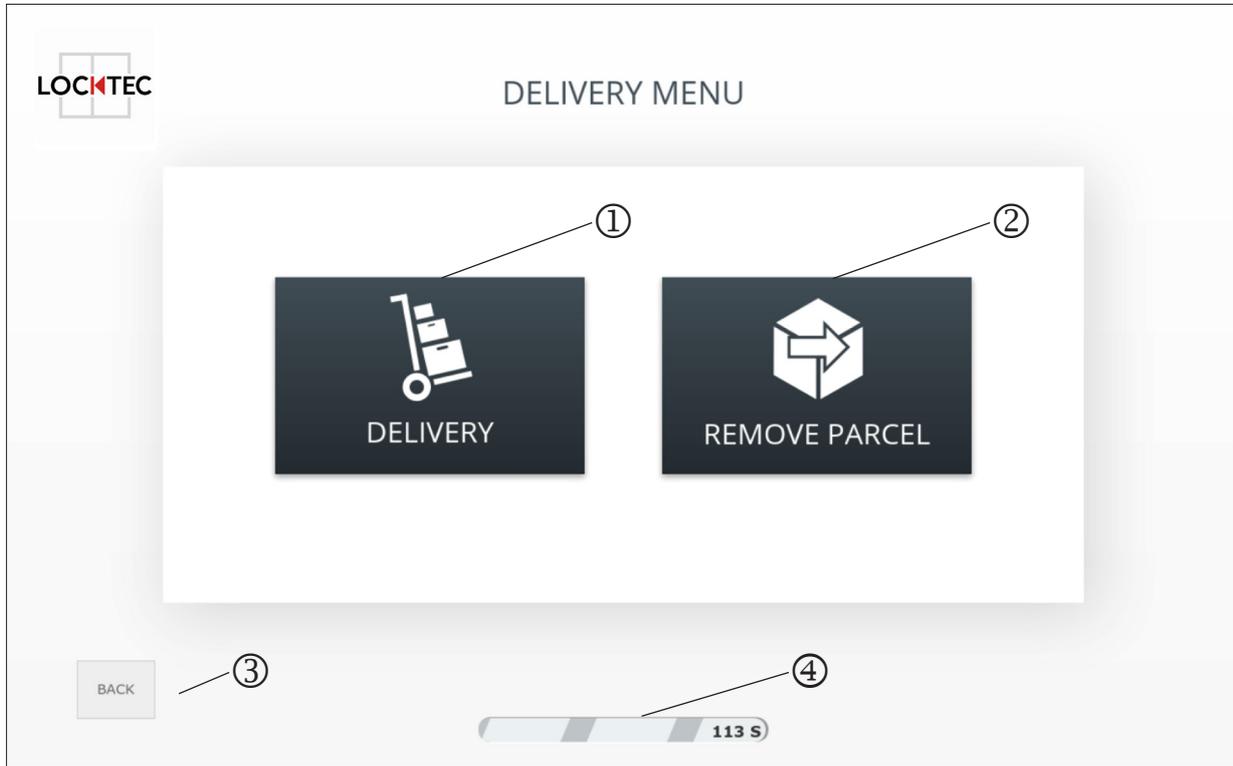
To call up usage and service information.

To start the collection/delivery process. Opens the PIN entry.

To change the language of the customer screen.

3. Presentation of the delivery menu

The delivery menu is for suppliers and enables the delivery of goods/parcels and the removal of goods/parcels that have not been collected in the predefined collection period.



To deliver goods/ parcels ①

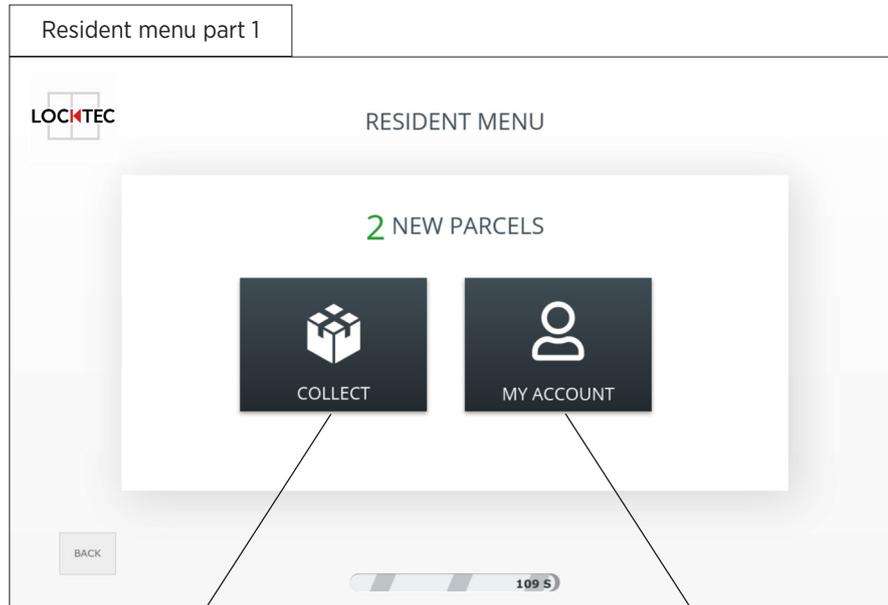
To remove overdue goods/ parcels ②

③ To return to the previous screen.

④ Predefined period until the monitor returns to the start screen.

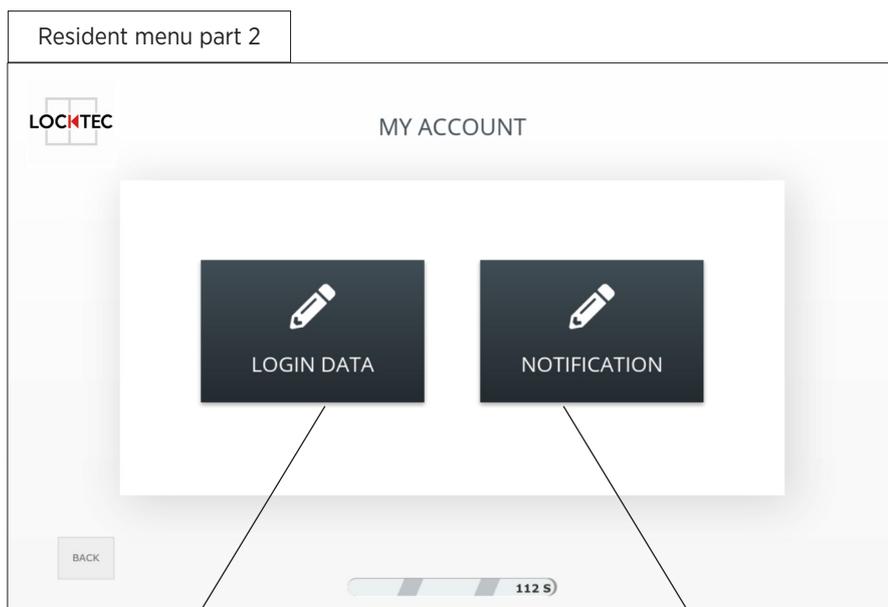
4. Presentation of the resident menu

The resident menu offers login options such as fingerprint, RFID or PIN entry. Users can also view the number of parcels deposited for them and remove them.



To remove goods/ parcels

To add or change login options or to create or change an e-mail address.

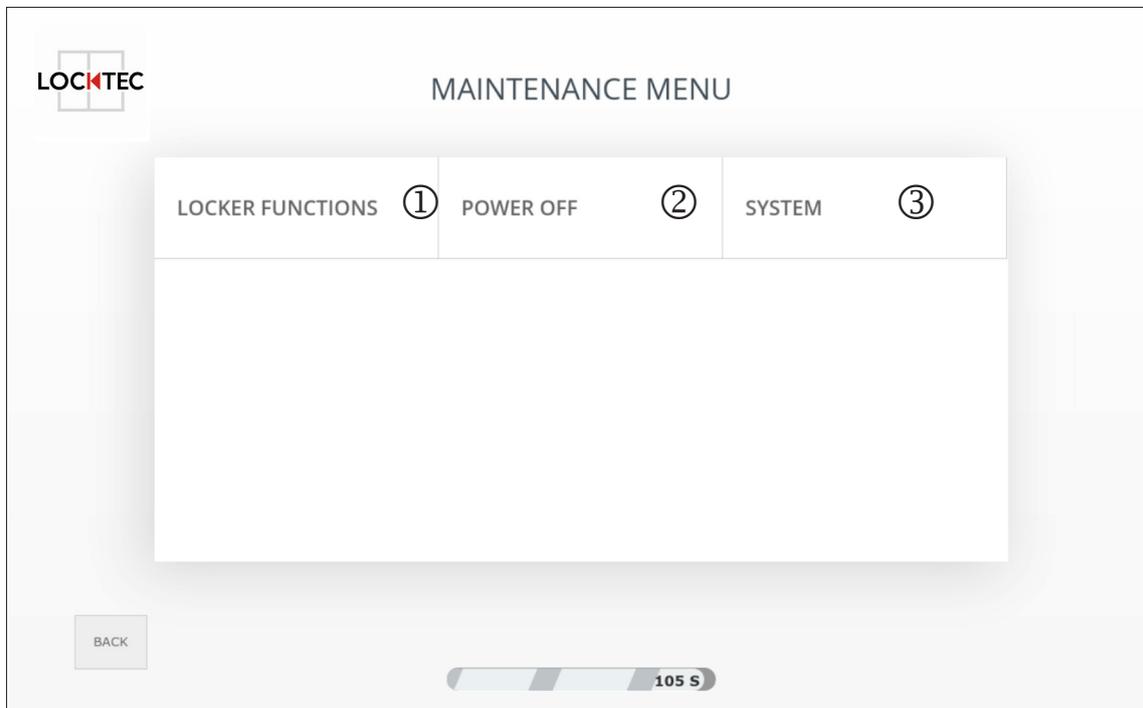


To change the login data or add more.

Add or change e-mail address for notifications.

5. Presentation of the maintenance menu

The maintenance menu offers functions such as deactivating or activating lockers, the emergency opening of all lockers simultaneously or the inspection of lockers.



1) LOCKING FUNCTIONS:

- **Repair locker** ⇒ To check the communication between the locking device and the door controller.
- **Reservation overview** ⇒ Opens a graphical representation of the system. To check the reservation status of the lockers.
- **Deactivate lockers** ⇒ To deactivate lockers or the entire system.
- **Emergency** ⇒ To open all lockers simultaneously in an emergency.
- **Inspect lockers** ⇒ To check the contents of a locker. The reservation status is retained.
- **Test lockers** ⇒ To open lockers repeatedly and quickly in order to set locks.

2) POWER OFF:

- **Power off** ⇒ To switch off the system.
- **Restart** ⇒ To restart the system.

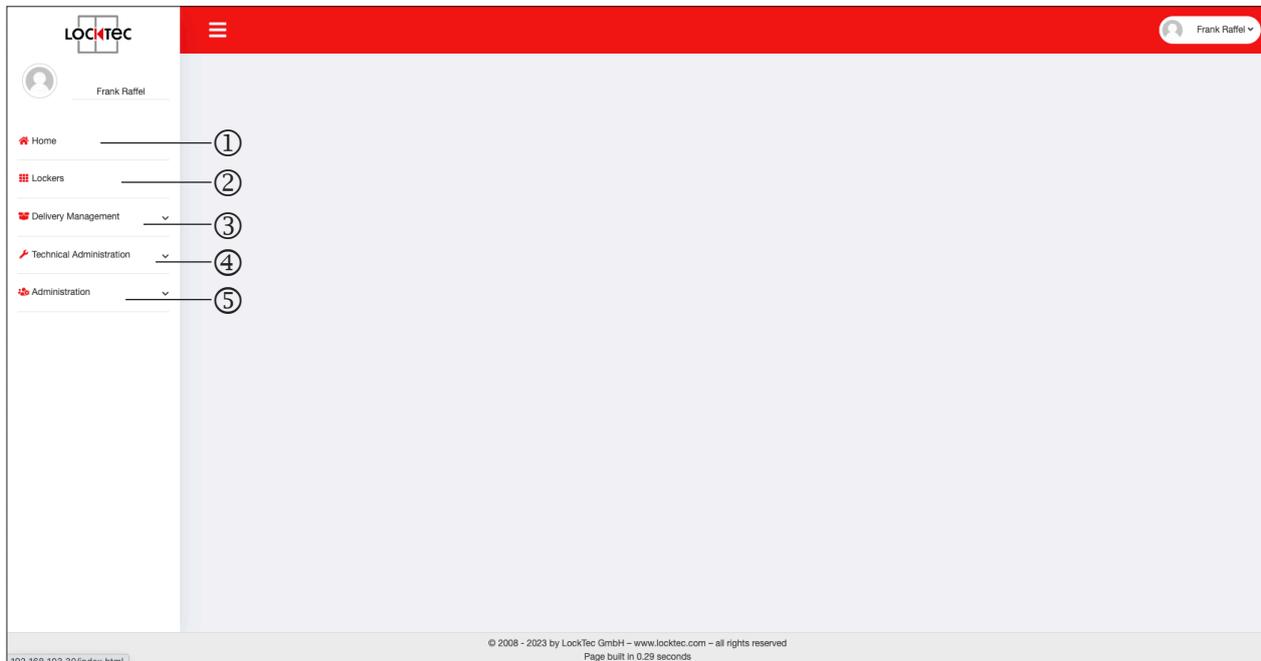
3) SYSTEM:

- **Info** ⇒ Retrieve location information.
- **Network** ⇒ Retrieve information about the network connection.
- **Settings** ⇒ Switching the operating mode from “Normal operation” to “Collection only” (as a preparatory measure for maintenance and repair work to keep the system empty).

6. Presentation of the management software (backend)



The administration interface (backend) enables the administration of the different groups of people, offers extensive setting options for the system, enables the assignment of certain tasks to people or groups of people via the roles and rights system and offers an automatic notification function.



1) **Home** ⇒ To return to the start screen.

2) **Lockers** ⇒ Opens a graphical representation of the system. To check the usage status of the lockers.

3) Delivery management:

- **All Deliveries** ⇒ Displays all usages.
- **Residents** ⇒ To create new residents and manage existing ones.
- **Delivery Staff** ⇒ To create persons who have access to the system's delivery menu.

4) Technical Administration:

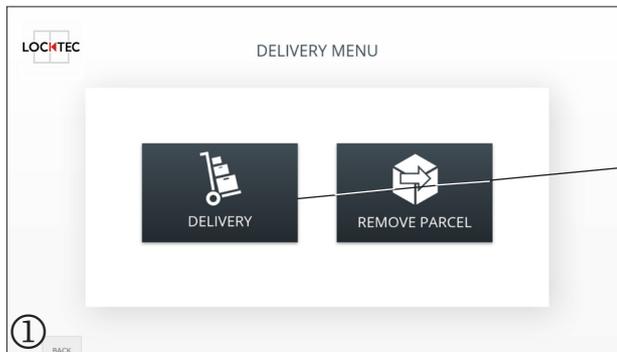
- **Technical Staff** ⇒ To create and manage personnel for the maintenance menu.
- **Technical Staff Groups** ⇒ To limit the access rights for technical personnel.

5) Administration:

- **Users** ⇒ To create users who work with the administration interface.
- **Groups** ⇒ To define access rights for users.
- **Log** ⇒ The log shows information, notes, faults... of the system.
- **Tools & settings** ⇒ To change network, e-mail and other settings.
- **System Health** ⇒ To check the system memory and the IPC process.
- **Terminal Live Control** ⇒ To use the remote control function of the system.

7. The delivery process

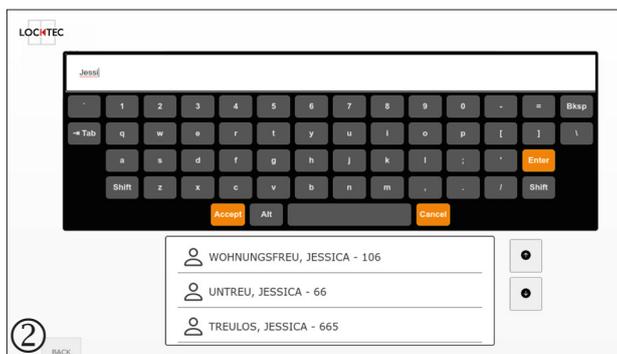
Suppliers log into the system and have access to the delivery menu. This is where deliveries can be posted or overdue deliveries picked up. The E-Concierge system has an address book function that enables suppliers to assign a delivery to a specific person or group.



After logging into the delivery menu, it is possible to make a delivery and remove goods.

- The supplier taps on “DELIVERY” and then has the option of searching for a group, a name or an apartment number.

Overfilled compartments can be emptied using the “REMOVE PARCEL” function.



- Using the keypad, the supplier can search for the recipient, e.g. a group, a name or the number of an apartment.



The graphical representation of the system makes it immediately clear which lockers have which status.

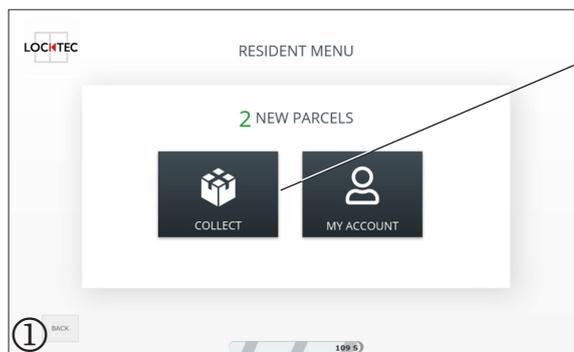
- The supplier selects the desired locker size for his delivery.

- Green lockers = free lockers
- Red lockers = occupied lockers
- Blue lockers = covered lockers

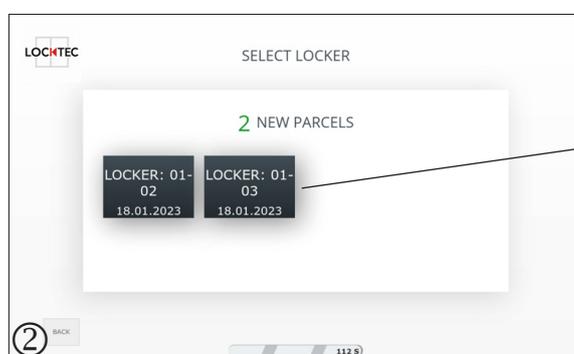
After selecting the locker, the selected locker is opened. After delivery, the supplier closes the locker again, thereby ending the delivery. After delivery, the recipient automatically receives an e-mail notification.

8. The pickup process

Recipients have their own personalized menu that allows them to pick up deliveries, change login details or change email data.



Recipients have their own menu and must first be created in the system's management software. After logging in using the fingerprint scanner (optional), RFID card (optional) or PIN entry, the personalized menu is available. This is where deliveries can be collected or login details can be changed or added.

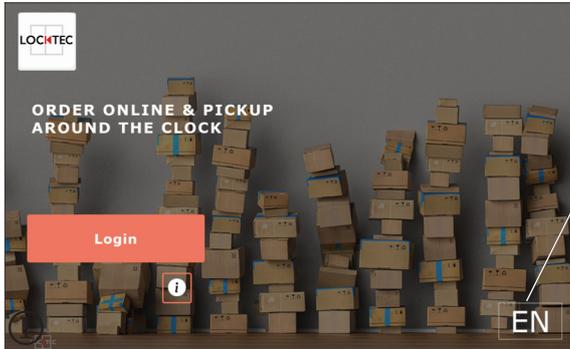


New deliveries are displayed directly together with the locker number.

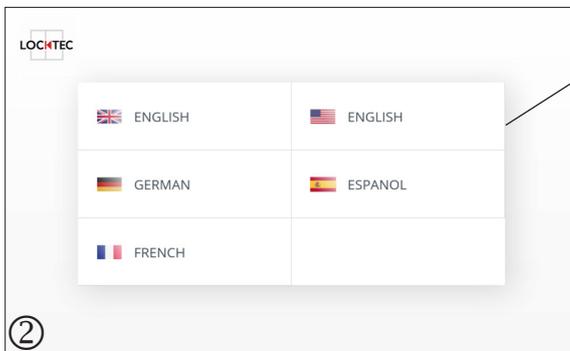
→ The recipient taps on the delivery which opens the corresponding locker. After removal, the recipient closes the locker door and ends the removal process.

9. Select language

The language of the customer screen can be easily changed on the system.



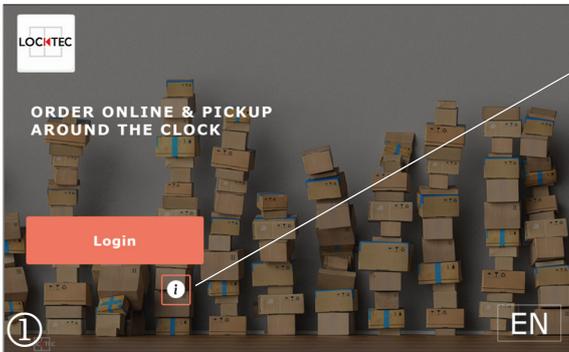
The available languages are displayed via the language selection.



The number of languages available is set according to customer requirements. The recipient can change the language directly at any time.

10. Call up information

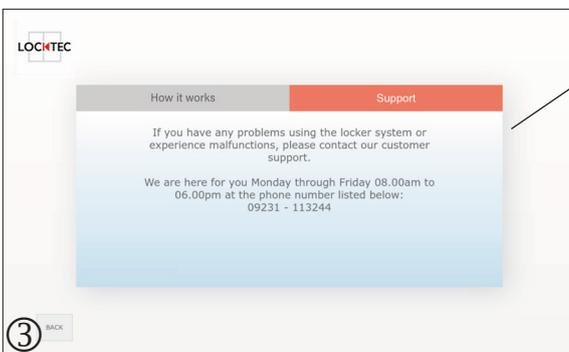
The customer screen provides helpful information such as customer service contact details, terms of use or a brief description of functions.



The "Information" button provides information about the handover process and contact information for customer service.



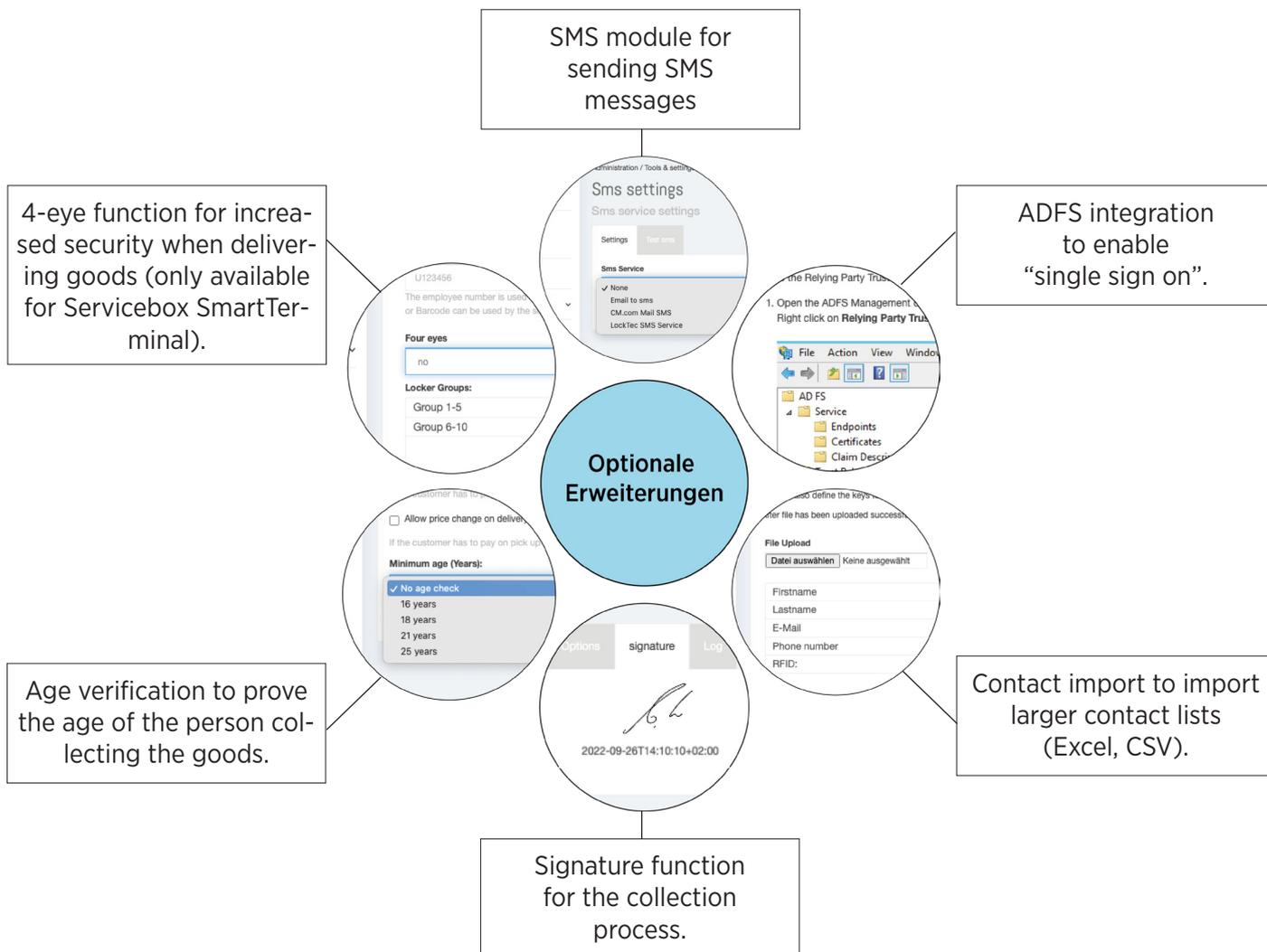
- **How it works** ⇒ Shows a brief description of the hand-over process.



- **Help** ⇒ Displays the customer service contact details.

11. Optional expansion options

The Servicebox software can be expanded with various modules as required.



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