



LOCKTEC



SERVICEBOX

Quick guide

Version 02.25



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1. Servicebox - Description



Discover the versatility of the Servicebox - your innovative solution for unattended goods handover!

Our electronically controlled locker system, the Servicebox, sets new standards in modern logistics. Developed using state-of-the-art technology, it offers a wide range of possible applications:

- **Companies:** optimize internal communication.
- **Pharmacies:** Enable the safe transfer of medicines.
- **Delivery and parcel services:** Simplify the handover of parcels and packages.
- **Property operators/managers:** Offer residents a practical pick-up station.

The service box is suitable for both indoor and outdoor use. Its standard closed doors and user-friendly touchscreen ensure intuitive operation and provide 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.

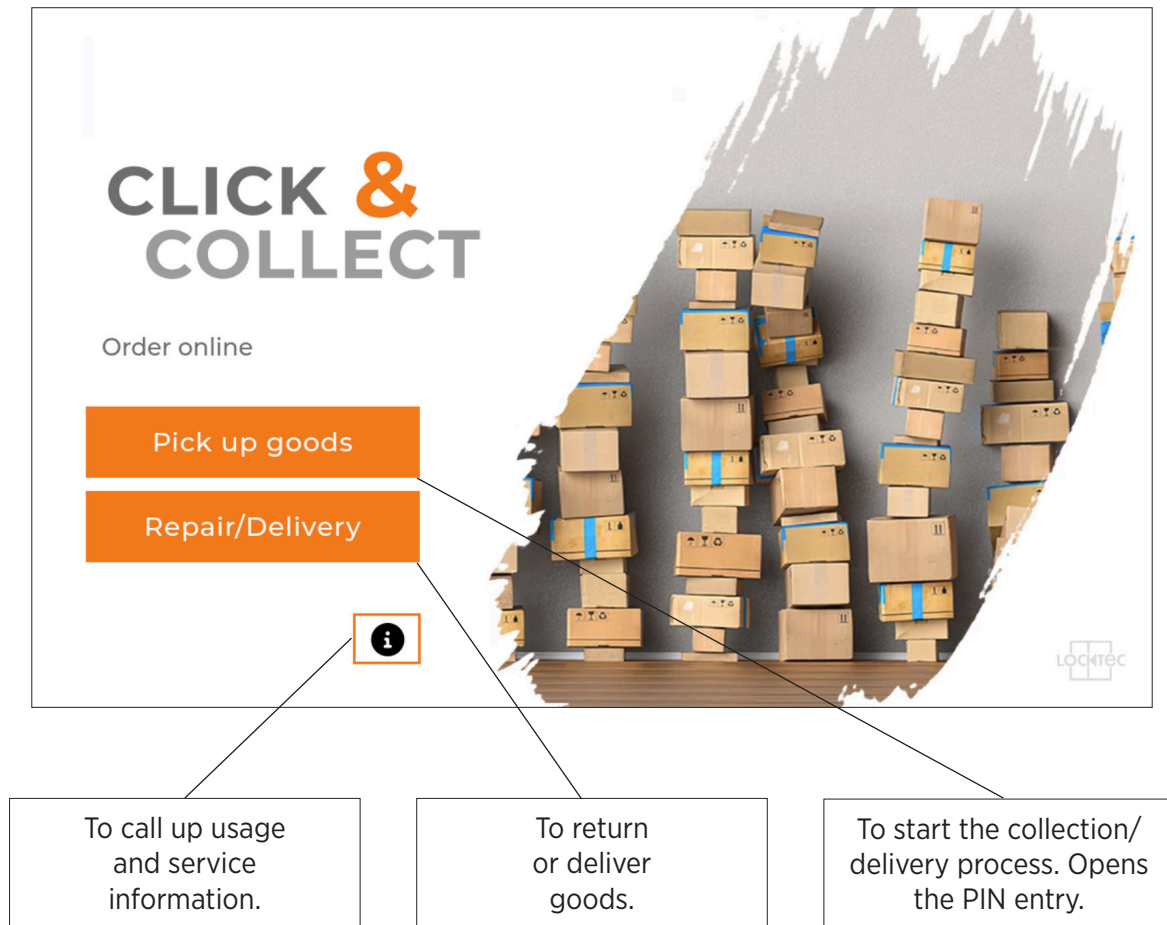
The operating station is equipped with a powerful LS PC and a touchscreen and can be expanded as required.

With the Servicebox locker system, you can offer your customers real added value. They allow you to hand over goods and services regardless of opening hours.



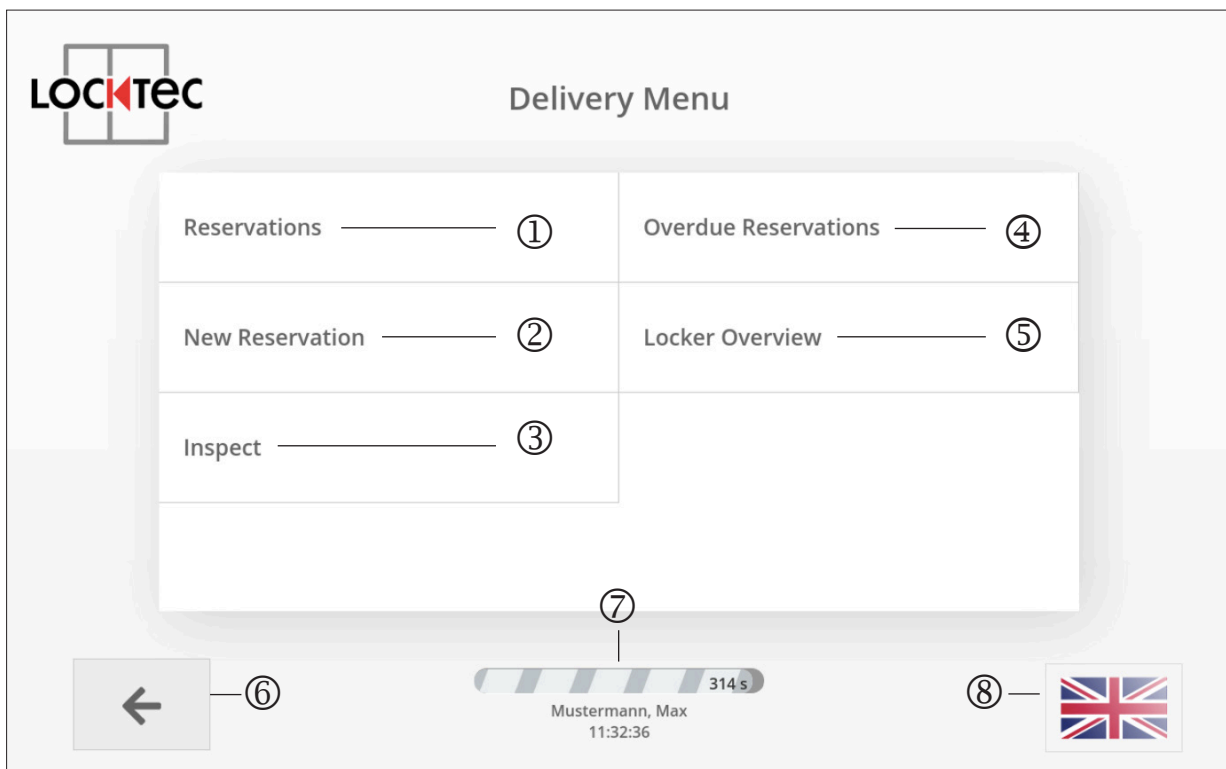
2. Presentation of the customer screen

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



3. Presentation of the delivery menu

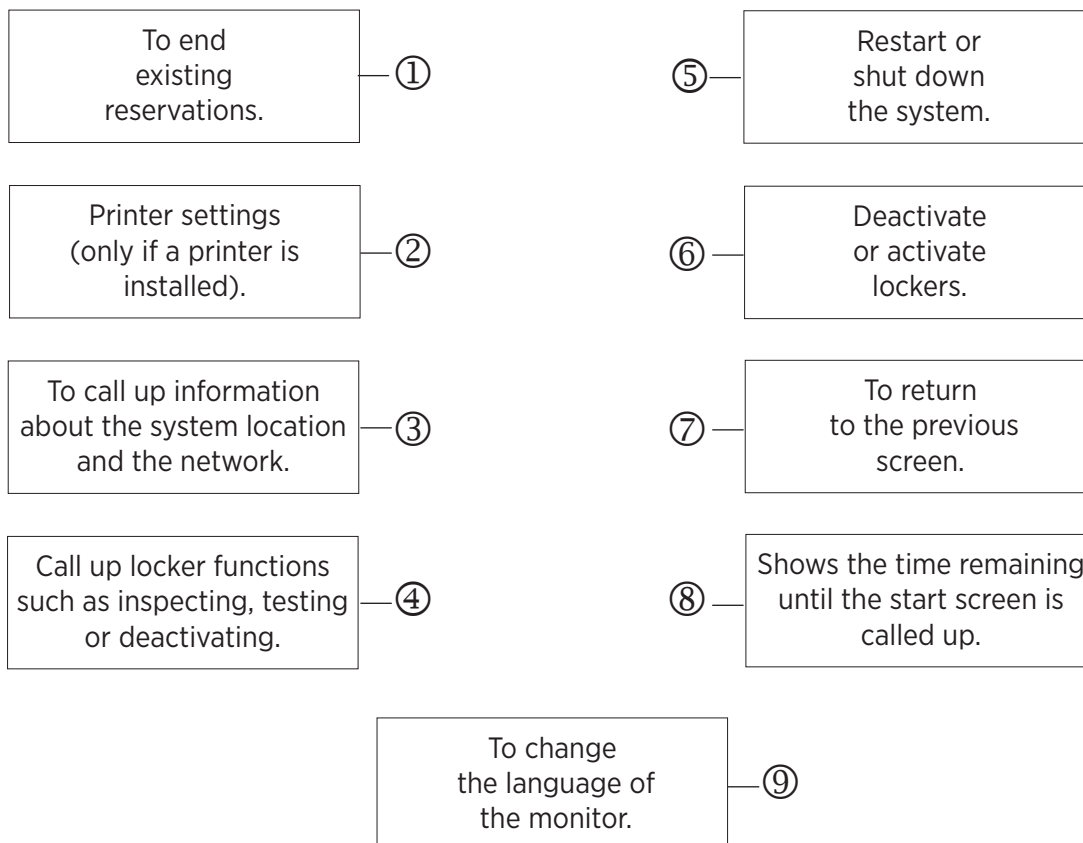
The delivery menu enables, among other things, the creation of a usage directly at the system and the immediate delivery of goods. The normal standard use of the Servicebox is to use the administration interface (backend) for creating reservations and general administration of the system. The delivery menu is mainly used when the use of the administration interface (backend) is not intended or possible.



- | | | |
|--|---|---|
| <p>To supply existing reservations.</p> | ① | <p>⑤ — Calls up a graphical representation to check the current status.</p> |
| <p>To create and supply a new reservation.</p> | ② | <p>⑥ — To return to the previous screen.</p> |
| <p>To open lockers and check the contents.</p> | ③ | <p>⑦ — To change the language of the monitor.</p> |
| <p>To end an overdue usage and remove the goods.</p> | ④ | <p>⑧ — Shows the time remaining until the start screen is called up.</p> |

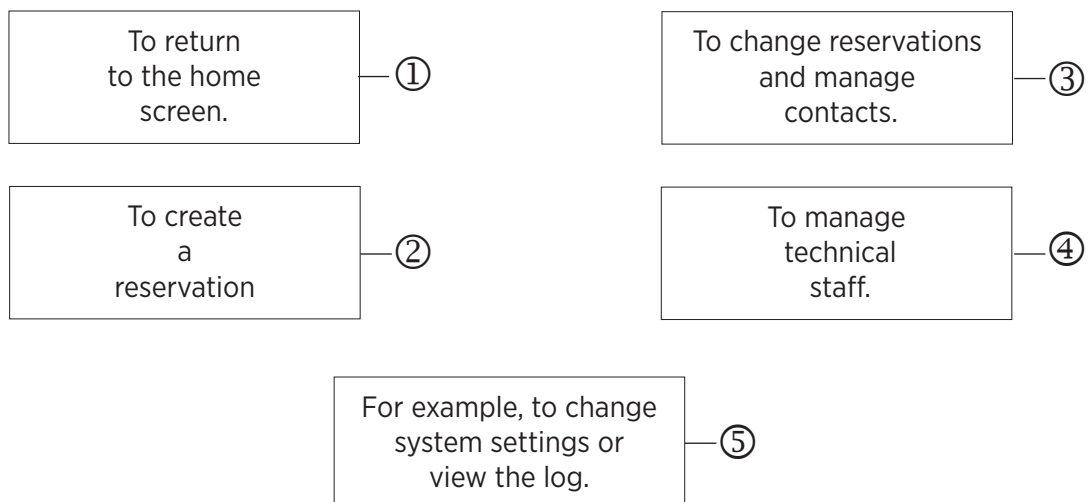
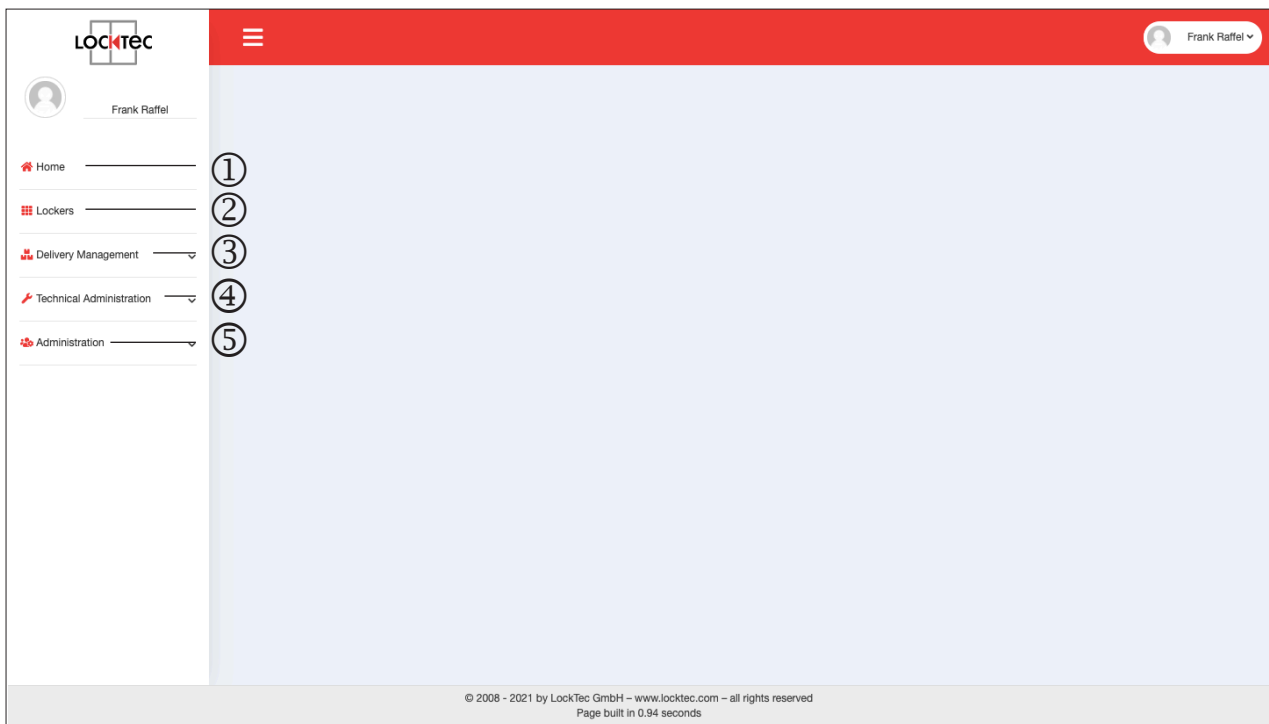
4. Presentation of the maintenance menu

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



5. Presentation of the administration interface

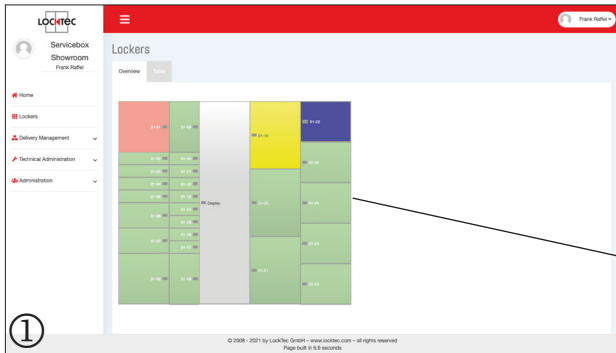
The administration interface (backend) enables the creation of reservations, offers extensive setting options for the system, enables the assignment of certain tasks to persons or groups of persons via the roles and rights system and offers an automatic notification function.



6. Create a reservation



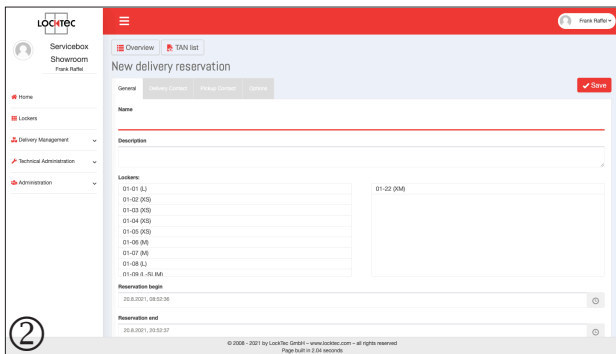
It is always necessary to create a reservation for a normal handover. When using the administration interface (standard), it is possible to use the system's automatic notification function. Reservations can also be created via the delivery menu as well. However, there are far fewer options available here than when using the administration interface (backend). For example, the notification function cannot be used.



The graphic display under "Lockers" shows the current status of all lockers based on the color scheme.

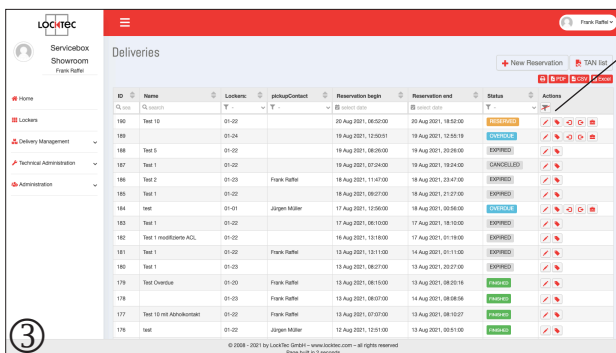
- Green = Free
- Yellow = Reserved
- Red = In use (goods have been deposited)
- Blue = Overdrawn (goods have not been collected)

To start a reservation, a free (green) locker must be selected.



- Enter the name for the reservation.
- Specify delivery contact (receives delivery code by e-mail) (if applicable).
- Specify pick-up contact (receives pick-up code by e-mail).
- Save.
- The reservation is created.

The corresponding compartment is now displayed in yellow. The delivery and collection codes have been created. If a delivery contact has been selected, they will now receive an e-mail with the delivery code to deliver the goods.



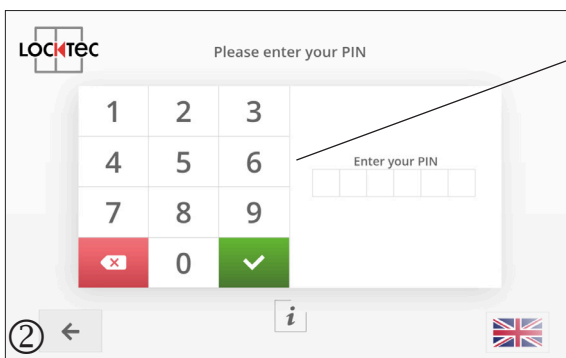
The new reservation is displayed in the overview of all uses. It can be opened and changed again.

7. Delivery of goods

The delivery code that is generated when the reservation is created is required for the delivery of goods. If the supplier of the goods is not the person who created the reservation, it makes sense to specify a delivery contact when creating the reservation. This person will then receive an e-mail notification containing the delivery code.



The PIN entry is started via the “Pick up goods” button. If the system is equipped with a 2D scanner, the QR code sent with the e-mail notification can alternatively be scanned at the system.



Enter and confirm the delivery code.

Once the delivery code has been entered, the previously reserved locker opens and can be supplied with goods.

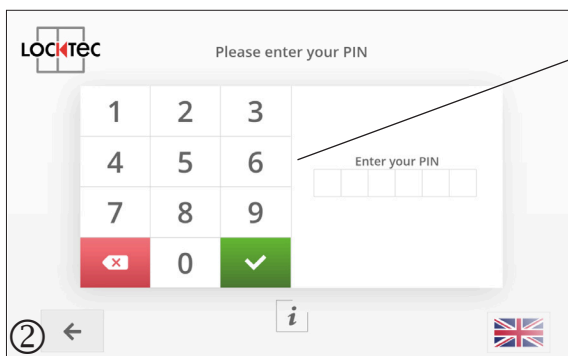
If a pick-up contact was defined when the reservation was created, an e-mail notification is sent to the pick-up contact after the locker door is closed. The e-mail notification contains the pick-up code as a PIN code and as a QR code.

8. Pick-up goods

If a pick-up contact was specified when the reservation was created, this contact will receive an e-mail notification with the pick-up code after the goods have been delivered.



The PIN entry is started via the “Pick up goods” button. If the system is equipped with a 2D scanner, the QR code sent with the e-mail notification can alternatively be scanned at the system.



Enter and confirm the collection code.

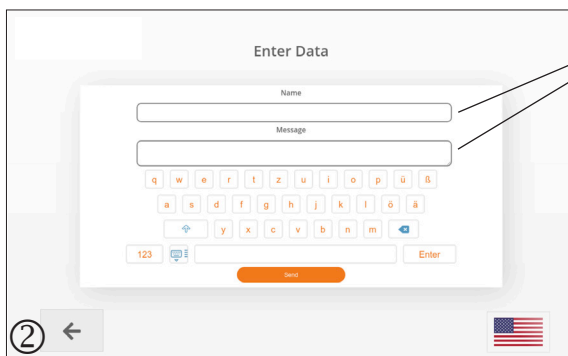
Once the collection code has been entered, the corresponding compartment will open and the goods can be removed.

9. Return/deliver goods

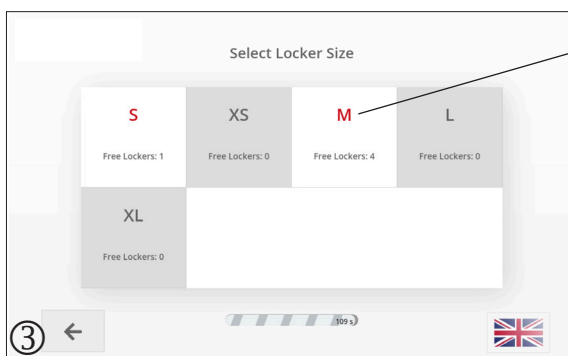
Goods can be returned/dispensed at any time without prior reservation if the system is equipped with the return function (optional).



The return process is started via the “Return goods” button.

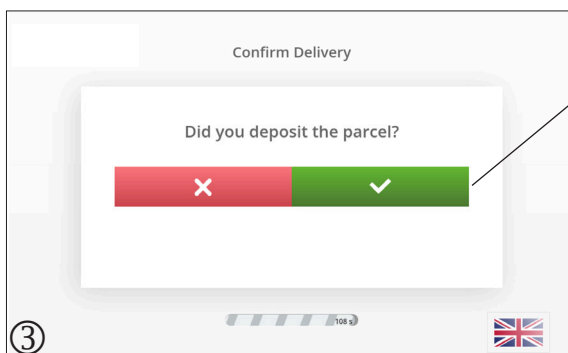


After entering the name and an optional message, the data entry is confirmed with the “Send” button.



The appropriate compartment size is selected using the compartment size selection.

After selecting the compartment size, a compartment of the selected size is opened directly. The goods can be handed in.

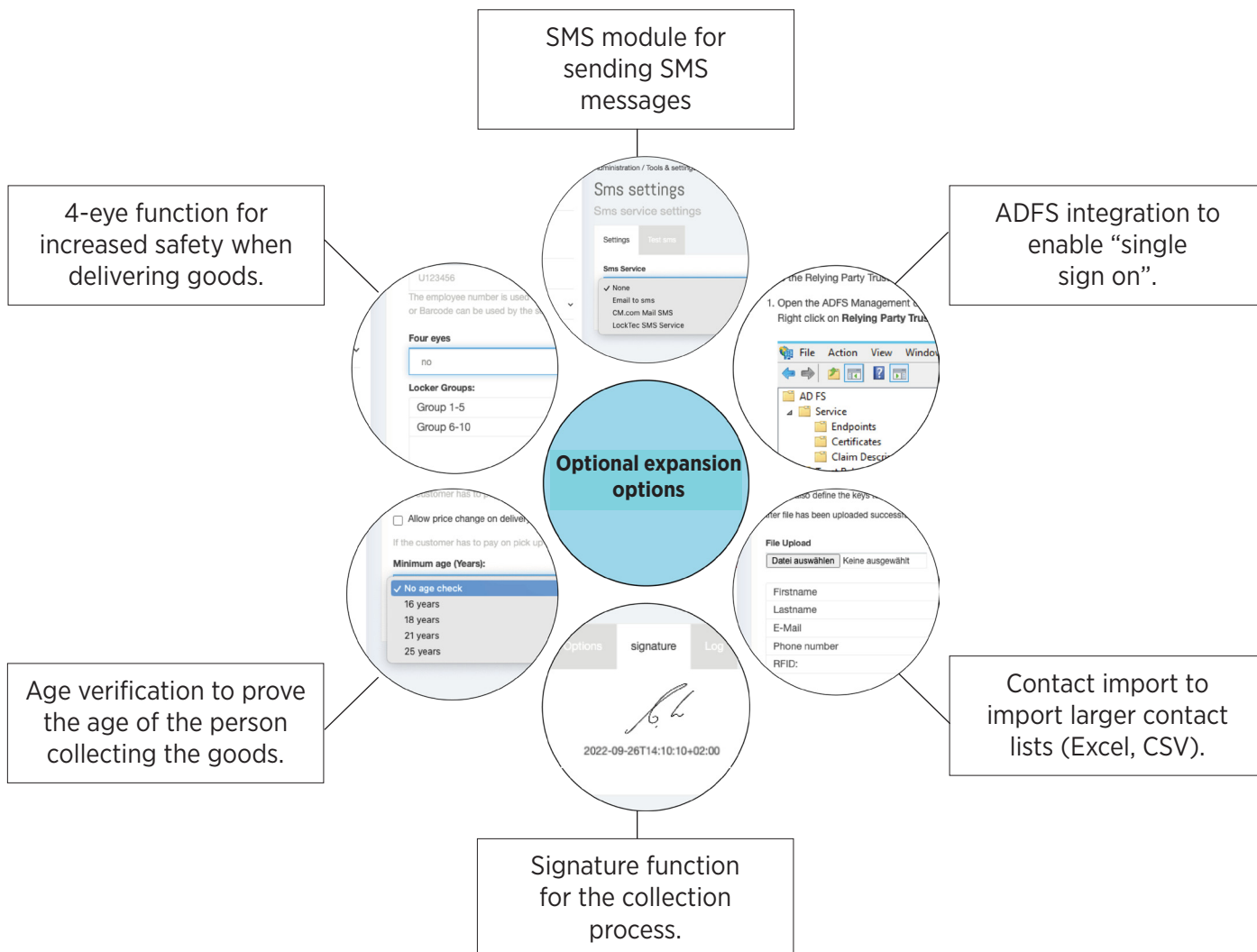


The delivery of the goods must be confirmed.

An e-mail notification is sent to the operator after the goods drop-off has been confirmed. The e-mail notification contains the compartment number, the collection code and the name and message entered when the goods were handed in.

10. Optional expansion options

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



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