

7 Questions? Ask These Before You Decide on a Package Lockers Partner.

Package lockers and smart parcel rooms are a big investment. If you're considering getting either system, it's important to ask these 7 questions during your due diligence. You'll set your property up to make the most out of your lockers, and also avoid several potential headaches down the road. Know what to prepare for *now*, and you'll prime your property for years of simple, easy-to-use automated package acceptance.

If you're looking for hard data on the package problem, check out [this infographic](#).

1. How do I protect my residents, staff with Physical Distancing?

There have been very big lessons learned for all of us recently. Globally we have changed the way we work, play and interact with each other. Physical distancing has become part of our normal life very quickly and for very good reason. At the same time, e-commerce and online shopping have seen phenomenal growth potentially contradicting the necessary distancing. This is where a VERY smart package acceptance system comes in. When considering a package locker and parcel room solution think, how do I keep up with the need to limit direct physical interaction? Will my lockers system have an iOS and Android app that can open my delivery locker with a single touch of smartphone via Bluetooth? Will my solution include Assistive Technology ensuring we have a complete and inclusive delivery technology that cares for needs of visually impaired in my community? Do our owners and residents deserve 24/7/365 market-leading in-house support with over 50 team members making sure all your needs are addressed? [Contactless deliveries and pick-ups](#).

2. How will I handle extra-large packages?

Of all the packages that are delivered to multifamily complexes, [13-20% are “extra-large”](#). Extra-large packages don't fit into normal lockers, and if you don't have a plan for them, carriers end up delivering the many packages to the front desk. That's almost a fifth of all packages that you and your staff will personally have to deal with—and it's exactly the kind of boxes (huge and heavy) that are the most difficult to handle.

If you don't want to accept oversized packages at the front office, solutions like the Luxer One Oversized Locker are specifically designed to accommodate extra-large packages.



OVERSIZED

- Accepts 100% of parcels, including oversized and oddly-shaped packages.
- At least one of these units strongly recommended for every installation.

Weight: 270lbs

You can choose whether to make the Luxer One Oversized Locker a shared resource, or a single-package locker like the rest of the lockers. We recommend using it as a shared resource, as that's how we designed it to work; the Oversized locker can accept several extra-large packages at once. Using it as a shared space is significantly more space-efficient and cost-efficient than installing multiple Oversized Lockers.

If you do decide to use the Oversized Locker as a shared resource, the locker system has extensive measures in place to ensure security and accountability. Only residents with a single-use access code can access the locker. The system logs each time a resident or carrier opens a locker, and the code means that we know exactly who accessed the locker and when. Plus, [24/7 video surveillance](#) ensures that in the event of a misplaced package, our support team can review the footage to see exactly what happened.



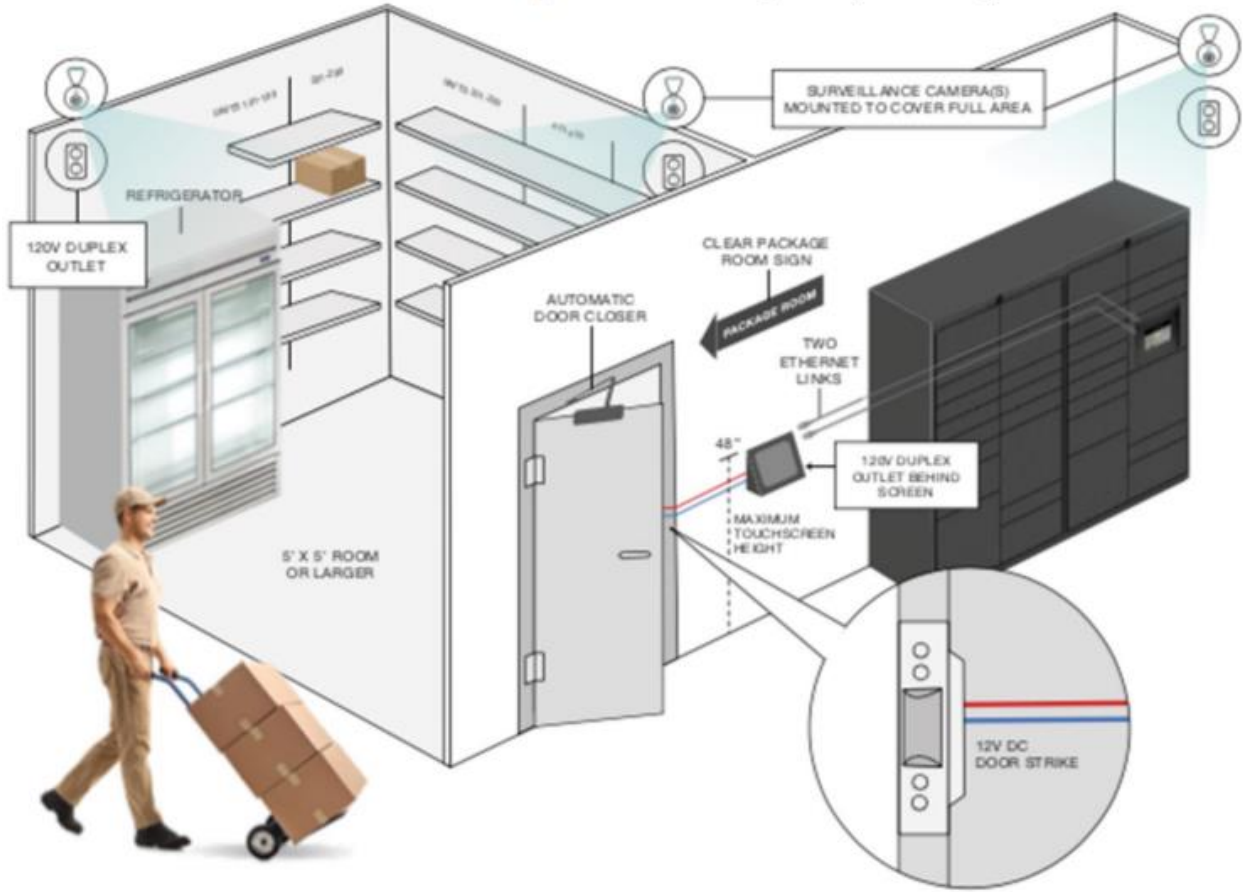
3. What's my overflow solution?

When you order your locker system, your vendor will help determine how many lockers your property needs, and in what sizes. This balances locker availability with package volume, but sometimes - [especially around the holidays](#) - even an extensive locker system can be filled to capacity.

The simplest solution is to have your Oversized Locker double as an *overflow* locker to accept any extra packages delivered. Since it's already designed to allow for multiple deliveries, it can easily take in overflow. This allows you to automate 100% of your package volume, rather than having to go back to accepting overflow packages manually. Your residents stay happy, packages are secure, and you keep a hands-off approach to package acceptance!



You can also look into options like the smart [Luxer Room](#), which are far less sensitive to spikes of package overflow. For the ultimate in capacity, security, and future-proofing ask about our exclusive [HYBRID](#) Locker + LuxerRoom, combining intelligent lockers with smart parcel rooms!



4. How important is video surveillance? Very.

The “automate” in automated package management system means that you and your staff don’t need to babysit package delivery and pickup. But it's incredibly useful to keep tabs on your locker system in a different way – through video surveillance.

[Locker-integrated video surveillance has many benefits](#), and is a simple but vital feature that keeps your package management system working as smoothly as possible. An ounce of prevention is worth a pound of cure, and archived footage makes clearing up potential issues fast and straightforward. Find a package locker option that offers fully integrated video surveillance and support together; look for wall-mounted video cameras that can "see" the entire locker area (not just a face at the touchscreen), as well as a 24/7 support team that handles all video monitoring. It will make your life – and your residents' lives – easier for years to come.



5. How do I ensure all current residents can receive packages?

There are several steps you can take to make sure all your residents can receive packages:

Package notifications

Simple, but important: make sure your residents have a way to get their package notifications! They can receive their one-time access codes by email, text message, or both. At minimum, residents will need a working email address to set up an account. Be sure to cover this when onboarding residents to your locker system.

House account

Sometimes packages arrived with misspelled names, or don't match up to a specific resident. Make sure your locker system has a house account that will accept these packages, which would otherwise fall through the cracks.

Software integration

Make sure your locker company's software integrates with your current property management software. Reliable integration will automatically keep resident status up to date, and keep the system functioning smoothly. Luxer One's native integrations keeps your resident list synced with your property management software automatically. Move-ins, move-outs, and any other resident updates are seamlessly kept updated in both your property and package management systems.

User experience

As for the package system's software itself, choose one with an intuitive, well-designed interface that makes using your system simple for both you and your residents. A user interface and experience that residents and carriers love to use is one that they'll gladly come back to again and again.

6. How long is my warranty? Lockers from where?

Package lockers are an amenity that residents will associate with convenience and ease of living when done right. Yet, they are not all built the same and during your review key questions should be “how long is my warranty?” and “where are my lockers being manufactured?” This can range from North America to Australia, to China.

Depending on the region, quality of materials used can vary greatly. All of Lockouriers’ Luxer One lockers are designed and engineered in California and manufactured under ISO and CSA standards in North America. This ensures the highest quality, guaranteeing your system to work for a lifetime. Now, warranty? That also ranges from 1-year to, yes, you guessed lifetime. We know our standards, and they are extremely high, Lifetime high, and that is our warranty on all electronic components. That includes the iPad screen! We are reliably built on the iOS platform, one of the most trusted and recognizable brands in the world - see our Apple Insider article [here!](#)



7. Should I charge residents for package acceptance?

Package lockers can be a simple way to generate a little extra income. In some cases, charging residents even improves the package management process. However, it's not the right fit for every property.

If you want to charge residents for locker use, there are several different options to consider. It's a decision that's best made before you set the system live, in order to have the smoothest adoption period possible. You can read [this whitepaper](#) to learn more about the pros and cons, and decide if charging is right for your property.

The Buyers Guide Checklist

1. How do I protect my residents, staff, and courier teams?
2. How will I handle extra-large packages?
3. What's my overflow solution?
4. How important is video surveillance?
5. How do I ensure all current residents can receive packages?
6. How the system is built and how long do I have warranty protection?
7. Should I charge residents for package acceptance?

Ask us for references. Customers tell the whole story.

How important is experience and reliability when deciding on your system and provider? Lockourier Luxer One lockers are backed by [ASSA ABLOY](#), the leader in door opening & security solutions, formed in 1994 and continuously growing, with over 47,000 employees.



Lockourier.com