
HTCE | SPS SMART LOCKERS INSTRUCTION FOR END USER

May 2024



The Power of Possibility

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High Tech Campus Smart Locker information

This document will guide you through the process of collecting your parcel from the SPS Intelligent Parcel Delivery Lockers.

1.0 Receiving parcels in a Smart Locker

As a resident of the High Tech Campus, you are able to receive your parcels in these Smart Lockers.

Only thing that is needed for this is that your email-address and building that you work in is known at the logistics department of SPS.

If you receive parcels on regular basis this should already be the case.

In case your work location and email are unknown you can always share it by sending an email to parcelrequest@hightechcampus.com.

How does it work?



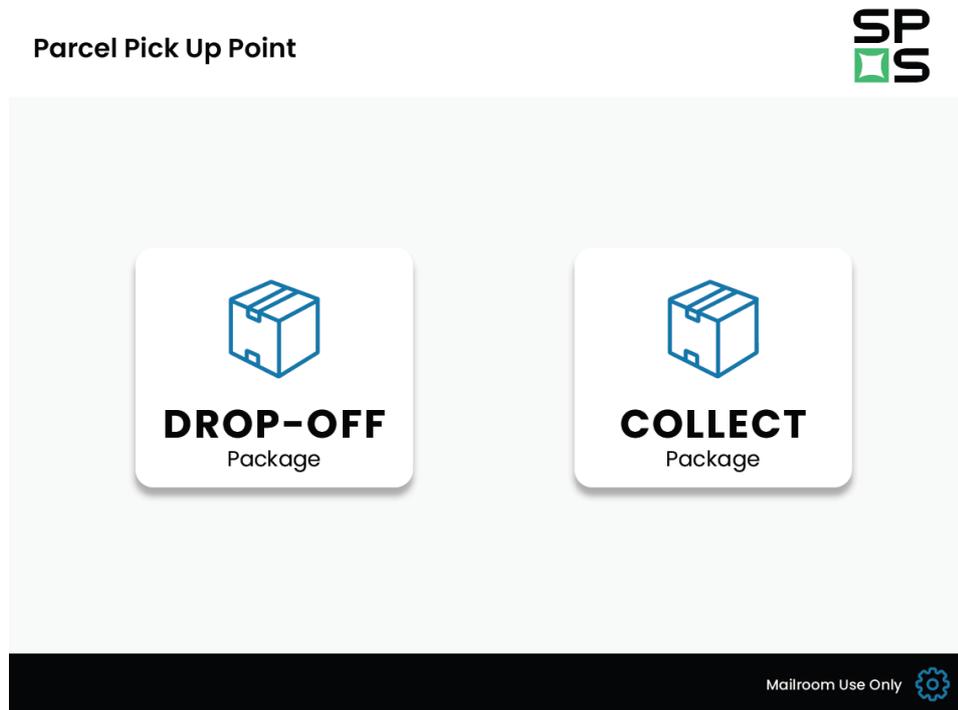
In the email notification you will see all details of the shipment that was placed in the locker.

The notification will also show the locker number, pin code and barcode needed to open your locker.

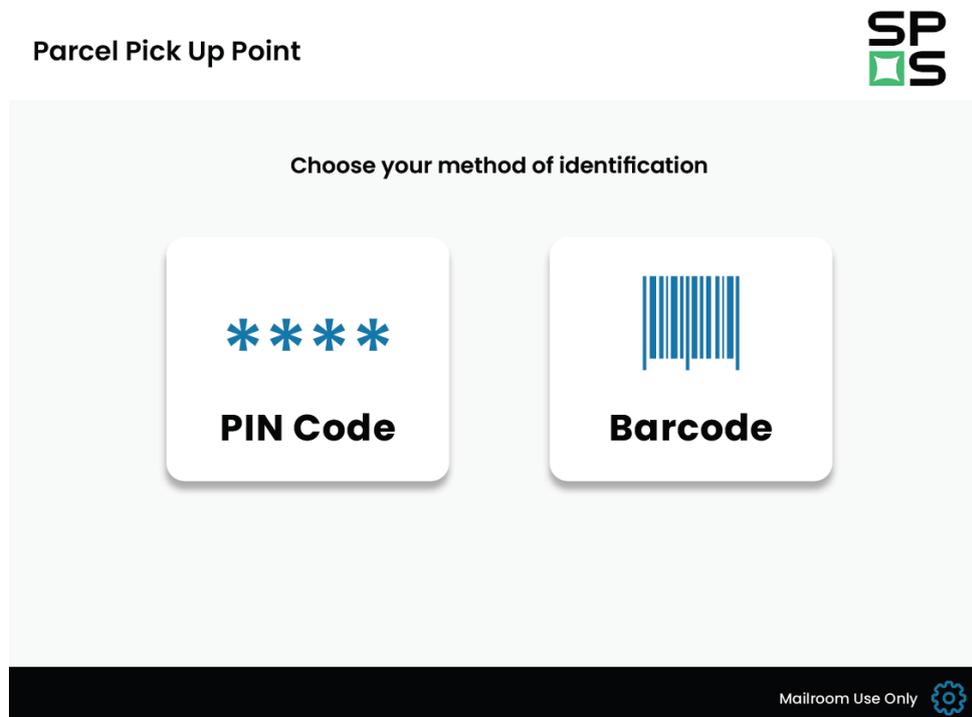
Smart Locker Delivery Notification											
High Tech Campus Eindhoven											
WHAT YOU NEED TO KNOW	<p>A delivery has arrived for you and has been placed in a Smart Locker for collection.</p> <p>Please collect at the earliest opportunity.</p> <p>Instructions on how to use the locker can be found at:</p> <p>https://spsdigitaal.nl/smartlockers/</p>										
TRANSACTION RECORD	<table border="1"> <tr> <td>Sender</td> <td></td> </tr> <tr> <td>Delivery Company</td> <td>Post NL</td> </tr> <tr> <td>AWB/Ref</td> <td>BSBAWG0000001</td> </tr> <tr> <td>Date</td> <td>12-Nov-2021</td> </tr> <tr> <td>Time</td> <td>15:12</td> </tr> </table> <p><i>Please keep this notification for your own reference.</i></p>	Sender		Delivery Company	Post NL	AWB/Ref	BSBAWG0000001	Date	12-Nov-2021	Time	15:12
Sender											
Delivery Company	Post NL										
AWB/Ref	BSBAWG0000001										
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WHAT YOU NEED TO DO	<p>Visit the Smart Locker location advised below and collect your item using the details below.</p> <p>Locker Location: HTC-5</p> <p>Locker Number: 1</p> <p>Pin code: 12345</p> <p>The pin code can only be used once.</p> <p>Alternatively, use the below* barcode to open the locker:</p> <div style="text-align: center;">  <p>74701</p> </div> <p>*Depending on your email settings the barcode may also be added as an attachment.</p>										
MAILROOM CONTACT DETAILS	<p>Swiss Post Solutions</p> <p>High Tech Campus 29</p> <p>5656 AE Eindhoven</p> <p>T: +31 40 2305631</p> <p>E: parcelrequest@hightechcampus.com</p>										

All lockers have a touchscreen from where you can control the locker.

Press **Collect Package** to begin.



Choose the identification method and type in the **Pin Code** or scan the **Barcode** from the notification email.



If you selected **Pin Code** then first enter the **Locker Number** and press **Confirm**.

Parcel Pick Up Point



Enter Locker Number

	1	2	3	
CANCEL	4	5	6	
	7	8	9	
	C	0		
			CONFIRM	

Mailroom Use Only 

On the next screen typ in the **pin code** and **confirm**.

Your locker will now open, and the parcel can be collected.

Keep in mind that the Pin Code can only be used once.

If you want to use the Bar Code as collection option, select **Bar Code** and scan the bar code using the scanner below the screen to open the locker.

Please don't forget to close the door after you collected your parcel.

2.0 Drop off Parcels in a Smart Locker

The Smart Lockers can also be used to send parcels.

How does it work?

This process is designed for transport parcels from your location to “SPS Logistics” at HTC-29 but can also be used to hand over parcels to the other tenants in this building that have registered for this service.

To use this new function, you first need to register your company.

Only general registration of the company is allowed, no registrations on a personal level.

For this we need you to provide the following details and send them to: parcelrequest@hightechcampus.com

- The name of your company. (minimum of 4 letters)
- A general email address that can be used for the notifications.
- The building you are located in.

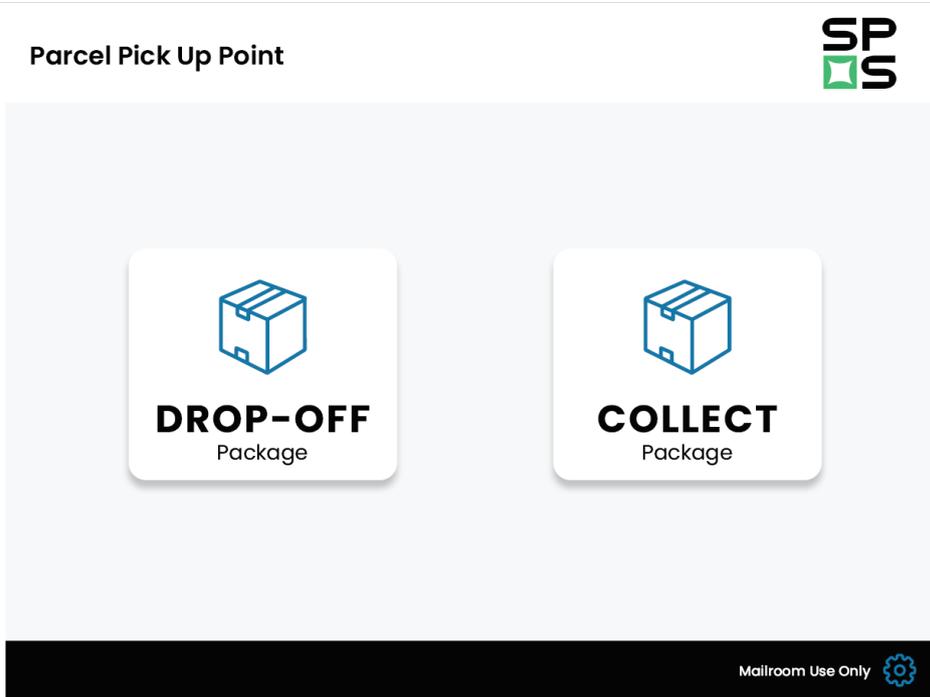
You can do this by providing the details in an email to parcelrequest@hightechcampus.com

This registration doesn't commit you to anything and can be undone at any time.

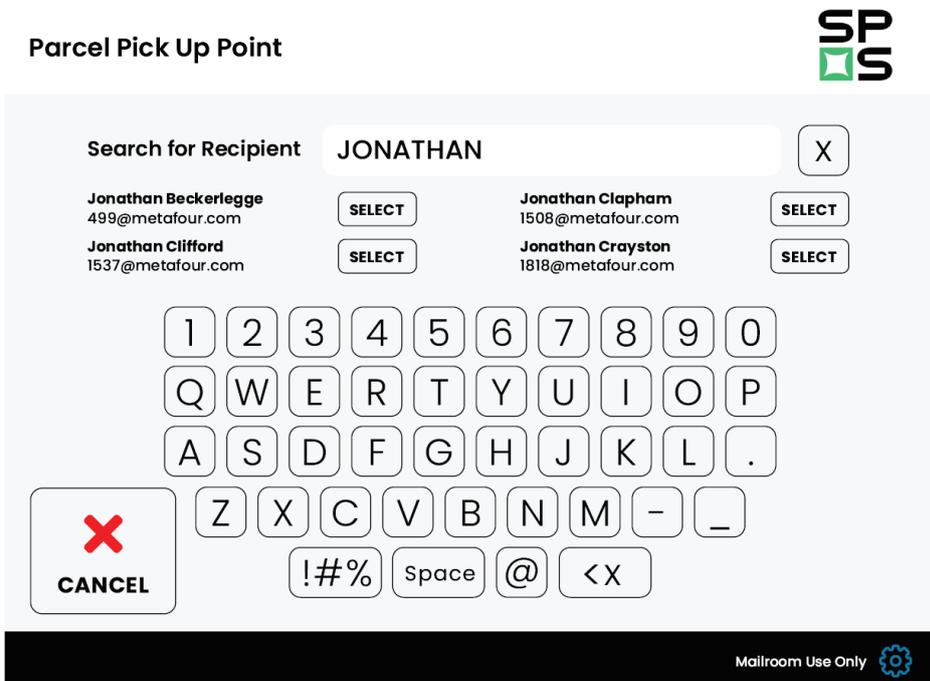
Please note that when you use this service, you don't have to raise a separate ticket in Facilitator to SPS anymore for collecting your parcel. For this service, the normal SLA times and shipping conditions and charges apply that are related to collecting and shipping parcels.

Packages ready for shipping that are delivered before 15.00hrs are shipped the same day.

Select **Drop-Off Package** on the screen of the Smart Locker



Search for the recipient by typing at least 4 letters and select the recipient. SPS can be found under SPS LOGISTICS



To select a sender, search for you company by typing at least 4 letters and select the correct entry.

Parcel Pick Up Point 

Search for Sender X

Jonathan Beckerlegge 499@metafour.com	<input type="button" value="SELECT"/>	Jonathan Clapham 1508@metafour.com	<input type="button" value="SELECT"/>
Jonathan Clifford 1537@metafour.com	<input type="button" value="SELECT"/>	Jonathan Crayston 1818@metafour.com	<input type="button" value="SELECT"/>

1 2 3 4 5 6 7 8 9 0
Q W E R T Y U I O P
A S D F G H J K L .
Z X C V B N M - _
!#% Space @ <X

Mailroom Use Only 

There are 3 different sizes of lockers available. Select the desired size.

Parcel Pick Up Point 

Select Locker Type



SMALL



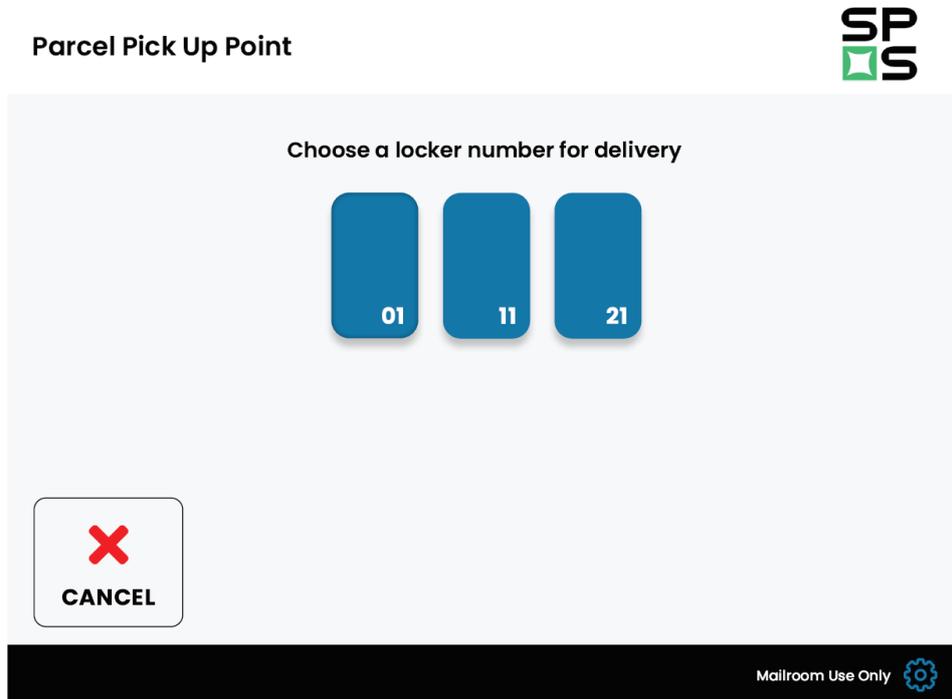
MEDIUM



LARGE

Mailroom Use Only 

The locker will now display the available doors in this size. Select one of the available numbers.



The selected door will now open. Place you parcel in the locker and close the door.

Parcel Pick Up Point



**INSERT PACKAGE IN LOCKER 2
& CLOSE LOCKER DOOR**

Parcel Recipient
Jonathan Clapham
1508@metafour.com



Location
2 Demo Lockers
Device
200 RTT

Mailroom Use Only 

You now successfully placed a parcel in the smart locker and the recipient will now receive a notification email.

3.0 Where to find the lockers?

There are 20 buildings at this moment that have their SPS Smart Locker.



In case of any questions feel free to send an email to: parcelrequest@hightechcampus.com or by phone +31 40 2305631

Do you want to report an error of failure of the smart locker?

Please report this to the Vebego Facilitydesk,

By phone: 040 230 5600, Email: facilitydeskhtce.fs@vebego.nl or by using Facilitor <https://kfht.facilitor.nl/>

