



## PARCEL LOCKER INFORMATION

To increase security, privacy and convenience, a parcel locker has been installed in Wilson Lane next to the manager's office.

All parcel deliveries will be directed to the parcel locker. Only special deliveries that require proof of identity will need to be collected from the Courier. When you receive a parcel delivery, you will be sent a notification with instructions on how to collect your item from the parcel locker.

To access your building's parcel locker, please register online (see instructions on pages 2 and 3). Upon registration you will be asked to enter your verification code which can be located on a sticker adhered to the inside of your letterbox. This verification code is unique to your dwelling and all occupants of your dwelling use the same code to set up individual accounts.

If you cannot locate your verification code, please contact your building manager, or My Parcel Locker support:

Phone: (07) 3123 2862

Email: [support@myparcellocker.com](mailto:support@myparcellocker.com)

## HOW TO REGISTER FOR DELIVERIES



1

### GO TO MPLOCKER.COM

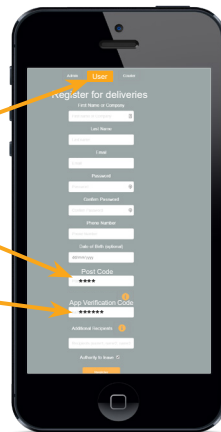
Go to **mplocker.com** and register online, **or** download the *My Parcel Locker* app (free mobile app download available in App Store or Play Store).

**Click here to register at mplocker.com**

### REGISTER FOR DELIVERIES

Create a **User** account.  
Enter your **postcode 4101**.  
Enter your **verification code** (found on a sticker in your letterbox).

2



3

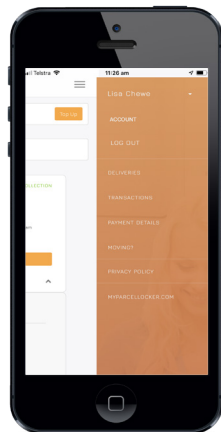
### BEGIN USING PARCEL LOCKER

After you have registered for deliveries, you can begin using the parcel locker.

To help you get started we have placed 2 free tokens in your account.

Log into your online account anytime, to manage your:

- Deliveries
- Transactions
- Account details



## HOW TO OPERATE THE PARCEL LOCKER

Register for deliveries  
(see page 2).



1

Courier delivers your parcel  
into the parcel locker.

You will automatically receive  
a delivery notification with  
access code (via text/email).

2



3

When you are ready,  
go to the parcel  
locker. Scan QR code  
(or enter pin code).









Locker door will  
automatically open  
and you can collect  
your parcel.



How to use the parcel locker.  
Click to watch short video.

## PARCEL LOCKER BENEFITS

-  Stop parcel theft and identity theft.
-  Improve building security.
-  Never wait around for a parcel delivery again.
-  Collect your parcel at a time that suits you.
-  No cost if you collect your parcel within the free pick up period.
-  No special address required. Use your normal home address.

## FREE PARCEL PICK UP PERIOD

The parcel locker is free to use provided your parcel is collected within 2 hours of delivery. Thereafter users purchase a token for each 24 hour period (or part thereof) that the parcel remains uncollected. The free parcel pick up period may be reduced during peak times to manage increased delivery volumes.

If your parcel is not collected within the free period, you can purchase a single token or bulk tokens:

Gold	\$30.00 for 30 tokens (\$1.00 per use)
Silver	\$15.00 for 10 tokens (\$1.50 per use)
Casual	\$2.50 per token (\$2.50 per use)

To help you get started, you will receive two free tokens. You can then securely top up your account online at any time, using a credit card or debit card.

Tokens never expire. They are non-refundable but can be transferable to other parcel locker locations.

## HELP

If you have any questions please contact My Parcel Locker's 7 day helpline, or view the 'Help' page on our website.

**Helpline** (07) 3123 2862

**Email** [support@myparcellocker.com](mailto:support@myparcellocker.com)

**Website** [myparcellocker.com](http://myparcellocker.com)