

Parcel Lockers

Dear Residents,

The Directors of the Management Company are committed to lowering our carbon footprint and have now introduced parcel lockers to St Stephens Pavilion to help this endeavour.

Why?

Parcel lockers are proven to reduce carrier traffic and emissions by up to 60%.

How does this help me?

- All personal parcels will now be delivered to the atrium of the Administration Building; it now doesn't matter if you are out when your parcel is delivered
- Your parcel will be contained in a private and secure locker until you can conveniently collect your package
- Collection is available 24/7
- It does not affect the way in which you order your parcels
- The lockers and process will be managed by your caretaker Steve Ryan, NRM, the Royal Mail and the delivery companies

How does it work?

Once your parcel has been delivered, you will receive an email notification with a barcode and 8-digit collection code to use at the locker station.

What do I now need to do?

To benefit from this service, you need to register at: parcels@sspmcl.co.uk

Please email them your:

- Full name
- Apartment number
- Email address



What if there are multiple people living at one address?

Multiple residents (lease holders or tenants) residing in an apartment can individually register at: parcels@sspmcl.co.uk

Please email them your individual:

- Full name
- Apartment number
- Email address

Is there more information?

There are further details on the back of this leaflet. There will also be How To guides placed around the building and you can look online for additional guidance at:

www.sspmcl.co.uk/parcels

Scan these QR codes to get in touch



www.sspmcl.co.uk



enquiries@sspmcl.co.uk



01603 952200



How to collect your package from a parcel locker

1. Once your parcel has been delivered, you will receive an email notification with a barcode and 8-digit collection code to use at the locker station.
A second email will be sent as a reminder after one day, if you have not collected your parcel.
2. Take your printed email or phone notification with the barcode to the atrium in the Administration Building.

PICK UP

3. Press **PICK UP** on the user screen of the parcel locker.
4. Scan your barcode or enter the 8-digit code from your phone or printed notification on the screen keypad.
Do not place the barcode directly onto the scanner glass, simply hold the code about 1cm above the scanner.
5. If the barcode or number is correct the locker will automatically open.
6. Remove your package(s) and close the locker door. *If the door is not closed the locker will bleep until the locker is shut.*
7. Your package collection is now complete.



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