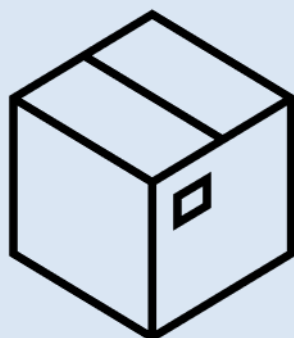


USAG WIESBADEN



REMEMBER

Smart Locker packages will generate Pitney Bowes email and notifications.

Package email notifications will now come from **both AMPS and Pitney Bowes.**



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Operating Hours

Pickup Window Area

Monday - Friday 1130-1730

Finance Area

Monday - Friday 1100-1700

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Package email notifications will now come from **both AMPS and Pitney Bowes.**

Hotline

DSN: 548-1500

COMM: 0611-143-548-1500

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WELCOME TO YOUR SMART LOCKER SYSTEM

Quick. Secure. Convenient.



Postal Service Centers

What is a Smart Locker?

Smart Lockers are secure, automated parcel delivery lockers located at your PSC. They allow you to retrieve packages 24/7 without waiting in line at the postal counter.

Why Use Smart Lockers?

- ◆ Convenient pickup on your schedule
- ◆ Secure, contactless delivery
- ◆ Quick and easy access
- ◆ Automated notifications when your parcel arrives

How It Works?

Step 1: Receive Notification

When a package is delivered to the locker, you'll receive an email from the automated system. It will include:

- ◆ A unique 6-digit pickup code
- ◆ A QR code
- ◆ Locker location info

Step 2: Go to the Locker Location

Head to the designated Smart Locker area at your APO. Lockers are accessible 24/7 unless otherwise posted.

Step 3: Retrieve Your Package

At the locker terminal screen, choose one of the following options:

- ◆ Enter your 6-digit code manually
- ◆ Scan the barcode from your email using the scanner

The correct locker door will automatically open. Take your parcel and securely close the locker door afterward.

What Can Be Delivered to a Locker?

- ◆ Parcels that fit the locker dimensions
- ◆ Certified, insured, and express mail

Multiple Parcels?

If you have more than one parcel and any of them is too large for locker delivery, none will be placed in a locker. You must retrieve all parcels from the service window.

Locker Availability

- ◆ Lockers are not assigned to individuals.
- ◆ They operate on a first come, first served basis.
- ◆ Lockers are loaded manually by postal clerks as packages are processed.

How Long Will My Package Stay in the Locker?

You have 7 calendar days to retrieve your parcels

After 7 days, the item will be removed from the locker and must be picked up at the service window.

Important: If there are multiple incidents of customers not picking up packages within the allotted time, their locker delivery service may be suspended.

Locker Full?

If lockers are full, your item will be held at the service window and you'll receive a separate notification.

Tips for a Smooth Experience

Always check your email for package updates

- ◆ Retrieve your package promptly to avoid locker expiration
- ◆ Forgot your code? Check your email again or visit the service window with your ID
- ◆ Ensure your contact email is up to date with your local PSC
- ◆ Do not use the lower lockers as support to stand up – this can damage the locker system. Ask for help if needed.
- ◆ Do not share your pickup code – it is linked to your personal delivery and must be kept secure.

Email Notification

- ◆ Sponsor should add any additional family member email address, they want use.
- ◆ Personal email is preferred over military (.mil) addresses.

Customs Compliance

Customs control inspections are conducted on a regular basis. Items subject to customs search will not be placed in lockers. If an item is found to contain prohibited or restricted items, it will be removed from the locker and held at the service window pending further action in accordance with postal and military regulations.