Installation Photo Checklist

Pre-Delivery

☐ Data + power outlets
☐ Overview of installation location
☐ Photos notating any pre-installation damage, i.e. floor damage, wall damage, etc.

Pre-Installation

☐ Inventory overview (i.e. L-brackets, screws, wire channels, skirts, etc.)
☐ Inspection of towers
☐ Photos of damage to towers

End of Installation Photos

☐ Overview of system (Left, Middle, Right)
☐ L-brackets secured to wall and towers
☐ Top view of wire channels
☐ Kiosk info screen
☐ Tower configuration screen
☐ Network status screen
☐ Backup Battery
☐ Triangle bit screwdriver left in screen locker
☐ Photo showing camera is working
☐ Key left in locker 1 OR photo of card who key was left with
☐ Installation Checkoff List
☐ Locker map layout (notate on floor plan provided)
☐ Hideaway Key Box (located on roof shelving inside of the screen locker)

PARCEL //// PENDING®

THE PACKAGE MANAGEMENT SOLUTION

Parcel Pending Zhilai Locker

Installation Guide

Table of Contents

PURPOSE

This manual provides guidance for Technicians on the installation of Parcel Pending Lockers.

SCOPE

This applies to all Zhilai brand Parcel Pending Lockers™, with a target audience of all Technicians installing and performing maintenance on Zhilai brand Parcel Pending Lockers™.

INSTALLATION OVERVIEW

This manual applies to the installation of Zhilai brand Parcel Pending Lockers™. The installation is only to be performed by a qualified technician or service company. Prior to initial use, the lockers must be properly configured and located in accordance with this manual. In order to meet strict safety and operating standards, it is the duty of the qualified installation technician to install and service all locker components in accordance with this manual. To ensure safe installation and trouble-free operation:

- Carefully read this Installation Manual before beginning.
- Follow each installation step as described in this manual.
- Observe ADA accessibility guidelines.
- Observe all local, state, and national codes – if unsure, please check with Building Manager, Maintenance Manager, and/or Building Engineer to obtain approval of placement.
- Pay attention to all danger, warning, and caution notices provided within this manual.
- Technician must be familiar with the process of mounting a flat screen and/or the installation of secure cabinets/fixtures to different types of surfaces (drywall with wood studs, drywall with aluminum, plaster, stucco, clay brink, cinder block, or concrete).
- A pre-installation check must be completed prior to installation. This includes an inspection of the equipment shipped via the moving / freight company to verify the shipment was not damaged in transit. Unpack each tower, remove from pallet, and inspect for any damage.
- A post-installation check must be completed upon the job being finished.
- Consult your work order and floor plan. Contact support as soon as possible if you notice any issues with the proposed layout, missing parts, damaged equipment, lack the required tools, or any other potential disruptions to installation.

Parts Overview

The shipment contains all parts below. All items will be placed within the Main Tower in a locker door marked "Accessories" (except for front and back bottom panels located under the locker within the wooden pallet, and the center column key taped to the front of each tower):

- Locker Tower(s)
- Center column key
- Bottom panels (1 front, 1 back, 2 side per tower)
- TRENDnet router
- Blue data patch cable
- Power extension cord with right angle wall plug
- Mounting hardware (5" L-brackets, bolt kits, Phillips and triangular screws)
- Battery backup power supply
- Comm cable set (includes 1 male-to-male red/black power wire and 1 gray CAT5 cable)

Tools Required – All Installations

The following tools will be required in order to complete installation:

- Standard Technicians tool kit
- Laptop with HyperTerminal or Putty, Ethernet port or USB to Ethernet adapter, USB Keyboard and Mouse
- Tape Measure
- Socket/Ratchet set (7/16" socket, 6mm deep socket and 1/4'' deep socket needed)
- Vise grips/locking pliers
- Stud Finder
- Level (24" preferred)
- Hammer or Rubber Mallet
- Punch down tool for 110 block or Keystone Jack

- 6ft Crossover patch cable
- 6ft Standard patch cable
- 6 ft Ladder
- Standard flathead and Phillips screwdrivers (open I/O boards)
- Precision flathead screwdriver (set dip switches on I/O boards)
- #12 or #14 – 1 ½ "min. length Wood, Metal and concrete screws (secure "L" Brackets to wall)
- #10 or #12 – ¾ "length self-tapping screws
- Clear silicone caulking (for end of self-tapping screws)

- Smart Phone with ability to access e-mail, open a mobile web page, and for taking photos of installation (for checking in and out)
- Digital camera for taking photos
- Furniture sliders/gliders (minimum 8 discs)
- Dry cloth/towel and non-abrasive cleaner to wipe down lockers after install
- 3/4" deep socket or open-end wrench (tighten anchors to floor bracket)
- 5mm Triangle screwdriver (for Zhilai lockers)

Special Tools Required – Outdoor Installations

For all outdoor installations, the additional tools below will be required to complete installation:

- Hammer drill
- Qty 2 - ½" masonry drill bit minimum 6" in length (concrete anchors)
- Chalk line reel (marking floor for anchor drilling)
- Chalk/pencil/marker (marking concrete for anchors)

- 7mm socket/open-end wrench or right-angle Phillips screwdriver (Skirts – front and back)
- 2 - Adjustable wrenches minimum opening of 1" (adjust feet)
- Vacuum (clean out holes drilled in floor)
- Allen wrench key set

- T10 torx security bit (inside sensors and back panel of doors)
- 5.5mm socket/open-end wrench (Outside sensors – inside boxes outside wall)
- 5mm hex key (wire cover top of towers)

Contacts

In the event you have any issues or questions related to your installation, the following resources are available:

Parcel Pending Contacts	Contact Information
John Martinez - Operations Manager	714-925-9279
Garrett Yosenick	(949) 282-8513
Rhett Bond	(949) 427-1955
Mark Ladinez	(951) 751-1234
Jon Silber	(949) 284-6141

INSTALLATION PROCESS

Physical Inspection and Preliminary Setup

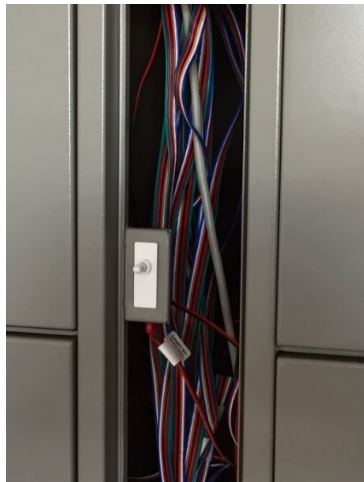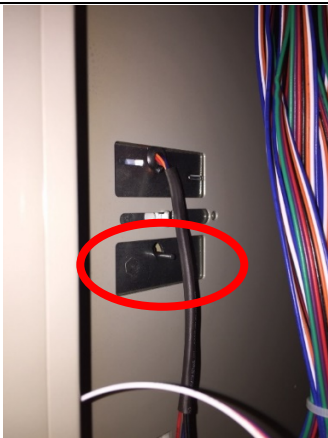| Step	Action
	Installation Technician
1	Upon arrival, verify the site is ready for installation by completing the Pre-Install Survey Checklist. Floorplans will be provided in advance which are specific to each location. The floorplans will show a pre-determined location with a flat level surface able to contain the footprint of the locker(s). Standard locker footprint is 39.5" W X 24" D X 79.5" H. Take Pre-installation photos of the following: • Data and power outlets • Overview of installation location • Photos notating any pre-installation damage
2	Determine the total width by multiplying 39.5" X the total number of towers shown on the work order. Measure the footprint and compare to the floorplan, verifying that the lockers will fit into the space provided. The floor plan will show the proposed layout, with lockers labeled in sequential order from left to right. Standard installations will contain the main tower in the middle with additional units on each side (however may vary for each location).
3	Verify the location contains active electricity and network access.
4	Unpack each tower, remove from the pallet, and inspect for any damage. Place the towers in sequential order near their intended locations. **Do not place in their final location against the wall at this time** (space will be needed to perform additional steps; lockers will be placed in final location upon completion of additional steps). Take Pre-installation photos of the following: • Inventory overview (i.e. L-brackets, screws, wire channels, skirts, etc.) • Inspection towers, and again, if necessary, photos of damage to towers
5	On the main tower, there will be a key taped to the door. Using the key provided, unlock and remove the center column of each tower and carefully place aside. When the center column is removed, the inside of the tower will be exposed (Figure 2). *Figure 1* *Figure 2*
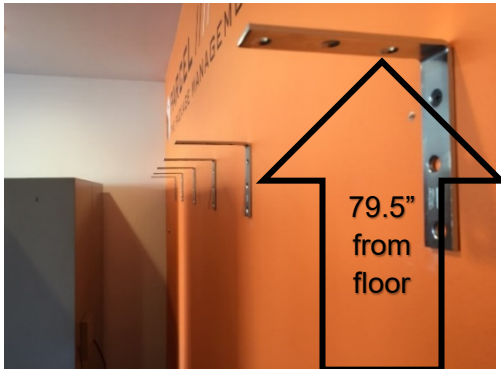
6a	Within the center column, access the manual locker door release next to the door located on the bottom right in the main tower (Figure 3). **NOTE:** Lift the lever up for doors on left, push the lever down for doors on right.	*Figure 3*
6b	Remove all parts from the box to verify the shipment contains all parts as described in the Parts Overview section.	*Figure 4*
7	Consult with the Building Manager/Engineer in the event there are any local regulations which may require special mounting. Using a stud finder, locate wall stud locations. Using the L brackets provided, prepare the mounting locations by placing the brackets on the stud locations at a height of 79.5". Brackets should be facing down so they will rest behind the tower, as shown in the figures referenced. *Figure 5*	79.5" from floor *Figure 6* **Do not connect the L brackets to the locker at this time**. The side that is mounted to the wall should not be visible when the towers are moved into their final position once completely installed (later in these procedures).

Connect Internal Wiring

Step	Action
	Installation Technician
1	On the main tower, access the manual locker door release on the pre-selected location for the touch screen and open the door (Figure 7). **NOTE:** Push the lever down for doors on right. *Figure 7*
2	Connect the USB wires located at the top of the open door into their pre-selected slots in the USB port. Each wire will be clearly marked with a label (Figure 8). Connect the wires into the USB based on the following "top view": <table><tr><td>**Face ID Camera USB**</td><td>**Keyboard USB**</td></tr><tr><td>**Scanner USB**</td><td>**Barcode Camera USB**</td></tr></table> *Figure 8*
3	Verify the "Integrated Machine Power Cord" is plugged into the port located on the upper right-hand side of the back of the screen (Figure 9). *Figure 9* — Verify the "Speaker Power" cord is plugged into the port located on the upper left-hand side of the back of the screen (Figure 10). *Figure 10*

4	• Run ethernet cable from the wall data jack into WAN Port of the TRENDnet router (WAN is the port furthest right). • Run ethernet cable from LAN ports 1 through 4 of the TRENDnet router • Plug the TRENDnet router into the power supply.

Figure 11

Figure 12

5	Connect both the the integrated machine switch cable and ethernet cable from the back of the TRENDnet router into the USB based on the following "top view":

Face ID Camera USB	Keyboard USB		
Scanner USB	Barcode Camera USB	Integrated Machine Switch	Ethernet Cable - from TRENDnet

Note: The property ethernet cable **must be** inserted into the TRENDnet router directly from the source, whereas the locker ethernet cable comes from the switch within the compartment behind the kiosk door.
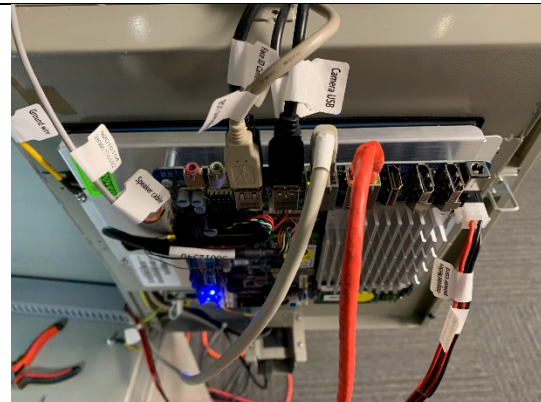

Figure 13

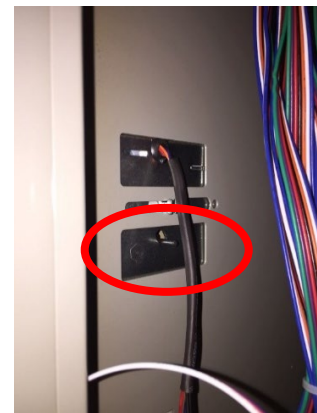| 6	In the upper-left hand corner of each tower (Figure 14), access the manual locker door release on the upper-left hand locker and open the door (Figure 15). **NOTE:** Lift the lever up for doors on left.

Figure 14

Figure 15

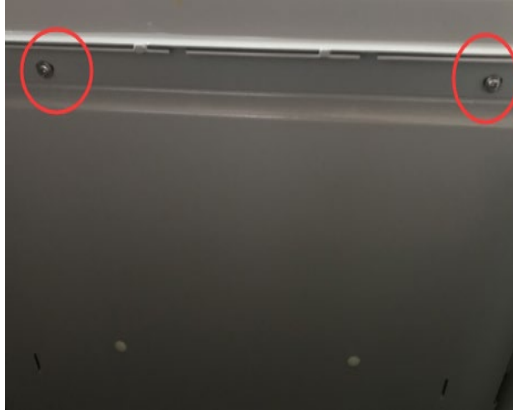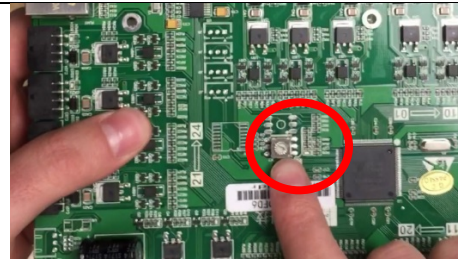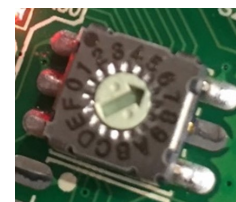| 7	After opening the door, use a triangular screwdriver to remove screws from the inside cover plate on the ceiling of the box (Figures 16 & 17). Remove the cover plate by lifting it up then pulling it forward. After it releases, slowly lower it to expose the USB board, power wires, and ethernet wires (Figures 18 & 19).
	Figure 16 *Figure 17*
	Figure 18 *Figure 19*
8	**VERIFY ONLY:** Depending upon the layout for each location, boards will be pre-configured for the tower they represent. The main control tower will be tower 1, and each proceeding tower represents the next number in sequence. Starting with the board for the main control tower, locate the potentiometer on the board (Figure 21). The potentiometer contains numbers on a dial which will be used to represent the tower they control. Confirm the main control tower is set to 1.	*Figure 20* *Figure 21*

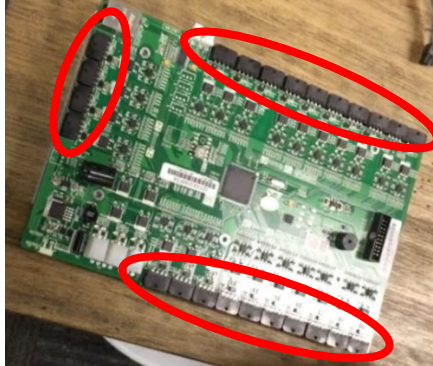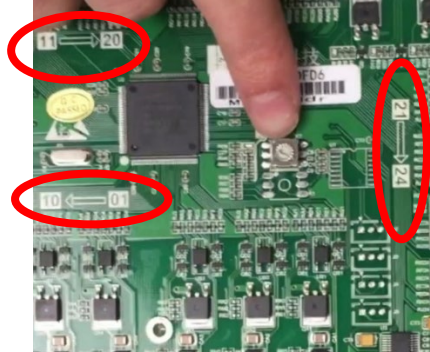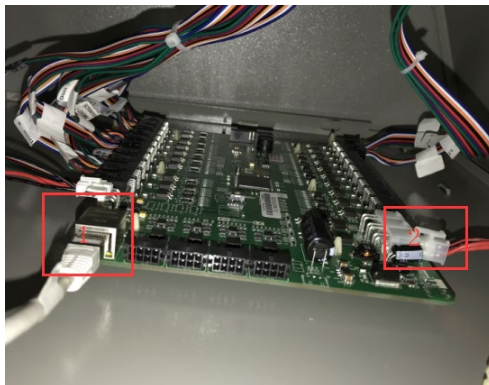|	
9	**VERIFY ONLY:** Next, verify the wires are properly connected to the door number represented in the tower. Each board contains 24 ports for doors (Figure 22). Ports are labeled with numbers 1-10, 11-20, and 21-24 (Figure 23). Ensure the wires for each door lead to the corresponding door number they represent on the board. *Figure 22*　　　　　　　*Figure 23*
10	Power wires and ethernet wires are to be led from the main control cabinet through the center column and to the board located in the upper left of the tower. Connect the power wires and ethernet wires on the door control board to the door control board 's power supply wires and ethernet cable in the center column (see Figure 24, ethernet cable = 1 and power supply wires = 2). *Figure 24*　　　　　　　*Figure 25* The power cables are to be "daisy chained" from tower to tower. Ethernet cables are to be led from each tower back to the switch located within the cabinet of the main

tower and plugged into the switch (Figure 25). Refer to Figure 26 as an example of how the cables lead from each board located in the upper left of each tower:
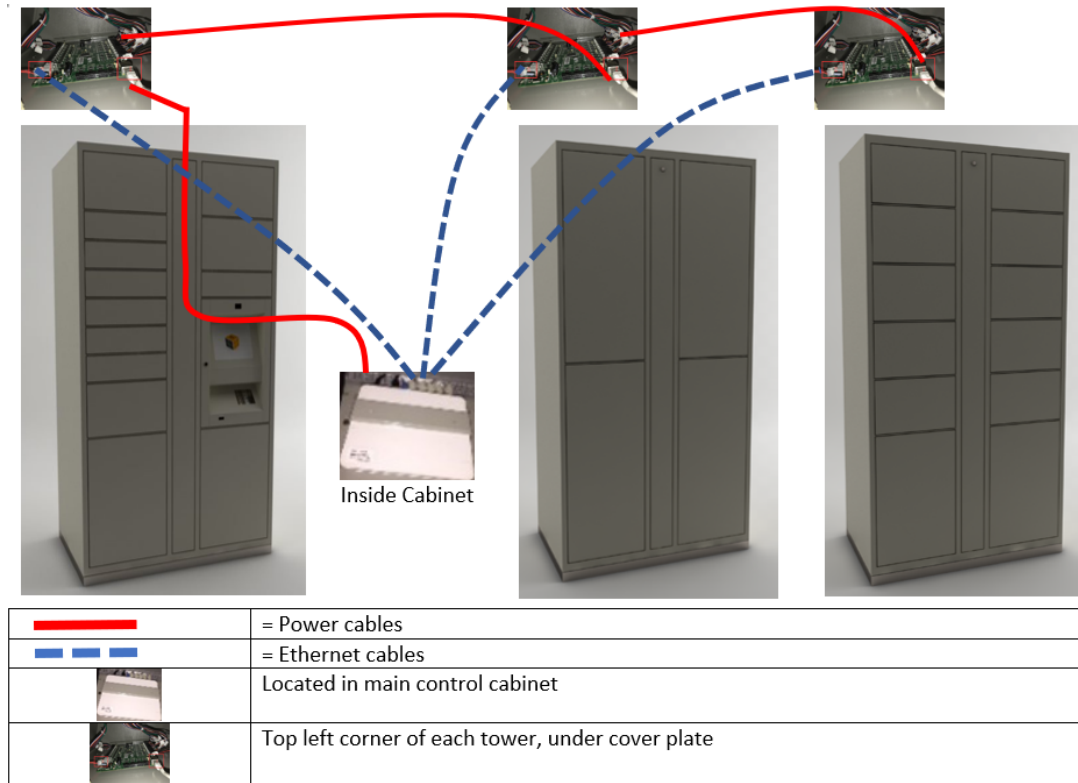

━━━	= Power cables
╍╍╍	= Ethernet cables
	Located in main control cabinet
	Top left corner of each tower, under cover plate

Figure 26

NOTE: the max number of towers is 5 before the network cables will require an additional hub (based on length of cables). For a tower setup of 1 to 5 towers, they will only require the hub contained within the main towers. Otherwise there will be a need to add a 2nd hub after connecting beyond each fifth tower (Figure 27).
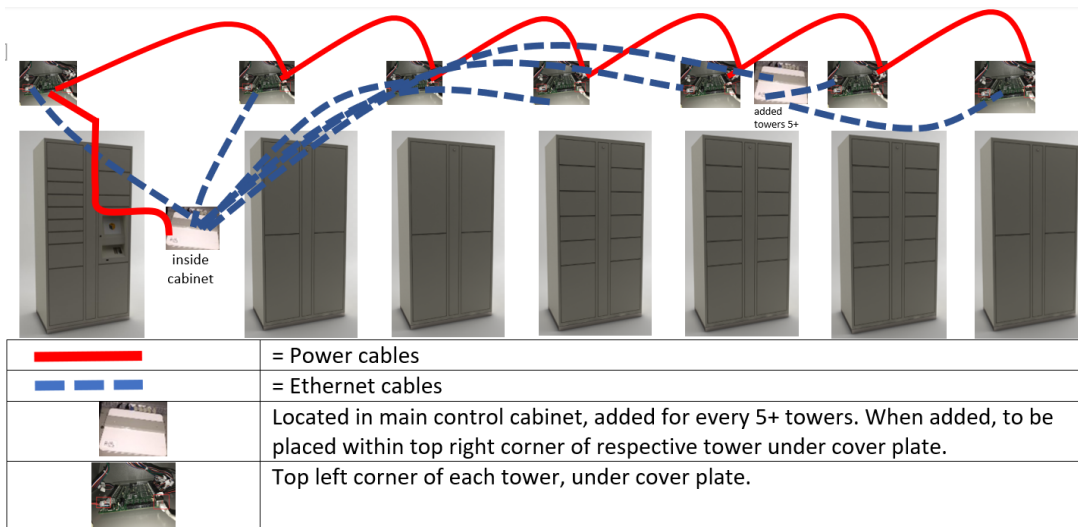

━━━	= Power cables
╍╍╍	= Ethernet cables
	Located in main control cabinet, added for every 5+ towers. When added, to be placed within top right corner of respective tower under cover plate.
	Top left corner of each tower, under cover plate.

Figure 27

|		
	Additional hubs will fit underneath the plate within the upper right-hand corner of the respective tower, using the same process used to remove covers in the upper left-hand corner of towers (Figure 28).	The power wires and ethernet cables are to be connected to the door control board by fishing the wires through the overhead wire hole of each cabinet to the overhead wire hole of each adjoining tower. (Figure 29). Repeat steps 6 through 10 for each tower until the wires to all towers are connected.
	Figure 28	Figure 29
11	Plug the locker into Battery Power Supply, using one of the outlets marked "Battery + Surge" located under the yellow sticker (Figure 30). Additionally, ensure the TRENDnet router is plugged into the same Battery Power Supply. Plug the Battery Power Supply into a right-angle extension cord, which will lead out back of locker to plug into wall socket. **Important:** Ensure that the yellow fuse located on the bottom of the Battery Power Supply (Figure 31) is plugged into the backup battery. Failure to do so will not allow the battery to power up properly.	Figure 30 Figure 31
12	Remove the covers on the back of the tower to lead the flat plug extension cord and ethernet cables through the back (Figures 32 & 33). Replace the covers after you have completed (Figure 34).	
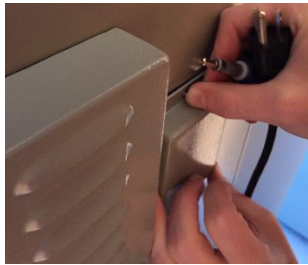
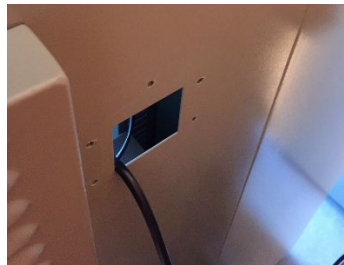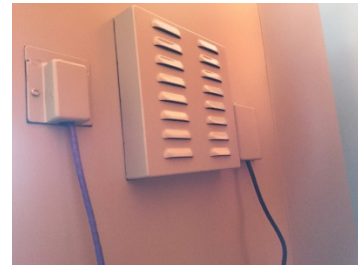|	
	Figure 32 — Figure 33 — Figure 34

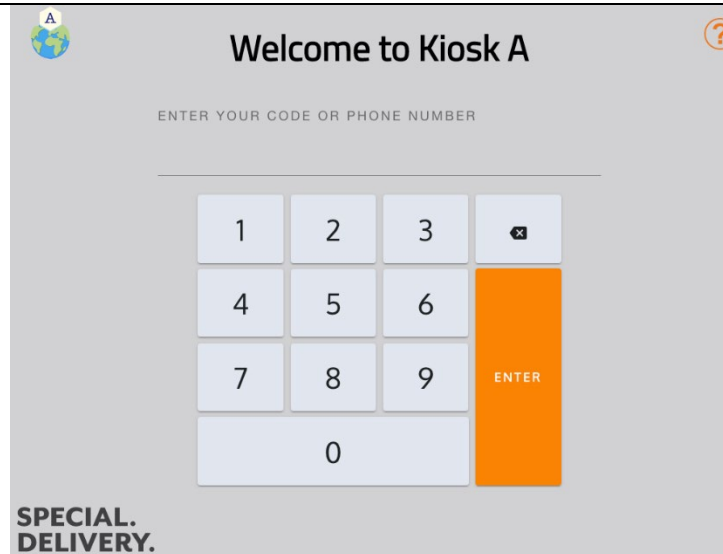|	
13	Connect ethernet and flat plug extension cord into the wall before moving the towers into their final position while the area behind the locker is accessible. • Verify all wires and Comm Cables are connected • Turn on power supply and verify the system turns on. After verifying the system powers on, ensure the center column has been locked on all towers. **Note: It may take up to five minutes or more for the system to configure.**
14	Verify the network is connected. The network is connected when you see the "Welcome" screen appear. From the home screen on the kiosk, type your code as prompted then hit "Enter". For the Admin mode, the code is a unique 5-digit number that will automatically send the user into the Admin Mode.	 Figure 35

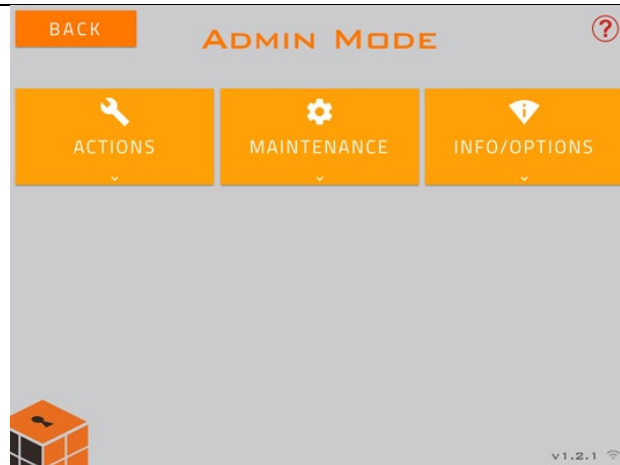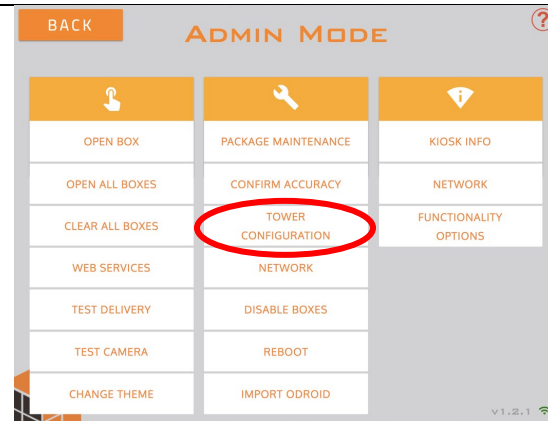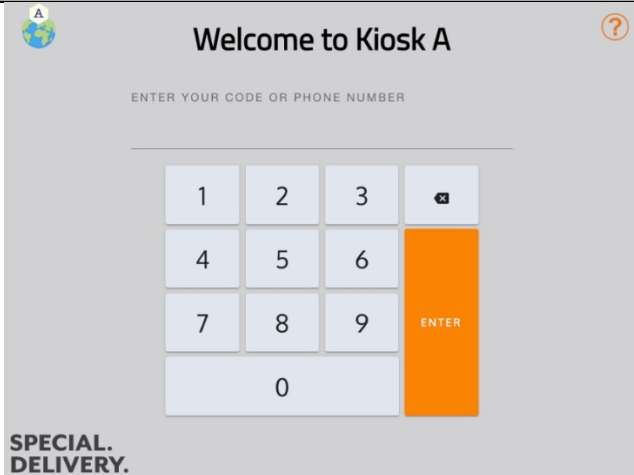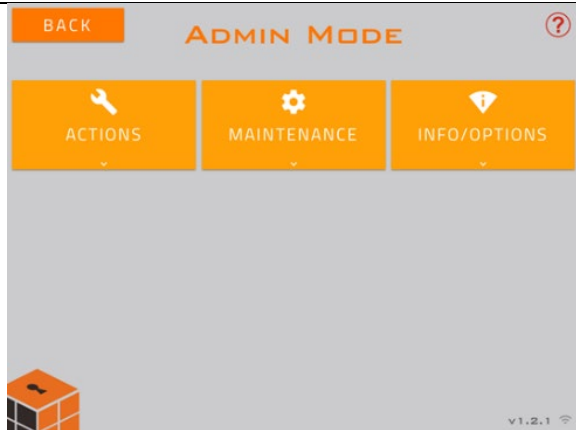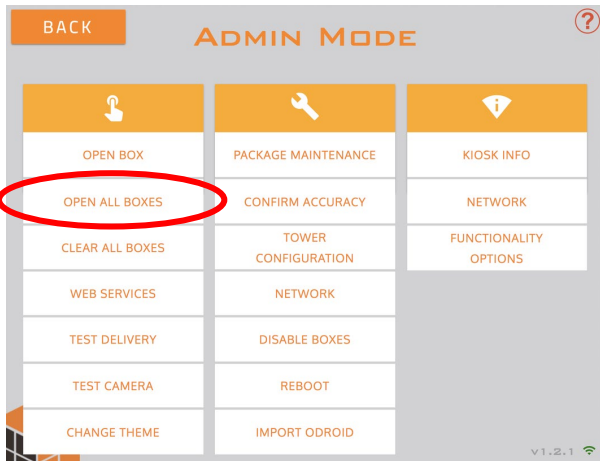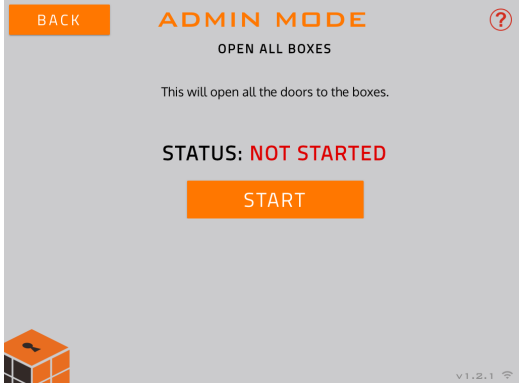| 15	The Admin Mode screen will appear, presenting the user with the following choices: A) Actions Tab B) Maintenance Tab C) Info/Options Tab	 *Figure 36*
16	**VERIFY ONLY:** Log into the Admin mode, then under the maintenance tab, scroll down to select "TOWER CONFIGURATION" (Figure 37). Ensure the connections are complete. This can be verified by the sound of a "beep" from each tower, in succession, when the system is properly powered on. Scroll down and select "Zhilai" from the menu to verify the order of towers are configured as shown. Start with the tower with the potentiometer labeled as tower #1, then verify the number of doors. As an example, if the main control tower contains 13 doors and the pentiometer for that tower was 1, the first tower configuration should be for "Z13". Verify the tower with the potentiometer set to 2 as the next in sequence (i.e. if it contained 12 doors, verify "Z12" as the next tower). Repeat this step for each tower in sequential order based upon the number programmed into the potentiometer (Figure 38). Select "Save Configuation" when complete. **IMPORTANT: After selecting "Save", please note that it will take a few minutes to properly configure. Please do not perform any additional testing or other actions during this phase.**	 *Figure 37* *Figure 38*

Step	Action
17	Replace each ceiling cover plate by pushing it back into place, then screw back into place to ensure all wires are properly covered and free from exposure.
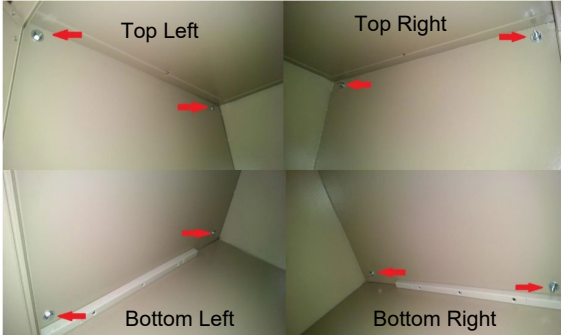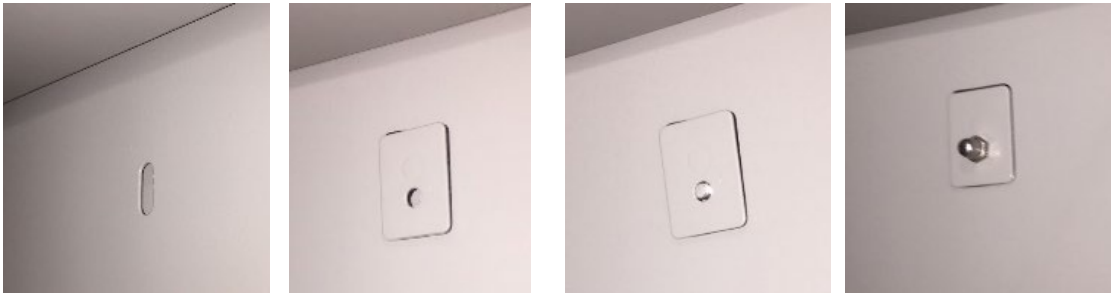
Open All Door Test #1
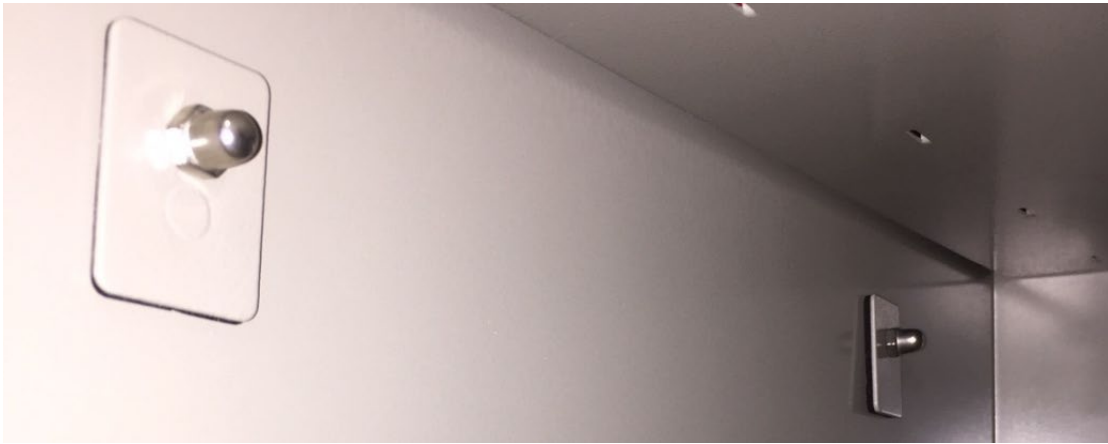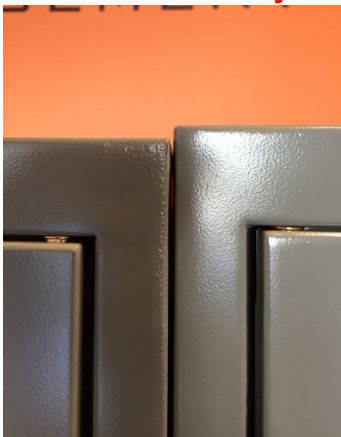
Step	Action
Installation Technician	
1	Verify the network is connected. The network is connected when you see the "Welcome" screen appear. From the home screen on the kiosk, type your code as prompted then hit "Enter". For the Admin mode, the code is a unique 5-digit number that will automatically send the user into the Admin Mode.

Figure 39

Step	Action
2	The Admin Mode screen will appear, presenting the user with the following choices: A) Actions Tab B) Maintenance Tab C) Info/Options Tab

Figure 40

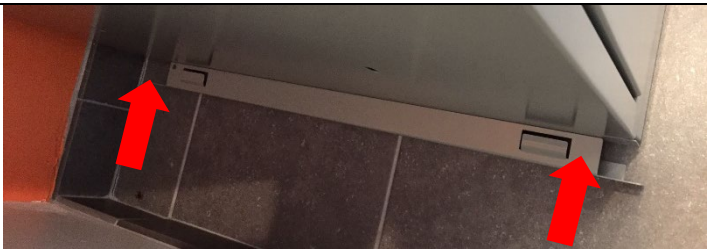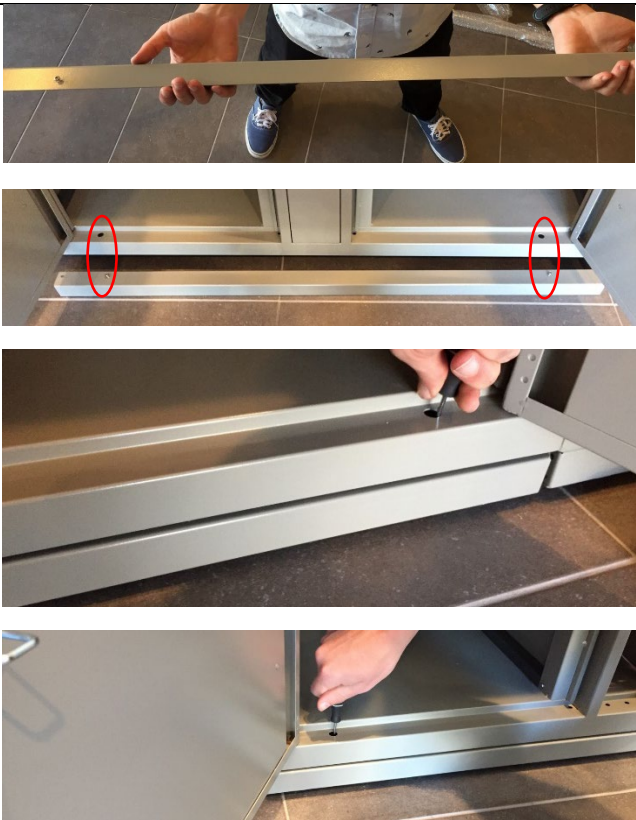|		
3	Click on the Actions Tab, then scroll down to "Open All Boxes" and select that option to perform an Open All Boxes test. **IMPORTANT:** All locker doors will open during this test. Prior to selecting the "Open All Boxes" option, verify there is nothing that will interfere with the doors opening.	**BACK** **ADMIN MODE** ⑦ OPEN BOX PACKAGE MAINTENANCE KIOSK INFO OPEN ALL BOXES CONFIRM ACCURACY NETWORK CLEAR ALL BOXES TOWER CONFIGURATION FUNCTIONALITY OPTIONS WEB SERVICES NETWORK TEST DELIVERY DISABLE BOXES TEST CAMERA REBOOT CHANGE THEME IMPORT ODROID v1.2.1 *Figure 41*
4	The Open All Boxes screen (Figure 41) will appear. To perform the test, click on "Start". All locker doors should open in sequential order during this test. Verify that the doors open. Record any and all locker doors which do not open.	**BACK** **ADMIN MODE** ⑦ OPEN ALL BOXES This will open all the doors to the boxes. **STATUS: NOT STARTED** **START** v1.2.1 *Figure 42*

5	**If**	**Then**
	Any doors do not open…	Reach out to your Contact. You will receive a call back and will work with support to troubleshoot the issue(s) until all doors open properly.
	All doors open properly…	Close the doors, ensure the system is logged out of Admin mode, then proceed to the next step.

6	After performing testing on all doors and verifying the doors open properly, turn off the power supply and Backup Battery Supply before moving the lockers into their final positions.

Position Lockers and Secure Brackets
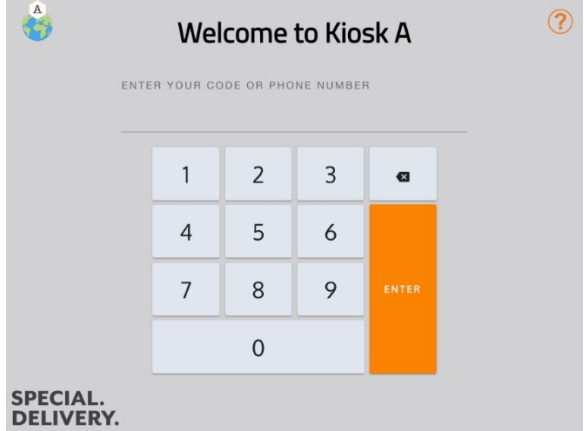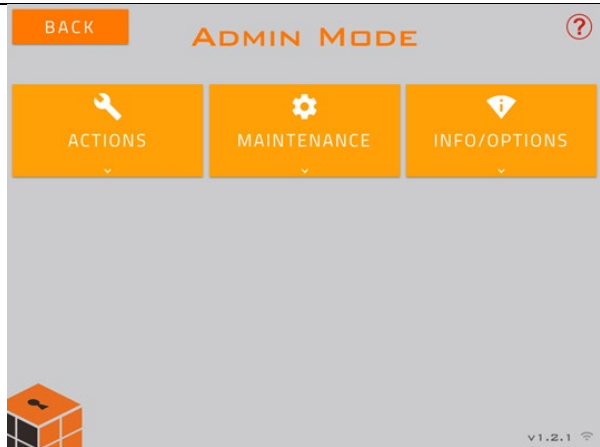
Step	Action
	Installation Technician
1	Verify the power is off as directed in the process above. Verify the power and ethernet cables continue to be plugged into the wall.
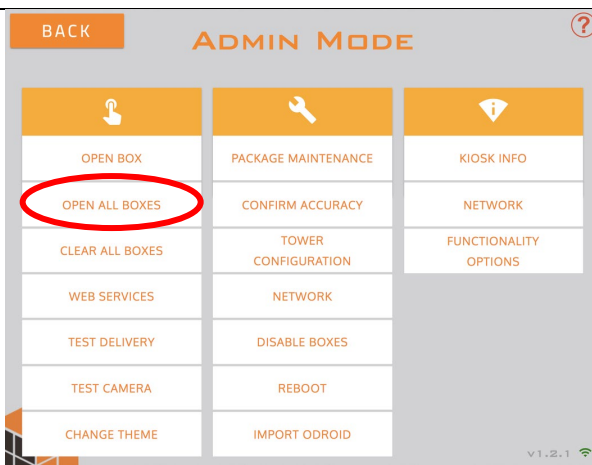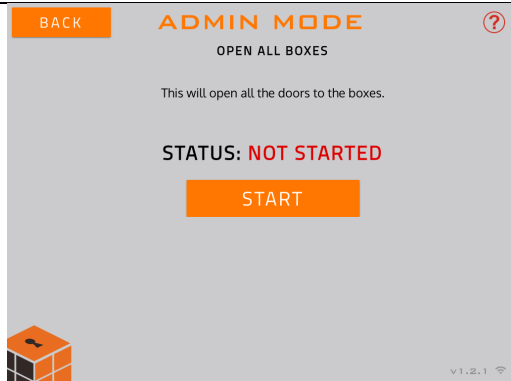
2	For ease of moving, it is recommended to place furniture moving pads underneath each leg of the towers to slide them into their final position. Referring to the floor plans provided, carefully move the towers into their final position against the wall. Use caution not to strain any cables or wires, and be mindful not to scratch or damage towers, floors, walls, or other surrounding objects.
3	Remove the furniture moving pads from underneath each leg. With a level and a wrench, stabilize each tower by adjusting the bolts on all four legs of each tower. Turn clockwise to increase height or turn counter clockwise to decrease height. **Note:** After additional steps are completed, it may be necessary to go back and perform small adjustments to the legs. *Figure 43*
4	For added stability and safety, the locker towers will need to be secured together. There are 4 holes located on each side of a tower (Figure 44). Using the fasteners provided, secure each tower together by placing a fastener on each side of the hole, then secure each side in place with a cap screw (Figure 45). Top Left Top Right Bottom Left Bottom Right *Figure 44*

Figure 45

5	Once all towers are secured together, re-verify the towers are level and in a straight line. If necessary, repeat step 3 above and re-stabilize each tower by adjusting the bolts on the legs. Continue to the next step when all lockers are level and straight (Figures 46 & 47 represent corrections needed, Figure 48 is acceptable). **Gap between too big** **Joined unevenly** **Acceptable** *Figure 46* *Figure 47* *Figure 48*
6	Secure the L-brackets to the top of each tower. Use a ¼" metal drill bit to make a hole through each locker by using one of the existing holes on each bracket as a guide. Secure using the nuts and bolts provided. *Figure 49*

7	Using the wire channel provided, cover all communication cables and other loose wires on top of the locker (Figure 50).	*Figure 50*
8	Slide the side-skirts into place. Lift into place at about a 45 degree angle until you feel lips on the side-skirts latch on, then push on and lock into place.	*Figure 51*
9	Insert the front skirt by lining up the screws on the skirt with the holes located on the bottom front of the lockers. To access the holes, it will be necessary to open all doors located in the bottom row of the tower. Secure in place by tightening with a triangle bit screwdriver.	*Figure 52*

Open All Door Test #2
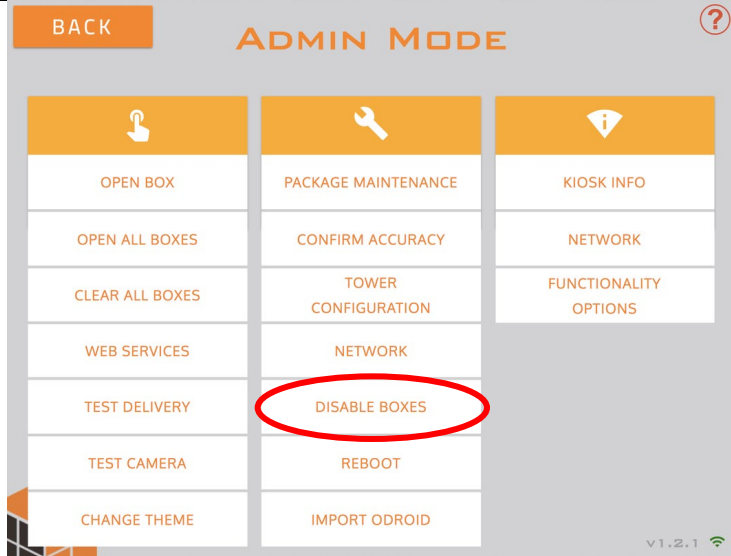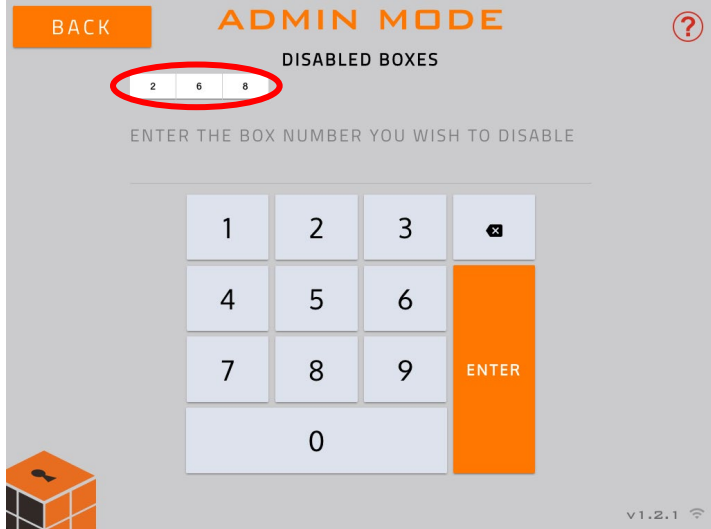
Step	Action
**Installation Technician**
1	Verify all wires and Comm Cables are connected. Turn on the power supply and Backup Battery Supply to verify the system turns on.
2	Verify the network is connected. The network is connected when you see the "Welcome" screen appear. From the home screen on the kiosk, type your code as prompted then hit "Enter". For the Admin mode, the code is a unique 5-digit number that will automatically send the user into the Admin Mode. *Figure 53*
3	The Admin Mode screen will appear, presenting the user with the following choices: A) Actions Tab B) Maintenance Tab C) Info/Options Tab *Figure 54*

4	Click on the Actions Tab, then scroll down to "Open All Boxes" and select that option to perform an Open All Boxes test. **IMPORTANT:** All locker doors will open during this test. Prior to selecting the "Open All Boxes" option, verify there is nothing that will interfere with the doors opening.	 *Figure 55*
5	The screen as shown in Figure 56 will appear. To perform the test, click on "Start". All locker doors should open in sequential order during this test. Verify that the doors open. Make a record of all locker doors which do not open.	 *Figure 56*
6	**If**	**Then**
	Any doors do not open…	Reach out to your Contact. You will receive a call back and will work with support to troubleshoot the issue(s) until all doors open properly.
	All doors open properly…	Close the doors, ensure the system is logged out of Admin mode, then proceed to the next step.
7	When all doors open properly, check all wiring, circuit boards, and wire connectors inside center column of all towers. Verify that all connectors are securely connected to the circuit board (in certain cases, due to the weight of wires it may be necessary to bound the wires to the inside of the center column to prevent the wires from weighing down and disconnecting other wires). Replace the front center columns on all towers and lock back in place using the key(s) provided. Place the key(s) aside for safe-keeping to perform additional activities at the end of the installation process.	

POST INSTALLATION TESTING

After the physical installation has been completed and the second "Open All Boxes" test has been conducted, the Technician will need to use a laptop computer, tablet, or smartphone with internet/web access in order to perform additional testing.

Admin Function Testing

Step	Action
**Installation Technician**
1	Perform a "Disable Boxes" test to verify if there are any boxes disabled. *Figure 57*
2	If a box has already been disabled, it will be listed along the top of **Admin>Maintenance> Disable Boxes** screen under the heading "DISABLED BOXES". Record any boxes listed as disabled. If there are any boxes disabled in error, the user can click on the individual box number listed under "DISABLED BOXES" to remove it from the list and make it available for receiving deliveries. *Figure 58*

![Parcel Pending - The Package Management Solution logo]

Testing Camera

Step	Action
**Installation Technician**
1	**Admin>Actions>Test Camera –** Perform a "TEST CAMERA" test to ensure the camera is working properly. A live picture will appear on the touchscreen to verify the camera is working properly. Reach out to your Contact if a live picture does not appear. You will receive a call back and will work with support to troubleshoot the issue(s) until the camera operates properly.
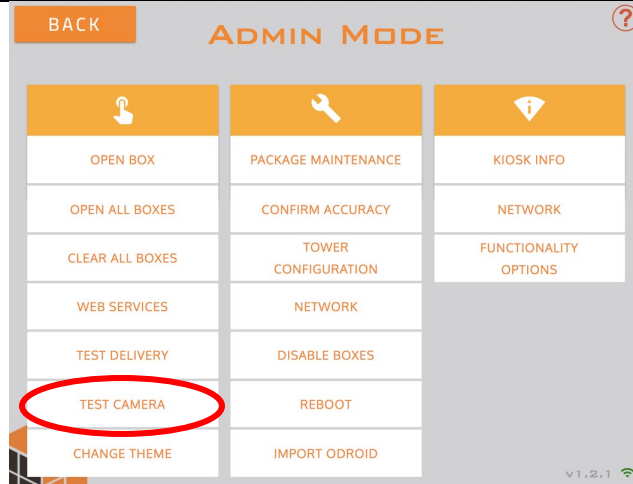
Figure 59

Test Delivery

Step	Action
**Installation Technician**
1	**Test Delivery -** Test delivery is a test of delivering a package, ensuring the notification is received, and that the package can be picked up by using a code. From the home screen, use the Parcel Pending courier code 255010 to begin a test delivery.
2	On the next screen it will prompt you to scan the package's bar code. • Select "skip scan" to move to the next screen. • On the next screen, enter "9999" and select Test Account.
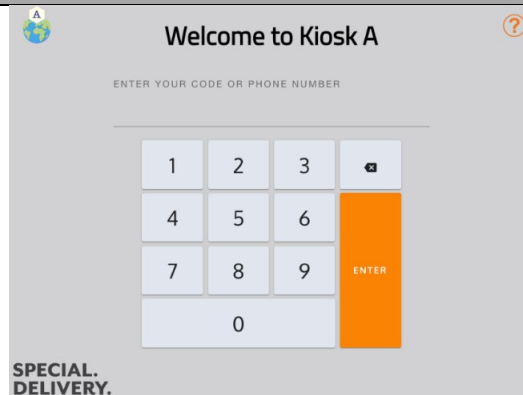
Figure 60

Figure 61
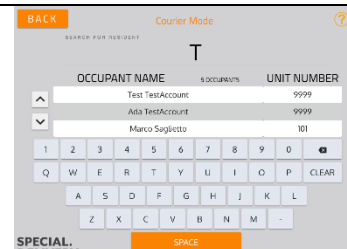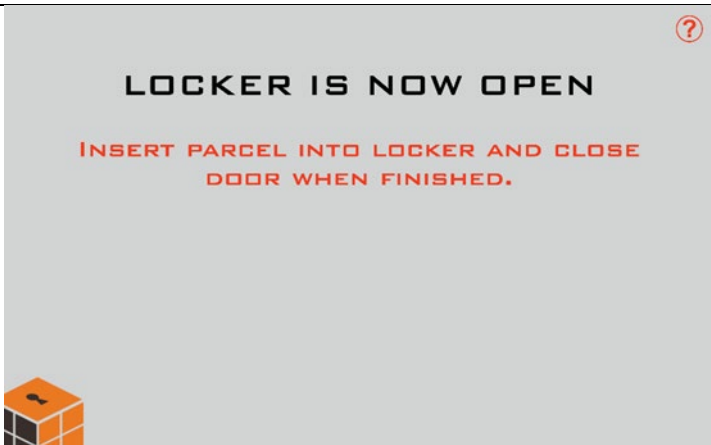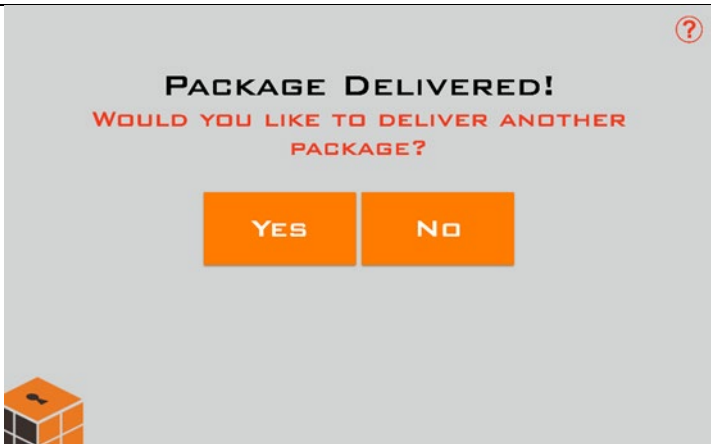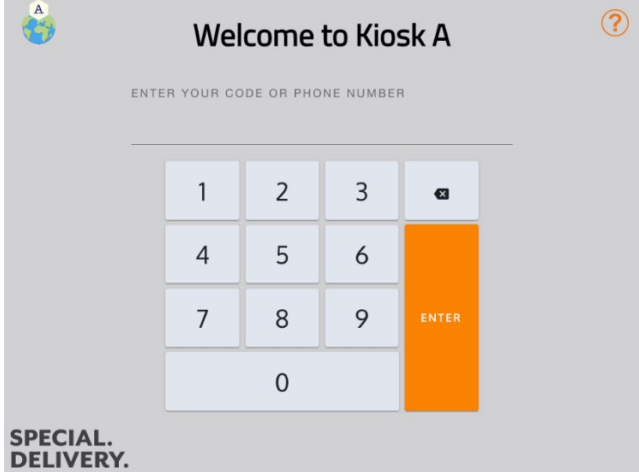
Figure 62

3	The screen will then prompt you to select a size (small, medium, large, or extra-large). You will start with selecting a small box.	 *Figure 63*
4	A small box door will pop open. There is no need to insert anything into the box, just close the door after confirming the box opens properly.	 *Figure 64*
5	After you close the door, the screen will state "PACKAGE DELIVERED". The screen will ask you if you want to deliver another package, select "YES".	 *Figure 65*

6	Continue to repeat steps 2-5 above so that deliveries are made as follows: • three small; • three medium; • three large; and • three extra-large boxes. **Note:** In the event there are other box sizes not listed above, make three deliveries to each additional box size.	 *Figure 66*
8	After completing your last delivery, call the first Point of Contact to obtain the pickup codes for your test deliveries.	 *Figure 67*

Test Error Messages

Step	Action
	Installation Technician
1	**Locker System Error** – In the event there is a communication error with the system (i.e. control board unplugged, configuration error, etc.), the screen in Figure 68 will appear, prompting the Installation Technician to contact Technical Support. *Figure 68*

Final Open All Door Test

Step	Action
**Installation Technician**
1	Perform an "Open All Boxes" test a 3rd time to verify the lockers again open in sequential order. Record any boxes that do not open or open out of sequential order. **IMPORTANT:** All locker doors will open during the tests. Prior to selecting the "Open All Boxes" option, verify there is nothing that will interfere with the doors opening. Take pictures of the results of all 3 "Open All Boxes" tests. *Figure 69*
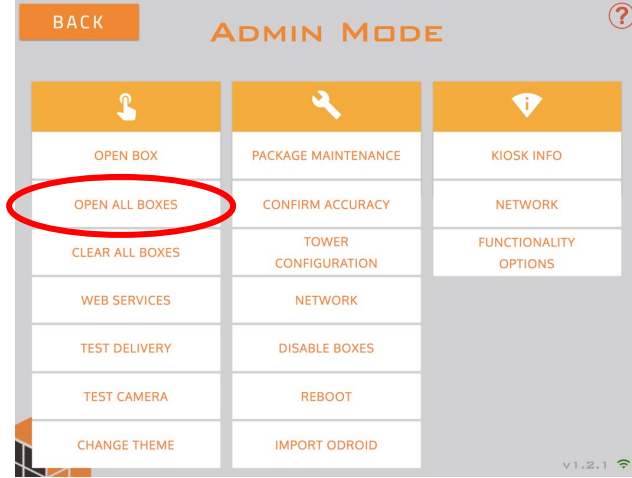
Query Sensors

Step	Action
**Installation Technician**
1	**Admin>Maintenance>Query Sensors –** Perform an "Query Sensors" test to verify the locker sensors are working correctly. Select Query Sensors from the Maintenance drop down column (Figure 70). *Figure 70*
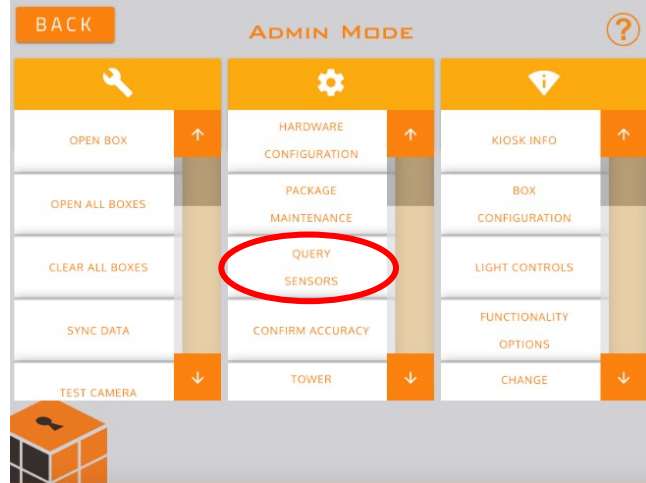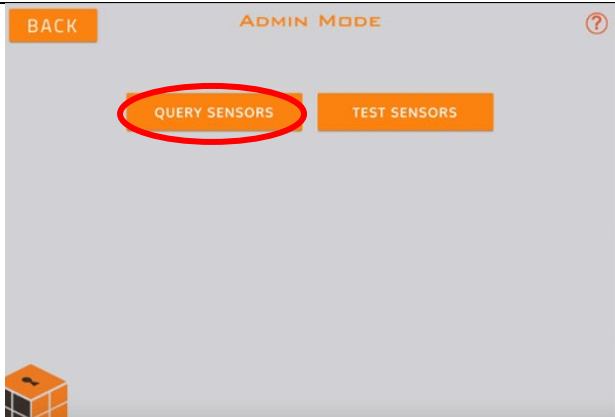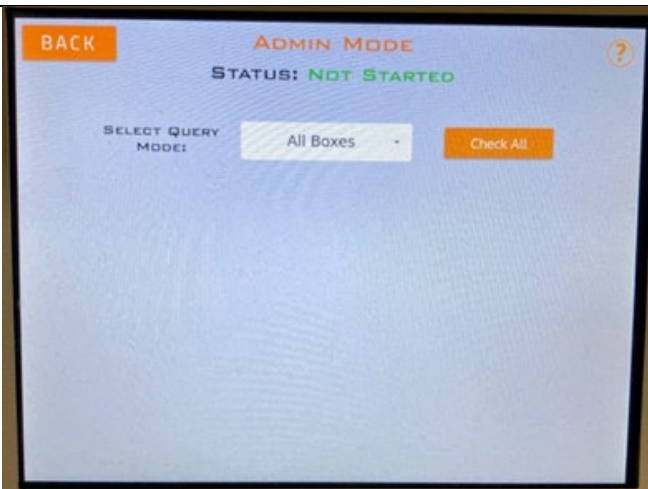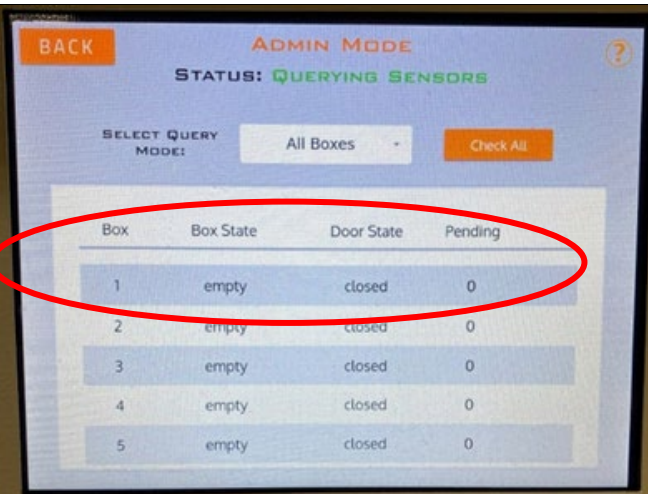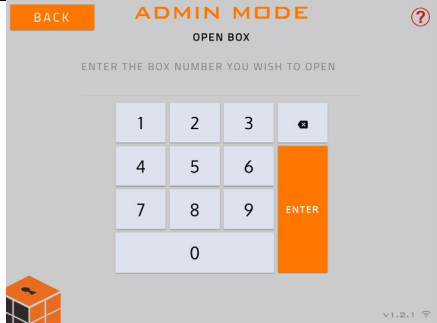
2	Select Query Sensors to perform a "Query Sensors" test. (Figure 71).	 *Figure 71*
3	At the "Select Query Mode" select the option to test "All Boxes", then press Check All (Figure 72).	 *Figure 72*
4	Once all the sensors have been queried, the results for each box should be: Box State = empty; Door State = closed; Pending = 0 (Figure 73). **IMPORTANT:** If the Box State = full, there is something in the identified box. Please remove the item(s) and run the test again. If the Door State = open, close the identified box and run the test again. If Pending = 1, the box has a pending pick up from your test deliveries. Please complete the test delivery pick up and run the test again.	 *Figure 73*

Cleanup, Collateral, and Closing

Step	Action
	**Installation Technician**
1	After the installation is complete first perform an "open box" on box 1 to place the spare key inside box 1. Close the door and ensure it locks. *Figure 74*
2	After the key in placed inside, disable box 1, therefore not allowing it to receive deliveries. **Note:** The only exception to this rule is in the event the Property Manager requests a copy of the key, in which case the technician will provide it to the Property Manager at the end of the installation instead of placing it inside of box 1. *Figure 75*
3	Gather all trash, packing materials, and boxes for disposal. Consult with the Property Management to determine the best location for disposal.
4	After the site has been cleaned up, take photo's of the installation from various angles. Please ensure all photo's of the following are clear, preferably at a high resolution: • Overview of system (Left, Middle, Right) • L-brackets secured to wall and towers • Top view of wire channels • Kiosk info screen • Tower configuration screen • Network status screen • Backup Battery • Triangle bit screwdriver left in screen locker • Key left in locker 1 <u>OR</u> photo of card who key was left with • Installation Checklist
5	**Fill out the signoff sheet and obtain the signature of the Property Manager after completion.**
6	Email the signoff sheet, along with all photos, to your Project Manager or designated contact on the same day of service. Be sure to include the Project ID and "Parcel Pending Install" in the subject heading of your email. Check out with Project Manager

or designated contact after you send your email.

LOCKER TOWER IMAGES

Z6 (C)

Z13 (C)

Z1

Z4

Z12

Z18

REVISION HISTORY

Version	Author/Summary of changes	Revision Date	Review Date	Reviewer/Approver Name
1.0	Dustin Campbell - original	04/07/2020	**04/07/2020**	John Martinez, Joe Cano
2.0	Dustin Campbell: revised photo checklists preliminary setup, pre-installation, and post installation	04/24/2020	**04/xx/2020**	John Martinez, Christian Carpenter

INSTALLATION CHECKLISTS

PARCEL //// PENDING PRE-INSTALL SURVEY CHECKLIST					
Installation/Location Name:					
Location:		City:		State:	
Onsite Contact:		First Name:		Last Name:	
Where will the lockers be installed:		Indoor	☐	Outdoor	☐
Is there 110v power outlet where lockers will be placed?:		Yes	☐	No	☐
· If yes, what is the height of the outlet? (Take a photo of the outlet)					
· Verify the outlet is not on a switch, dimmer or timer.				Verified	☐
· Lockers being installed on 1st Floor?		Yes	☐	No	☐
· If no power, when will it be installed? (Please confirm with property)					
Is the data near the same location?:		Yes	☐	No	☐
· If yes, are data line(s) active? (connected to a switch/router - can you get an internet connection)		Yes	☐	No	☐
· Run VPN test. (Software emailed to you)		Yes	☐	No	☐
· If not, when will the data line be installed?					
· Please provide the first & last name of the IT contact (phone # if possible as well)					
What type of material is the wall? (Take multiple photos of the walls)		Drywall	☐	Brick	☐
		Plaster	☐	Concrete	☐
		Other	☐	Type:	
What type of framing?		Wood	☐	Aluminum	☐
		Steel	☐	Other/Type:	
Dimension of each tower is 79.5" H x 40" W x 24" D. Is there enough space? (Refer to your work order for number of towers for this location)		Yes	☐	No (please advise why)	☐
Is there anything on the wall or floor that will need to be moved? (Take multiple photos of the location and a brief 10-15 second video of the install location)		Yes	☐	No (please advise why)	☐
Are there any ADA compliance issues? (walkway width, etc)		Yes (please advise what)	☐	No	☐
· Is there a 36" clearance in the hallway?		Yes	☐	No (please advise why)	☐
· Is there a 5' turning radius at all points in the install area (after accounting for towers being installed)?		Yes	☐	No (please advise why)	☐
Is there a base board?		Yes	☐	No (please advise why)	☐
· If yes, please advise what size (height and width)					
Is the data near the same location?:		Yes	☐	No	☐
How is the access to the area for delivery? Please find the best route for delivery and check all applicable (Take multiple photos and a brief 10-15 second video of the delivery route)		Stairs	☐	Elevator	☐
		Hallways	☐	Loading Dock	☐
		Doorways	☐	Curb Access	☐
		Other	☐	Type:	
· If there are stairs, how many flights and how wide?					
· If there is an elevator, what are the elevator interior dimensions?					
· If there is an elevator, what are the elevator door dimensions?					
· If there is a loading dock, is there a ramp?		Yes	☐	No	☐
· If there is a loading dock, will the truck require a lift?		Yes	☐	No	☐
· If there are doorways to pass through, please provide height & width for all.					
What is the floor type?		Rough Concrete	☐	Sealed Concrete	☐
		Carpet	☐	Laminate	☐
		Tile	☐	Other/Type:	
Are the floors level? (take a picture with a level)		Yes	☐	No	☐
Is there potential for damage to the floors while placing the units?		Yes	☐	No	☐
Please take a minimum of 20 photos of the install location from various angles and distances.					
Please provide a minimum of 2 brief videos (10-15 seconds) of the install area and delivery path. Any extra video to help understand what we are working with is valuable.					
PLEASE NOTE ANY OTHER OBSERVATIONS FROM THE PRE-INSTALL VISIT BELOW:					

PARCEL //// PENDING PRE-INSTALL SURVEY CHECKLIST - SALEFORCE CHECKLIST				
Installation/Location Name:				
Project Site Accessibilty:				
• Parking for 24' truck with a lift gate?	Yes	☐	No	☐
• No Parking for Lift Gate Truck? Explain				
• Free Parking for Installation Tech?	Yes	☐	No	☐
• No Free Parking for Tech? Explain				
• Is Construction Gear Required?	Yes	☐	No	☐
• Lockers being Installed on 1st Floor?	Yes	☐	No	☐
• Stairs/elevator required for delivery? (if yes, please advise which)	Yes	☐	No	☐
• Lockers not on first floor? Give Details				
• Clear path to deliver to location?	Yes	☐	No	☐
• No Clear Path to Location? Explain				
Installation Location:				
• Floor Plan Recieved, Approved & Accurate?	Yes	☐	No	☐
• Requested Pics of Install Location?	Yes	☐	No	☐
• Are You Sending 20+ Pictures?	Yes	☐	No	☐
• Electric Outlet Installed & Energized?	Yes	☐	No	☐
• Data Jack Installed?	Yes	☐	No	☐
• Internet Connected to Data Jack	Yes	☐	No	☐
• Is the property using Cradle Point Internet (wi-fi)?	Yes	☐	No	☐
• Type of Framing				
• Type of Wall				
• Type of Flooring				
• Slope greater than 3/4"?	Yes	☐	No	☐
• Installing Conduit/Pre-Installing Cables	Conduit	☐	Pre-Installing Cables	☐
• Lockers to be Installed in an Alcove?	Yes	☐	No	☐
• Is PPE/Construction Gear Required	Yes	☐	No	☐

Installation Photo Checklist

Pre-Delivery

☐ Data + power outlets
☐ Overview of installation location
☐ Photos notating any pre-installation damage, i.e. floor damage, wall damage, etc.

Pre-Installation

☐ Inventory overview (i.e. L-brackets, screws, wire channels, skirts, etc.)
☐ Inspection of towers
☐ Photos of damage to towers

End of Installation Photos

☐ Overview of system (Left, Middle, Right)
☐ L-brackets secured to wall and towers
☐ Top view of wire channels
☐ Kiosk info screen
☐ Tower configuration screen
☐ Network status screen
☐ Backup Battery
☐ Triangle bit screwdriver left in screen locker
☐ Photo showing camera is working
☐ Key left in locker 1 OR photo of card who key was left with
☐ Installation Checkoff List
☐ Locker map layout (notate on floor plan provided)

Parcel Pending Installation – Expectations

1. Technician must arrive by 9:30am at the installation site
   a. Upon tech arrival, email notification must be sent to installs@parcelpending.com notifying the team of arrival
   b. Tech is to inspect install location ahead of locker delivery for power, data, and a clear delivery pathway and email installs@parcelpending.com with any concerns

2. Delivery team arrives between 9:30 – 10:30am
   a. When delivery arrives onsite, email notification must be sent to installs@parcelpending.com
   b. Technician name and number will be provided to delivery team for delivery coordination
   c. Once the towers are delivered into the installation location the technician must inspect all towers individually for damage
      i. If any damage is notated, please reach out directly to Parcel Pending Project Manager to discuss damage and next steps
      ii. Damage must be notated with photos and email must be sent to installs@parcelpending.com
   d. No decisions are to be made by installing technician and any site contacts without first consulting a Parcel Pending representative, i.e. removal of towers, swapping of towers, changes of tower layout, etc.
   e. Technician must take inventory of all parts and notify installs@parcelpending.com if missing any parts immediately so we can provide next steps to Installing Technician and onsite contacts

3. Beginning of installation (Estimate 1 hour per tower)
   a. Once the connection of towers begins, email notification must be sent to installs@parcelpending.com
   b. Tech to follow provided "Installation Instructions" for specific manufacturer

4. Installation Completion
   a. Once testing of installation is complete, email notification must be sent to installs@parcelpending.com
   b. Final testing includes: 3x open box, 3x test delivery/pickup of each available locker size, power status, and internet status
   c. Final photos must be attached to the email as well
      i. Photo requirements included in separate documentation

CLOSING NOTES MUST BE SENT TO INSTALLS@PARCELPENDING.COM BEFORE TECHNICIAN LEAVES THE PREMISES

PARCEL //// PENDING®
THE PACKAGE MANAGEMENT SOLUTION

White Glove Quality Audit Checklist
Must be completed upon delivery and included with Delivery Receipt/Proof of Delivery.

HAWB / BOL:	**Date of Delivery:** / /
Service Provider:	
Consignee Name:	
Street Address:	
City: State:	Zip code:
Locker Count: Pallet Count:	Weight (lbs.):

*(1) White Glove Service Provider and Service Technician must take a photograph for all questions answered with "Yes" below. (2) The Delivery Receipt/Proof of Delivery **MUST** be notated with specific damage comments. (3) Provide specific door count on all damaged tower(s).*

Quality Audit Items	Yes	No	Comments
Provide all side access to perform external packaging inspection.			
1. Are the pallets missing stretch wrap or banding prior to Quality Audit?			
2. Are the four vertical corner guards missing on all pallets?			
3. Are there any significant dents or cuts in corner guards?			
4. Are there any tears, holes, or cuts in the corrugated packaging?			
Remove packaging and inspect locker condition.			
5. Any damage from items notated in the external packaging audit?			
6. Any damage in a different area not notated in package audit?			
Transport lockers to installation location and place per Service Technician instruction.			
7. Any damage on doors or sides that will be exposed after installation?			

QUALITY AUDIT CHECKLIST *(Must be returned along with the POD)*

WHITE GLOVE SERVICE PROVIDER SIGNATURE:	SERVICE TECHNICIAN SIGNATURE:

WHITE GLOVE SERVICE PROVIDER and SERVICE TECHNICIAN NOTE: Contact Parcel Pending Logistics @ 855-316-4756 if damage to the shipment will prevent installation or if approval to execute different delivery or installation instructions is being requested for the order.

Delivery Checklist	
Location Name	
Technician Name	
Delivery Date	

Site Readiness		
Is site ready?	YES	NO
Does location match floorplan?	YES	NO
Will all towers fit in correct location to match floorplan?	YES	NO
Is power outlet installed in correct location per floorplan?	YES	NO
Does outlet have power?	YES	NO
If "NO" please provide ETA of live power.	DATE_____	
Is data outlet installed in correct location per floorplan?	YES	NO
Does site have live internet?	YES	NO
(If "YES" can you surf web with your laptop?)	YES	NO

If answering "NO" to any of the Site Readiness questions please call support.

Delivery		
Delivery truck arrival time	___HR___MINS AM/PM	
Was there any damage lockers before moved into building/install space?	YES	NO
Was it noted on driver's paperwork?	YES	NO
Was there any damage to lockers after moving into building/install space?	YES	NO
Was it noted on driver's paperwork?	YES	NO
Was there any damage to building by delivery team?	YES	NO
Was it noted on driver's paperwork?	YES	NO
Delivery truck release/completion time	___HR___MINS AM/PM	

If "YES" to any of the Delivery questions please submit pictures and call support asap

Towers		
Are all parts/accessories in box below display on Main tower?	YES	NO
Are there enough comm. cables?	YES	NO
Are all comm. cables long enough to complete install?	YES	NO
Are wire moldings needed?	YES	NO

If "NO" to any of the Towers questions please report to support team.

NOTES

Please submit form and pictures to Support for review before you can be released from site.

Please put Location/Property name in subject line of email.

April 22, 2020

To Whom It May Concern:

Telaid continues to remain focused on the health and safety of our employees, customers and business partners. We encourage you to continue to follow and communicate the CDC's recommended guidance on behaviors and precautions to your employees, per the CDC website below:

https://www.cdc.gov/coronavirus/2019-ncov/index.html

In addition to the recommendations above, please see guidelines/questions below for our partners _and_ their technicians:

- _Before_ going to a site, please take your temperature.
    - If your temperature is 100.0 degrees or higher, please contact Telaid immediately and **DO NOT GO** to site.
- Have you traveled within the last 14 days internationally, via air travel and/or cruise?
- Have you had close contact (defined within 6' for greater than 30 minutes) with or cared for someone diagnosed with COVID-19 within the last 14 days?
- Have you had any of the following symptoms: fever/feverish, chills, dry cough, difficulty breathing, or digestive systems such as diarrhea, vomiting, and/or abdominal pain?
    - If the answer is 'No' to all 3 questions, please proceed as scheduled with your work assignments from Telaid.
    - If the answer is 'Yes' to any of the 3 questions above, please **DO NOT GO** to site and call Telaid immediately regarding your scheduled upcoming assignments.
- Always maintain a 6' distance from all employees, customers or other technicians unless the work being performed requires multiple people for scope or safety compliance.
- If you have tested positive for COVID-19 please **DO NOT GO** to site and call Telaid immediately regarding your upcoming assignments.
- Do not gather during site walks, meals or breaks and always maintain required social distancing of 6' from people around you.
- Gloves can be purchased locally and worn if desired. They are not a requirement, but if anyone chooses to wear them, they still need to follow the CDC guidelines on touching faces, washing hands when removing the gloves and following the proper procedures for removing and disposing of used gloves.

- Masks: Due to the latest CDC and Government recommendations, we are asking that every technician entering our client locations wear a mask at all times. Do your best to source them locally. If you cannot source N95 masks locally, any mask, gaiter masks, neck tubes, cloth (i.e. bandana) as outlined during the President's addresses, and on the CDC website (https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html), should serve the proper purpose.

- Please maintain proper hygiene by washing hands frequently throughout the workday and stay home if you have any symptoms or have been around anyone that has them or has been diagnosed with COVID-19.

Thank you for helping us prevent the spread of COVID-19 while we continue to service the essential business of our clients.

Please contact Telaid's Dispatch Center with any questions or concerns with your work assignments via our 24/7/365 Support Center @ (866)566-4295.

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13 West Main Street • Niantic, CT 06357 • P 860.739.4461 F 860.739.9913 • www.telaid.com

Install Checklist

Location Name:_____
Tech Name:_____
Date/s of install:_____

Check yes or no for the following. If No is selected for any of the below, please explain why it was not complete.

Property Readiness
Y N
☐ ☐ Site was ready
☐ ☐ Site has power
☐ ☐ Site has internet
☐ ☐ Lockers Fit in original location (if not, what changed?)

Hardware
Y N
☐ ☐ Lockers are level and bolted together (No gaps between lockers)
☐ ☐ Lockers are secured to the wall (Does not Apply to Build ins)

Aesthetics
Y N
☐ ☐ Lockers have been cleaned off (no dirt/ stickers/ tape)
☐ ☐ NO exposed cabling
☐ ☐ Lockers are Damage free (If not note damage and attached photos)
☐ ☐ Property is Damage free (If not note damage and attached photos)

Functionality
Y N
☐ ☐ Clear box was successful
☐ ☐ Test Delivery was successful

Where was key left on-site? In box#1 or with Management? **If with management need full name.**

First Name:_____ **Last Name:**_____
Additional Comments:

Please submit this check list with pictures to Parcel Pending for approval before the tech is let go.

Install Checklist

Location Name:_____

Tech Name:_____

Date/s of install:_____

Check yes or no for the following. If No is selected for any of the below, please explain why it was not complete.

Property Readiness

Y N

☐ ☐   Site was ready

☐ ☐   Site has power

☐ ☐   Site has internet

☐ ☐   Lockers Fit in original location (if not, what changed?)

Hardware

Y N

☐ ☐   Lockers are level and bolted together (No gaps between lockers)

☐ ☐   Lockers are secured to the wall (Does not Apply to Build ins)

Aesthetics

Y N

☐ ☐   Lockers have been cleaned off (no dirt/ stickers/ tape)

☐ ☐   NO exposed cabling

☐ ☐   Lockers are Damage free (If not note damage and attached photos)

☐ ☐   Property is Damage free (If not note damage and attached photos)
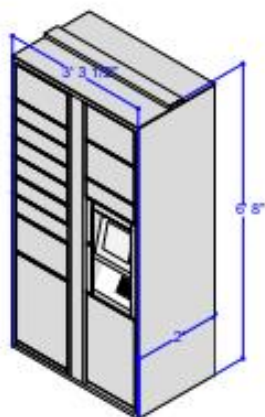
Functionality

Y N

☐ ☐   Clear box was successful

☐ ☐   Test Delivery was successful

==Where was key left on-site?== In box#1 or with Management? ***If with management need full name.***

First Name:_____ **Last Name:**_____

Additional Comments:

Please submit this check list with pictures to Parcel Pending for approval before the tech is let go.

Greystar - Everleigh Duluth
Indoor Towers - Floor Plan

Outlet Information :
Data and Power outlets should be located behind control tower at any height.
*Lockers will be about 2" away from wall.

or

Data and Power outlet should be located above control tower at 81" above finished floor.
*Lockers can sit flush with wall.

SYMBOLS:
⊕ Power Outlet: Standard 110V Electrical Outlet
▷ Ethernet Outlet: Dedicated RJ45 Data Jack

Alcove Information:
Add 1" to left side, right side, top, and 2" to depth of any alcove build out to accommodate installation of lockers.

S6 Locker Specifications :
S6 Tower Dimension:
W : 22 1/2"
D : 2'
H : 6'-8"

110V ELECTRICAL OUTLET AND INTERNET CONNECTION

MAIL

AVAILABLE SPACE

REQUIRED FINISHED OPENING

TOWERS WIDTH

CLEAR