

# USPS® Smart Lockers Integration Overview

Consumers are now accustomed to the convenience of online shopping and ordering products anytime and anywhere. They have similar expectations in how they receive their packages to best accommodate the varying needs of their lifestyle:

- Flexibility: Anytime, Anywhere
- Convenience: Don't want to wait at home or in a line for pickup.
- Privacy: Don't want to share personal information such as their home address.
- Security: Peace of mind that their package is safe and secure until they are ready for it.



The USPS Smart Lockers provide recipients of packages with a free, out-of-home alternative to receive their high-value items in a safe, secure, and convenient way

The Postal Service has designed a simple process that enables Shippers and Shipping Partners to present USPS® Smart Lockers (Lockers) as an alternate delivery option for their package recipients. This process allows Shippers to retain complete control over the customer experience they provide, while adding value to their business. Benefits include:

- Alternative delivery options at checkout.
- Improved first-time delivery success rate.
  - Solves for bad delivery/inaccessible addresses.
- Reduced returns/replacements (safe/secure delivery).
- Simplified package returns (offers a secure drop-off option).

## Getting Started

Smart Lockers are installed at select USPS Post Offices. A Smart Locker has a unique delivery address that is distinct and different from the **physical** address of the Post Office in which it is located. It even has its own 11-digit ZIP Code.

| Smart Locker Delivery Address | Physical Locker Location   |
|-------------------------------|----------------------------|
|                               | Charlotte Main Post Office |
| USPS SMART LOCKER             | 201 N McDowell ST          |
| Charlotte, NC 28204-0100      | Charlotte, NC 28204-9700   |

## Getting Started with USPS Smart Lockers

The **Smart Locker Delivery Address** must be used on the shipping label to ensure that the package is successfully delivered to the Smart Locker and available for pick up. The package recipient would then arrive at the **Physical Locker Location** address to pick up their package.

**Note:** Items shipped directly to the physical address of the USPS Post Office (**Physical Locker Location**) will not be available for Locker pick up.

### Smart Locker Lookup

Shippers and Shipping Partners can integrate the [USPS Locker Locations API](#) into their online checkout process and present recipients with a list of nearby Smart Lockers as an alternate delivery option to their home address.

Alternatively, a downloadable flat file (Smart Locker Flat File) with a complete list of available Smart Lockers & related information is also available at [Smart Lockers for Business Shippers | USPS](#)

### Labelling Standards



Packages shipped to Smart Lockers have specific labeling requirements.

- The address displayed on the label must be the **Smart Locker Delivery Address** and should be formatted as follows:
  - [Package Recipient Name]
  - USPS SMART LOCKER
  - [City] [State] [ZIP+4] for **Smart Locker Delivery Address**
- The “DELIVER TO USPS SMART LOCKER” text banner is optional but highly recommended. It is an additional indicator to USPS retail personnel that the package should be delivered to a Smart Locker.

**Note:** Smart Locker services are NOT available for APO/FPO/DPO destinations where a customs form is required.

### Package Eligibility to Smart Lockers

#### Package Size:

USPS Smart Lockers are designed to fit more than 95% of all packages shipped through the United States Postal Service. Currently, only one package per compartment is allowed.

Each Locker unit provides multiple locker compartments of varying sizes:

- Small Compartment Dimensions – 3.5" x 14.5" x 19.5"
- Medium Compartment Dimensions – 8.5" x 14.5" x 19.5"
- Large Compartment Dimensions – 13" x 14.5" x 19.5"
- Extra Large Compartment Dimensions – 14.5" x 19.5" X 22.5"

#### Eligible Service Types:

To better manage the customer experience with Smart Lockers, some service types are not available to be shipped to a Smart Locker. The table below summarizes service eligibility for packages shipped to Smart Lockers.

#### Eligible Items:

- Priority Mail®
- Priority Mail Express®
- USPS Ground Advantage™
- Media Mail®
- Bound Printed Matter
- Library Mail
- Any HAZMAT item with lithium batteries

#### Ineligible Items:

- Cremated Remains
- Live Animals
- Day Old Poultry
- Any HAZMAT item **other than** lithium batteries
- Registered Mail®
- Collect on Delivery (COD)
- COD Hold for Pickup
- Return Receipt
- Restricted Delivery Requests
- Adult Signature Services
- Items requiring a customs form (i.e., APO/FPO/DPO destinations)

### Domestic Labels 3.0 API

Shippers can print USPS Smart Locker labels using the USPS Domestic Label 3.0 API by simply specifying a few additional fields in the API request. More information on the Domestic Label API specifications can be found [here](#).

To print a Smart Locker label, adjust the **toAddress** object in the API request as follows:

- Specify **firstName**, **lastName** and **email** values.
- Specify **facilityID** value of the Smart Locker selected.
- Set **parcelLockerDelivery** to *true*.

### Updates to the Shipping Services File (SSF)

If submitting Shipping Services file for packages addressed directly to Smart Lockers, the following information must be provided in the electronic Shipping Services File Version 2.0 (SSF v2.0):

- **Detail 1 Record**
  - **Destination ZIP+4 (position 7)** – populate with the 9 or 11-digit ZIP Code of the selected Smart Locker.
  - **Destination Delivery Point (position 71)** – populate with “99” to indicate delivery to a Smart Locker. New codes may be added in the future.
  - **Recipient Name (position 77)** – populate with full name of the package recipient.
  - **Delivery Address (position 78)** – Address Line 1 of the selected Smart Locker. Use the [USPS Locker Locations API](#) to retrieve the accurate delivery address of the selected Smart Locker.
  - **Extra Service Code First Service (position 44)** – must be populated with “984”.
- **Detail 2 Record**
  - **Secondary Delivery Address (position 3)** – leave blank – no secondary address for Smart Lockers
  - **City Name, State, Delivery ZIP Code, and Delivery ZIP+4 (positions 4, 5, 6 and 7)** – must be populated with the Smart Locker Delivery Address (not the facility physical address). Use the [USPS Locker Locations API](#) to retrieve the accurate delivery address of the selected Smart Locker.
  - **Recipient E-mail Address (position 8)** – must be populated with a valid recipient email address. This is where the pickup notification and QR Code will be sent once the package is available for pick up at the locker.

More detailed information on field usage in the Shipping Services File can be found in USPS Publication 199 on PostalPro at <https://postalpro.usps.com/pub199> – Appendix C – Shipping Services File 2.0.

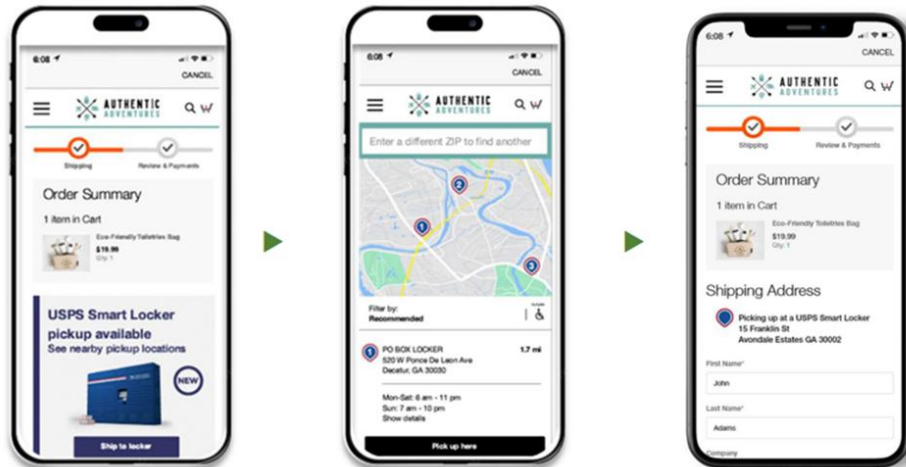
### Package Recipient Experience

The overall USPS Smart Locker experience has been designed to make the selection of a Smart Locker and the retrieval of packages as simple as possible for recipients.

#### eCommerce Checkout

Tools to support the use of USPS Smart Lockers have been designed so that package Shippers maintain as much control as possible over the experience that their recipients have with the locker selection process. A possible ecommerce checkout process is described below.

## Getting Started with USPS Smart Lockers



### Email Notification

An email notification will be sent to recipients when their package is deposited in the locker. The pickup notification email will contain a pickup QR Code that will open the locker compartment containing the package.

Customers will also receive reminder notifications until they are able to pick up their packages. If packages are not picked up within 5 days after initial deposit, their package will be removed from the locker and available for pick up at the retail counter.



Customer receives email with QR Code

Customer scans QR Code at locker.

Customer retrieves package from locker.

### Tracking & Notifications

Locker-specific scan events are available to indicate when a package has been delivered to a locker, as well as when it has been picked up by customers:

- SE '01' – Delivered to Smart Locker
- SE '43' – Picked Up from Smart Parcel Locker
- SE '58' – Held at PO - Removed from Smart Locker

## Getting Started with USPS Smart Lockers

Shipping Partners can retain control of their customer's post-purchase experience by using the [QR Code API](#) to access the pickup code and present it on their website or as a branded email to their Customers. This gives Shipping Partners the ability to manage notifications and pickup instructions within their brand's ecosystem.

