

## **Groundfloor WATERTOWER PARCEL DELIVERY KIOSK – User Notes**

### **What do you need to do?**

When you order or request delivery of a parcel, you must ensure your delivery instructions state:

***“Deliver into the parcel box”***

Couriers will use the Watertower kiosk / parcel delivery box locker system to deliver.

### **Change of Email and/or Mobile phone Number:**

To update, please advise any changes to [secretary@thewatertower.com.au](mailto:secretary@thewatertower.com.au)

### **What happens when a delivery arrives:**

Each time a parcel arrives for you, you will receive an SMS/email containing your unique QR and access codes to use when collecting the parcel.

### **How to collect delivered parcels:**

When ready to collect, either use

- the touchless method of scanning the QR Code under the beam at the kiosk or
- at the kiosk screen, select RESIDENT and type the access code into the touchscreen.

The door containing your parcel will open automatically

- take your parcel
- close the locker door

### **If you need assistance with collecting your parcel:**

Call *Groundfloor* technical assistance on 03 9982 4462

Refer to the Residents Guide for more details.