

How locker system works

A network of lockers will soon help cut down on the problem of deliveries being made when recipients are not home. Here is how it works.



1 An online shopper buys goods from an online merchant.



2 The customer indicates the preferred locker location to collect the goods.



3 The merchant engages a courier to pick up the parcel, and tells him which locker to store it in.



4 The courier reserves the locker space in real time from an app or online system.



5 The courier or locker operator sends a notification with a QR code/barcode to the customer via e-mail, SMS or smartphone app.



6 The customer collects his goods from the chosen locker by scanning the supplied QR code/barcode at the locker.