

MSL Smart Locker

End-user Manual

Version 1.40

Locker Description

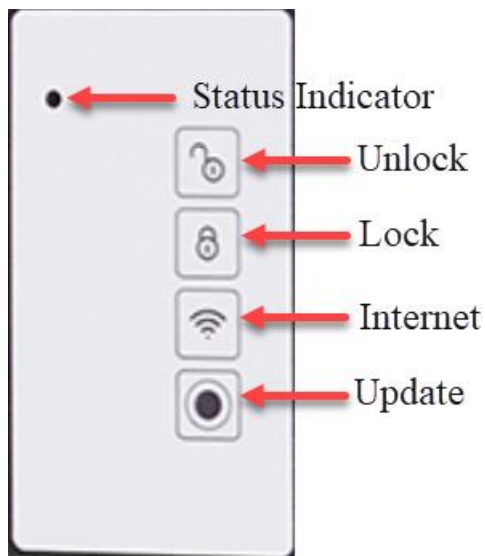
Except for the large size (30" Cube), all MSL Smart Lockers are shipped in assembled state. MSL Smart Lockers shipped in unassembled state would also come with an assembly manual. Also, a link will be provided in the assembly manual to view assembly video. If needed, please scan the following QR Code from any mobile device to view the assembly video:



Please scroll down to the end of the document to view trouble shooting section, if you ever come across any trouble in using MSL Smart Lockers.

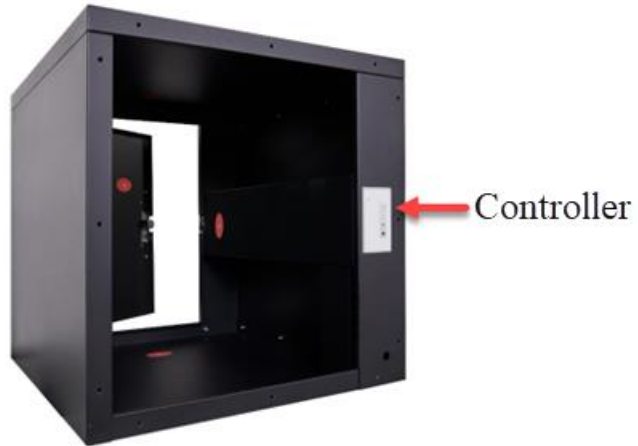
To protect the content, MSL Smart Lockers are designed to be self-closing and self-locking. They have a built-in mechanical lock and an electronic lock. When both are in locked state, the locker cannot be opened. Only when one of them is in unlocked state the locker can be opened. The mechanical lock can be unlocked using one of the 2 keys provided

with the locker. The keys for the mechanical lock are unique for each lock. The keys can be removed from the mechanical lock only when the lock is in the locked state. To get additional locks contact MySingleLink with the lock number provided on the front cover. The electronic lock requires a power input and an internet connection through a wi-fi router. The electronic lock will always be in locked state unless it is unlocked using either the keypad provided in the front side of the locker or using the controller placed on the back side or inside of the locker. When the electronic lock is unlocked, it will lock by itself after a brief period which is referred as 'Auto-Lock Time'. It can be changed by the locker owners through the mobile app (MSL Wallet) upon adding the locker to the mobile app. When the power is down, the electronic lock will be in locked state and the key can be used to unlock the mechanical lock. Before shipping, lockers are fully tested using a wi-fi router available nearby and the 'Auto-Lock Time' is set to 30 seconds. When lockers are moved from place to place, they must be powered up and connected to a wi-fi router. Once the locker is connected to a power outlet, the status indicator on the controller with a four key (controller) will blink or be steady. Following is an image of the controller:



The lockers can have a closed or open backside depending on the usage type. In case of a locker with an open back side, the controller will be mounted on the back side and be visible. In case of a locker with a closed back side, the controller will be placed inside the locker and will be visible only when a door is opened.

Following is an image of a controller mounted on the back side with an opening in the back side:



Following is an image of a controller mounted inside the locker with closed back side:

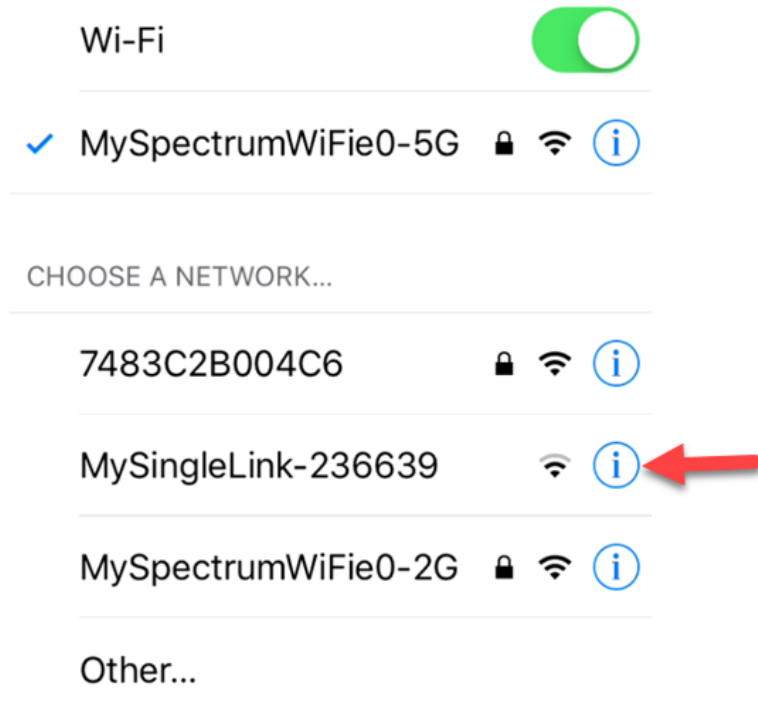


The locker can be easily modified from open back to closed back and vice versa. The conversion manual also would have a link to view the conversion video.

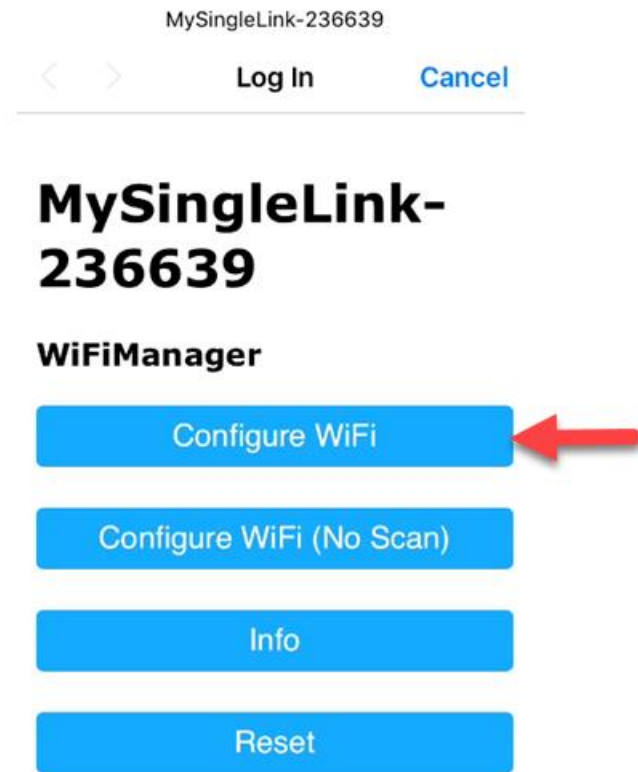
If the locker is connected to a Wi-Fi router the status indicator (blue light) will be steady, otherwise it will blink. If it blinks, follow the procedure given below to connect the locker to a Wi-Fi router. The approximate time taken to connect the locker to a Wi-Fi router would be much less than 5 minutes:

iPhone:

- Bring iPhone near the locker.
- Tap on 'Settings' icon and tap on 'Wi-Fi'.
- Tap on network 'MySingleLink-XXXXXX' where, 'XXXXXX' is the six-digit Electronic Lock Serial number, from the list of available networks as shown below:



- The Electronic Lock Serial number should be same as the one printed on the cover page of this manual.
- From the displayed WIFI Manager screen, as shown below, select 'Configure Wi-Fi' option to view available networks.



- Select a network, if required, and enter the Wi-Fi router password. Tap on 'Save' button as shown below:

MySingleLink-236639

< > Log In Cancel

[MySpectrumWiFie0-2G](#) 🔒 88%

[7483C2B004C6](#) 🔒 54%

MySpectrumWiFie0-2G

●●●●●●●●●●●●●●●●

save

[Scan](#)

Android:

- Bring an Android Phone near the locker.
- Tap on 'Settings' icon and tap on 'Wi-Fi'. In some Android phone 'Connections' will be displayed instead of wi-fi.
- Tap on network 'MySingleLink-XXXXXX' where, 'XXXXXX' is the six-digit Electronic Lock Serial number, from the list of available wi-fi networks as shown below:

← Wi-Fi



On



AT&T WI-FI HOTSPOT SETTING

Auto connect

Automatically connect to an available AT&T Wi-Fi HotSpot



WI-FI NETWORKS



gopal

Connected



MySpectrumWiFie0-2G

Saved



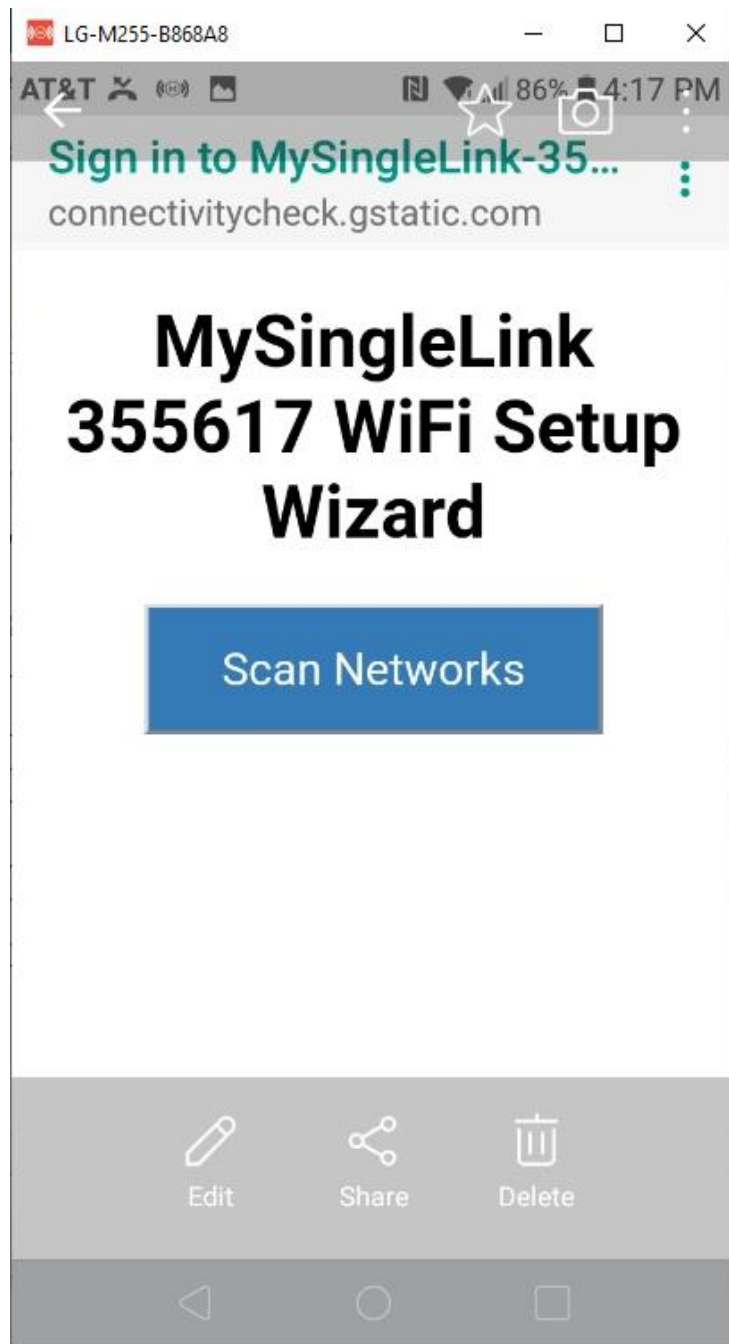
7483C2B004C6



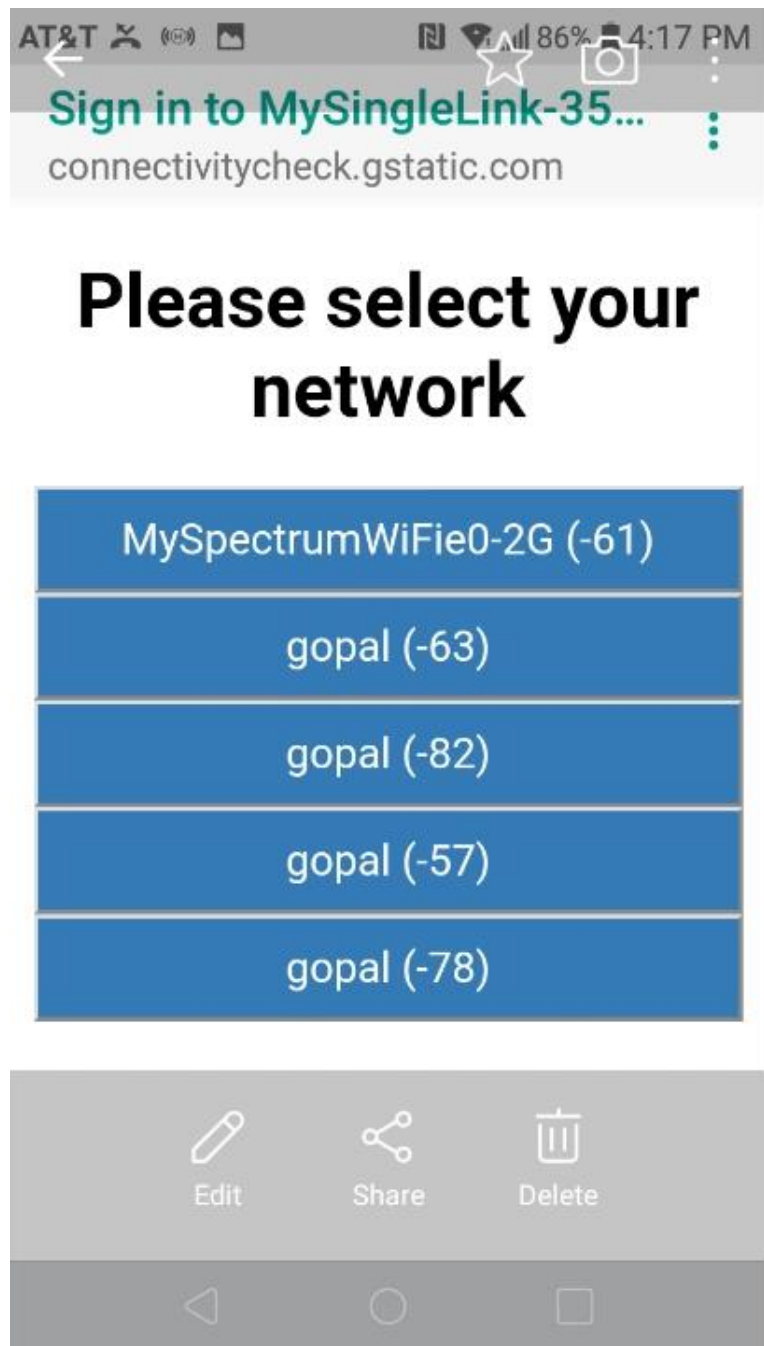
MySingleLink-355617



- The Electronic Lock Serial number should be same as the one printed on the cover page of this manual.
- From the displayed WI-FI Setup Wizard, as shown below, select 'Scan Networks' option to view available networks.



- Select a network, if required, and enter the Wi-Fi router password:



When the locker is connected to the Wi-Fi router, the status indicator will be steady. It may take a minute or two and do not interrupt the process.

If the locker has not been used in production before, a pre-production testing consists of the following 2 steps will be required. The pre-production test will take less than 5 minutes but will depend on how many cycles of test the locker owner wants to test.

Step 1:

Mechanical Lock Testing:

- A. Unlock the door using the key shipped with the locker. When the mechanical lock is in unlocked state, the key cannot be removed from the lock.
- B. Pull the door open.
- C. The door will automatically and slowly close. It can also be closed manually.
- D. Lock the door and remove the key.
- E. Perform steps A-D as many times as required to make sure that the mechanical lock functions properly.

Step 2:

Electronic Lock Testing:

The electronic lock is set with a temporary reusable code which is same as the Electronic Lock Serial Number provided at the cover page of this manual. **This temporary reusable code is valid only until the locker is registered.** Following is the procedure to test the Electronic Lock:

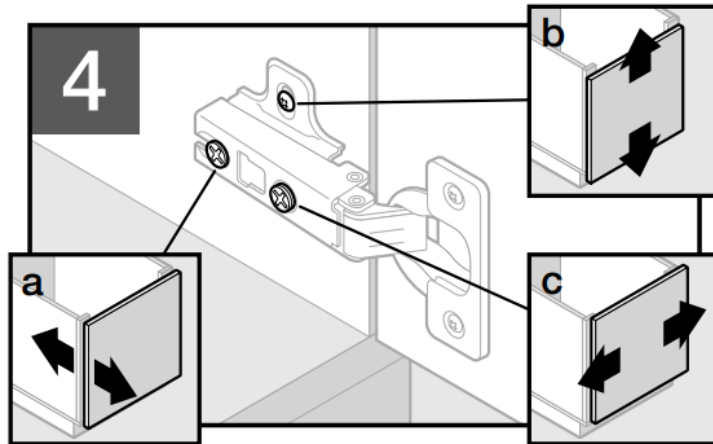
- A. Enter the temporary reusable code and press the unlock button on the keypad to unlock the electronic lock. Following is an image of the keypad displayed on the front side of the locker:



- B. The electronic lock will lock itself after a pre-set 'Auto-Lock Time'. This will ensure that the electronic lock is always in locked state except for a period of 'Auto-Lock Time' when it is unlocked. During testing, if the electronic lock does not remain in unlocked state for 30 seconds, then press the 'update' button in the controller to set the 'Auto-Lock Time' to be 30 seconds. During the 'Auto-Lock Time' the locker can be opened even if the mechanical clock is in locked state. The electronic lock can be locked any time just by pressing the 'Lock' button.
- C. Unlock the electronic lock and open the door as many times as required to make sure that the electronic lock is functioning properly.

Once the pre-production testing is done successfully, the locker is ready for production use.

MSL Smart Lockers use self-closing hinges. If the door does not close properly then the hinges holding the door can be adjusted in 3 directions as shown below:



Align door to cabinet. Use screw (a) to adjust door depth, screw (b) to adjust vertically and screw (c) to adjust horizontally.

Alignez la porte sur l'armoire. Utilisez la vis (a) pour régler la profondeur de la porte, la vis (b) pour le réglage vertical et la vis (c) pour le réglage horizontal.

Alinee la puerta con el gabinete. Use el tornillo (a) para ajustar la profundidad de la puerta, el tornillo (b) para ajustarla verticalmente y el tornillo (c) para ajustarla horizontalmente.

MSL Smart Lockers is the most versatile Smart Locker that can be used as a Consumer or as a Merchant locker with several mounting options depending on the usage type. Depending on usage, please proceed to 'Consumer Locker' or 'Merchant Locker' section.

Have questions, please call MySingleLink at (210) 494 5465 or send an email to info@mysinglelink.com

Consumer Locker

Consumer Lockers can be used for In-Door, Porch (Door) or Curbside deliveries and pickups. The delivery person may be a representative or employee of a delivery company or an independent delivery person. Consumer Lockers can be managed using a freely available app for iPhone and Android devices. The name of the app is 'MSL Wallet'.

Please scan the following QR Code from a mobile device to view 'MSL Wallet' user video:



Following are the steps in using ‘MSL Smart Locker’ as a Consumer Locker. The total time taken for setting up the locker for production would depend on the mount type. Some mount types may need professional help which may take longer time. The time taken excluding mounting time may be less than 15 minutes.

1. ‘MSL Wallet’ App Download
2. User Registration & Verification
3. Finger Print Setup
4. Locker Registration
5. Mounting options
6. Locker Management
7. Payment Setup (Optional)
8. Merchant Applications (Optional)

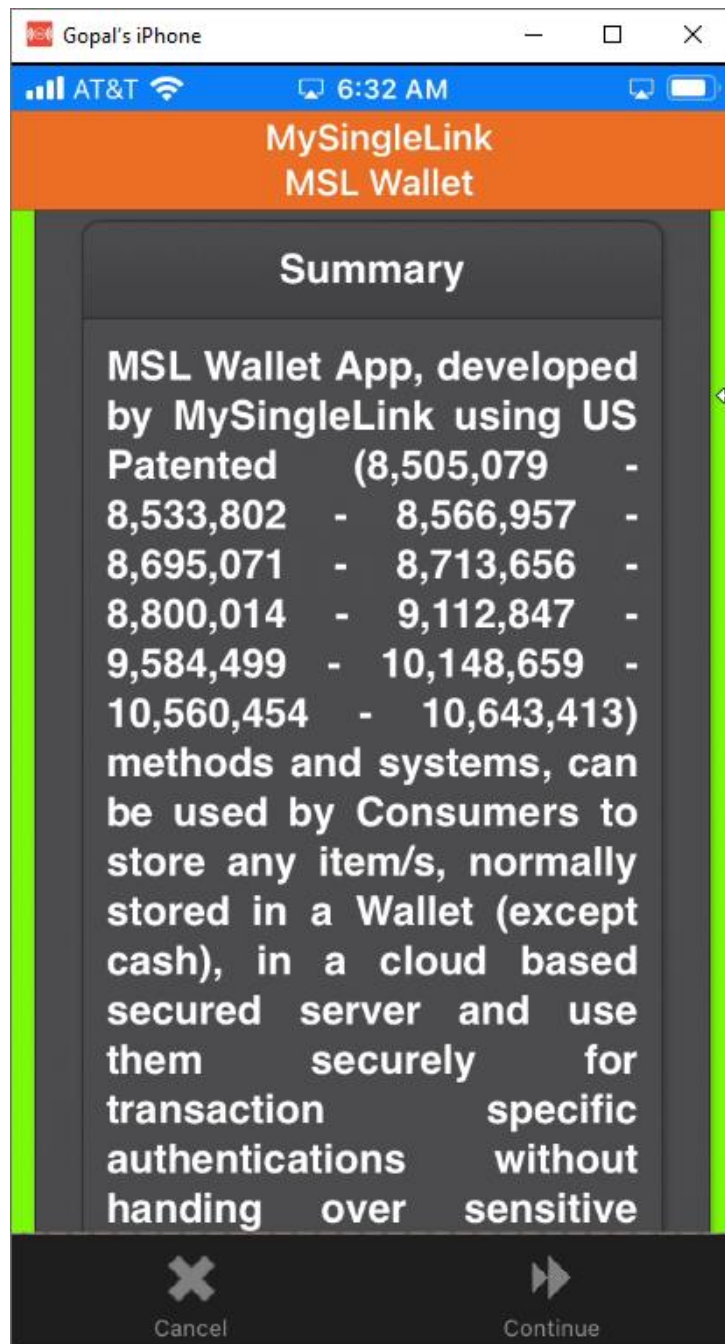
1. ‘MSL Wallet’ App Download:

‘MSL Wallet’ is a free app and can be downloaded from app store for iOS and from google play store for android devices.

2. User Registration & Verification:

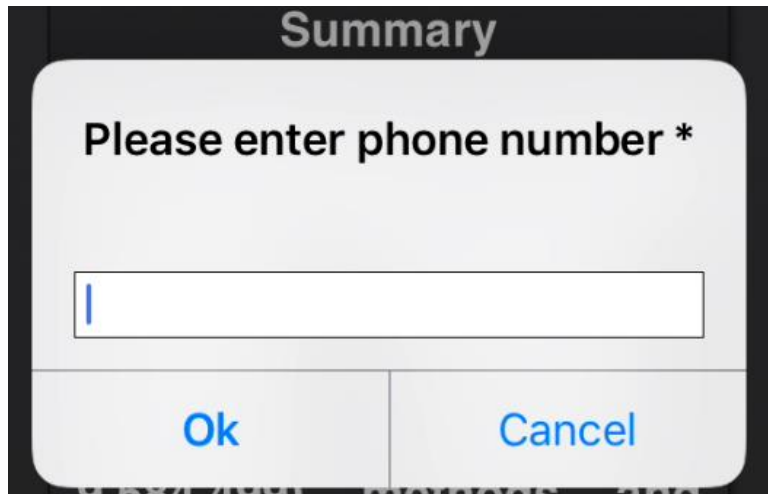
Consumer Lockers are interfaced with ‘MSL Wallet’ and must be registered and verified (required only once) before the consumer locker can be used.

When ‘MSL Wallet’ app is opened and if the user (mobile phone number) is not already registered with the app, then a Summary page would be displayed with the following two options at the bottom as shown below:



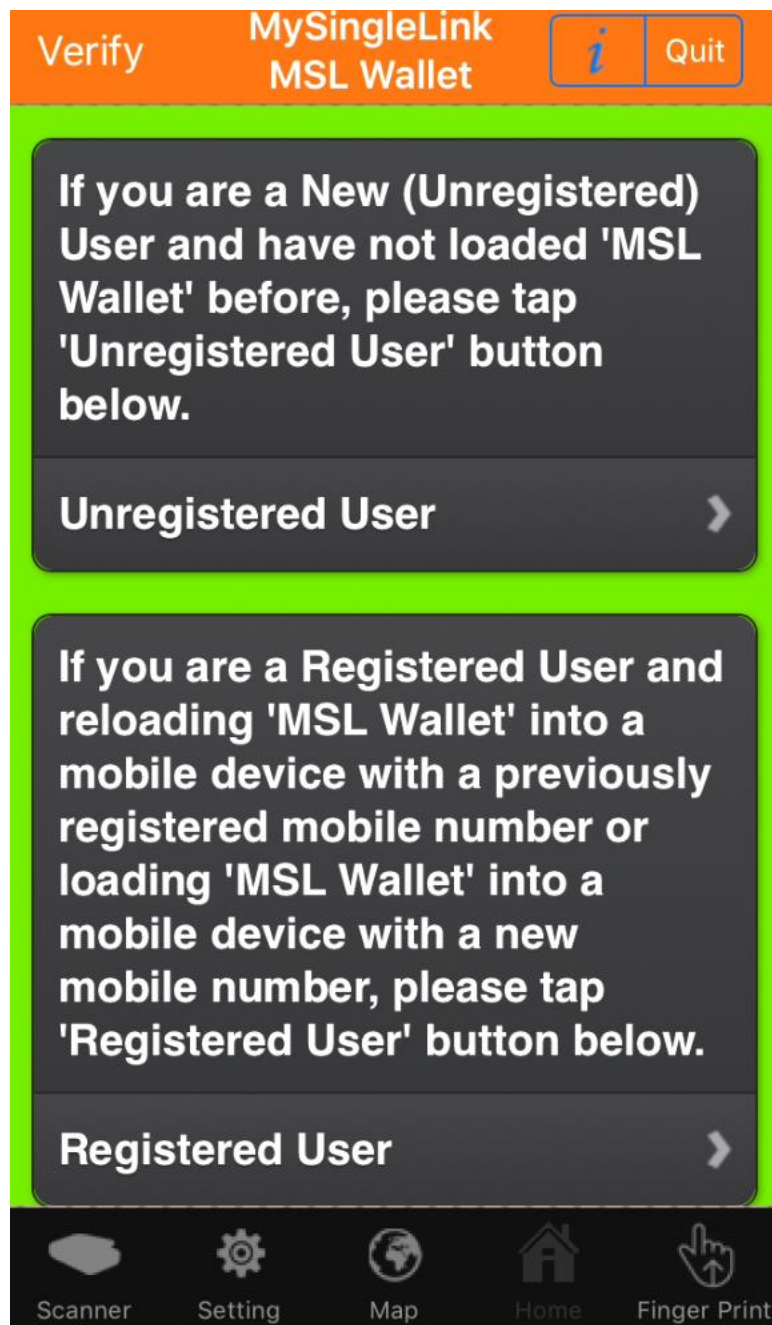
Tap on 'Continue' icon.

Enter the 10-digit mobile phone number as shown below and tap on ok:



The image shows a mobile application interface. At the top, there is a dark header with the word "Summary" in white. Below the header is a light gray rounded rectangle containing the text "Please enter phone number *". Underneath this text is a white rectangular input field with a blue vertical cursor on the left side. At the bottom of the gray rectangle are two buttons: "Ok" on the left and "Cancel" on the right, both in blue text.

If the entered mobile phone number is already registered with 'MSL Wallet', then the user would be taken to a verification page, otherwise the user would be taken to a user registration page as shown below before taken to a verification page:



Tap on 'Unregistered User' or 'Registered User':

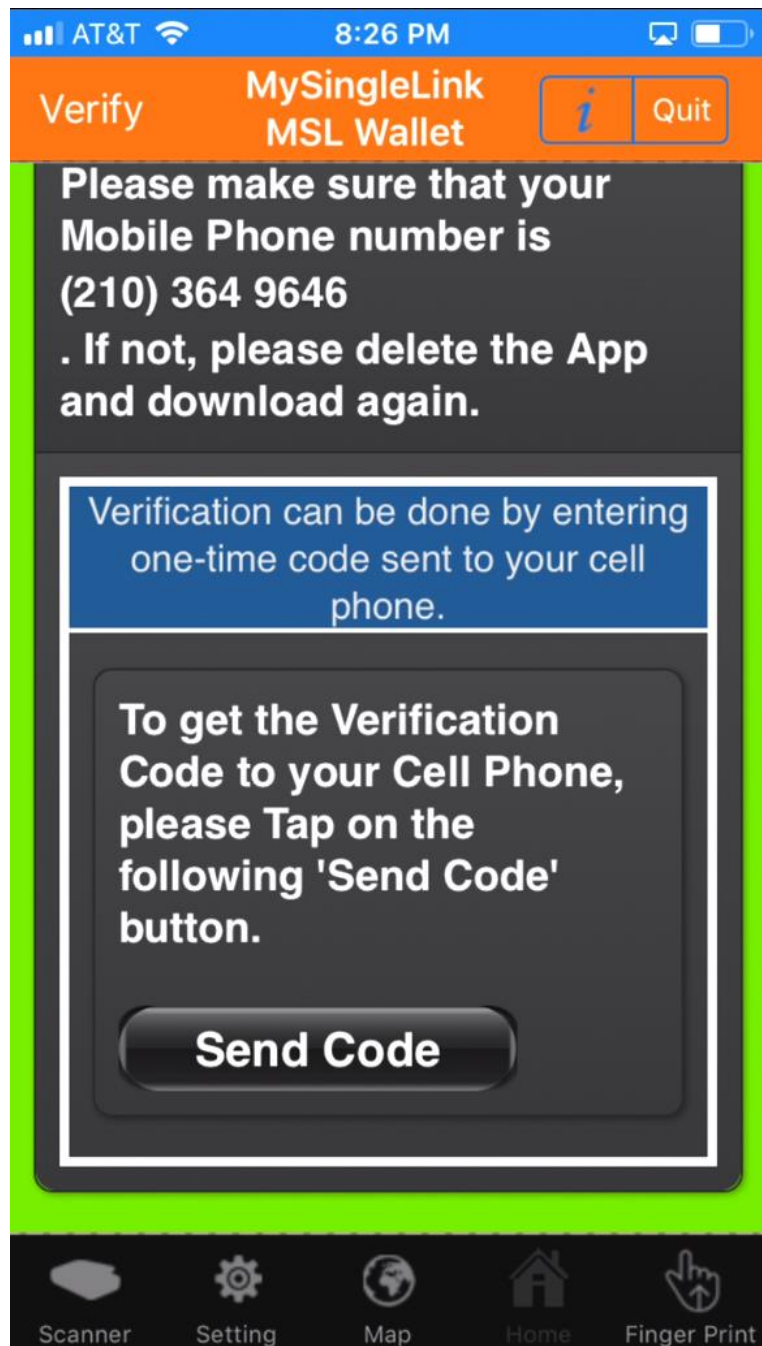
If the end-user has already registered a mobile phone number previously owned, then 'Registered User' option should be selected, otherwise 'Unregistered User' option should be selected.

If 'Registered User' is selected, enter the requested information, and tap on Submit button.

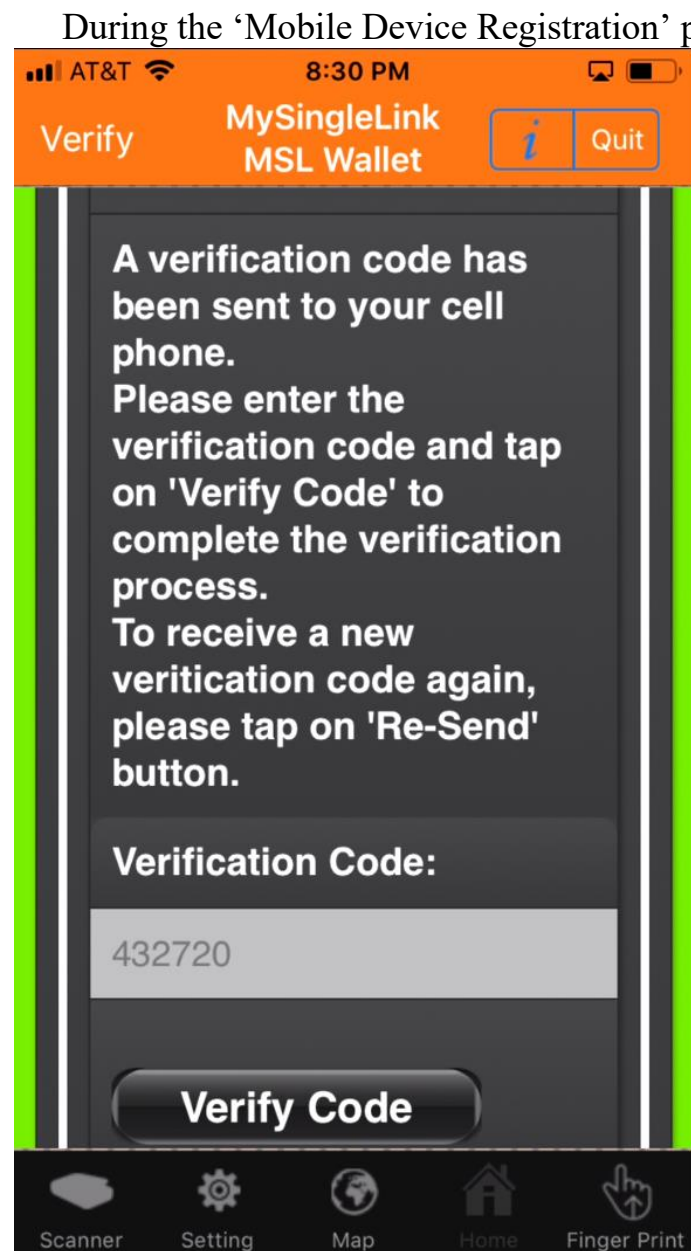
If 'Unregistered User' is selected, enter the requested information, tap on confirmation checkbox, and tap on Submit button.

Once the mobile device is registered, the end-user must be verified for security reasons. Verification is required only once. Tap on 'Verify' button displayed on left top corner of the mobile device if verification page is not displayed.

Request for a one-time code as shown below:



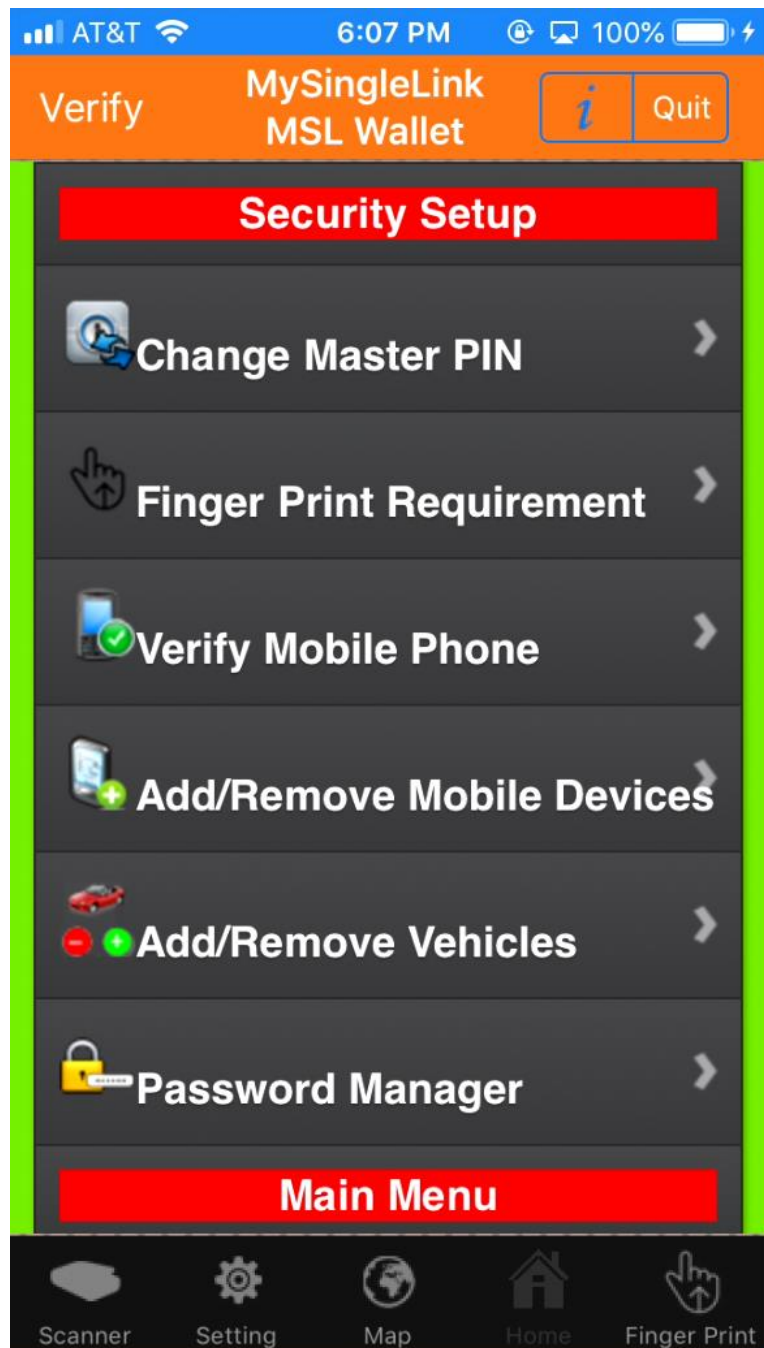
Enter the one-time code to complete the verification process as shown below:



During the 'Mobile Device Registration' process, the unregistered end-user would be given a Master 'Personal Identification Number' (PIN) which can be used instead of 'Fingerprint' for sensitive transactions such as 'Card Less Payments', 'Password Less Logins', 'One-time Code Less Locker Access', 'Help Desk Verification', 'Ticketless Entrance' and more. The given Master PIN can be used only with the registered mobile device to create a one-time code for each transaction. It cannot be retrieved. **So, it is especially important to remember Master PIN for any future transaction.**

3. Finger Print Setup:

To use Finger Print instead of one-time code with embedded Master PIN, tap on 'Security Setup' from the 'Menu' screen and then tap on 'Finger Print Requirement' as shown below and follow the instructions:



4. Locker Registration:

Electronic Lock Serial number printed on the cover page of this manual should be used to setup the locker.

The locker can be used only after connecting the locker to a Wi-Fi router.

To register the locker, use the path 'Menu -> Delivery & Pickup Lockers -> Locker Add' as shown below:

Gopal's iPhone

AT&T 6:46 AM

Verify MySingleLink MSL Wallet i Quit

Lockers Lockers + Locker Add About

To Purchase a Locker use the option 'Locker Purchase' or [click here.](#)

Serial Number:
Unique Locker Serial Number received along with the Locker.

Lock Number:
Unique Mechanical Lock Key Number received along with the Locker.

Submit

Scanner Setting Map Home Finger Print

Enter the required information and tap on 'Submit' to complete Locker Registration.

Once the locker is registered, the locker will be ready to use.

The locker can be disconnected from the Wi-Fi router by double clicking the internet button in the controller keypad. Once it is disconnected, it must be connected again.

Some of the locker parameters such as auto lock time and password can be changed by using the navigation 'Menu -> Delivery & Pickup Lockers -> Locker Setup'. When any of the parameter is changed, the update button in the locker controller keypad must be clicked to take effect of the changes.

5. Mounting options:

The locker comes with several attachments to facilitate several mounting options.

Power source and wi-fi access is required for all mounting types.

Following are the mounting options available for consumer lockers:

- In-Door Delivery Mount
- Porch (Door) Delivery Mount
- Curbside Delivery Mount

In-Door Delivery Mount:

In-Door Delivery Mount requires a mounting plate and can be as following:

- Window mount with locker placed outside
 - DIY Mount
 - No drilling holes
 - Custom Mounting plate is required
 - Mounting may take approximately 1 hour

Following is an example:



- Window mount with locker placed inside
Professional help only to remove the window glass
DIY Mount
No drilling holes
Custom Mounting plate is required
Back door is required
DIY portion may take approximately 1 hour

Following is an example:



- Wall mount with locker placed inside.
Professional help required
Back door is required
Opening in the wall is required
Mounting time will depend on structure of the wall
Following is an example:

Users can contact MySingleLink at (210) 494 5465 or info@mysinglelink.com with the window measurement to get the custom mounting plate, back door, and any architectural drawings, if needed.

Door Delivery Mount:

Door Delivery can be as following:

- Wall mount with locker placed outside
DIY Mount
4 – 6 holes to drill the anchors into the wall
Mounting make take approximately 1 hour
Following is an example:





- Floor mount:
 - DIY Mount
 - 4 holes to drill into the floor or into a concrete slab placed on the floor to place the anchors
 - No sandbags required
 - Mounting may take approximately 45 minutes
 - Following is an example:



- Curbside mount:
DIY Mount
4 holes to drill the anchor into the floor or into a concrete slab placed on the floor
Mounting may take approximately 45 minutes
Following is an example:



For detailed instructions for all mounting options, please refer to ‘MSL Smart Consumer Locker Mounting Manual’.

6. **Locker Management:**

‘MSL Smart Lockers’ come in 3 configurations, which are interchangeable with conversion kits, as following:

- Back Opened:
Can be mounted on to windows and fences where the delivery persons can open the locker and leave or pick-up the goods from outside of secured private area and residents of secured private area can pick-up the goods from inside of secured private area. The locker would come with a custom-made window mounting plate to mount the locker to any size window. To get the custom-made window mounting plate, please call (210) 494 5465.

Lockers with open back side can be used for indoor delivery & pickup.

If the locker is to be placed inside secured private area, then a back is also required.

- **Back Closed:**

Can be mounted to walls by anchoring the back side to walls or fences with supporting bracket for additional support. It can also be mounted on ground. Both delivery persons and locker owners would use the front door to leave or pick-up goods. The front door would also have a mechanical lock with a unique key at owner's disposal, in case the electronic lock does not work. The Mechanical Lock Serial Number is printed on the cover page of this manual and can be used to request for additional keys. Lockers with closed back side can be used for porch (door) delivery & pickup.

- **Back Door:**

Can be mounted thru an opening in the walls, windows, and fences where the delivery persons can open the locker and leave or pick-up the goods from outside of secured private area and residents of secured private area can pick-up the goods from inside of secured private area.

A door with a mechanical lock can be attached to the opening in the back side.

Lockers with back door can be used for indoor delivery & pickup.

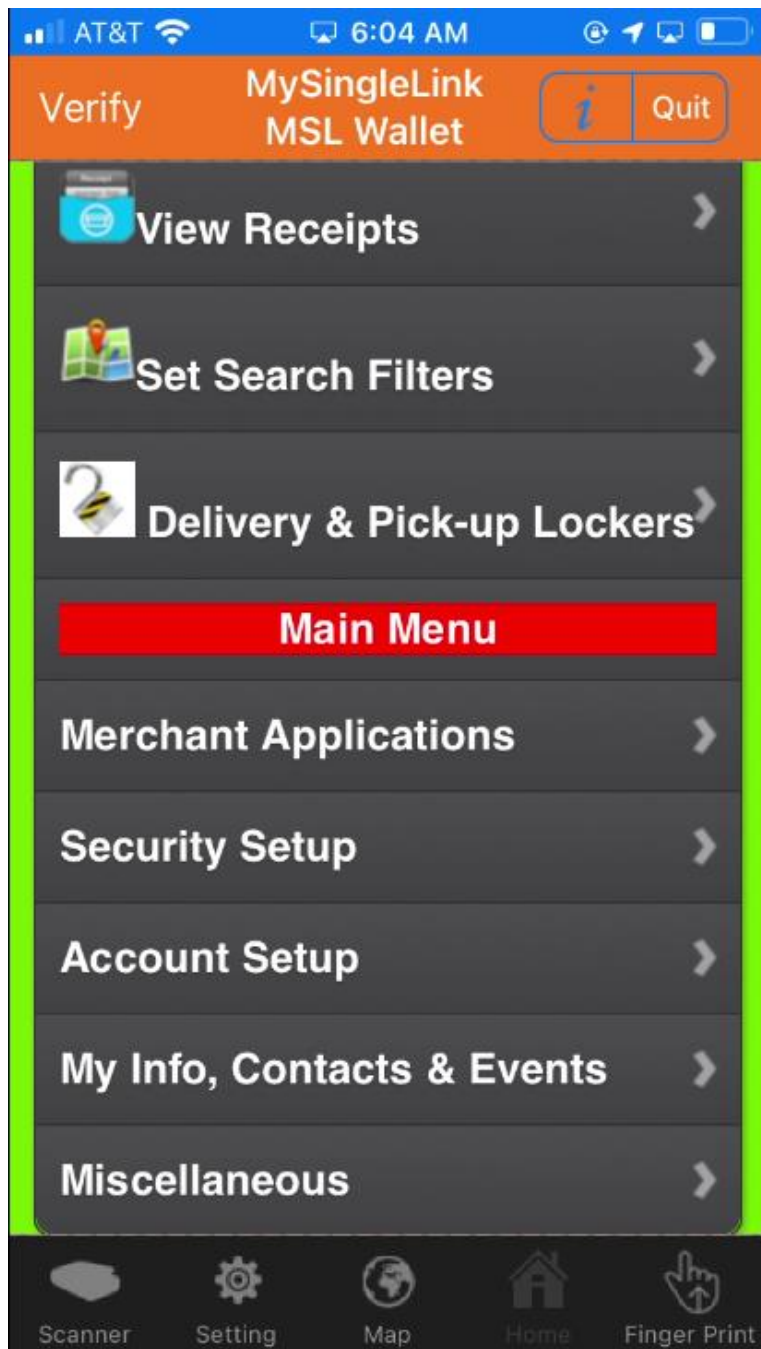
All the lockers have a front door controlled by 'MSL Smart Lock'. Each smart lock has a dedicated internet connector, keypads and a unique QR Code. The locker can be opened just by scanning the QR code using 'MSL Wallet' app or by entering a code in the keypad. Locker owners can also unlock the locker remotely. The electronic lock uses 'Fail Secure' method where it will be in the locked state always and will be unlocked only when it is energized. So, in case of power failure, the lock will remain in the locked state.

'MSL Smart Lockers' come in 3 sizes and 2 colors as following and any custom size in any custom color can also be manufactured:

- 18" cube (white and black)

- 24” cube (white and black)
- 30” cube (white and black)

To manage the lockers, the end-users can select ‘Delivery & Pickup Lockers’ from the ‘Menu’ in ‘MSL Wallet’ as shown below:



For end-users to buy lockers as well as to manage packages for in-door and door deliveries following options are available:

- Add Remote Unlock
- Add One-Time Code
- Remove Remote/One-Time Code
- Locker Activities
- Multi-Use Code
- Authorized Users
- Tip (Gratuity) Setup
- Auto-Pilot Setup
- Locker Setup
- Locker Instructions Poster
- Locker Add
- Locker Purchase or Status
- Locker View

End-users can add any number of lockers in their primary location as well as in additional locations.

The locker is shipped with a QR Code and locker instructions poster. Once a locker is added, end-users can also print a unique QR Code and locker instructions poster. The QR Code can be pasted to the QR Code window in the keypad as soon below:



Locker instructions poster can be posted for delivery persons to follow the instructions.

A Sample locker instructions poster printed on card stock is included with this document. The same image can be printed on any medium.



Using 'Locker Setup' option, end-users can also edit locker parameters such as password, self-locking time and more. Any updated parameters will take effect only when the user clicks on 'Update' button in the controller keypad.

To encourage delivery persons to leave the packages inside lockers, delivery persons can also receive tips. Locker owners can set the tip using the option 'Tip (Gratuity) Setup'. To receive tips, set by the locker owners, delivery persons simply enter their TipId after the one-time code. Delivery persons can receive unique TipIds by using the option 'Menu

-> Account Setup -> Tip Recipient Account' and follow the instructions in 'MSL Wallet'. A small tip as low as 25 cents can go a long way in protecting packages.

Lockers can also be set to be in 'Auto-Pilot Setup' mode. With 'Auto-Pilot', locker owners never have to add a one-time code to the locker manually for each package. Each locker comes with a mobile number and an email address. When the locker is in 'Auto-Pilot' mode, the locker's mobile number and/or email address will be activated. The locker owners can request the delivery service providers to send the shipment information to the locker's mobile number and or email address. Alternatively, the locker owner can also automatically forward only the shipment information email they receive to locker's email address. The locker, upon receiving the shipment information, would automatically add last 4 characters, depending on the setup, in the tracking number as one-time code to open the locker. Where tracking number is not available thru email or phone (for example Amazon), locker owners can setup a multi-use code the for the delivery company. The locker would activate the multi-use code only when a package is to be delivered or picked up.

Following is information in setting up delivery service providers Amazon, UPS, and FedEx under 'Auto-Pilot' Mode:

A. Amazon:

Step 1:

Setup a Multi-Use Code for Amazon:

Access 'Multi-Use Code' page

(Delivery & Pickup Lockers -> Multi-Use Code) and set a multi-use code for multi-use code user Amazon.

Example: 91893412

Step 2:

Sign-up for 'Auto-Pilot' and get Locker email address:

Access 'Auto-Pilot' page

(Delivery & Pickup Lockers -> Auto-Pilot Setup) and get a Locker email address.

Example: 8291076@mysinglelink.com

Step 3:

Setup Delivery Instructions in Amazon:

- A. Select 'Your Account'.
- B. Expand 'Ordering and shopping preferences' and select 'Your addresses'.
- C. Select the address where the Locker is located.
- D. Select 'Edit delivery preferences' and Select 'Edit'.
- E. Select 'Delivery Instructions' and Select 'Edit'.
- F. For Security Code enter the 'Multi-Use Code' set up in 'MSL Wallet' for Multi-Use code user 'Amazon'.

Example: Locker Code: 91893412

- G. For Additional Info, enter instructions on how to open the Locker Door and add your phone number to call and Save.

Example: Leave packages inside the Locker. Enter Locker code 91893412 and press UNLOCK button to open the Locker Door. If you have problems call us at 123 456 7890.

- H. Click on 'Save Changes'.
- I. Confirm information is saved.

Step 4:

Since, Amazon would send all notifications only to your primary email address (to get primary email address log into Amazon account and then go to 'Account' and select 'Login & Security'), the notifications sent from order-update@amazon.com and from shipment-tracking@amazon.com must be forwarded from amazon primary email address to Locker email address.

Microsoft 'Outlook' or email service providers such as 'Yahoo' and 'Gmail' can be used to setup forwarding the emails.

Following is an example in Microsoft Outlook for the emails sent from order-update@amazon.com to primary email address to forward to Locker email address.

- I. Click on 'File' displayed on top left.
- II. Click on 'Manage Rules and Alerts'.
- III. Click on 'New Rule'.
- IV. Select a folder for 'Apply Changes to this folder'.
- V. Select 'Apply rule on messages I receive' under 'Start from a blank rule' and click 'Next'.
- VI. Select the check box 'from people or public group', click on the link 'people or public group' and for text box 'From' enter 'order-update@amazon.com' and click on 'OK'
- VII. Click on 'Next'.
- VIII. Select the check box 'forward it to people or public group', click on the link 'people or public group' and for text box 'To' enter Locker email and click on 'OK'.
- IX. Click on 'Next'.
- X. Select the check box 'stop processing more rules'.
- XI. Click on 'Finish'.

Add a new rule to forward notifications sent from shipment-tracking@amazon.com To amazon primary email address to Locker email address.

The above procedure would activate the Multi-Use Code for Amazon would be active only when a package is to be delivered or to be picked up.

B. UPS:

Step 1:

Sign-up for 'Auto-Pilot' and get Locker email address:

Access 'Auto-Pilot' page

(Delivery & Pickup Lockers -> Auto-Pilot Setup) and get a Locker email address.

Example: 8291076@mysinglelink.com

Step 2:

Sign up for 'UPS MyChoice' account at www.ups.com

Step 3:

Setup Delivery Alerts in UPS MyChoice:

- I. After logging into 'UPS' select 'Preferences' from the drop down under the username at the right top corner.
- II. Select 'Edit Preferences' under 'UPS MyChoice'.
- III. Select 'Delivery Alert' under 'Alerts'.
- IV. Select 'EMail' under 'Day of Delivery' and under 'Delivered'.
- V. Add Locker EMail as Email.
- VI. Click on 'Save Changes'.
- VII. Confirm information is saved.

The above-described procedure would enable Locker to receive notification from UPS and add last 4 digits of tracking number as one-time code automatically for each package.

C. FedEx:

Step 1:

Sign-up for 'Auto-Pilot' and get Locker email address:

Access 'Auto-Pilot' page

(Delivery & Pickup Lockers -> Auto-Pilot Setup) and get a Locker email address.

Example: 8291076@mysinglelink.com

Step 2:

Go to 'www.fedex.com and Sign up for 'FedEx Delivery Manager'.

Step 3:

Setup Delivery Notifications in FedEx Delivery Manager:

- I. Click on account holder name displayed on right top corner and select 'MyProfile'.
- II. Expand 'FedEx Delivery Manager'.
- III. Click on 'Edit' for 'Notifications'.
- IV. Select 'The day of delivery' option and select 'Email' for 'Notify me by' option.
- V. Enter Locker Email address for 'Email address'.
- VI. Click on 'Save'.
- VII. Verify saved information.

The above-described procedure would enable Locker to receive notification from FedEx and add one-time code automatically for each package.

Step 4:

Setup Delivery Instructions in FedEx Delivery Manager:

- I. Click on 'Edit' for 'Delivery Instructions'.
- II. Select an appropriate value for 'Leave package at' 'Enter the text 'Last 4-digit Tracking opens Locker' for 'Help us to find your address'.
- III. Click on 'Save'.
- IV. Confirm information is saved.

The above-described procedure would enable FedEx delivery persons to open the locker using one-time code.

For further assistance in setting up the locker in auto-pilot mode, please see the details in 'MSL Wallet' app or call (210) 494 5465.

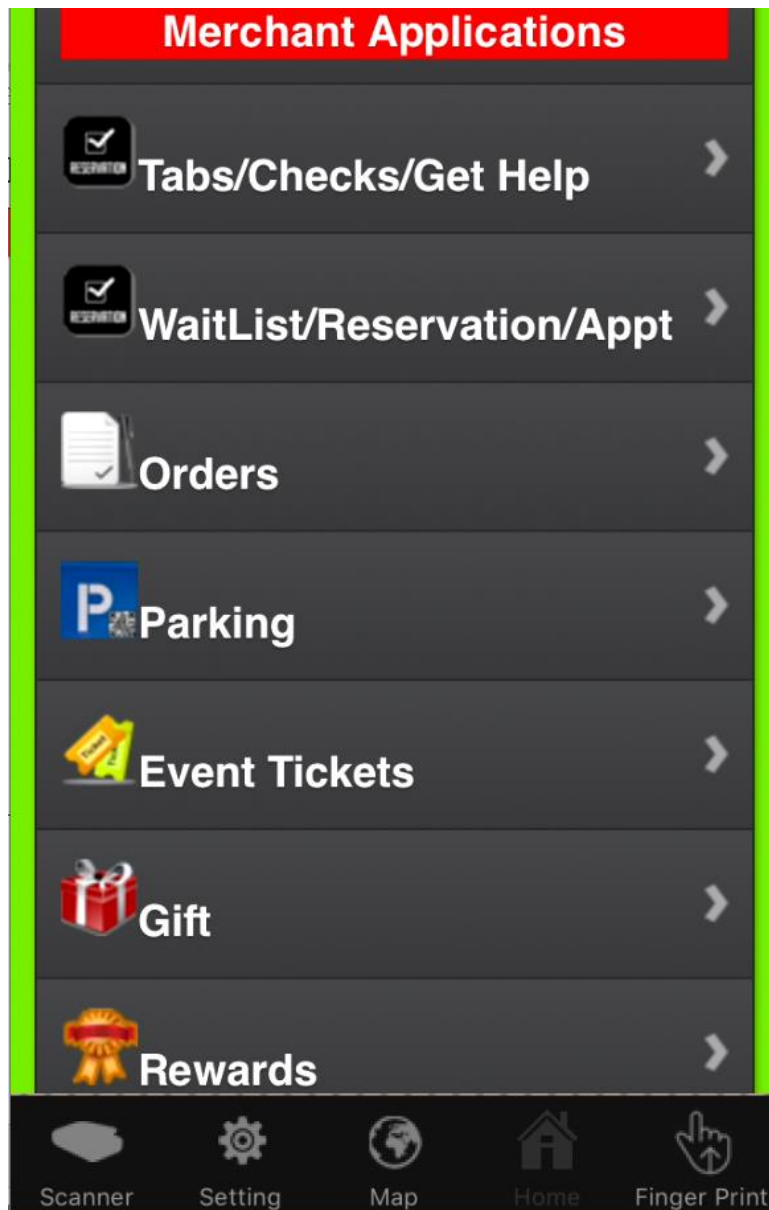
Locker owner can also add additional authorized users.

End-users and authorized users can also manage remote unlocks and unlock codes.

End-users and authorized users can also view locker activities.

7. Merchant Applications (Optional):

In addition to managing consumer lockers, 'MSL Wallet' can also be used to manage any transaction posted by Merchants, such as logins, payments, in-store orders, drive-thru orders, mobile orders, waitlist sign-in, event admission and more. End users simply scan a QR Code specific for a transaction while holding finger on the fingerprint reader. End-users never have to use password or give out credit card numbers to merchants. End-users can also select any application under 'Merchant Applications' as shown below and follow the instructions:



Thank you for using 'MSL Consumer Smart Locker'.

Merchant Locker

Merchants, selling products and services on-line or off-line, can use MSL Smart Lockers for In-Store or Store-Front or Curbside or Drive-Thru Order Pick-up by buyers or by deliverers delivering the orders to buyers.

Please scan the following QR Code from a mobile device to view how Merchant Locker would work for any merchant:



Following are the steps in using merchant locker:

1. Merchant Enrollment
2. Locker Setup
3. Locker Installation
4. Merchant Interface
5. Locker Management
6. In-Store, Store-Front & Drive-Thru Pick-up
7. Additional Information

1. Merchant Enrollment

Only Merchants enrolled with MySingleLink can use the merchant locker. Merchant enrollment is an easy process consisting of the following steps:

- Visit www.mysinglelink.com and select the option 'Enroll -> As A Merchant'.
- Get an Application Number
- Submit the Application
- Receive Application Approval notification with a merchant id and an initial password.

2. Locker Setup:

Merchant locker can be used only after being setup with MySingleLink. To setup the merchant locker, do the following:

- Visit www.mysinglelink.com
- Select the option to 'Login -> As A Merchant'
- Login at 'Location Level' using Merchant Id, Location Id and Password or by using Merchant's mobile device
- Select the option 'Setup -> Dedicated Pick-up Lockers'

- Select the option ‘Add a Locker’
- Add the locker using the unique Electronic Locker Serial Number printed on the cover page of this manual.

Some of the locker parameters such as auto lock time and locker password can be changed by using the following navigation after logging into www.mysinglelink.com at location level:

Setup -> Dedicated Pick-up Lockers -> Edit A Locker

When any of the parameter is changed, the update button in the controller keypad must be clicked to take effect of the changes.

3. Locker Installation:

One or more Merchant lockers can be installed at the counter, at the curbside, at the store front and at drive-thru lane. If the lockers have an opening or door at the back side then the associates could place the goods, thru the back side, otherwise they will place the goods through the front door.

Counter Installation (Back Side Open or Door):

Lockers can be stacked and placed next to each other on the counter as shown below:



Counter Installation (Back Side Closed):

Lockers can also be mounted on walls inside the location as shown below:



Store Front Installation:

An opening in the glass or brick wall at the store front is required. It may require professional help.





Curbside Installation:

Lockers can also be installed on a counter or attached to walls at the curbside as shown below:





Drive-Thru Installation:

Lockers can also be attached to windows or walls at drive-thru lanes. A front sliding door and a back-swing door would be required for drive-thru lockers as shown below:



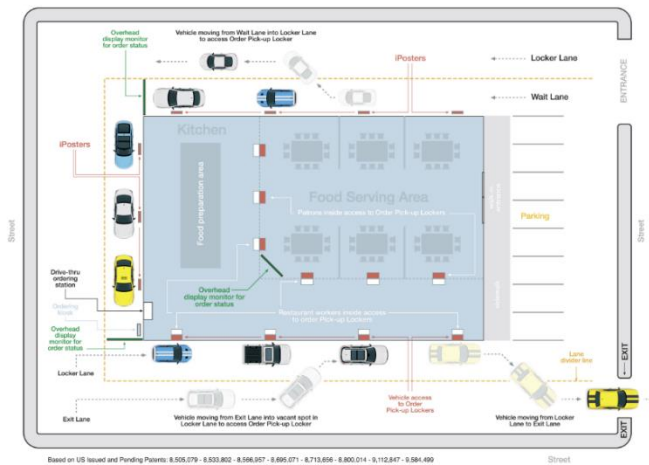


Please scan the following QR Code from a mobile device to view the drive-thru locker video:

Drive-Thru Traffic Management:

Drive-thru traffic can be managed to accept unlimited number of orders simultaneously and to deliver unlimited number of orders simultaneously thru any single drive-thru lane.





Please scan the above QR Code from a mobile device to view the drive-thru traffic management for vehicles with parallel parking video

	Please scan the above QR Code from a mobile device to view the drive-thru traffic management video for vehicles with diagonal parking:
--	--

Food Truck Installation:

Lockers can also be mounted to Food Trucks. Even drive-thru lockers can be used with Food Trucks.



4. Merchant Interface:

Two interfaces namely 'Virtual Terminal' and 'MSL POS' are available for merchants to manage merchant lockers.

Merchants can grant access to its associates using the following navigation after logging into www.mysinglelink.com at location level:

Interface Maintenance -> Virtual Terminal -> Users

Merchants can grant access to its associates' mobile devices using the following navigation after logging into www.mysinglelink.com at location level:

Interface Maintenance -> Virtual Terminal -> Mobile Devices (MSL POS)

Associates can access the 'Virtual Terminal' using the URL '<https://vt.mysinglelink.com>'. Merchants can access the app 'MSL POS' by downloading the app in iPhones, iPads, Android Phones and Android Tablets. 'MSL POS' is a free app

Virtual Terminal:

Associates can access the 'Virtual Terminal' by using the URL <https://vt.mysinglelink.com>. Associates would use the user id and password provided by the merchant or use their mobile device to log into the 'Virtual Terminal'. Associates can manage both orders and lockers at the same time or can manage only orders or lockers. In anyway, associates can place the goods inside an available locker when they are ready.

For more details on using the 'Virtual Terminal' for orders or for lockers, please refer to 'Virtual Terminal' document available for registered Merchants.

MSL POS:

Associates can access the app 'MSL POS' using any mobile device running on iOS (apple operating system) or Android operating system. Associates would use the user id and password provided by the merchant. Associates can manage both orders and lockers at the same time. In anyway, associates can place the goods inside an available locker when they are ready.

5. Locker Management:

Merchants can manage lockers only or orders only or orders and lockers using the virtual terminal or the app 'MSL POS'.

If merchants also use order management system, then the merchant would simply select an order to be ready to be placed in the locker and select an available locker.

If merchants do not use order management system, then merchants would use the information printed on order receipts, as shown below, to place the goods in the locker.

- One-time security code:
Merchant would use One-time security code printed on the receipt and given out to the buyers. The One-time security code could be even the last 4 digits of buyer's credit card number
- Buyer Wallet Id:
Merchant would use Wallet Id received from the buyers
- Buyer Cell Number:
Merchant would use Cell Number received from the buyers

In addition to using one of the above information, merchant would also select an existing order or add an order and select an available locker to place the goods in the locker.

Following is an example of information what merchant would enter before placing the goods in the locker if the order is not processed thru the ordering system:

Pick-up Order Number:	<input type="text" value="20200508-0111"/>
One Time Security Code:	<input type="text" value="8298"/>
Last 4 - 6 digits of Confirmation, Authorization or credit/debit card number	
One Time Security Code Printed on the Receipt:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Customer MSL Wallet Number:	<input type="text"/>
Customer US Cell Number:	<input type="text"/>
Locker Access Type:	<input type="text" value="Drive-Thru Lane"/>
Select Locker Number:	<input type="text" value="1 Drive-Thru Access"/>
Load or Reserve?:	<input type="text" value="Load Locker"/>
<input type="button" value="Add Pick-up Order"/>	

Following is an example of locker information available to the merchants:

Pick-Up Lockers	
Locker Number: 1 Access Type: Drive-Thru Loaded Order Number: 20200508-0111 Door Locked	Locker Number: 2 Access Type: In-Store Loaded Order Number: 20200508-0109 Door Locked

Buyers can get the locker number from a TV monitor and/or from 'MSL Wallet' app.

6. Store Order Pick-up:

Buyers could use one the following methods to pick-up the orders depending on the information handed over or received from the merchant:



Buyer Wallet Id:

Buyer would scan a QR Code displayed on the locker using the app provided by the wallet issuer, for example 'MSL Wallet'. while holding the finger on the fingerprint reader of the mobile device as shown below:

One-time security code given out to the buyer as shown above:

Buyer would enter a one-time code, printed on the receipt, in the keypad of the locker.

Buyer Cell Number:

Buyer would enter a one-time code, sent to buyer's mobile device, in the keypad of the locker.

7. **Additional Information:**

In addition to accepting order thru 'Point Of Sale' systems, Merchant can also accept app order from buyers' mobile devices at the store.

With merchant lockers, merchants can become counter less and drive-thru window less. In addition to accepting remote online orders, merchants can also accept app orders from buyers at the location.



Buyers simply follow the instructions posted throughout merchant locations including at store front, curbside and at each parking space in the drive-thru lane to place or to pick-up already placed order.

Following is a sample poster when 'MSL Wallet' app is used by the buyer:

Salty Dog
NEW ORDER or ORDER PICK-UP



- 1
Scan the above QR Code using the "MSL Wallet" App
- 2
View Order Status or Enter New Order
- 3
Scan the Locker QR Code using the "MSL Wallet" App or enter the code printed on your sales receipt
- 4
Press the Unlock Button to open the Locker and pick up your order



Following is an example of a buyer scanning a poster posted at storefront using 'MSL Wallet' app:



Since consumers are authenticated with touch id or face id instead of user id and password any sensitive information like credit card number or mobile number or email address is never transmitted or given to merchants, consumers could safely use even unsecured wi-fi like merchant's wi-fi.

Merchants can also use any Point Of Sales system to accept orders. Merchants simply use a one-time code printed on the receipt or last 4 digits of the credit card number as one-time code when placing the goods in the locker.

Buyers not using an app to get the order status and locker number can use the display monitor to get the order status and the locker number.

Merchants can receive incoming orders to a POS and/or to a Cloud Printer. No additional software is required to receive incoming orders to Cloud Printers. Merchants can even replace POS with a Cloud Printer. Merchants simply prepare the orders as they are printed on the Cloud Printer and place them in the Locker. It is that simple. Here is an example getting orders to Cloud Printers:

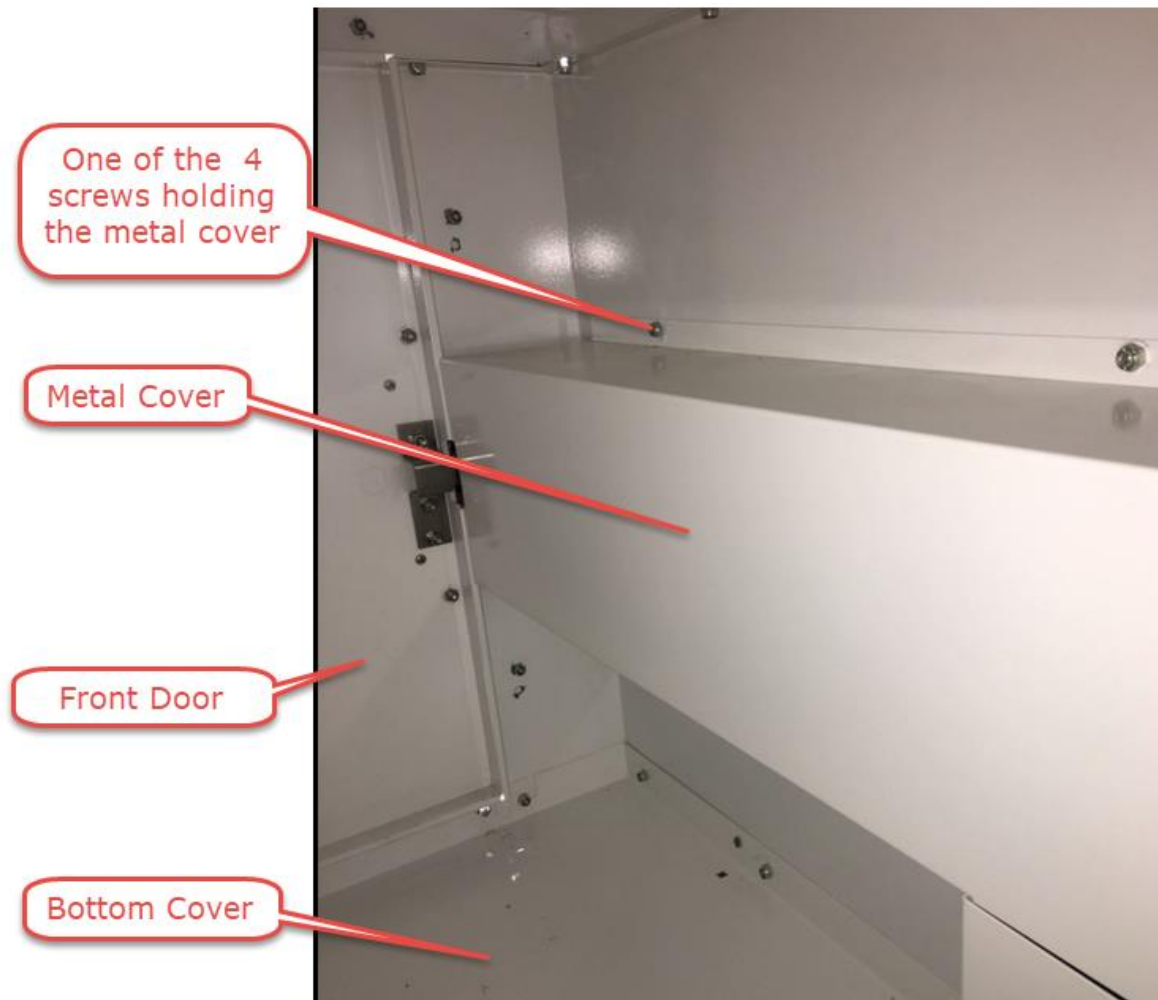


Trouble Shooting

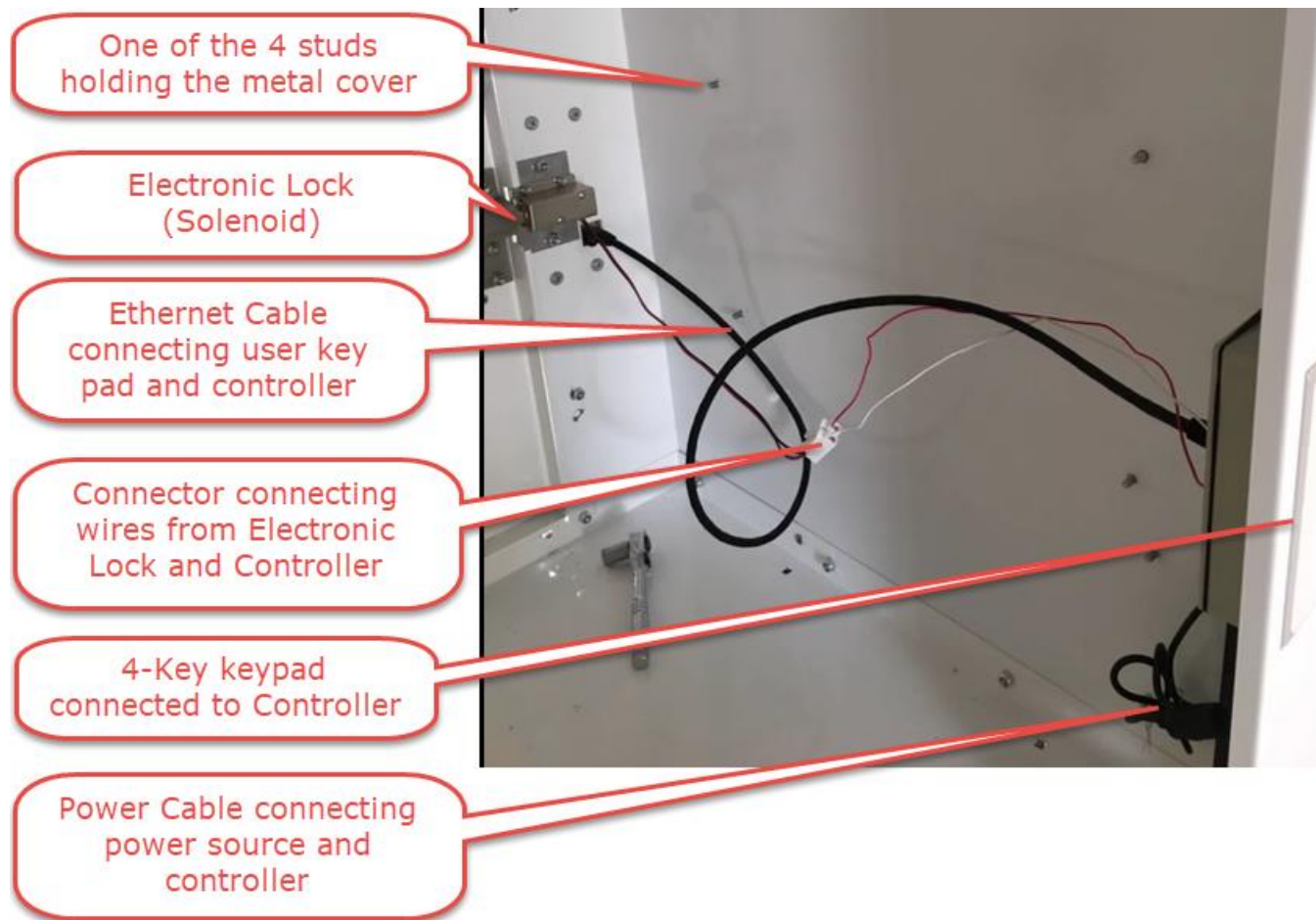
The lockers are fully tested before shipping. Unfortunately, during transportation the electronic connectors inside the locker might have shifted causing the lockers not to function as designed. In order, to troubleshoot and fix the problem the following description and images would be helpful:

- The locker has 2 sections namely goods storage section and electronics section separated by a metal cover. The cover dividing the 2 sections may run all the way from top to bottom or may be only in the middle. The following image shows the metal cover in the middle as seen from back plate inside the locker:

Locker Inside seen from Back Plate or Back



- The metal cover is held by screws and when the metal cover is removed the electronics will be visible. The following image shows the electronics:



Following may be the problems because of shifting of electronic connectors inside the electronics section:

1. The power indicator on the 4-key keypad does not turn on because one of the 3 following reasons:
 - The locker plug is not connected to a power outlet. This can be fixed by connect the locker plug to a power outlet.
 - The locker plug is connected to a power outlet, but the outlet does not have power. This can be verified by connecting an electrical device such as a table lap to the power outlet.

- The locker plug inside the electronics section is not connected to the transformer that is connected to the controller and the controller is attached to 4-key keypad. This can be fixed by pushing the plug inside the transformer. The plug from the transformer to the 4-key keypad (controller) is not connected. This can be fixed by pushing the plug from the transformer into the controller.
2. The power indicator on the controller is on, but the power indicator on the 10-key keypad (user keypad) is not on because of the following reason. Green indicator will be on when the electronics is in unlocked status, otherwise red indicator will be on.
 - The ethernet cable connecting the controller and the user keypad are not securely connected. This can be fixed by pushing the ethernet cable into the controller on one end and pushing the ethernet cable into the user keypad on the other end.
 3. The door does not unlock when the correct code is entered and the unlock button is pressed:
 - The wires from the solenoid and the wires from the controller are not connected properly thru the intermediary connector. This can be fixed by connecting the wires thru the intermediary connector correctly. Also, the electronic lock can be visibly observed by leaving the door opened, entering the code and pressing the unlock button. This would ensure that the lock is functioning correctly.
 4. The electronic lock is unlocked when the correct code is entered and unlock button is pressed, but it locks back immediately:
 - The lock is to remain in unlocked position for duration of time set using the app or for 30 seconds before the locker is connected to the app. If the lock does not remain in unlocked position as expected, the problem can be fixed by pressing the update button on the controller keypad as shown below. This would make the unlocked position duration is saved in the controller. Note: If internet button is pressed, then the locker will be disconnected from Wi-Fi, and it must be reconnected again.

