LOCKMERE
PARCEL LOCKERS

Loading parcels into a locker

New couriers at Lockmere who load parcels with the handheld

VERSION **1.0** | DATE **6 NOV 2026** | OWNER **LOCKMERE OPERATIONS** |

You load parcels into Lockmere lockers with the **Lockmere Load** app on your handheld. This guide shows one parcel from the barcode to the next parcel. It is the same eight steps at every locker.

1

8 STEPS

for each parcel, from the scan to the next parcel.

2

3 DOOR SIZES

called S, M and L. The app picks the door.

3

20 KG

is the most any door takes. No exceptions.

CONTENTS

1. Start at the site
2. Load one parcel
3. The parcel does not fit
4. Finish the site
5. Door sizes at a glance

1. START AT THE SITE

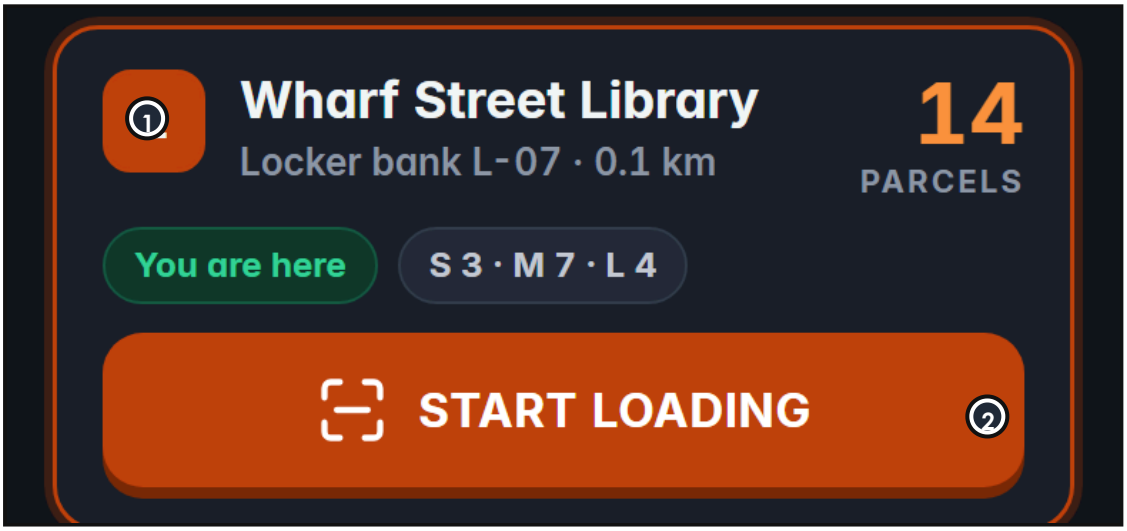
WHERE Route › **Wharf Street Library**

1.1 Pick the site

Log in with your courier ID and your PIN. Do not share your PIN. The first screen is **Today's route**. It lists the sites for today and how many parcels each has.

1 Tap the site you are standing at.

2 Tap **Start loading**.



TAP THE SITE, THEN START LOADING

If the handheld says **Too far from site**, walk to the locker bank. The handheld checks your position.

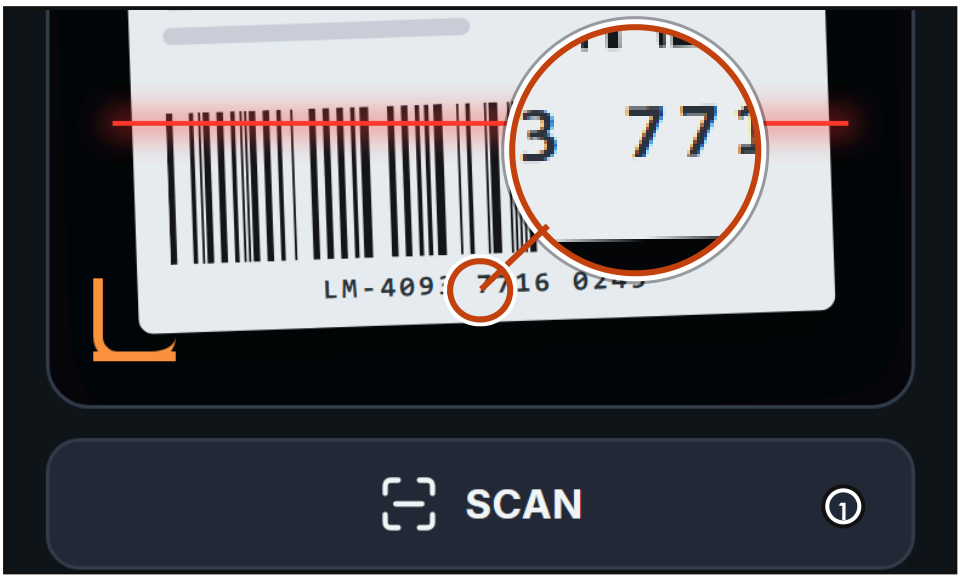
2. LOAD ONE PARCEL

STOP Never load a parcel over 20 kg. Put it back in the van and tap **Return to depot**.

2.1 Scan the parcel

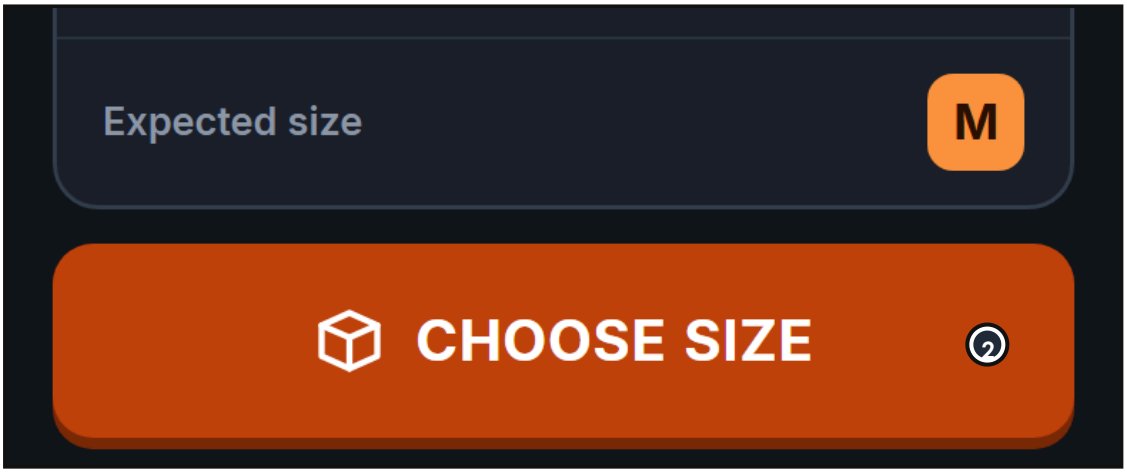
WHERE
Loading › **Parcel**

1 Tap **Scan**. Point the handheld at the barcode on the label. A beep means it worked.



TAP SCAN AND POINT AT THE BARCODE

2 Tap **Choose size**. Look at **Expected size** first. It is only what the customer was told.



EXPECTED SIZE, THEN CHOOSE SIZE

2.2 Choose the size, then the door

> **WARNING** Tap the size the parcel really is. A wrong size means the customer cannot collect it, and we get a call.

1 Look at the real parcel. Tap its real size: **S**, **M** or **L**. The door opens by itself.



TAP THE REAL SIZE OF THE PARCEL

2 Read the door number. You hear a click when the door opens.



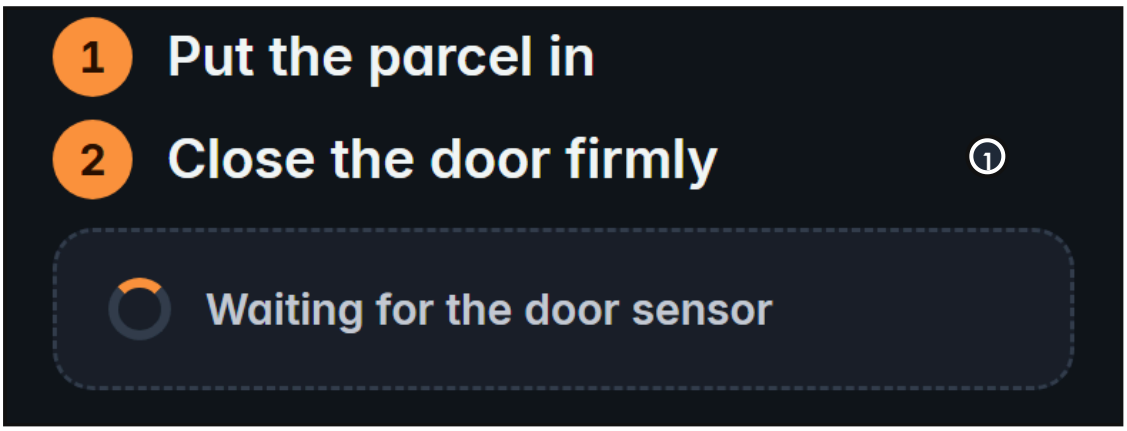
THE OPEN DOOR, FOR EXAMPLE 14

2.3 Close the door

STOP Never force a door. Never put a parcel into a door that is not open.

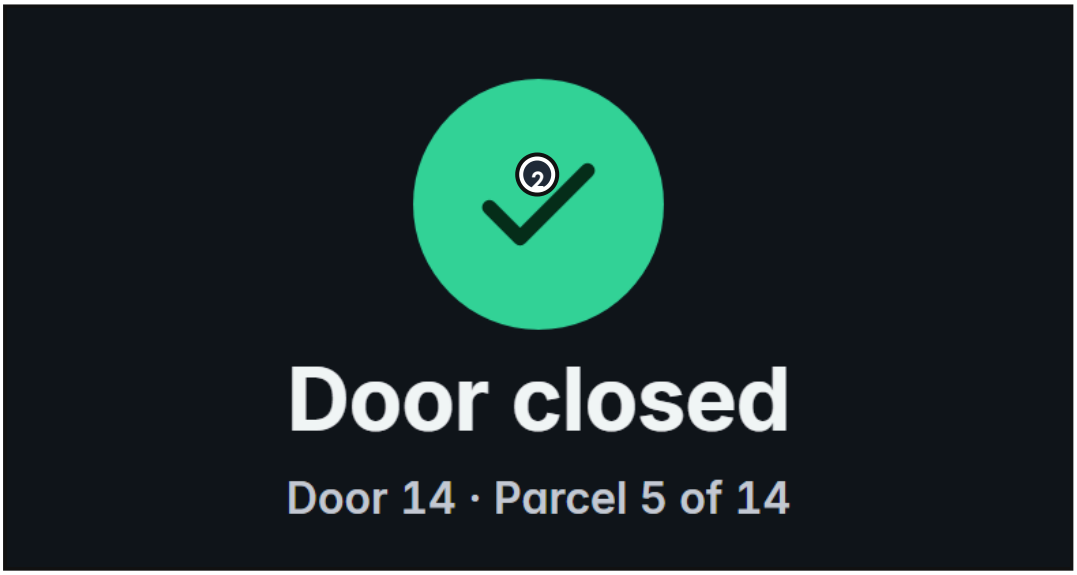
WARNING If the screen says **Door not closed** after 10 seconds, push the door again and tap **Check door**.

1 Put the parcel in and close the door firmly. Do not open any other door.



PUT THE PARCEL IN, THEN CLOSE THE DOOR

2 Wait for the green **Door closed**. It takes about 2 seconds.

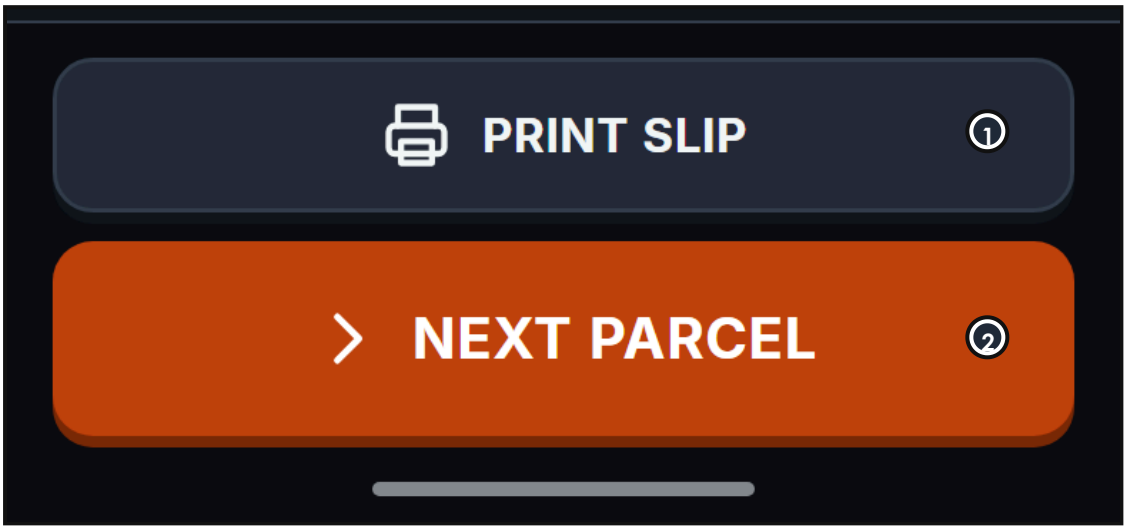


GREEN DOOR CLOSED

2.4 Print the slip

1 Tap **Print slip**. The belt printer prints a slip with the door number and parcel number. Put the slip in the van tray folder.

2 Tap **Next parcel**. The customer gets a text with the pickup code by itself.



PRINT SLIP, THEN NEXT PARCEL

3. THE PARCEL DOES NOT FIT

WHERE Loading › Door › **Doesn't fit**

3.1 Ask for a bigger door

STOP Never push a parcel in. The door must close with no force.

1 Tap **Doesn't fit**.



TAP DOESN'T FIT

2 Take the parcel to the door that opens now. The first door is released again.

3.2 No door of that size is free

The screen turns red and says **No L door free**. Do not put the parcel in a smaller door.

1 Put the parcel back in the van.

2 Tap **Return to depot**.



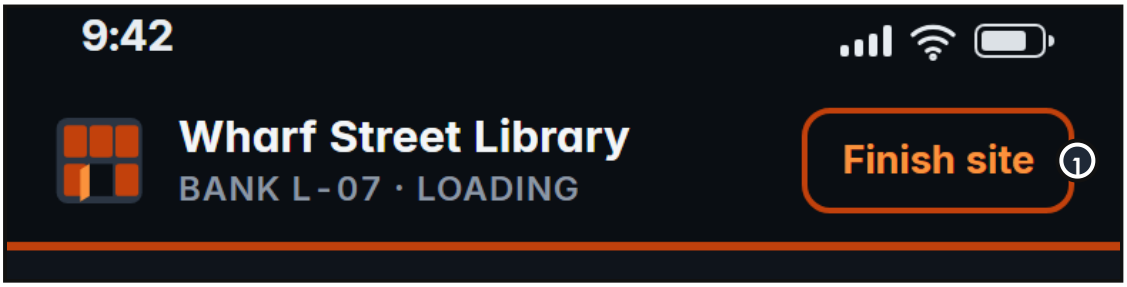
THE RED SCREEN: NO L DOOR FREE



TAP RETURN TO DEPOT

4. FINISH THE SITE

1 Tap **Finish site**.



TAP FINISH SITE

You see a summary, for example **12 loaded, 1 returned**. Then pick the next site on your route.

5. DOOR SIZES AT A GLANCE

DOOR	PARCEL UP TO
S small	8 cm high
M medium	19 cm high
L large	41 cm high
Any door	20 kg

IF THIS HAPPENS	DO THIS
Wrong size shown	Tap the real size
Door will not close	Tap **Doesn't fit**
No door free	**Return to depot**
No signal at the site	Keep loading. The handheld sends everything later

The battery shows at the top right of the screen. Charge the handheld in the van.

Change log

VERSION	DATE	CHANGE	BY
1.0	2026-11-06	First version	Lockmere Operations