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.
  - o 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 28204-9700	Charlotte, NC 28204-9700

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 GetLockerInfo 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 https://www.uspssmartpackagelockers.com/shippers.

Labelling Standards

Packages shipped to Smart Lockers have specific labeling requirements.

Figure 1: Sample Domestic Label

- 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 – 22.5" x 14.5" x 19.5"

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)

A full list of service types allowed for packages being shipped to USPS Smart Lockers is available here. https://www.uspssmartpackagelockers.com/package-shippers

Updates to the USPS eVS Domestic Label API

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

Some important points to note:

- There are updates to the Destination Address formatting:
  - **<ToName>** - populate as normal – *required*
  - **<ToFirm>** - *optional*
  - **<ToAddress1>, <ToAddress2>, <ToCity>, <ToState>, <ToZip5>, and <ToZip4>** – *leave blank* – these tags will be populated by Web Tools based off the FacilityID provided.
- **<ParcelLocker>** must be set to "***true***" - *required*
- **<FacilityID>** must contain the Facility ID of the Smart Locker location to which the package is being shipped. This information is used by Web Tools to populate the Smart Locker address

fields. This is obtained as an output from the GetLockerInfo API or using the downloadable Smart Locker Flat File – *Required*

- **<ToContactPreference>**[i] must be set to "*EMAIL*" – *Required*
- **<ToContactEMail>**[ii] must contain a valid recipient email address for pickup updates – *Required*

Note: eVS Smart Locker labels are not available for APO/FPO/DPO+PTFAS destinations where a customs form is required.

Note: eVS Smart Locker labels do not support *Hold for Manifest* for inclusion on a SCAN Form.

Domestic Labels 3.0 API

Shippers can print USPS Smart Locker labels using the USPS Developer Portal Domestic Labels 3.0 API by specifying a few additional fields in the API request

Some important points to note:

- **<parcelLockerDelivery>** indicator must be set to "*true*" – *Required*
- **<FacilityID>** must contain the Facility ID of the Parcel Locker. This is obtained as an output from the Get Locker Info API or located using the Smart Locker Flat File – *Required*
- **<firstName>** and **<lastName>** must be populated with the name of the recipient – *Required*
- **<streetAddress>**, **<secondaryAddress>**, **<city>**, **<state>**, **<ZIPCode>**, and **<ZIPPlus4>** – *leave blank* – these will be populated based on the <FacilityID> provided.
- **<email>** must contain a valid email address for recipient updates – *Required*

More information on the Domestic Labels 3.0 API specifications can be found here.

Updates to the Shipping Services File (SSF)

Shippers must use Shipping Services File Version 2.0 (SSF v2.0) if manifesting packages to Smart Lockers. While manifesting for packages to be delivered to Smart Lockers, the following information must be provided in the electronic Shipping Services File:

- **Detail 1 Record**
  - **Destination ZIP+4 (position 7)** – populate with the 9 or 11-digit ZIP Code of the facility, when required
  - **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)** – populate with "PO BOX LOCKER" text.
  - **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)
  - **Recipient E-mail Address (position 8)** – must be populated with a valid recipient email address. This is where the delivery notification and QR Code[iii] 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 [Publication 199 - Version 28 (10-10-2023)](#) – 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.
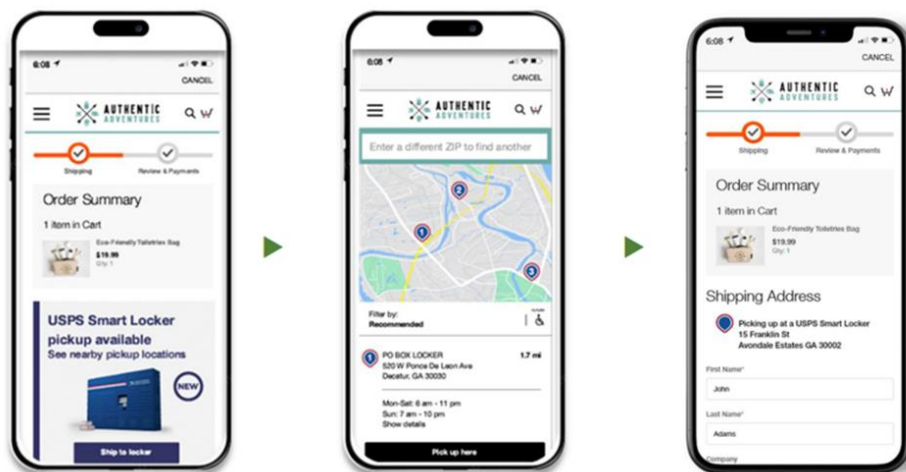
| Options presented during checkout. | Select nearby locker. | Confirmed at Checkout. |

Email Notification

The Postal Service will provide an email notification to recipients of packages destined for a Smart Locker when the package is deposited in the locker. The pickup notification email will contain a QR Code[iii] specific to their package that will open the locker compartment containing the package.

Customers will receive an email on the day of delivery as well as periodic notifications when packages are not retrieved in a timely manner.

Package Retrieval

To retrieve their package, customers need only bring the QR Code they received via email to the locker, scan it, retrieve their package, and close the locker compartment door. For customers who forget or accidentally delete the email containing their package QR Code, a retrieval process on the USPS Smart Locker website will allow them to request a new email with their QR Code.

| Customer receives email with QR Code | Customer scans QR Code at locker. | Customer retrieves package from locker. |

Tracking & Notifications

When packages are delivered to Smart Lockers, package recipients receive an email notification with their QR Code sent to the recipient email address that was specified in the Shipping Services File. Package recipients can simply scan their QR Code at the Smart Locker to retrieve their package. New scan events have been made 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

Shipping Partners can retain control of their brand strategy and their customer's post-purchase experience by subscribing to the QR Code Webhook for package tracking that will include the QR Code (planned for Spring 2024). This gives Shipping Partners the ability to manage notifications and pickup instructions within their brand's ecosystem.

Future Options

In the future, the Smart Locker program will provision the QR Code used by consumers to access their packages back to the Shipper. The program will still require that the Shipper provide the customer email address when manifesting. However, this option will enable Shippers to embed the QR Code within their own delivery notification experience.

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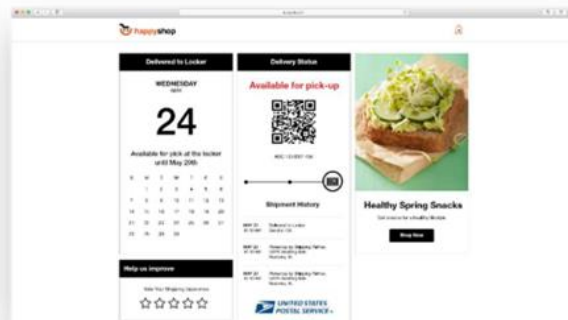
[i] In the future, "SMS" and "EMAILSMS" will be accepted for Smart Locker labels.

[ii] In the future, when "EMAILSMS" or "SMS" are specified, the <ToContactMessaging> tag would be populated instead.

[iii] QR Code is a trademark of Denso Wave, Inc.