

A&C Pack and Ship's 24/7 Access Customer Information Sheet

Things needed to Participate.

- Signed USPS 1583
- Phone Number
- Debit account of at least \$20.00 (Notices are sent when threshold is below \$5.00)

How it Works

- When package arrives, it is scanned and placed in the automated lockers. Package lockers are filed Monday-Friday 5pm-7pm. Last delivery driver is accepted at 7pm.
- The automated locker system will send a text with a link to a QR code to retrieve package.
- Another text with a pass for the door will be sent. (The pass expires after **2 days** and/or retrieval of the package (s) from locker.)
- Once inside- The QR code will need to be scanned under the red light. This scan will automatically open the locker where the customer's package is.
- Remove item, close the locker door. Ensure door is closed to facility.
- Packages that are too large for lockers will have to be picked up between 5pm-7pm Monday- Friday. Notification will be sent via text message if package must be picked up during store hours.
- Delivery is accepted Monday-Saturday 7am-7pm. There are no Sunday deliveries accepted.

Package Rotation and Storage

- Packages received and stored in A&C's automated lockers have a 48 hour pick up time before the package is rotated to our storage.
- The time starts at the time the customer is notified of the package arrival via email or text.
- Once in storage, a call will need to be placed to 667-930-3114 to have package (s) returned to automated lockers. This return will generate a new notification to the customer and a rebill debit of the customer's account.
- The 48-hour window will start all over. After the 5th day the packages are returned to our storage and each package will occur a 0.15 cent storage charge per day until pickup.
- Day 5 all packages will incur the storage fee, whether placed back in the lockers or not.
- It is the customer's responsibility to request a new door code or package return to the locker.

Download the App

A smarter and quicker way of picking up your packages is with the **Smiota App**. Please download and install the app on your mobile device from the Apple App Store

<https://itunes.apple.com/us/app/smiota/id1215491050?mt=8>

or Google Play Store <https://play.google.com/store/apps/details?id=seva.com.sevapackages>.

Reasons to Use App

1. Assists in tracking packages.
2. Sends you reminders of packages in automated system.
3. Automatically opens locker doors where your packages are stored. No need to use QR code for the lockers.

Door Controller

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- With second text, hold pass to black device on front door. Pull door handle towards you, then push the door in. Do NOT turn handle.

