

Berry Parcel Locker Instructions and Help

Students will receive an email from Mail Services when they receive a package delivered to the Berry College Post Office.

Student packages will either be placed in a self-serve parcel locker or available for pick-up at the Mail Services customer service counter, both of which are in the Krannert Center. The email will provide pick-up instructions. Berry student IDs are required when picking up packages at the counter. Students may not pick up packages for another student.

Parcel lockers are located in Krannert Center adjacent to the post office. The locker hallway is open 24 hours. The customer service counter is only open during normal business operating hours, as posted online and at the windows.

Each locker bank has a self-service kiosk. The email notification will contain locker location (Krannert1 or Krannert2) and one-time use access code. Parcels placed in lockers may be collected using the access code from the email, a Berry Student ID card swipe, or the mobile app.

Download the mobile app by searching for Berry College Parcel Locker in the Apple or Android stores. Use the app to collect your packages. Terms and conditions apply.

HOW THE APP WORKS:

1. Go to the assigned locker bank (Krannert1 or Krannert 2).
2. Launch the app on your smartphone (iOS or android).
3. Click on "My Packages".
4. Select the package you wish to receive.
5. Click on the "Open Locker" button at the bottom of the screen.
6. The assigned locker door will open.
7. Remove your package from the locker.
8. Be sure to close the locker door firmly after you have collected your package,

THINGS TO KNOW:

If students have multiple packages assigned to lockers, they will receive a separate email for each package. If the packages are in the same locker, the access code will be the same. If the packages are assigned to different lockers, there will be a different access code for each package.

Packages will remain in lockers for 24 hours at which time the student will be notified that the time in the locker is about to expire. These packages will be removed from lockers on the next business morning and students will receive an email instructing them to pick that package up at the customer service counter using their Berry ID.

Large items, perishable items, and prescription medications will not be placed in lockers. These items will be available for pick-up at the customer service counter during regular post office hours.

FAQ:

1. What if my locker door does not open when I swipe my Berry ID card?
Try using the access code contained in the email notification. This usually works and opens the door.
2. What if my locker door does not open when I enter the access code? Try opening the door by swiping your Berry ID card.
3. If the door does not open using either the access code or ID card swipe, refer to your email and make sure you are at the correct locker bank (Krannert1 or Krannert 2).
4. If neither option opens the door, please see a Mail Services staff member for assistance.
5. If you have multiple packages placed in lockers, you will receive an email for each package. If the packages are in the same locker, the access code will be the same. If the packages are assigned to separate lockers, you will receive a different access code for each package.
6. If the locker door opens and there are no packages in the locker or you receive a package for someone else, please see a Mail Services staff member.
7. If you are expecting a package and believe you have not received a notification from Mail Services, please bring the tracking number and a Mail Services staff member will be glad to research it.