



# TZ Networked Day Lockers Concierge Guide

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# TZ Networked Day Lockers Concierge Guide

## 1. Preliminaries

### 1.1 Disclaimer

This Guide is intended to assist customers with the use of their TZ Networked Day Locker System.

Customers acknowledge that these guidelines are not intended to be an exhaustive statement of all relevant User information.

While TZ Limited (TZ) has used all due care and skill to ensure that the information contained in this document is accurate, correct, and current at the time of publication, it does not warrant or represent that the information is free from errors or omissions and does not accept responsibility for any error, omission, or defect in the information.

### 1.2 Purpose of Document

This document provides a User Guide for the TZ Networked Day Locker System. Accordingly, this document presents the basic information required to reasonably understand how to use the System as a Concierge.

Notwithstanding the above, this document is not intended to be an exhaustive statement of all relevant data. If any additional information should be required, please contact your local Sales Representative.

### 1.3 Important Notes

This document should be used by competent professional personnel with the knowledge, experience, and authorisation to administer the TZ Networked Day Locker System.

The contents of this document may be updated from time to time and therefore please ensure that you are using the current edition of the guide.



## 2. Introduction

This User Guide provides information on the usage of the TZ Networked Day Locker System, from the perspective of a Concierge.

*This document is a Guide for Concierges only. There are separate Guides for Users and Admins.*

There are two major components to the TZ Networked Day Locker System:

- > The Locker Banks themselves, which comprise columns of Lockers, with a touch screen and primary scanner at a central area, and secondary scanners at various other locations. Locker Banks are typically located in multiple places of an Organisation, grouped into Neighbourhoods. Users can reserve Lockers, then access them by scanning their card or entering their PIN
- > A web-based Portal, where Permanent Staff can login and manage their Locker Reservations or change their PIN

There are four types of people who interact with the System:

- > Permanent Staff – employees based in a Neighbourhood who can have exclusive use of a Locker within the same Neighbourhood
- > Visitors – these may be employees from other Neighbourhoods, or external visitors. Visitors can temporarily reserve a Locker
- > Concierges – these are Permanent staff members who also have management privileges. They can:
  - > Manage Reservations on behalf of other Users
  - > Manage Shared Lockers
  - > Add or Edit Users
  - > View Reports
  - > Open any Locker at a Locker Bank
- > Remove the contents of a Locker and end its Reservation
- > Admins – these are special Users who can change the configuration of the System

*Where this document refers to **Users**, it is specifically referring to **Permanent Staff** and **Visitors**.*

There are five types of Locker Reservation supported by the System:

- > **Permanent** - these are created/managed/cancelled only by a Concierge
- > **Flexible** - these are created and managed by an employee, and they don't expire.
- > **Visitor** - these reservations have an Expiry Date and are intended for temporary use by transient employees or external visitors.
- > **Shared** - these are shared Lockers with an Expiry Date.
- > **Single Use** – these are short term Reservations that can be used only once, i.e. for storage while using a gym

*Permanent Staff are restricted to at most one Permanent/Flexible, one Visitor and one Single Use Reservation in the System at any time. Permanent Staff can have multiple shared reservations.*



## 3. The Role of a Concierge

Concierges are staff who administer the usage of the Locker Banks, and whose primary role is making, extending, or releasing reservations of Lockers in the Locker Banks that make up the TZ Networked Day Locker System.

When a Concierge is nominated, their Permanent User account will be granted Concierge privileges by an Admin. This will allow that User to access the Concierge Portal (a special section of the Management Portal). Use of this Portal is covered in Section 4.

Concierges can be assigned to multiple Neighbourhoods. This means they have jurisdiction over all the Locker Banks associated with those Neighbourhoods. Concierges cannot access or make reservations for Locker Banks outside of their assigned Neighbourhoods.

Only Concierges can create a Permanent or Shared Reservation for a User. A Permanent Reservation can only be released by a Concierge, but other Reservation Types can be released both by Concierges and owners of the reservation.

Concierges can be approached at any time by Staff or Visitors seeking to make use of the Locker Banks. In some instances, Users may have tried to perform some action at a Locker Bank and have been directed to seek out their Concierge for further help.

As well as being granted access to the Concierge Portal to make reservations on behalf of Users, Concierges can also access the Concierge only screens of any Locker Banks within their assigned Neighbourhoods, where they can, for example, release Locker reservations. For further information, refer to Section 5.

*If they aren't already, Concierges should become familiar with the User Guide for the TZ Networked Day Locker System, so they know how normal Users interact with the System. Concierges can, of course, make their own reservations.*



## 4. Using the Concierge Portal

The Concierge Portal is designed to be accessed from anywhere within a defined network via a web browser. Prior to first use by Staff, TZ will setup the Concierge Portal and will email out an access PIN for each Concierge and provide the URL address for the Portal.

The Concierge Portal is reached by navigating via a web browser to the Portal that has been setup for the Locker Banks and logging in with the Concierge account. The login screen of the Portal will look like:

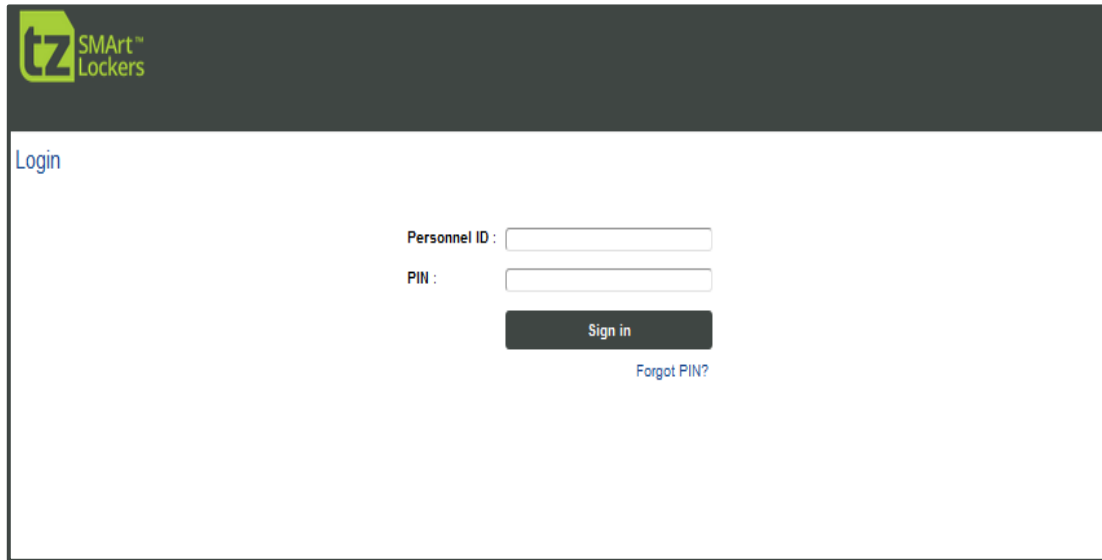


Figure 1: The Portal Login Screen

Note that the Portal is a web-based application. Please be aware that the browser experience may vary across different browsers. For best results, please always use the latest version of Edge, Chrome, or Firefox only.

To login, enter the Personnel ID and PIN of a Concierge, then press the Sign In button.

Concierges, like other Users, are notified what their PIN is via an email when they are first registered. If you have forgotten your PIN, you can click the Forgot PIN? link below the Sign In button. This will take you through a process to reset your PIN.

Upon successful login with Concierge credentials, the Concierge Portal Home tab will be presented. The following subsections describe the capabilities of each tab.



## 4.1 Home tab

The Home tab is used to view statistics of Locker Banks, as well as see a visual layout of a selected Locker Bank and optionally perform actions on specific Lockers.

Use the Neighbourhoods drop down control to select the Neighbourhood of interest (only Neighbourhoods over which the logged-in Concierge has jurisdiction will be listed). Once selected, the related Locker Banks will be queried and listed:

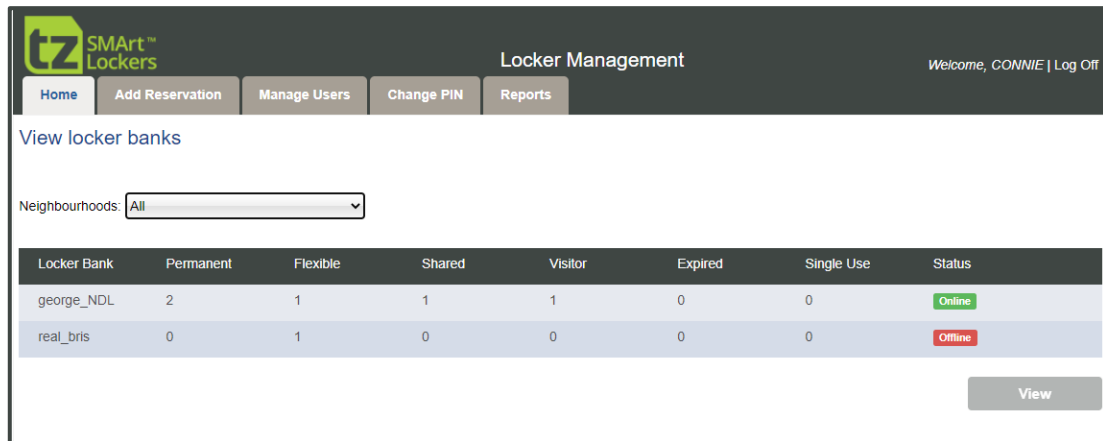


Figure 2: The Concierge Portal Home tab

For each Locker Bank shown, the following details are listed:

- > The number of Permanent Reservations
- > The number of Flexible Reservations
- > The number of Shared Reservations
- > The number of Visitor Reservations
- > The number of Expired Reservations
- > The number of Single Use Reservations
- > The status of the Locker Bank (Online or Offline)

If the number of Expired Reservations for a Locker Bank is non-zero, the Concierge should visit the Locker Bank and release the Expired Reservations. The steps to do this are described in Section 5.4 Viewing Reservations (Open button workflow).



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## 4.1.1 Viewing Locker Bank layouts

To view the Locker Bank layout of any Locker Bank, select its row with the mouse and then press the *View* button. The first page of the layout will be shown, as follows:

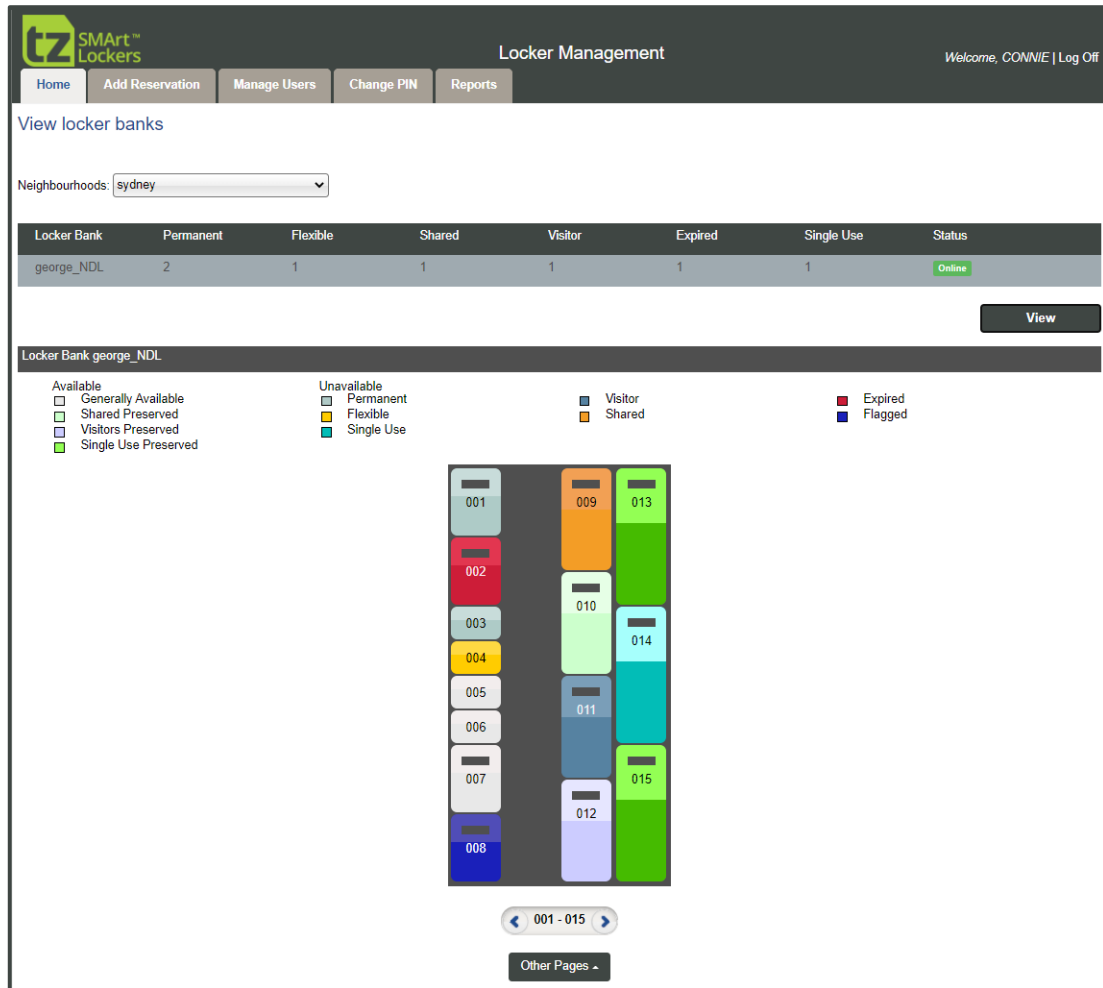


Figure 3: The Home tab when viewing a Locker Bank



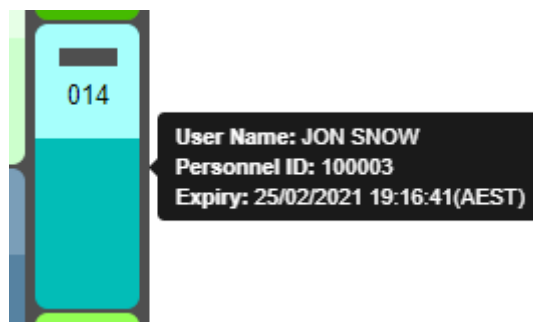


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Lockers are colour-coded to indicate their status:

COLOUR	STATUS
Light Grey	Locker is available for Reservation
Light Green	Locker is available for Reservation, but preserved for Shared Reservations
Light Purple	Locker is available for Reservation, but preserved for Visitor Reservations
Green	Locker is available for Reservation, but preserved for Single Use Reservations
Dark Blue	Locker is flagged (i.e. currently out of service). This colour trumps other colours that may be applicable.
Light Blue/Grey	Permanent Reservation
Yellow	Flexible Reservation
Dark Grey	Visitor Reservation that has not yet expired
Orange	Shared Reservation that has not yet expired
Blue	Single Use Reservation that has not yet expired
Red	Shared/Visitor/Single Use Reservation that has expired (and grace period has elapsed)

To get further information on reserved Lockers, hover the mouse over it to get a breakout panel which includes information on the Locker's User, Personnel ID, and Expiry Date (if applicable):



Use the controls below the Locker layout to navigate to other pages.



## 4.1.2 Locker Shortcut Menu

Clicking on a Locker displays a shortcut menu at the bottom of the screen below the paging controls that enables various operations on the Locker as applicable:

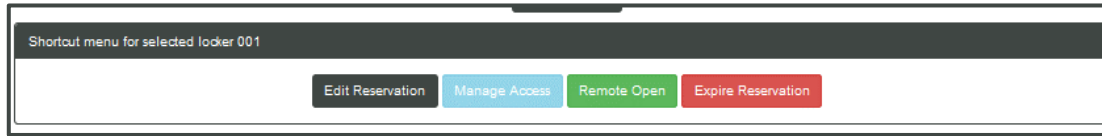


Figure 4: Locker Shortcut Menu

The following sections describe the various operations available.

### 4.1.2.1 Edit Reservation

The Edit Reservation operation allows the Concierge to edit the reservation within the selected Locker depending on the Reservation Type:

LOCKER RESERVATION TYPE	AVAILABLE EDITS
Permanent	Convert to Flexible Reservation
Flexible	Convert to Permanent Reservation
Visitor/Single Use	Change a reservation expiry to a specific date
Shared	Change Shared Name Change a reservation expiry to a specific date

After editing a reservation, remember to press the *Update* button to save the changes.

*Note that if you have extended a reservation's Expiry Date, if the extension ends on a Saturday or Sunday, it will be extended to the following Monday.*



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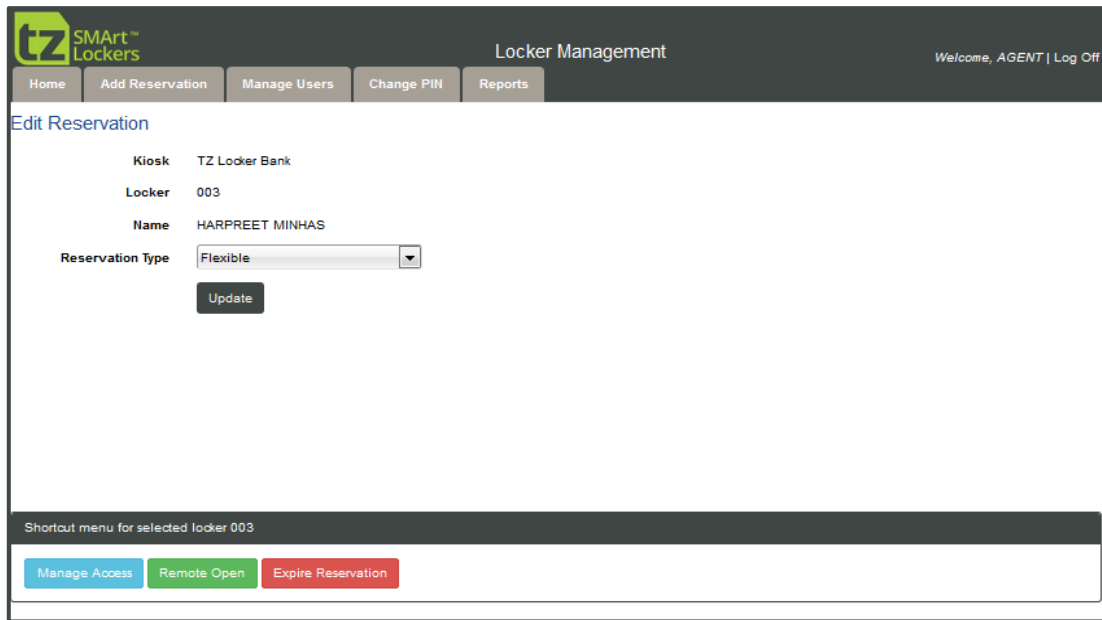


Figure 5: Edit Reservation screen

## 4.1.2.2 Manage Access

The Manage Access operation allows the Concierge to delegate access of Lockers to authorised Users. When *Manage Access* button is clicked, the following screen is displayed:

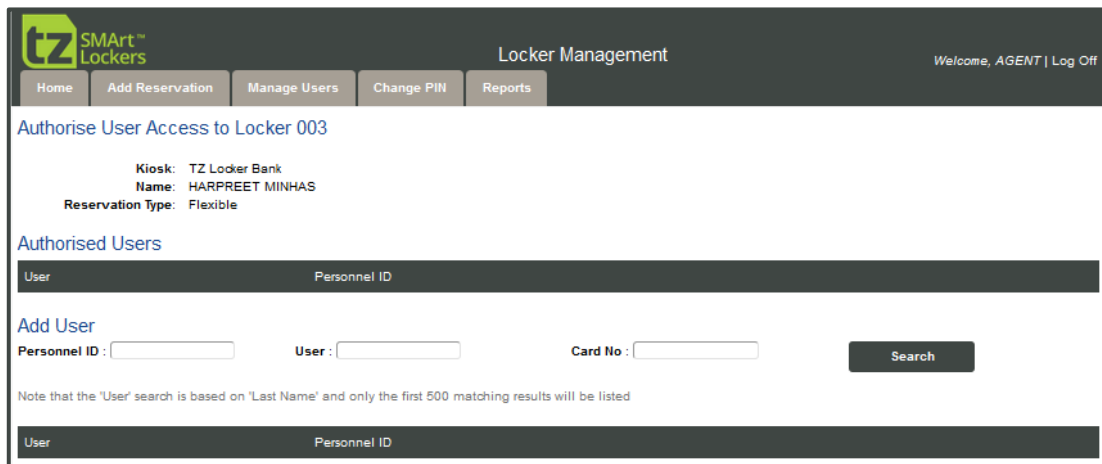


Figure 6: Authorise User access to Locker screen

Users who have already been authorised to access this Locker will be listed in the middle table. If you want to remove the delegation, click the *Remove* button in the delegate's row.

To delegate to a new User:

- > In the Add User section, use the fields and *Search* button to identify the User you wish to delegate to
- > Click the desired user's *Add User* button

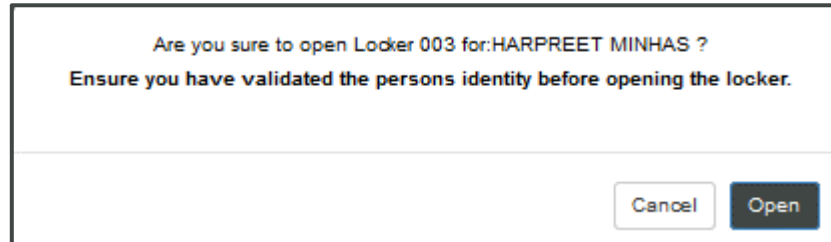


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### 4.1.2.3 Remote open

The Remote Open operation allows the Concierge to open any Locker from the Portal. This should only be done in special situations and will not affect the state of any reservation for that Locker.

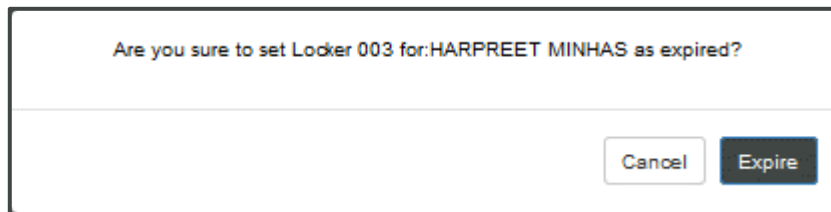
When *Remote Open* button is clicked, the Portal displays a popup window with the question 'Are you sure to open the Locker xxx?' with *Cancel* and *Open* buttons. Clicking on *Open* button will send the open Locker request to the chosen Locker Bank and Locker.



### 4.1.2.4 Expire Reservation

The Expire Reservation operation allows the Concierge to set any reservation as being immediately expired. When a reservation is expired, its corresponding Locker can no longer be accessed by the owner. They will have to approach the Concierge for help to access the Locker again.

When *Expire Reservation* button is clicked, the Portal displays a popup window with the question 'Are you sure to set Locker xxx as expired?' with *Cancel* and *Expire* buttons. Clicking on *Expire* button sets the Locker as expired immediately.





## 4.2 Add Reservation tab

The Add Reservation tab allows for new Reservations to be made by the Concierge. The broad sequence for adding a Reservation is:

- > Select the User the Reservation is being made for
- > Select the Reservation Type i.e. Permanent, Flexible, Shared, Single Use or Visitor
- > Select Locker Bank at which Reservation is to be made
- > Select an available Locker

### 4.2.1 Selecting the User

To locate a User, set the filter criteria, then press the *Search* button to see the Users that fit the criteria. Filter criteria available are:

- > the Personnel ID of a User
- > the name of a User (case insensitive, first few letters of last name)
- > the Card Number of a User

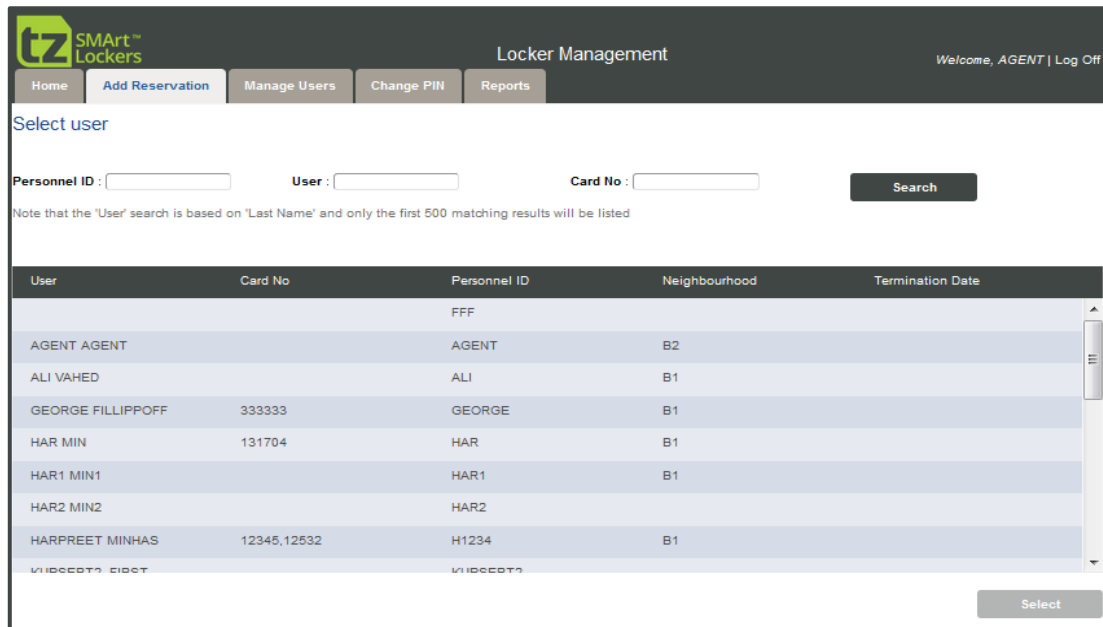


Figure 7: Add Reservation Tab

To select a User, click somewhere in their row, then press the *Select* button at the bottom right of the screen.



## 4.2.2 Selecting the Reservation Type

After the User has been selected, the next screen will list the Reservation Types available.

Click the desired Reservation Type (those not applicable based on business rules will not be selectable). If the User already has a Flexible reservation, further information will be displayed.

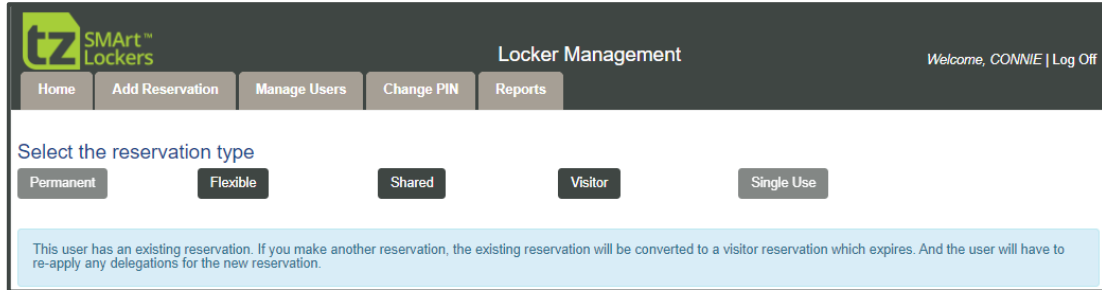


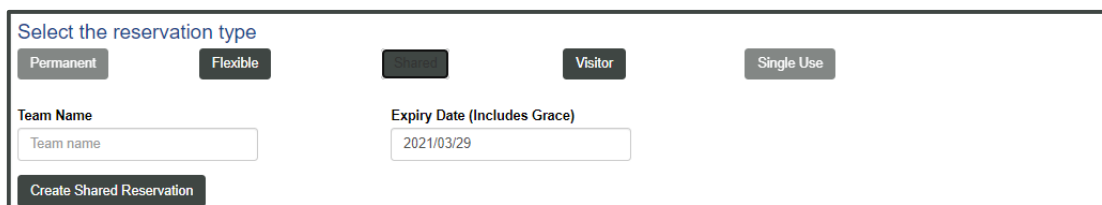
Figure 8: Select Reservation Type screen

Permanent Staff are restricted to at most one Permanent or Flexible Reservation, and one Visitor Reservation and one Single Use Reservation in the System at any one time.

If the User has an existing Flexible Reservation, and you make another Flexible Reservation for them, the existing reservation will be converted to a Visitor Reservation with an Expiry Date/Time according to the current expiry and grace period settings. In addition, any delegations for the previous reservation will have to be re-applied to the new reservation.

If the Reservation Type selected was Visitor, the Expiry Date/Time will automatically be set according to the current expiry and grace period settings, while if it was Single Use, the Single Use Expiry period setting will be applied (these settings are set by an Admin of the System for each Locker Bank).

If the Reservation Type selected was Shared, then the User previously selected will be considered the 'owner' of the Locker and the screen expands to allow entry of the Shared Name and desired Expiry Date:



Wherever a Shared Reservation is listed, the Shared Name will be shown rather than the actual owner's name. Enter a Shared Name and Expiry Date (a month from now is the default), then click *Create Shared Reservation* to continue.



## 4.2.3 Selecting the Locker Bank

After the Reservation Type has been selected, the next screen is used to select the Locker Bank. Use the Neighbourhoods drop down control to select the Neighbourhood of interest (only Neighbourhoods over which the logged in Concierge has jurisdiction will be listed). Once selected, the availability of related Locker Banks will be queried and listed. The Availability shown is based on business rules around the Reservation Type requested and the Neighbourhoods of the User and Locker Banks.

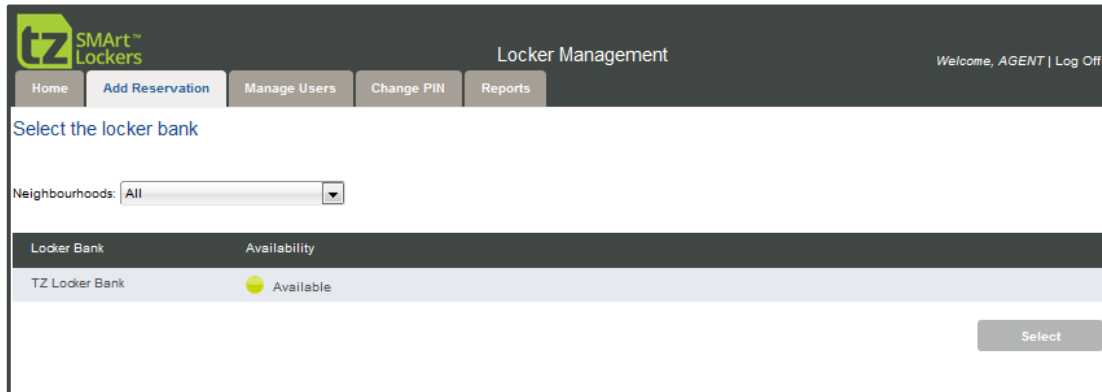


Figure 9: The Locker Bank selection screen

To select a Locker Bank, click somewhere in its row, then press the *Select* button at the bottom right of the screen. Only Locker Banks that are shown as Available can be selected.

## 4.2.4 Selecting the Locker

After the Locker Bank has been selected, the next screen will show the current Locker layout for the selected Locker Bank.

*Note that when making Shared or Visitor or Single Use Reservations, the pool of Lockers from which to select is much smaller as there are separate subsets of Lockers set aside at each Locker Bank specifically for Shared or Visitor or Single Use Reservations.*

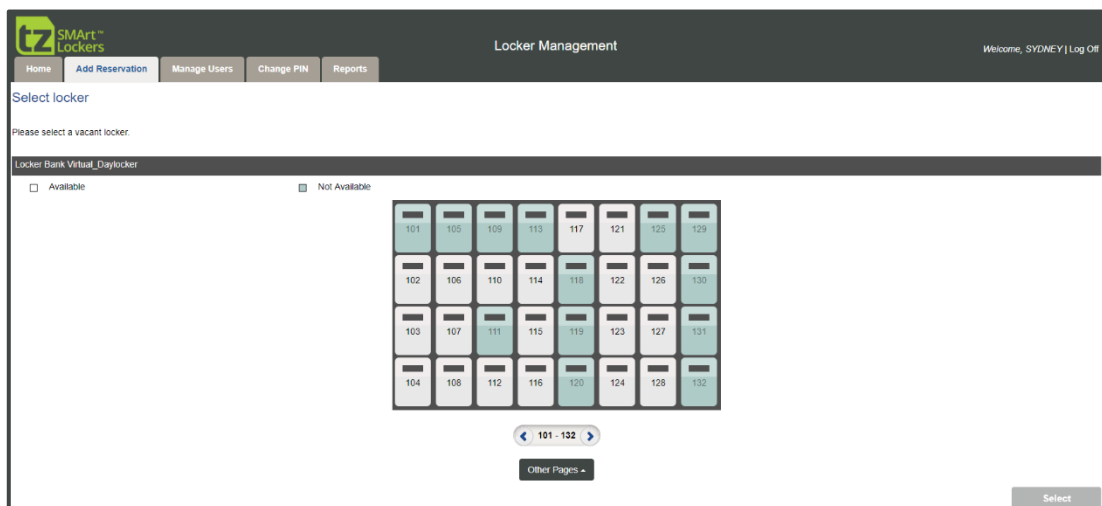


Figure 10: The Locker selection screen

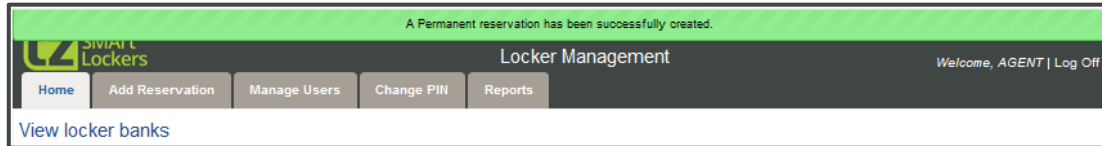


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Use the controls below the Locker layout to navigate to other pages.

Click on an available Locker using the mouse then press the *Select* button.

If there is nothing stopping the creation of a Reservation, then it will be created and a green bar will be shown across the top of the web page, stating what type of Reservation was made, for example:



If the reservation could not be made, the status bar will be shown in red rather than green, together with the reason why.

If the Reservation Type selected was Shared, then the Manage Access screen will now be displayed, to allow the delegation of other shared members other than the owner to the Shared Reservation just created (refer to Section 4.1.2.2 for further details).





## 4.3 Manage Users tab

The Manage Users tab provides User Management features, including the update of User details, cards and Neighbourhoods, or the viewing of their reservations.

To locate a User, set the filter criteria, then press the *Search* button to see the Users that fit the criteria. Filter criteria available are:

- > the Personnel ID of a User
- > the name of a User (case insensitive, first few letters of last name)
- > the Card Number of a User

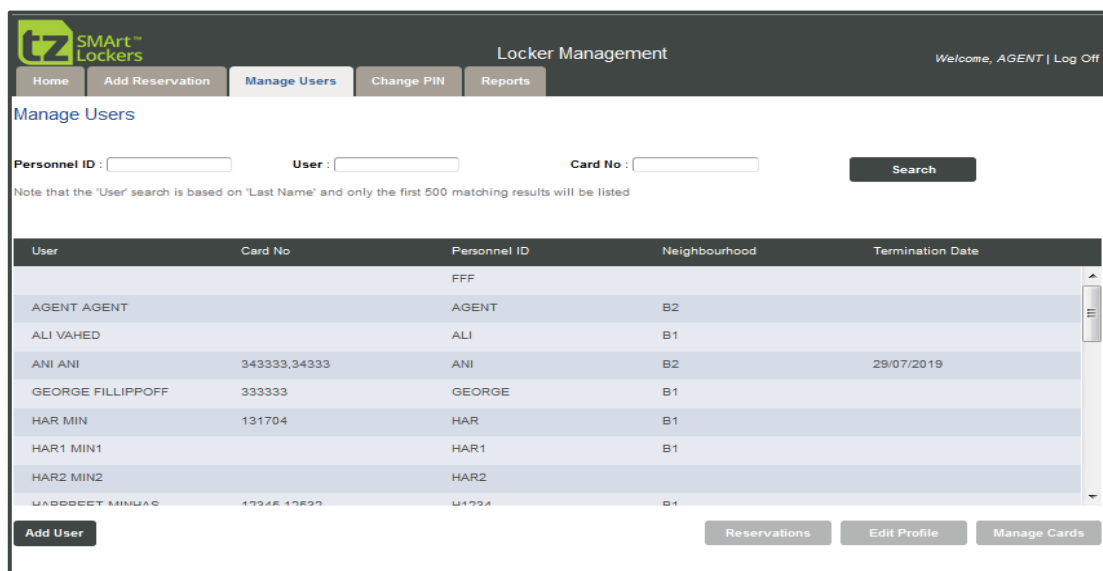


Figure 11: The Manage Users tab

To create a new User, click the *Add User* link at the bottom left of the screen.

*If the System has been configured to import Users automatically from external Systems, then DO NOT add such Users manually via the Add User button, but instead have them added via the external System, then wait until they are imported. The only exception is if you are adding Visitors from outside the organisation.*

To view a User's existing reservations, click somewhere in their row, then press the *Reservations* button at the bottom right of the screen.

To edit an existing User, click somewhere in their row, then press the *Edit Profile* button at the bottom right of the screen.

To manage the cards of an existing User, click somewhere in their row, then press the *Manage Cards* button at the bottom right of the screen.

*Inactive Users (those who have a termination date in the past) are also listed.*



## 4.3.1 Adding/editing Users

This screen allows adding/editing of User details with a Save button.

Figure 12: The Add/Edit User screen

The following table summarises the fields available for Users:

FIELD	DESCRIPTION
Personnel ID	A unique employee number. This cannot be edited once added
PIN	A password that the User can use to access both the Employee Portal (where they can change their reservations), or to access the Locker Bank if they cannot use their card for any reason. The password must conform to the specified password regex (as set in the Admin Portal), and any other password security features that have been enabled such as can't use common passwords or re-use recent passwords
First Name	The User's first name
Last Name	The User's last name
Email	The email address for this User (this is the address where the User's PIN will be sent when created or reset)
Termination Date	The last employment date of the User. Their Reservations will automatically convert to Visitor Reservations after this day (optional)
Neighbourhood	The User's Neighbourhood. If this matches the Neighbourhood assigned to a Locker Bank, then reservations will be of type Permanent/Flexible, otherwise of type Visitor. A User with no Neighbourhood can only ever make Visitor Reservations
Personnel ID	A unique employee number. This cannot be edited once added



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PIN	A password that the User can use to access both the Employee Portal (where they can change their reservations), or to access the Locker Bank if they cannot use their card for any reason. The password must conform to the specified password regex (as set in the Admin Portal), and any other password security features that have been enabled such as can't use common passwords or re-use recent passwords
First Name	The User's first name
Last Name	The User's last name

After pressing *Save*, if a new User was successfully added, then the Manage Cards screen will now be displayed, to allow their cards to be linked (refer to Section 4.3.3 for further details).

*If you change a User's Neighbourhood, any reservation they have in their current Neighbourhood will be converted to a Visitor Reservation, and any Visitor Reservation in the new Neighbourhood will be converted to a Flexible Reservation (unless there is more than one, in which case they will remain unchanged).*

*If you have many Users to add and the System has not been configured to import users automatically from external Systems, then it is much quicker to have them added by an Admin who can upload User details from a CSV file. Lockers can even be pre-allocated to Users during this upload.*

*It is not possible to add a Concierge, or to edit an existing Concierge's Neighbourhoods. This can only be done by an Admin.*

*Inactive Users (those who have a termination date in the past), will have their fields shown as read only, will show a note above the fields that 'This User is inactive', and will have an additional button labelled Reactivate that can be used to reactivate the User.*

## 4.3.2 User Reservations screen

Concierge can view all a User's Reservations by clicking on the user's row and pressing the *Reservations* button. This screen displays basic User details such as Personnel ID, First Name and Last Name, followed by a list of reservations with details such as Type, Owner, Locker Bank name and number, and Expiry Date (if applicable).

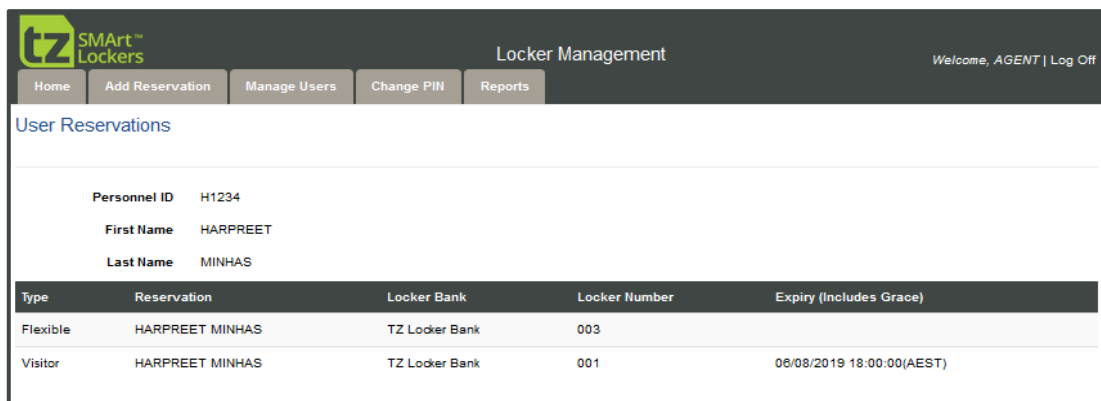


Figure 13: User Reservations screen



## 4.3.3 Manage Cards screen

This screen allows the cards of a User to be managed. Users can have zero or more cards. Where they have no card, they will have to enter credentials to gain access to their reservations. Where they have one or more cards, they can swipe any of those cards at a Locker Bank to gain access to their reservations. If a User loses their card, it should be removed from the User so that the card cannot be used to access the User's Reservations anymore.

To add a new card:

- > Press *Add Card* button.
- > Enter the Card Number and Site code (there is a specific Site Code for each Site, e.g. San Jose, Oakland, etc., and cards from one Site typically **cannot** be used at a different Site)
- > Press *Save* button.
- > To remove an existing card:
  - > Press *Remove* button shown next to the existing card.

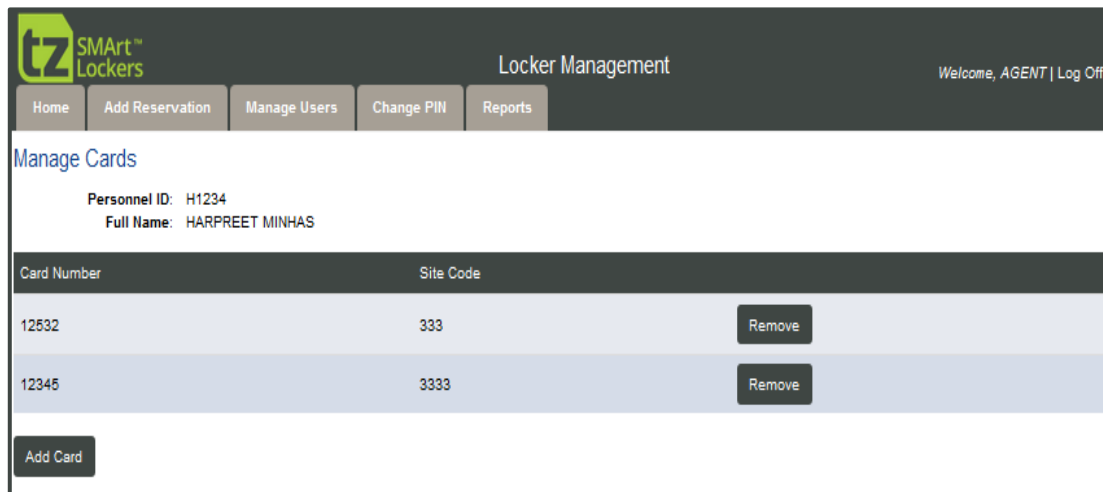


Figure 14: The Manage Cards screen

Be careful editing or removing the Card numbers of existing Users, as their existing reservations will no longer be accessible using the old card number.



## 4.4 Change PIN tab

The Change PIN tab allows you to change your PIN.

The screenshot shows the 'Locker Management' interface. At the top left is the 'TZ SMART Lockers' logo. To the right of the logo is the text 'Locker Management' and 'Welcome, AGENT | Log Off'. Below the logo is a navigation bar with five tabs: 'Home', 'Add Reservation', 'Manage Users', 'Change PIN', and 'Reports'. The 'Change PIN' tab is selected and highlighted in blue. The main content area is titled 'Change PIN' and contains three input fields: 'Current PIN :', 'New PIN :', and 'Confirm New PIN :'. Each field is followed by a text input box. Below the input fields is a dark grey 'Submit' button.

Figure 15: Change PIN screen

To change the PIN, enter your current PIN, the new PIN, and confirm the new PIN. After the PIN has been changed, a confirmation dialog will be shown, after which you will be logged out, so that you can log in with the new PIN.



## 4.5 Reports tab

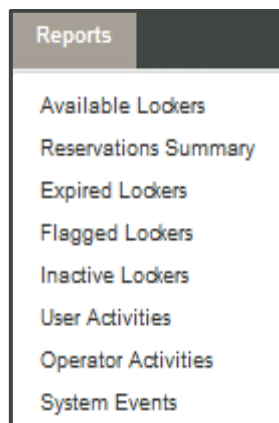
The Reports tab allows Reports to be viewed on-screen or exported to a .csv (comma separated values) file or a .pdf (Adobe Acrobat Reader) file.

The following Reports are currently supported in the Full Solution:

- > Available Lockers report
- > Reservations Summary report
- > Expired Lockers report
- > Flagged Lockers report
- > Inactive Lockers report
- > User Activities report
- > Operator Activities report
- > System Events report

To View or Export a Report:

- > Click on the Reports tab. This will display a submenu of the available Reports
- > Select the Report Type
- > Select any relevant filters (e.g. all Locker Banks or a Locker Bank)
- > Select the Report Format (Either Preview to see the Report on-screen, Export to CSV, or Export to PDF)
- > Select the Generate button. In the case of an Export, a file with filename equal to the report name will be downloaded through your browser.



The following sections provide further details on the available Reports.



## 4.5.1 Available Lockers report

This report displays the available Lockers, Shared Lockers, Visitor Lockers, and Single Use Lockers for a selected Neighbourhood and for a selected Locker Bank.



Figure 16: Available Lockers report

## 4.5.2 Reservation Summary report

This report displays the Reservations in the System for a selected Neighbourhood and for a selected Locker Bank or User.

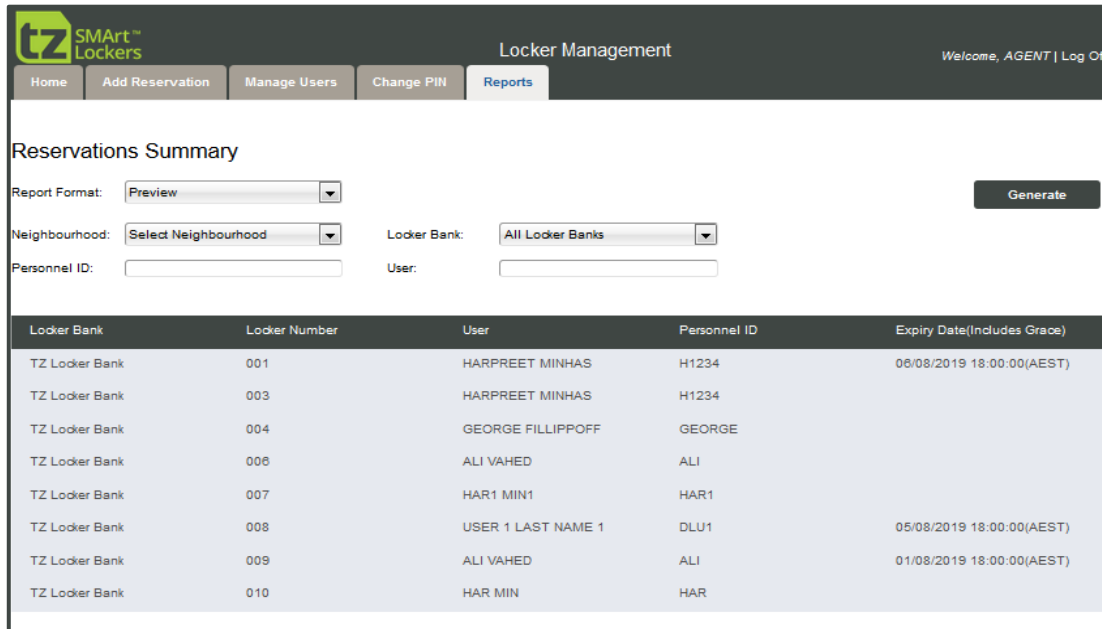


Figure 17: Reservation Summary report



## 4.5.3 Expired Lockers report

This report displays the expired Lockers of selected Neighbourhoods that need to be manually released to make them available for re-use.

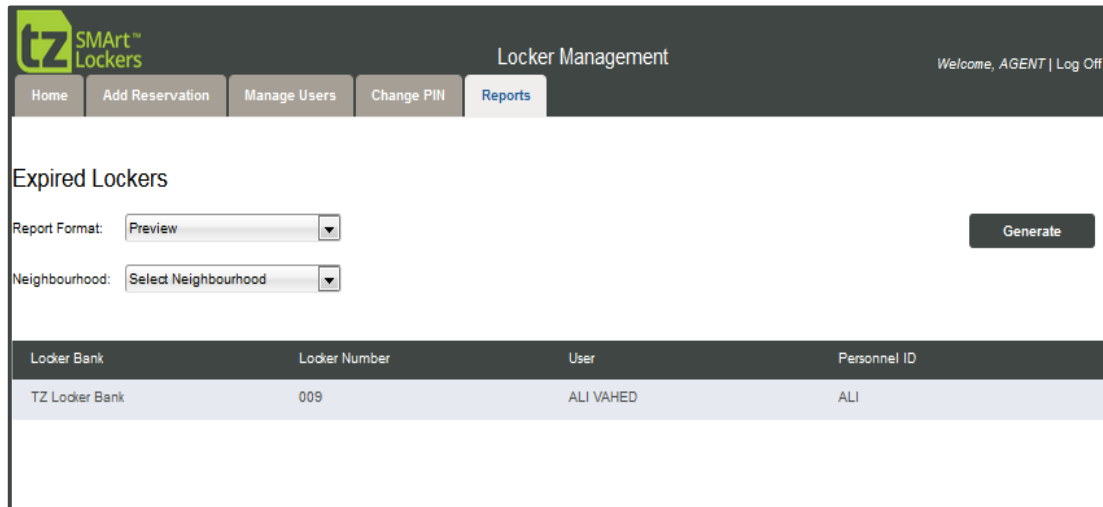


Figure 18: Expired Lockers report

## 4.5.4 Flagged Lockers report

This report displays the flagged Lockers of selected Neighbourhoods in the System.

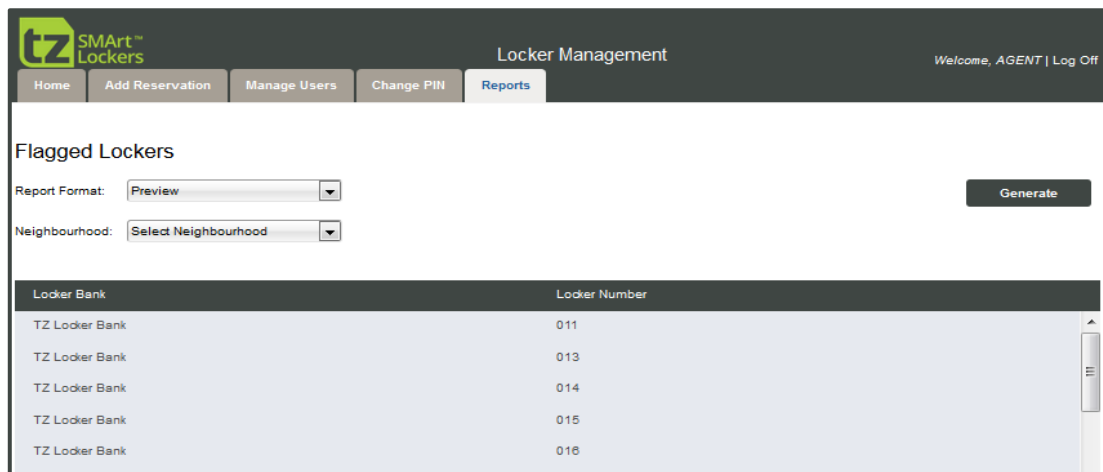


Figure 19: Flagged Lockers report





## 4.5.5 Inactive Lockers report

Inactive Lockers are Lockers that have not been used for a specified period. The inactivity period can be set by a date picker control. The report displays inactive Lockers of selected Neighbourhoods.

The screenshot shows the 'Inactive Lockers' report page. At the top, there's a navigation bar with 'Home', 'Add Reservation', 'Manage Users', 'Change PIN', and 'Reports'. The 'Reports' tab is active. Below the navigation bar, the page title is 'Inactive Lockers'. There are three filters: 'Report Format' set to 'Preview', 'Neighbourhood' set to 'B1', and 'Inactivity Period' set to '2019/08/01'. A 'Generate' button is on the right. Below the filters is a table with the following data:

Locker Bank	Locker Number	User	Personnel ID
TZ Locker Bank	004	GEORGE FILLIPPOFF	GEORGE
TZ Locker Bank	006	ALI VAHED	ALI
TZ Locker Bank	007	HAR1 MIN1	HAR1
TZ Locker Bank	009	ALI VAHED	ALI

Figure 20: Inactive Lockers report

## 4.5.6 User Activities report

User activities report displays all the actions (events) performed by a User. This can be filtered by selecting the Neighbourhood, Locker Bank, Locker number, Event Type, User, and a Date range.

The screenshot shows the 'User Activities' report page. At the top, there's a navigation bar with 'Home', 'Add Reservation', 'Manage Users', 'Change PIN', and 'Reports'. The 'Reports' tab is active. Below the navigation bar, the page title is 'User Activities'. There are several filters: 'Report Format' set to 'Preview', 'Neighbourhood' set to 'Select Neighbourhood', 'Locker Bank' set to 'All Locker Banks', 'Locker No.' (empty), 'Event Type' set to 'All', 'Personnel ID' (empty), 'User' (empty), 'From' (empty), and 'To' (empty). A 'Generate' button is on the right. Below the filters is a table with the following data:

Locker Bank	Locker Number	User	Card No	Personnel ID	Type	Time
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Release	24/07/2019 11:54:31(AEST)
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Open	24/07/2019 11:54:31(AEST)
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Open	24/07/2019 11:54:19(AEST)
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Open	24/07/2019 11:54:08(AEST)
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Open	24/07/2019 10:26:20(AEST)
Kiosk_TZ-LAP-123	001	USER 1 LAST NAME 1		DLU1	Reserve	24/07/2019 10:26:17(AEST)
Kiosk_TZ-LAP-123	001	ANI ANI		ANI	Open	15/07/2019 11:29:31(AEST)

Note that there is a maximum limit of 500 results for previewing.

Figure 21: User Activities report



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The table below provides further information on the Event Types recorded:

EVENT TYPE	DESCRIPTION
Open	Whenever a User opens their Locker
Reserve	Whenever a User reserves their own Locker (e.g. from the Employee Portal, or via self-serve registration at a Locker Bank)
Release	Whenever a User releases their own Locker at a Locker Bank (e.g. via Open & End Booking feature, available only for Reservation Types that have an Expiry Date)
Delegate Access	Whenever a User delegates access of their Locker to someone else (e.g. from the Employee Portal)
Un-delegate Access	Whenever a User revokes access of their Locker from someone else (e.g. from the Employee Portal)
Expire	Whenever a User sets their Reservation as expired (e.g. from the Employee Portal)

*Note that when a Concierge is performing operations in the context of a normal User (e.g. opening their own reservation), these are recorded in the User Activities report.*

*But when a Concierge is performing operations in the context of his Concierge duties (i.e. reserving his own Locker from the Concierge Portal), such operations are recorded in the Operator Activities Report.*



## 4.5.7 Operator Activities report

Operator activities report displays all the actions (events) performed by a Concierge, and the User who the operation was done on behalf of. This can be filtered by selecting the Neighbourhood, Locker Bank, Locker number, Event Type, User, Operator, and a Date range.

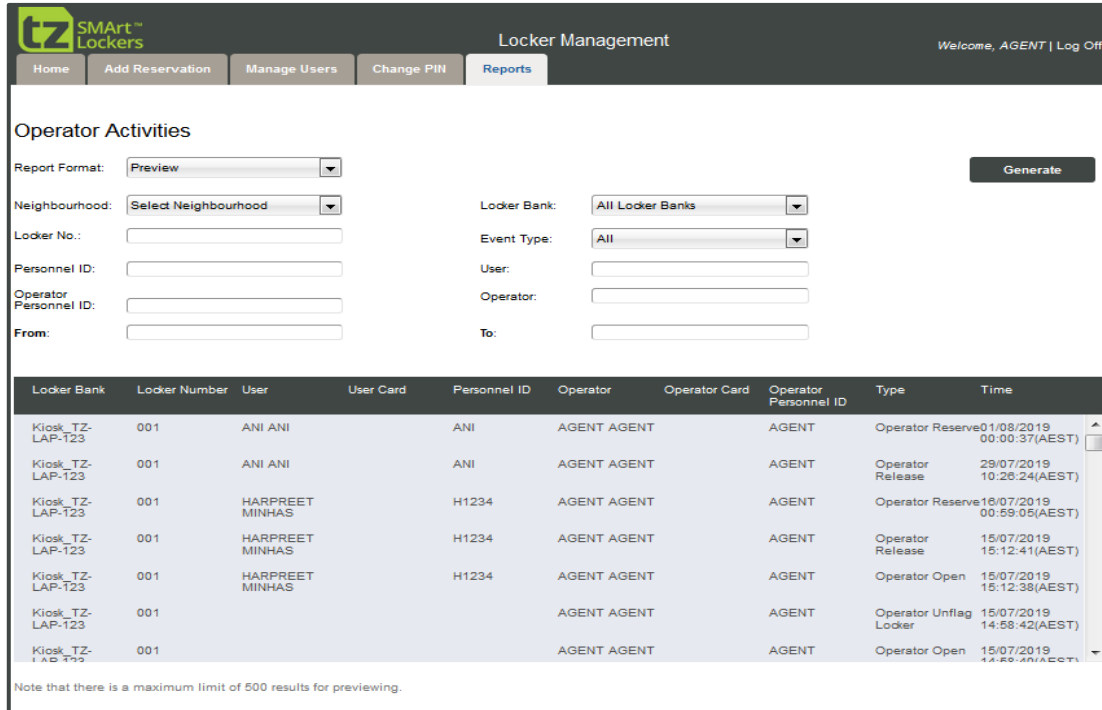


Figure 22: Operator Activities report

The table below provides further information on the Event Types recorded:

EVENT TYPE	DESCRIPTION
<b>Operator Open</b>	Whenever a Concierge opens a Locker
<b>Operator Reserve</b>	Whenever a Concierge reserves a Locker on behalf of someone else (i.e.. from the Concierge Portal)
<b>Operator Release</b>	Whenever a Concierge releases a Locker at a Locker Bank (i.e. via the Admin screen at a Locker Bank)
<b>Operator Delegate Access</b>	Whenever a Concierge delegates access of a Locker on behalf of someone else (i.e. from the Concierge Portal)
<b>Operator Un-delegate Access</b>	Whenever a Concierge revokes access of a Locker from someone else (i.e. from the Concierge Portal)
<b>Operator Expire</b>	Whenever a Concierge sets a Reservation as expired (i.e. from the Concierge Portal)
<b>Operator Flag Locker</b>	Whenever a Concierge flags a Locker at a Locker Bank



## Operator Unflag Locker

Whenever a Concierge unflags a Locker at a Locker Bank

## Operator Remote Open

Whenever a Concierge remotely opens a Locker at a Locker Bank (i.e. from the Concierge Portal)

### 4.5.8 System Events report

This report displays all the System events with a description. System event report also contains information about the unexpected Locker open event alert. This can be filtered by selecting the Neighbourhood, Locker Bank and From Date.

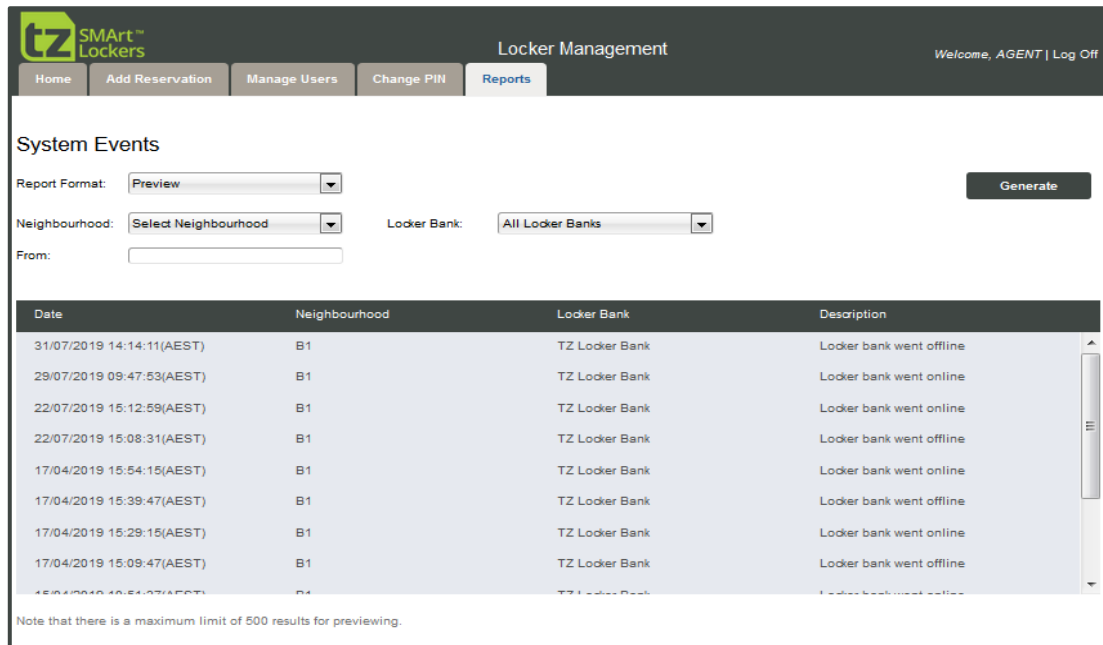


Figure 23: System Events report

### 4.5.9 Log Off

To log off from the Portal, click the *Log Off* link present at the right-hand top corner. The screen will revert to the Login screen.



## 5. Administering the Locker Banks

At any Locker Bank, functions available to the Concierge are:

- > The ability to open any Locker, whether it is reserved or not
- > The ability to release Reservations, so the Locker becomes available for use by someone else
- > The ability to see for who a Locker is currently reserved and/or if the Reservation has expired
- > The ability to flag (and unflag) Lockers, so they cannot be used

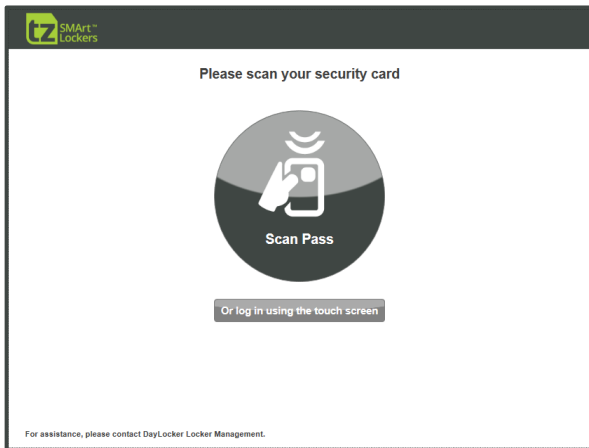


# TZ Networked Day Lockers Concierge Guide

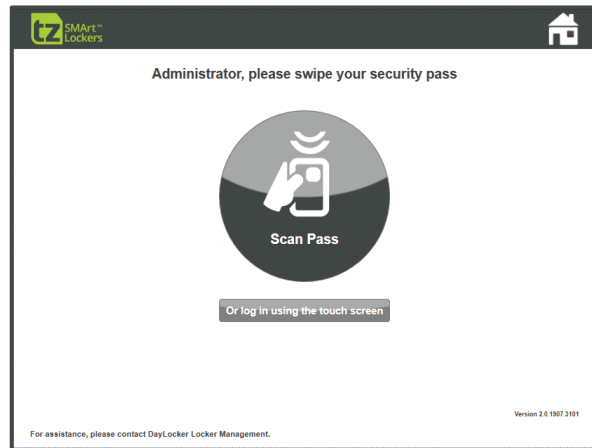
## 5.1 Accessing the Concierge only screens

To access the Concierge only screens:

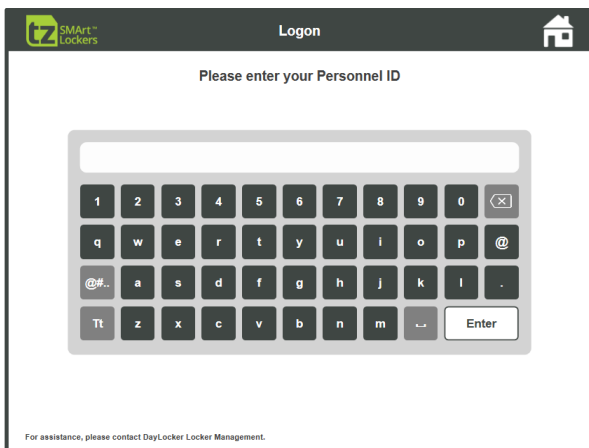
- > Concierge triple touches the logo on the Home Screen to request for administration mode
- > Concierge either swipes their card or selects to manually enter both their Personnel ID and PIN, or if AD/AAD authentication is enabled, by entering both an AD/AAD username and AD/AAD password.



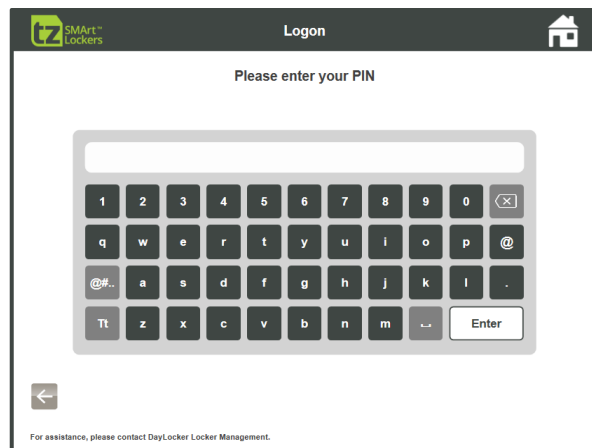
*Step 1: Triple touch the logo at the top left corner*



*Step 2: Either scan a Concierge pass, or touch the 'Or log in using the touch screen' button*



*Step 3: If 'Or log in using the touch screen' button was selected, then enter the Concierge Personnel ID (or AD/AAD username if AD/AAD authentication is enabled) using the on-screen keyboard*



*Step 4: Enter the Concierge PIN (or AD/AAD password if AD/AAD authentication is enabled) using the on-screen keyboard*

Figure 24: Process for accessing Concierge only screens

Users are notified what their PIN is via an email when they are first registered. However, Users can change their PIN via the Change PIN tab in the Portal.

AD/AAD authentication for Locker Banks can only be enabled or disabled by an admin; please refer to the User guide for Admins for further information on this setting.



# TZ Networked Day Lockers Concierge Guide

Once successfully logged in, the Concierge Home Screen is displayed with three buttons as below:

- > Access Lockers - Tap on this button to navigate to Locker Selection screen via the Plan View
- > Usage Summary - Tap on this button to navigate to Usage Summary screen
- > Log off - Tap on this button to log off.

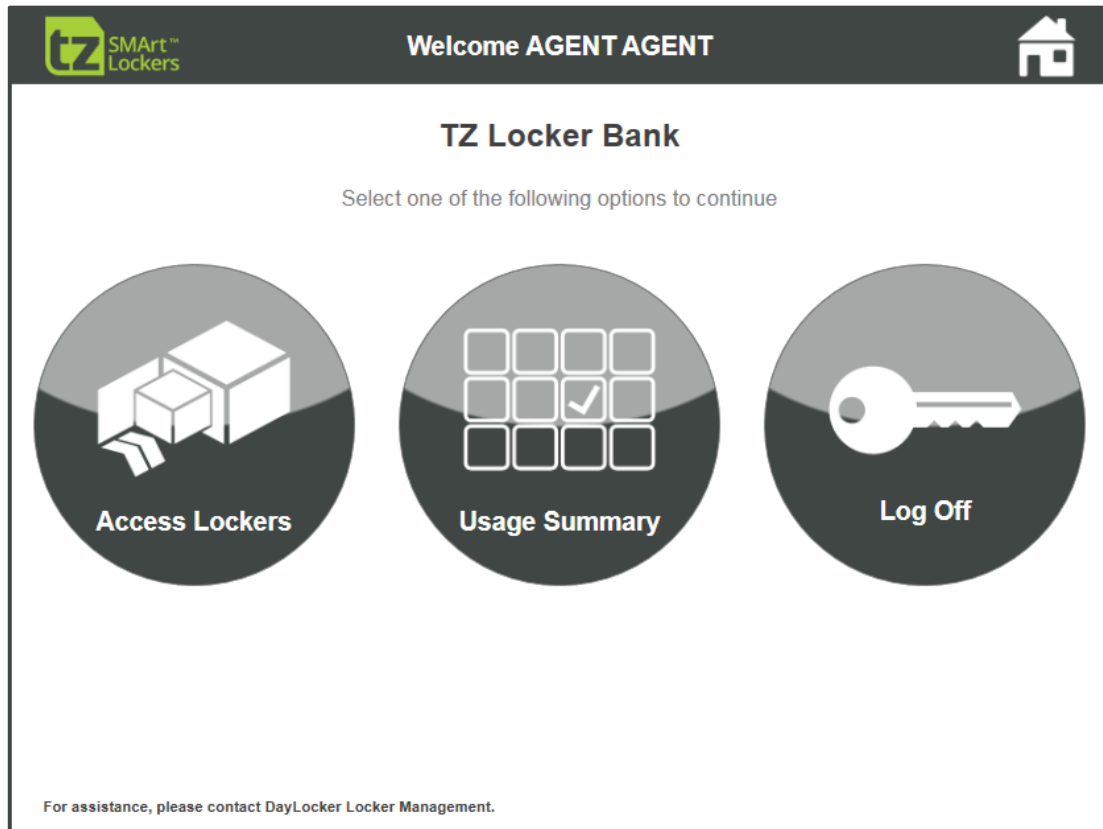


Figure 25: The Concierge Home Screen

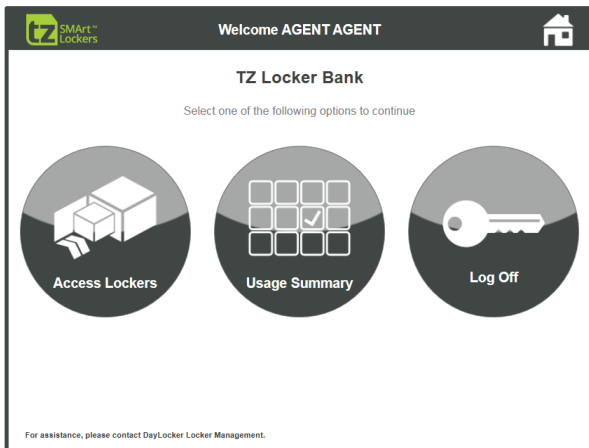
## 5.2 Opening Lockers

To open any Locker:

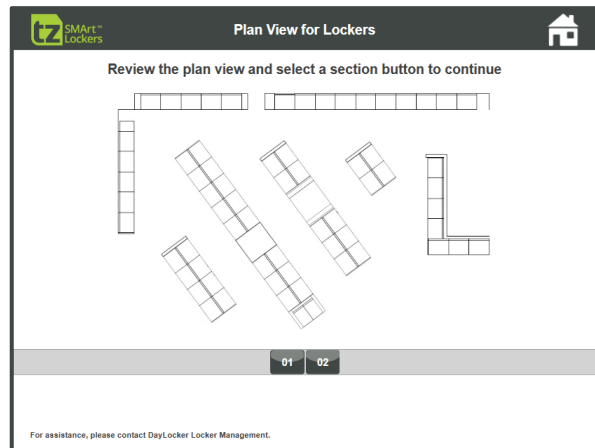
- > Tap on *Access Lockers* button from Concierge Home screen which will display the Plan View for this Locker Bank.
- > Select related section button where the Locker is located.
- > The Locker Selection screen for the chosen section will be shown, with the Lockers colour coded according to the colour legend shown onscreen. Tap the desired Locker to open it.
- > Once the Locker is closed again, a screen will be displayed where you can select options or return to the Concierge Home screen.



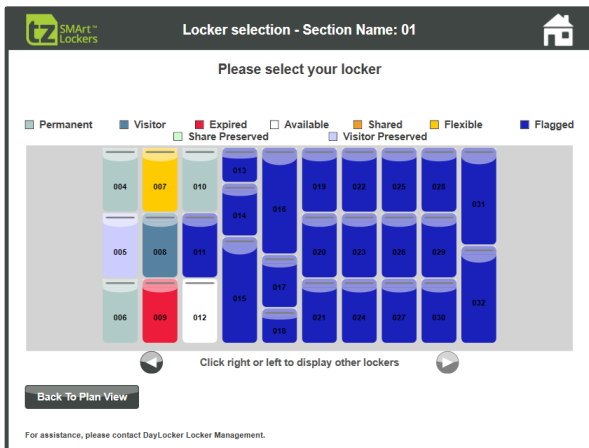
# TZ Networked Day Lockers Concierge Guide



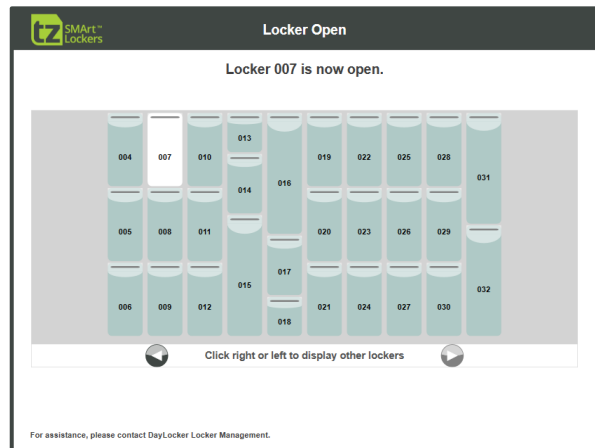
Step 1: Select Access Lockers button



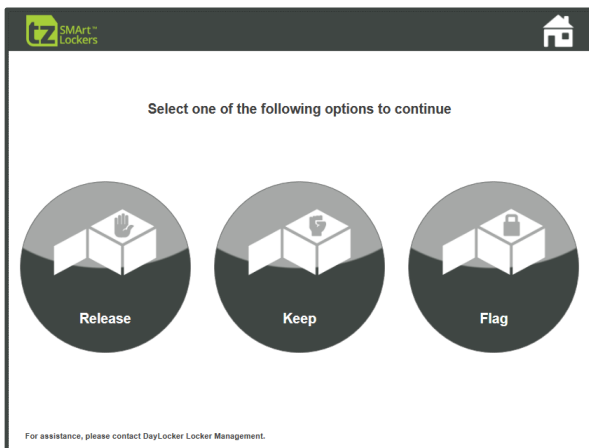
Step 2: Select a Section button (skip this step if no plan view is shown)



Step 3: Select a Locker



Step 4: Locker opens. Once done, close the Locker and return to the touchscreen



Step 5: Either select an option if required, or press Home icon at top right to return to Concierge Home screen

Figure 26: Locker Opening process





### 5.3 Options available once Locker is closed

After accessing a Locker and closing its door, the Concierge must return to the touchscreen to select an option. The options are:

- > *Release* (only enabled if the Locker is reserved) – this will end the reservation, and make the Locker available for others to use
- > *Keep* (only enabled if the Locker is reserved) – this will keep the Reservation state unchanged. The owner of the Locker will still be able to access it (unless it is Expired)
- > *Flag* (only shown if the Locker is not already Flagged) – this will make the Locker unavailable for general usage until it is unflagged in future. Use this option for example if the Locker needs cleaning or maintenance.
- > *Unflag* (only shown if the Locker has been previously Flagged) – this will make the Locker available again for general usage

After an option is chosen, the Locker Bank will return to the Plan View to allow further Lockers to be selected for opening.

If none of the options apply, then the Concierge can use the Home icon in the top right corner of the screen to return to the Concierge Home screen.

*Prior to Releasing any Reservation, ensure you have checked inside the Locker if any items have been left behind. If so, put the items in a separate storage area for collection by the owner.*

*Alternatively, if you have nowhere to store the items, you could Keep the Reservation rather than releasing it, and in this way keep the items stored in the Locker itself. If you do this, you may wish to set the Reservation to Expired from the Concierge Portal if it is not already expired (refer to Section 4.1.2.4 for more details).*



## 5.4 Viewing Reservations

To see which Lockers are currently in use and the details of their Reservation, the Concierge can view the Usage Summary screen. To access this screen:

- > at the Concierge Home Screen, touch the 'Usage Summary' button:

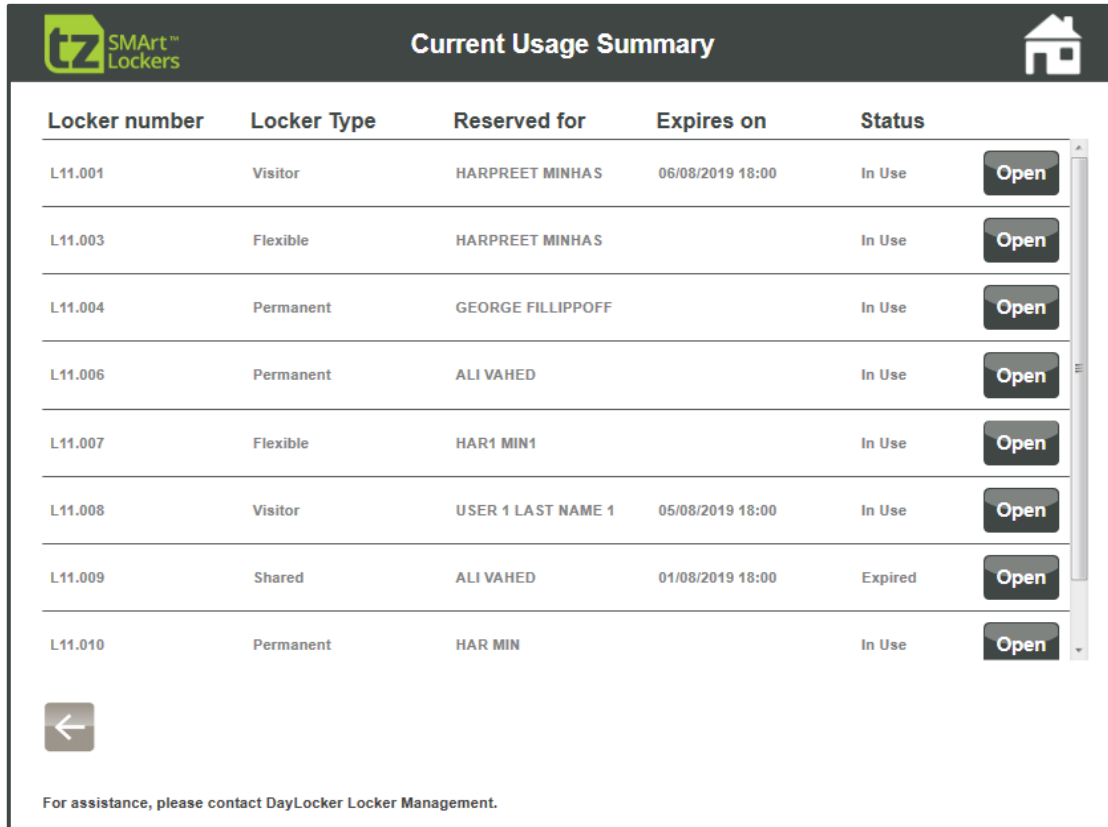


Figure 27: The Current Usage Summary Screen

Any Lockers that are listed can also be opened directly from this screen by touching the associated *Open* button. Once the Locker is closed, there will be the usual options to *Release/Keep/Flag/Unflag*.

## 5.5 Logging out of the Concierge Screens

To log out of the Concierge screens, at the Concierge Home Screen, touch the 'Log Out' button. This will return the Locker Bank to its Home Screen.

*Please remember to log out, so that someone passing by is not tempted to open someone else's Locker and steal stuff.*

## 5.6 Locker Bank System Rules

- > Users are only allowed one Permanent or one Flexible Reservation across the Locker Bank network at a time.
- > Permanent Reservations cannot be moved, but Flexible ones can be moved by reserving an alternate Locker. Where a User reserves an alternate Locker (using the Employee Portal, via self-service reservation at the Locker Bank, or via Concierge Portal), their current Flexible Reservation will be converted to a Visitor Reservation which will expire after two days.



## TZ Networked Day Lockers Concierge Guide

- > Visitors can only make one Visitor Reservation via self-service at a time. To make another, they either must release their current reservation (using the Open & End Booking button), or approach a Concierge
- > Only a small subset of Lockers are set aside for the use of Visitors and Teams. If they are all in use, attempts to make Visitor or Shared Reservations will fail with the message 'Lockers full'. This also applies to Permanent/Flexible Reservations, although there is a much larger pool of Lockers available for such reservations.

### 5.7 Offline Locker Banks

A Locker Bank is offline when it cannot communicate to the rest of the System. In such a situation, the following limitations apply:

- > Users who have reservations at the Locker Bank can still access their Lockers as normal.
- > It is not possible to make a new self-service reservation. If a card is scanned that is eligible for such a reservation, instead an error screen will be shown that explains that the reservations cannot be made at the Kiosk at this time and to try again later.
- > It is not possible to access the Kiosk manually using AD or AAD credentials.

**END OF DOCUMENT**