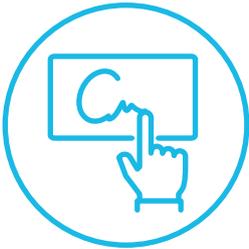


SwipBox Webtool



Signature

Proof of delivery

If you choose to enable the signature functionality in the webtool, the customer is asked to sign on the screen, either through an app or on the parcel locker when they send or receive a shipment. The signature is accessible through the webtool.



Responsive webtool

Access via any device

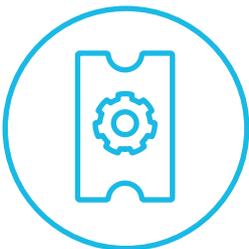
You can gain access to the webtool from any device. This enables you to control each SwipBox parcel locker in your network, connect with any courier in your system, maintain an overview of your capacity, etc. - all via your phone.



Reports & statistics

Manage relevant data

Monitor your utilization in real time and download reports that enable you to maximize your network capacity utilization. Maintain an overview of your entire network or get detailed information about a single SwipBox.



Ticket reporting system

Report incidents

We offer a ticket reporting system. Should an incident occur you can report it, and qualified personnel will take care of the incident to ensure a stable and reliable operation. In the SwipBox Infinity webtool, operators can be assigned to a ticket, allowing maintenance providers to handle the issue in the webtool.



Hotline support

Help your customers

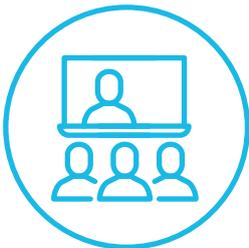
Support your customers in real time. Everything from resending notifications to redirection of parcels is easily done through the webtool.



Capacity management

Full overview and control

We offer you a complete suite of tools to manage the network. Get the full overview to make qualified decisions on locations and compartment allocation.



Online training

Get up to date

We provide a large catalog of online training videos and tutorials. Find help to many of the frequently asked questions and distribute training material to all stakeholders.



Notifications

Communication by SMS or e-mail

We offer a complete notification engine that can handle all the communication you need with your customer. When a shipment is delivered in the SwipBox, a notification will be sent to the customer via SMS or e-mail.



Courier management

Manage your couriers

In order to access a SwipBox, your couriers need to be authorized. You can manage the couriers in your network and connect and disconnect a courier to a SwipBox. In the ISwipBox nfinity webtool, individual roles and access can be assigned to all using the system.