Designing for Deliveries Into the Built Environment.

GROUNDFLOOR

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1. Why Smart Delivery Lockers?

The Impact of Ecommerce on the Built Environment

Deliveries are overwhelming the built environment. Each year, more than 1 billion parcels are delivered within Australia.

This equates to 2.8 million per day (over 40 per person!) and is growing more than 10% annually.

Inefficient deliveries are congesting our cities and streets, with the last few steps from curb to customer the most difficult part of the journey. Making a secure handoff to the recipient is virtually impossible within large residential communities, commercial precincts and universities.

Planning for deliveries to places where people live, work and study has shifted from amenity to necessity. A well-considered delivery strategy will reduce the carbon footprint of the building, lower the life cycle costs of the building, and add amenity and harmony to the future community.

A thoughtfully designed, automated delivery point – where couriers deliver effortlessly in seconds – is both a global norm and customer expectation.

A Link Between Deliveries & Sustainability

Achieving a first-time delivery every time eliminates the number of parcels being redelivered, reducing traffic emissions and congestion. Speed of delivery also reduces time spent in limited loading bays. Smart delivery lockers help properties reduce their carbon footprint and provides 2 credits towards their SmartScore certification.

To minimize the impact of deliveries, the three objectives in any delivery design should be:

1. Maximise first-time deliveries – a secure place for every parcel on the courier's first visit.
2. Facilitate fast deliveries – a place to deliver in seconds, that is convenient for couriers and recipients.
3. Provide delivery density - all deliveries centralised to a single point in the building, tower or precinct.

Provisioning for Smart Delivery Solutions at Design Stage

The ecommerce revolution evolved quickly and caught Australia's built environment by surprise. Even buildings completed over the last 2-3 years are unable to cope with today's parcel volumes.

Including delivery systems early ensures:

- Optimal outcome for all stakeholders: couriers, owners, and occupiers
- Reduced emissions
- Efficient use of space
- Seamless design and aesthetic
- Point of differentiation at marketing

At scale, positive impact of well-considered smart delivery lockers goes beyond creating efficient buildings. Well designed smart locker systems reduce emissions ensuring the sustainability of the built environment.

Specifying Solutions That are Fit for Purpose

When specifying, it is essential to choose a solution that is specifically designed for deliveries. Cupboards, drawers, and parcel rooms don't provide a secure and private solution for building occupants.

An automated smart solution allows couriers to deliver directly into the lockers quickly and easily, occupants to be immediately notified and provides full traceability of every delivery.

Ensure your solution includes these "must haves":

- Courier direct delivery via mobile device – not fob
- Integration capability for seamless deliveries
- Secure building access capabilities without fobs
- Private database limited to occupants only
- Contactless process from start to finish
- Provision for other services beyond deliveries, such as dry cleaning, keys, shoe care, food and more.

1.

Couriers from all delivery companies and retailers (including Hello Fresh!) deliver securely into the lockers using touchscreen or mobile device.

2.

The package recipient automatically receives a single-use QR code by SMS or email. The parcel stays safe and secure until the recipient is ready.

3.

Deliveries can be retrieved 24/7 at the recipient's convenience. Once the parcel is collected, that locker is available for another delivery.

SEE OUR SMART DELIVERY LOCKERS IN ACTION ↗

The Benefits for Owners, Operators and Occupants

- Contribute to sustainability objectives
- Generate operational cost savings by:
  – eliminating manual handling costs
  – lowering maintenance costs of courier travel through building
  – reducing liability from loss and theft
- Appeal to socially-minded, tech-savvy owners and tenants
- Enhance building aesthetic
- Integrate seamlessly with smart building portals
- Generate efficiency and operational cost savings

AVAILABLE FOR THESE SECTORS

Why Groundfloor™ is the Trusted Choice

Starting with careful planning of each installation, our service continues for the lifecycle of the installation. We offer six-star 7 days a week customer service.

Groundfloor pioneered the “courier inclusive” delivery model in Australia. Our systems are open to all couriers and retailers with full support from Australia Post and New Zealand Post.

Groundfloor in-house software development team continue to build award-winning technology, integrated with major building portals for seamless operational efficiency.

2. Design Considerations: Location

Path of Travel

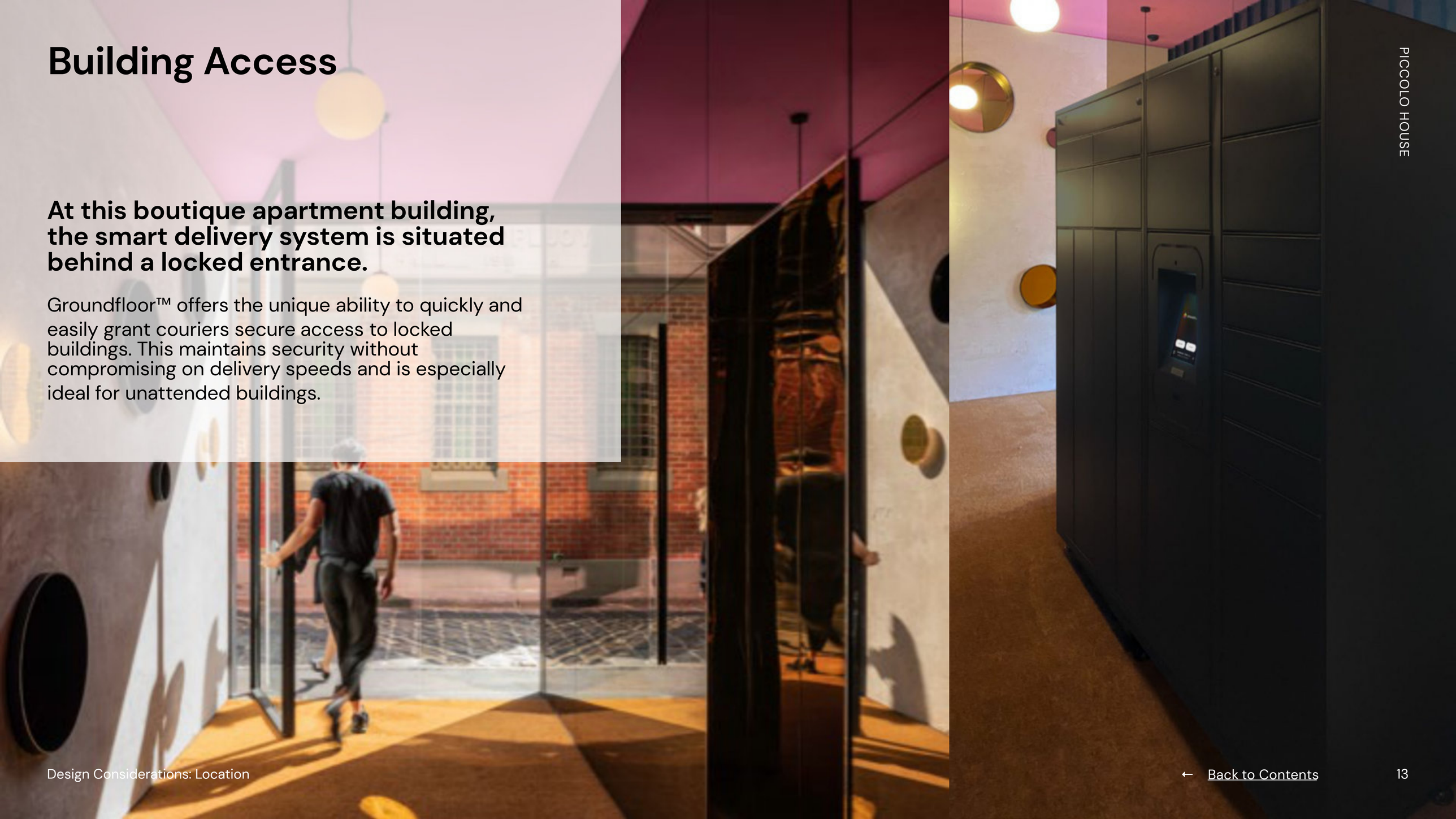
Part of broader renovations, the Bourke Place Mailroom was reengineered to automate all mail, parcels and dry cleaning deliveries.

Located on the ground floor, off the courier entrance, the Mailroom keeps all parcel clutter and delivery personnel out of the building, reducing operational costs associated with lift maintenance and building wear and tear. It is also a convenient exit for employees to pick up deliveries as they head home.

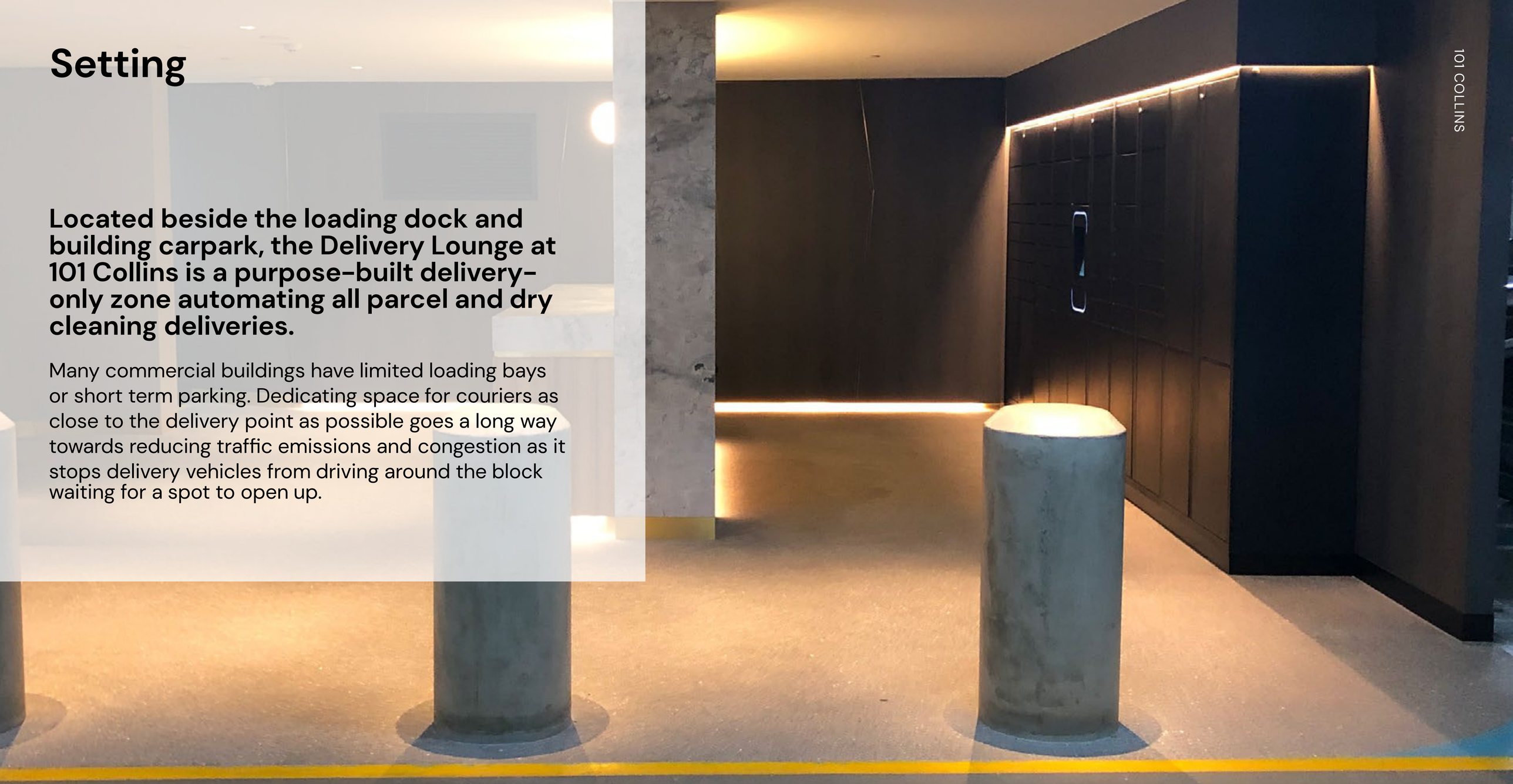
Building Access

At this boutique apartment building, the smart delivery system is situated behind a locked entrance.

Groundfloor™ offers the unique ability to quickly and easily grant couriers secure access to locked buildings. This maintains security without compromising on delivery speeds and is especially ideal for unattended buildings.



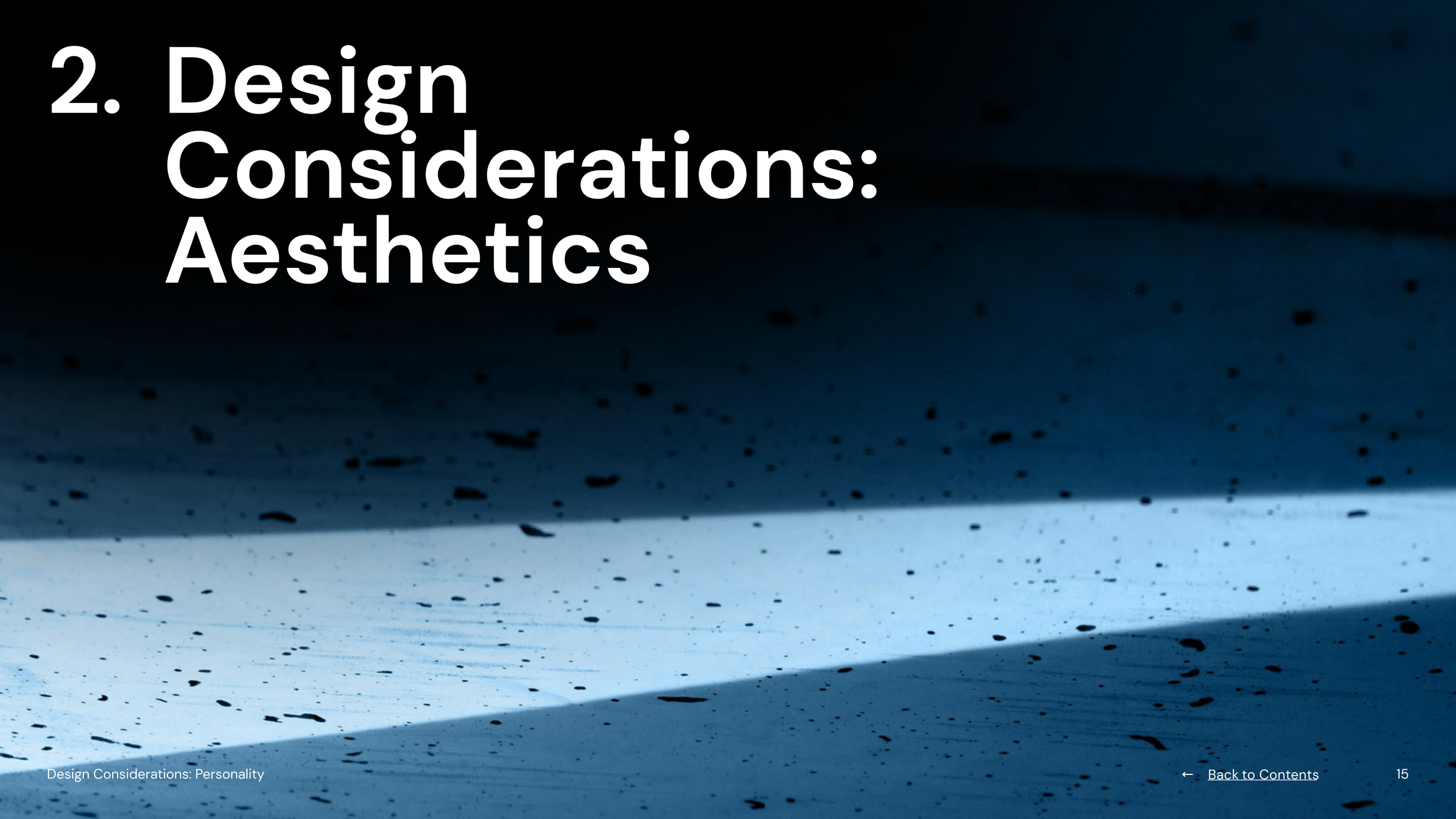
Setting



Located beside the loading dock and building carpark, the Delivery Lounge at 101 Collins is a purpose-built delivery-only zone automating all parcel and dry cleaning deliveries.

Many commercial buildings have limited loading bays or short term parking. Dedicating space for couriers as close to the delivery point as possible goes a long way towards reducing traffic emissions and congestion as it stops delivery vehicles from driving around the block waiting for a spot to open up.

2. Design Considerations: Aesthetics



Inspired Design

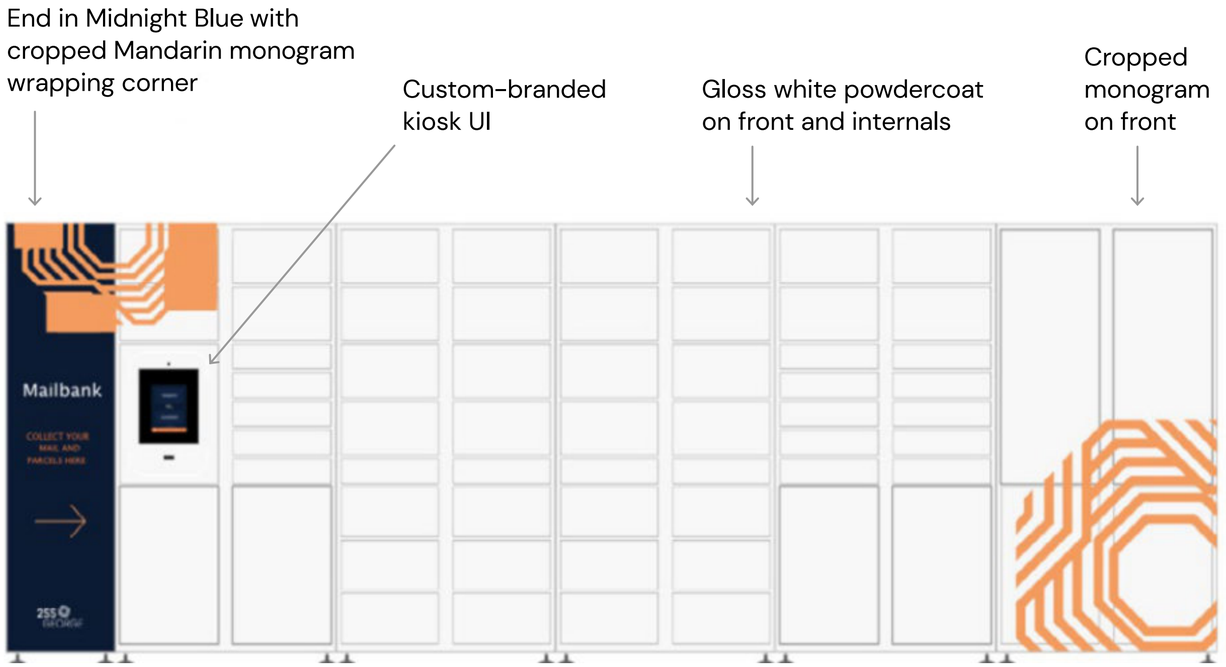
The smart lockers in the 101 Moray commercial mailroom have been vinyl wrapped with a design by Mar Mar Studio.

The wrap matches their previously commissioned artwork hanging proudly in the building. Vinyl wrap incurs an additional charge but is a cost-effective way to provide differentiation to a smart delivery destination. If updating the decor, wraps can also be removed with no paint damage. The wraps are of high-quality 3M vinyl, also used on vehicles.

Bespoke Branding

Many commercial clients prefer to apply company branding to their lockers and software.

Custom branding incurs additional costs. For vinyl wrapping, Groundfloor™ refers clients to the wrap supplier directly. Custom software can be designed and implemented by our in-house software team.



Atmosphere

Atmosphere was a key consideration in the design of this residential mailroom. Incorporating our smart lockers into the existing space, the client saw how our matte black lockers worked best for a moody, opulent result.

Whatever the lighting, natural or otherwise, ensure there is enough light over the kiosk tower for couriers to properly read names on delivery items.

2. Design Considerations: Future-Proofing

Volume Growth

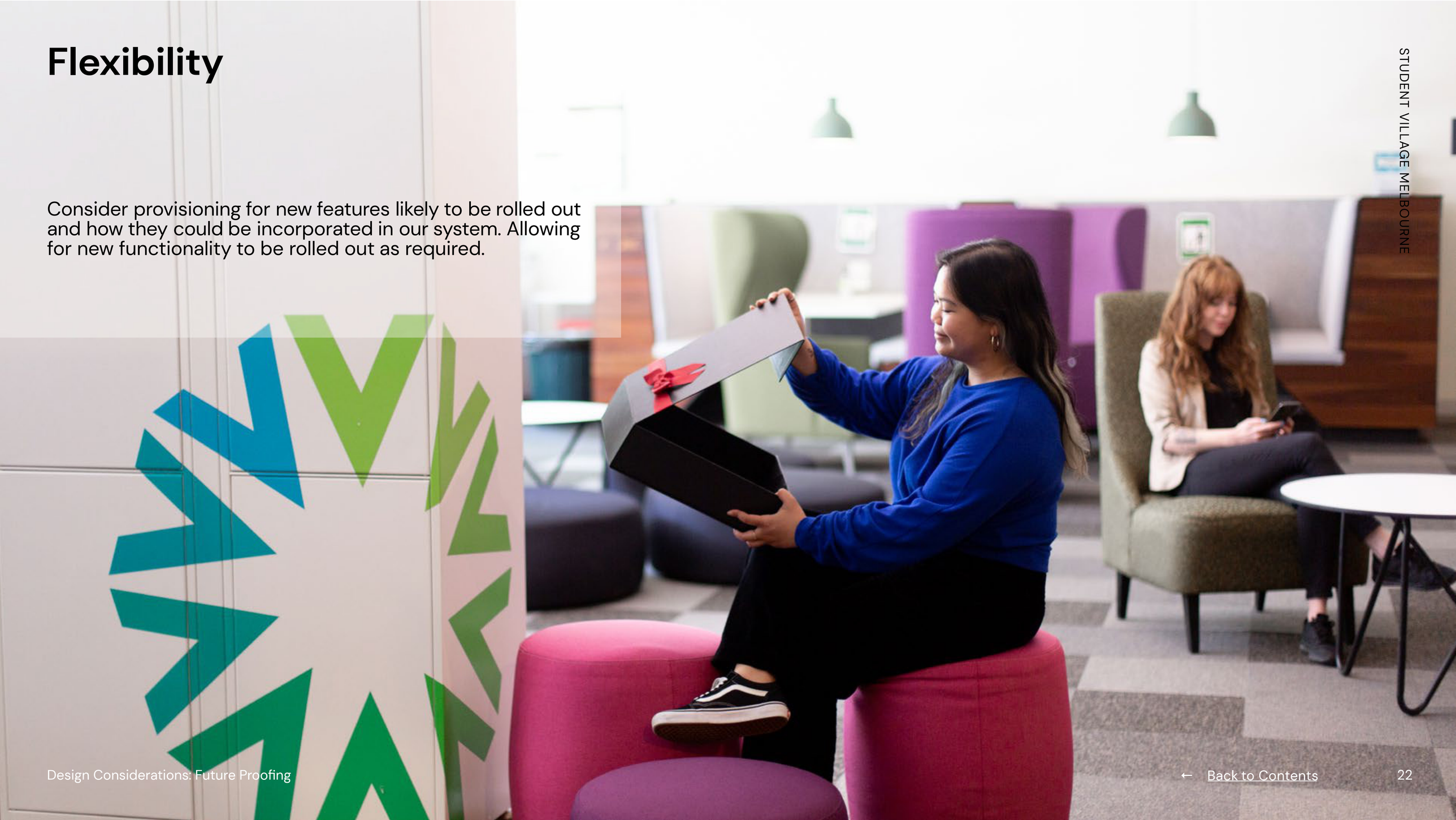
Design for future space requirements as parcel and delivery volumes grow. Being modular, systems can easily be scaled up (or down) to match needs as they change. Our lockers can be added at any stage in the design or build process.

Sustainable Spaces

Recycling has become a desired addition to the lockers in top commercial buildings. This ensures packaging does not come into the building at all, enhancing operational efficiency and satisfying increasingly environmentally-conscious occupants.

Flexibility

Consider provisioning for new features likely to be rolled out and how they could be incorporated in our system. Allowing for new functionality to be rolled out as required.



3. Hardware Specifications

Product Range

Our modular towers are configurable to any size project or space. Tower configurations typically feature a high number of small and medium doors to match the higher rate of small and medium parcel deliveries.

CLICK HERE TO DOWNLOAD 2D TOWER IMAGES ↗

One kiosk tower is required in every install. This houses all the connectivity and smarts to power delivery and collection. Each kiosk powers up to 16 towers.

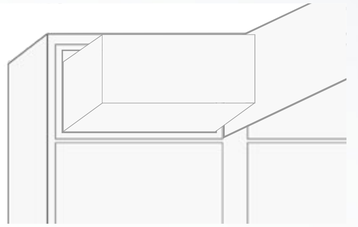
Our XL and tall lockers feature a hanging rod especially for fashion retailers and dry-cleaning.

The refrigerated towers have a different form-factor to our parcel lockers in order to properly insulate its contents.

Pinhole camera and hidden audio speakers

Barcode and QR code scanner

We recommend a kickboard around the feet of the lockers and can guide builders when installing cabinetry or bulkheads around the lockers for a built-in finish.



Thermal option
Any small, medium or large locker can be configured with a thermal insert allowing cool or hot deliveries.

Physical Dimensions

Groundfloor's Italian-designed electronic lockers are made from 3D tower models steel for durability, with a high-quality powder coating finish. We don't use laminate because it won't last!

CLICK HERE TO DOWNLOAD 3D TOWER IMAGES ↗

Standard Towers

Foot height range: 60-90mm

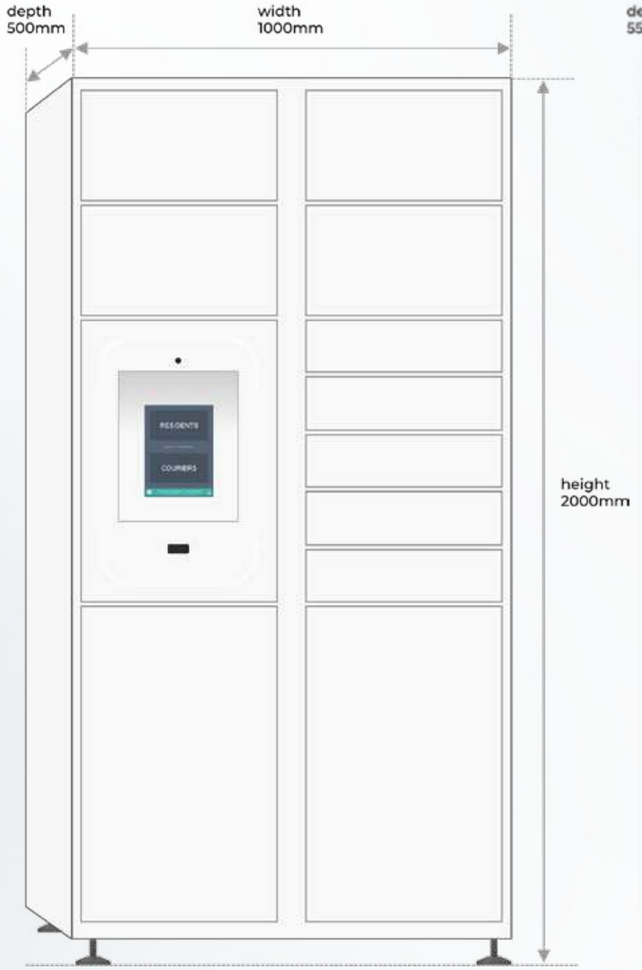
Weight: 100-125kg

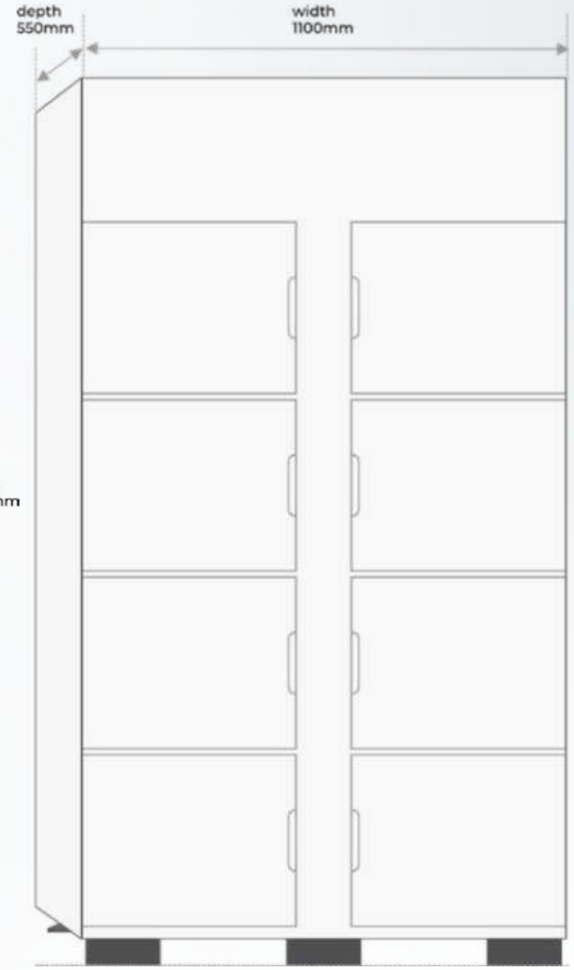
Allowances:
– 10mm behind units for ventilation
– 5mm tolerance per tower

Each standard locker tower is identical in dimensions.

Designed for the ANZ market, Groundfloor lockers have the most space-efficient footprint on the market.

Our systems also feature accessibility functionality for wheelchair and low-access needs.





Refrigerated

Temperature range: 1-6°C

Weight: 170kg

Allowances:
– 200mm above unit for ventilation
– 50mm behind unit for ventilation
– 20mm either side

INTERNAL LOCKER DIMENSIONS (cm)

	Height	Width	Depth
Small	11	44	45
Medium	26	44	45
Large	73	44	45
XL	117	44	45
Tall	137	44	23
Refrigerated	32	44	39

Spatial Requirements for Residential Projects

Property Size/units	200	300	400	500	600
Daily Parcel Volume	22–33	33–49	44–66	55–82	66–99
System Size (towers/doors)*	2/27	3/31	4/47	5/63	6/79
Linear Space requirement	2m	3m	4m	5m	6m

*Based on parcel volumes for similarly sized residential properties and typical collection times.

*Contact Groundfloor for Commercial Office and Click & Collect solutions.

Resource Requirements

Groundfloor smart delivery lockers connect to the internet by mobile or ethernet, with either Telstra or Optus as the primary connection. The kiosk runs on an industrial grade router with failover capability should it ever experience drops in connectivity.

Planning for strong mobile signal strength in the system's location is recommended, with wifi provided in the immediate area.

Systems require a data point along with the powerpoint as it is more convenient to install these simultaneously and we cannot guarantee the signal strength at that location once all the construction is completed. This also applies to underground locations.

Summary:

- 1x 10amp GPO per system
- 1x data point per system
- (add 1x 10amp GPO for EACH refrigerated tower)

Please note:
The 10amp GPO and data point should be located behind the touchscreen of the kiosk tower.

Available Finishes

Standard colours included:

Gloss white

Matt black

Custom powder coating available at additional cost*:

*Must provide a Pantone/RAL reference, or colour sample. Contact Groundfloor for pricing.

Optional illustrative/photographic 3M vinyl wraps/decals†:

†Priced on design.

Downloadable Resources

2D images ↗

3D models ↗

Photos ↗

Site preparation guideline for builders ↗

THE SWITCH, PERTH

4. Costs & Inclusions

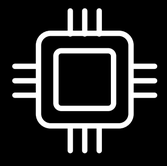
Costs and Inclusions

Groundfloor™ is a fully integrated smart building product. All product, support and service needs are coordinated by our Melbourne-based team and trusted field partners throughout Australia and New Zealand.

Contracts consist of an upfront hardware setup cost and ongoing service fee (SaaS).

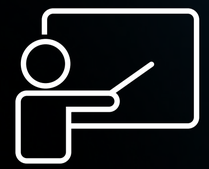
*Delivery and installation charges additional. Design services, custom powdercoat colours and 3M vinyl wrap available at additional cost.

Hardware & Setup

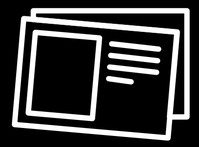


HARDWARE

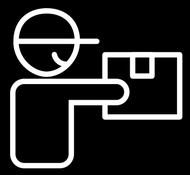
SOFTWARE SETUP



TRAINING



COMMUNICATION MATERIALS



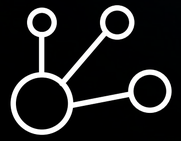
COURIER ONBOARDING

System support service

7 DAYS A WEEK SUPPORT

SOFTWARE & UPDATES

HOSTING



CONNECTIVITY

NOTIFICATIONS

REGULAR MAINTENANCE

FULL PARTS & LABOUR WARRANTY

5. Get in Touch

Contact us for a free no-obligation quote on any current or future projects.

Learn about our latest CPD program ↗

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Phone New Zealand - (09) 801 0011

Email ask@groundfloordelivery.com

Available across Australia and New Zealand.

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