Groundfloor by LastK

A TECHNICAL GUIDE TO

Parcel Lockers

DESIGN FOR DELIVERIES



SUMMARY

Parcel Lockers

KEY SPECIFICATIONS

Tower dimensions	Spatial allowance	Towers per kiosk	Standard finishes
2000 H × 500 D × 1000 W mm	2070 H × 560 D × 1010 W mm	Up to 16 towers	White or black

OUR PRODUCTS

- Parcel Lockers
- Parcel Room
- Concierge Collect (software only)
- Dry Cleaning
- Business Mail (commercial office only)

SUITABLE FOR

- Residential apartment buildings
- Student accommodation
- Retirement living
- Commercial office towers

BENEFITS

- Prevent parcel theft
- Improve building security
- Open to all couriers
- Fobless courier access
- Integrated with building apps

SUSTAINABILITY

- Reduced CO2 emissions by eliminating failed deliveries
- Faster drop-offs improve delivery efficiency

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Groundfloor by LastK

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1

Our Products

GROUNDFLOOR DELIVERY SOLUTIONS

One Platform Designed Around the Building



PARCEL LOCKERS

Automates parcel delivery and collection through secure, self-service lockers.



DRY CLEANING LOCKERS

Contactless drop-off and collection of garments. Integrated with iBAG, providing services via their app.



BUSINESS MAIL LOCKERS

Secure, automated business mail deliveries available to commercial office towers.



PARCEL ROOM

Turns a secure room into an automated, access-controlled delivery and collection space.



CONCIERGE COLLECT

Gives reception or concierge staff a simple digital system to manage parcel delivery and collection.

PARCEL LOCKERS

Self-Serve, Secure and Built to Scale

Groundfloor Parcel Lockers provide a secure, fully automated delivery point for the building. Couriers deposit parcels using the touchscreen or mobile device, and recipients are automatically notified for secure, 24/7 collection.

The modular system is configured to suit parcel volumes, available space and design intent, with flexible locker sizes and capacity to expand as demand grows. Each system comprises one kiosk and multiple locker towers.

Lockers can be freestanding or integrated into joinery, with custom finishes and wraps to complement the building's material palette.

Best suited to: High-density residential and commercial buildings; unattended or self-managed properties; and projects prioritising secure, 24/7 parcel access.



DRY CLEANING LOCKERS

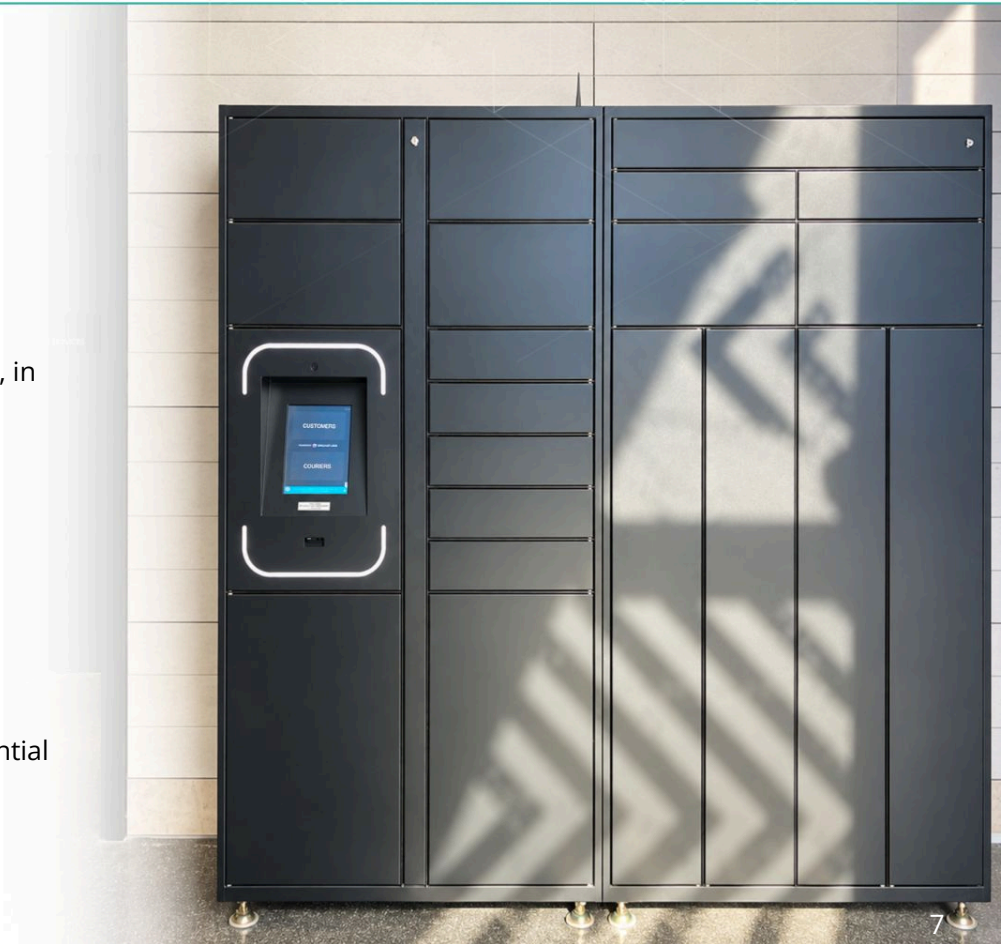
On-Demand Dry Cleaning Solution

Groundfloor offers a fully integrated dry cleaning service via lockers, in partnership with iBAG. A hotel-style convenience with no front desk involvement and no bags left at reception.

- Customers order the service and drop garments into the lockers
- iBAG collects, cleans, and returns items to the lockers
- A QR code is sent to customers when their items are ready

A premium amenity that extends the value of the locker investment beyond parcel delivery, at minimal incremental cost.

Best suited to: high-end commercial office and high-density residential



BUSINESS MAIL LOCKERS

Automating Mailrooms in Commercial Offices

Designed for hybrid workplaces, Groundfloor mail lockers give every tenant their own secure, dedicated space.

The postie delivers mail daily (or to a set schedule) straight into the tenant's locker, and an email notification alerts the nominated recipient(s) the moment it's ready for collection. Mail can be picked up daily or left safely until someone's back in the office.

Best suited to: commercial offices only.



PARCEL ROOM

Turn Dedicated Space into a Smart Delivery Point

Groundfloor Parcel Room turns a secure room, cupboard or underutilised space into an automated delivery point without parcel lockers.

A touchscreen controls secure access: couriers register deliveries, recipients receive automatic notifications and collect parcels using a unique PIN or QR code. Flexible storage accommodates varied parcel shapes and sizes, with 24/7 self-service or staff-assisted operation.

Planning considerations: Suitable for new developments or existing spaces. Groundfloor works with the design team to determine the space, access and configuration.

Best suited to: Buildings with dedicated storage space, larger or irregular parcels and flexible delivery requirements.



CONCIERGE COLLECT

A Smarter Way to Manage Deliveries at the Front Desk

Groundfloor Concierge Collect streamlines parcel management for buildings with staffed reception, without the need for lockers or a dedicated Parcel Room.

Using the Groundfloor delivery portal, staff can log and track deliveries. Recipients are automatically notified and provided with a unique collection code to verify handover. The result is less manual administration and greater visibility from arrival to collection.

Planning considerations: Allow for secure, discreet parcel storage within or adjacent to reception, appropriately sized and integrated without compromising the lobby design.

Best suited to: Buildings with a concierge or reception team where personal service is part of the experience.



ONE PLATFORM, FIVE PRODUCTS

Designed to Work Together

Every Groundfloor product runs on the same delivery platform. Combine them in one building, one room or one locker bank, and couriers, occupants and building staff still use a single system, whatever the mix.

FOR THE PROJECT TEAM

Specify once. One supplier and one platform, integrated with building apps and access control.

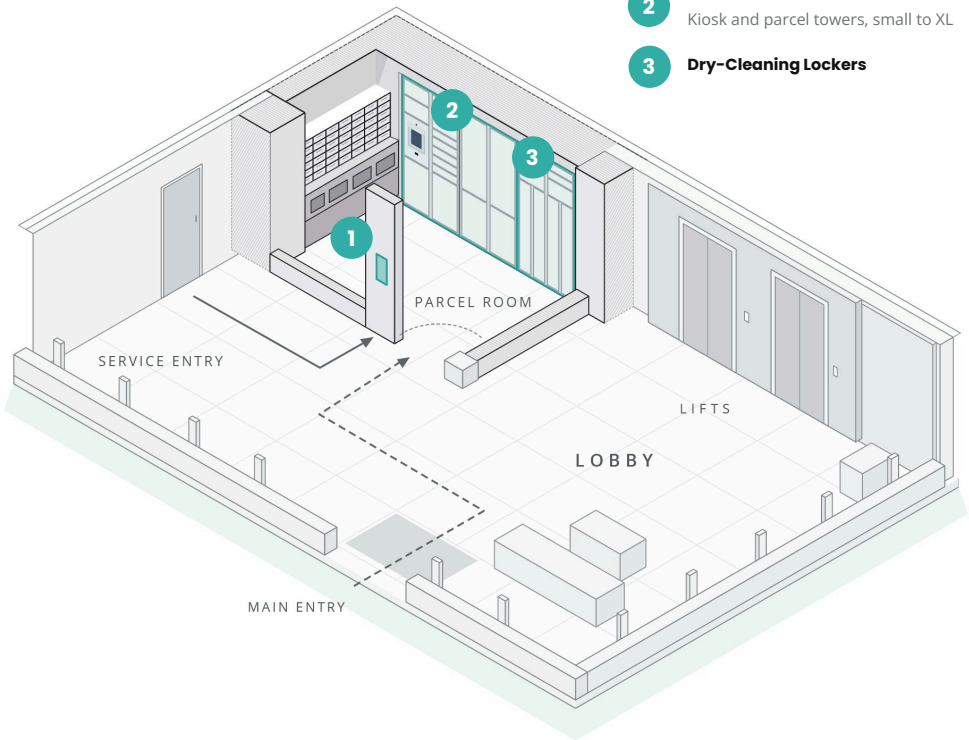
Combine freely. Mix tower types in one bank, add lockers to a Parcel Room or pair a staffed desk with 24/7 lockers.

Add later. Start with core parcel delivery and add towers or services as demand grows.

EXAMPLE PRODUCT MIX

One possible combination – mix any Groundfloor products to suit the building

1. **Parcel Room touchscreen** Controls entry to the parcel room
2. **Parcel Lockers** Kiosk and parcel towers, small to XL
3. **Dry-Cleaning Lockers**



PRODUCT RECOMMENDATION

Start with the Building



Choosing the right product starts with the building itself. Project type, scale, staffing and spatial planning all influence how deliveries will be managed.

PROJECT TYPE	TYPICAL CONSIDERATIONS	PRODUCT
Boutique Residential	Low-density, typically unstaffed, efficient use of common space important	Parcel Lockers, Dry Cleaning Lockers
Large Residential (BTS)	High-density, high parcel volumes often multiple cores	Parcel Lockers
Build-to-Rent (BTR)	High resident amenity expectations, ongoing building management, significantly higher parcel volumes	Parcel Lockers, Dry Cleaning Lockers, Parcel Room, Concierge Collect or a combination
Commercial Office	High amenity expectation, both personal parcels and business mail	Parcel Lockers, Business Mail Lockers, Dry Cleaning Lockers
Student Accommodation (PBSA)	Large resident population, frequent turnover, tech-enabled amenities expected	Parcel Lockers, Concierge Collect



2 Planning and Space

PLANNING: PARCEL LOCKERS

Reserve the Right Footprint Early

At the design stage, apartment numbers provide a practical starting point for planning locker space. Each tower is a fixed-size module made up of multiple doors arranged side by side, so any door mix fits the same footprint. Groundfloor will refine the final configuration as the project develops, taking into account building type, delivery demand and operational needs.

Approx. Apartments	Indicative Towers Required	Approx. Linear Space
100	1-2	1.01 m - 2.02 m
200	2-3	2.02 m - 3.03 m
300	3-4	3.03 m - 4.04 m
400	4-5	4.04 m - 5.05 m
500	5-6	5.05 m - 6.06 m
600	6-7	6.06 m - 7.07 m
700	7-8	7.07 m - 8.08 m



Dimensions per locker tower:

2000 H × 500 D × 1000 W mm

Spatial requirement per locker tower:

2070 H × 560 D × 1010 W mm

*Indicative residential planning guide only. Final system sizing and configuration should be confirmed with Groundfloor for each project.

LOCATION & PATH OF TRAVEL

Designing the Right Delivery Location

The most effective delivery point is one that's intuitive and easy for couriers to reach. Consider the complete journey from vehicle arrival – whether via a loading dock, drop-off zone or street access – through to the point of delivery.

A short, direct and clearly defined route helps couriers complete deliveries quickly and keeps delivery activity moving efficiently through the building. Where possible, locate the final delivery destination close to the building entry point, with clear wayfinding and a wide, unobstructed path that allows couriers to easily manoeuvre trolleys carrying multiple parcels.

The recipient journey matters too. Collection should be convenient and intuitive for all occupants of the building.



BUILDING ACCESS & SECURITY

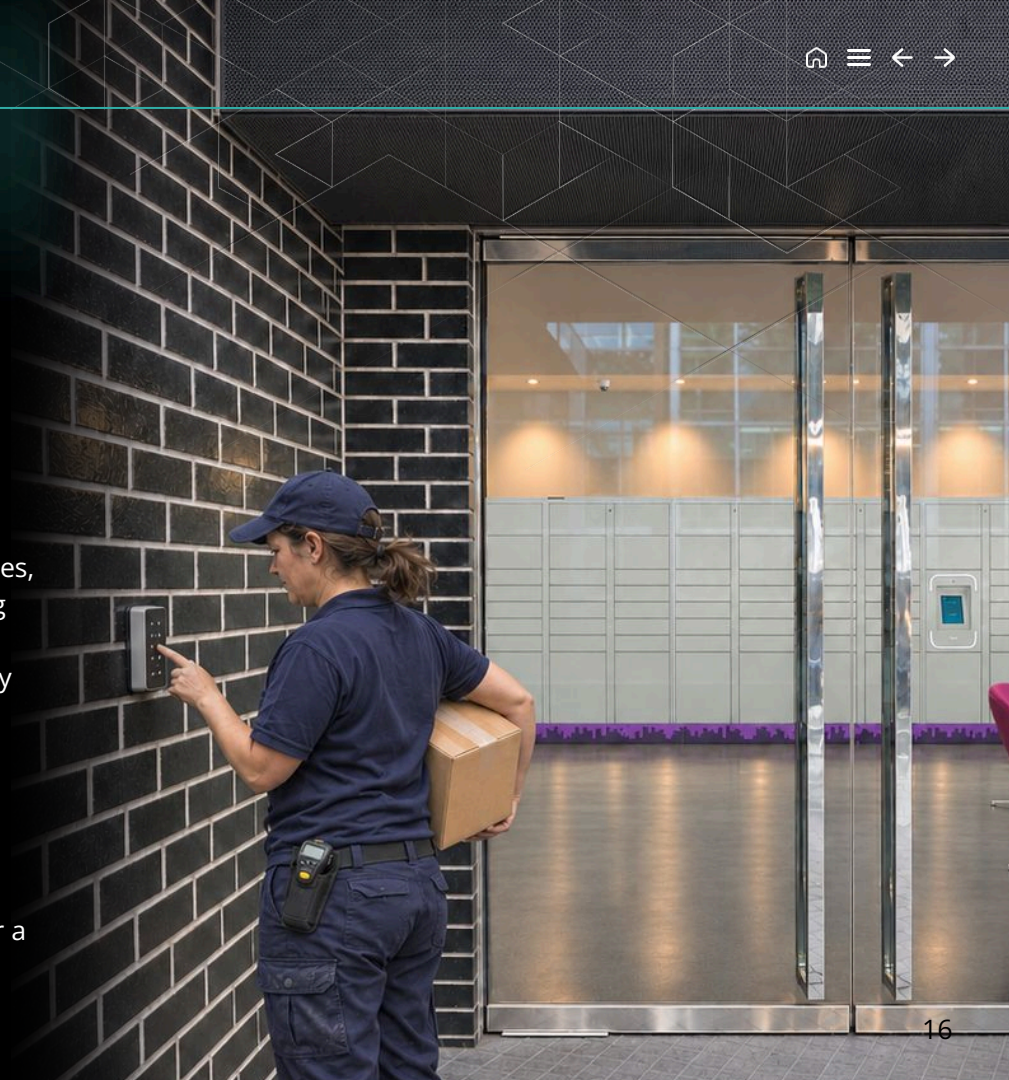
Controlled Access, Designed for Delivery

In access-controlled buildings, couriers need a simple way to reach the delivery point.

Groundfloor can support controlled courier access to secured entries, allowing verified couriers to reach the delivery point without relying on fobs. Access can be limited to the areas required for delivery, helping maintain building security while keeping the courier journey simple and efficient.

This is particularly important in unattended buildings. Planning courier access and the route to the delivery point from the outset helps ensure deliveries remain both secure and efficient.

A simple keypad is all that's needed to enable access. Existing intercoms with keypads can be used. If none is available, we ask for a keypad to be provisioned at the point of entry.



FUTURE-PROOFING: SCALABILITY

Design for Growth from the Start

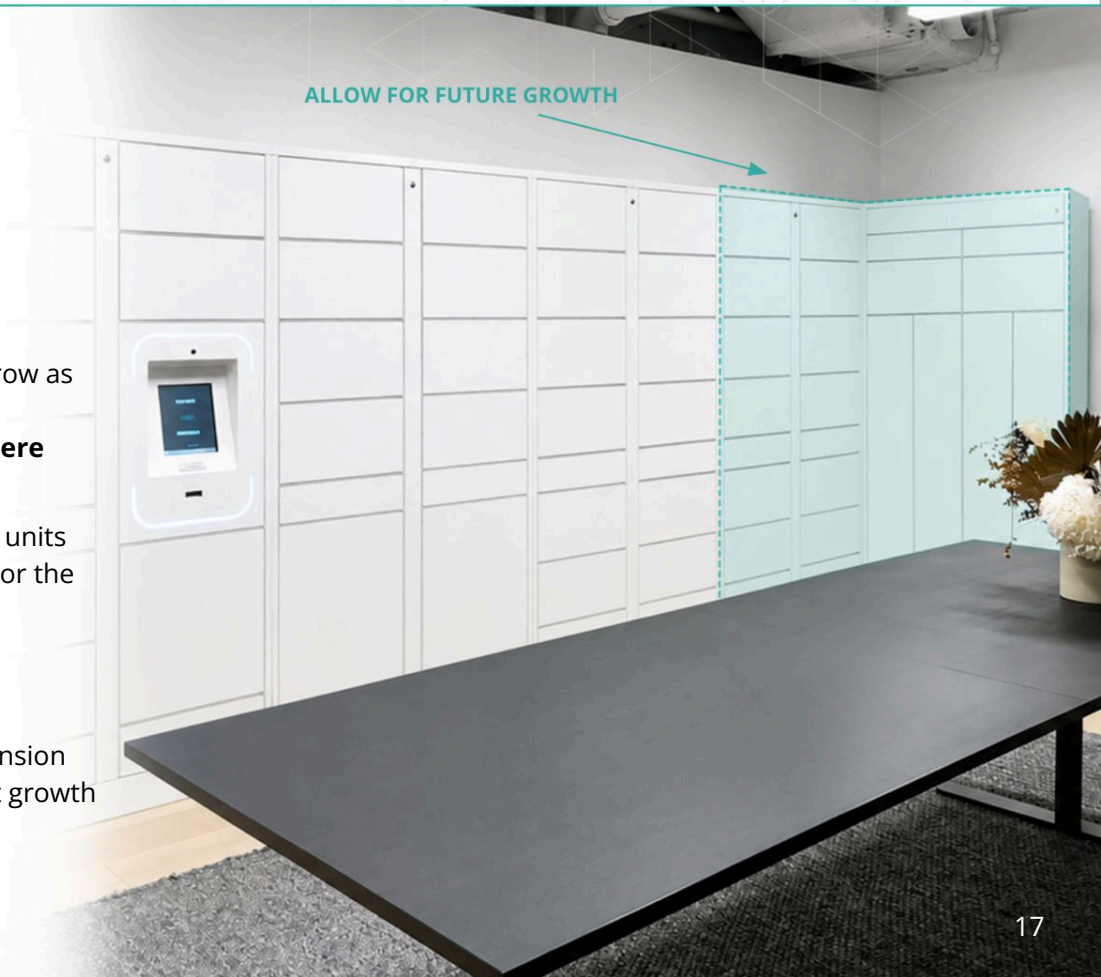
Groundfloor's modular system allows delivery capacity to grow as the building's needs evolve. That flexibility starts with one important design decision at the outset: **allow for somewhere to grow.**

For parcel lockers, this means considering where additional units could be accommodated without compromising circulation or the surrounding architecture.

Plan for:

- A logical location for additional locker capacity
- Circulation and clearances that support future expansion
- Joinery and surrounding elements that don't restrict growth

Planning for growth now keeps future options open.



ACCESSIBILITY & INCLUSIVE DESIGN

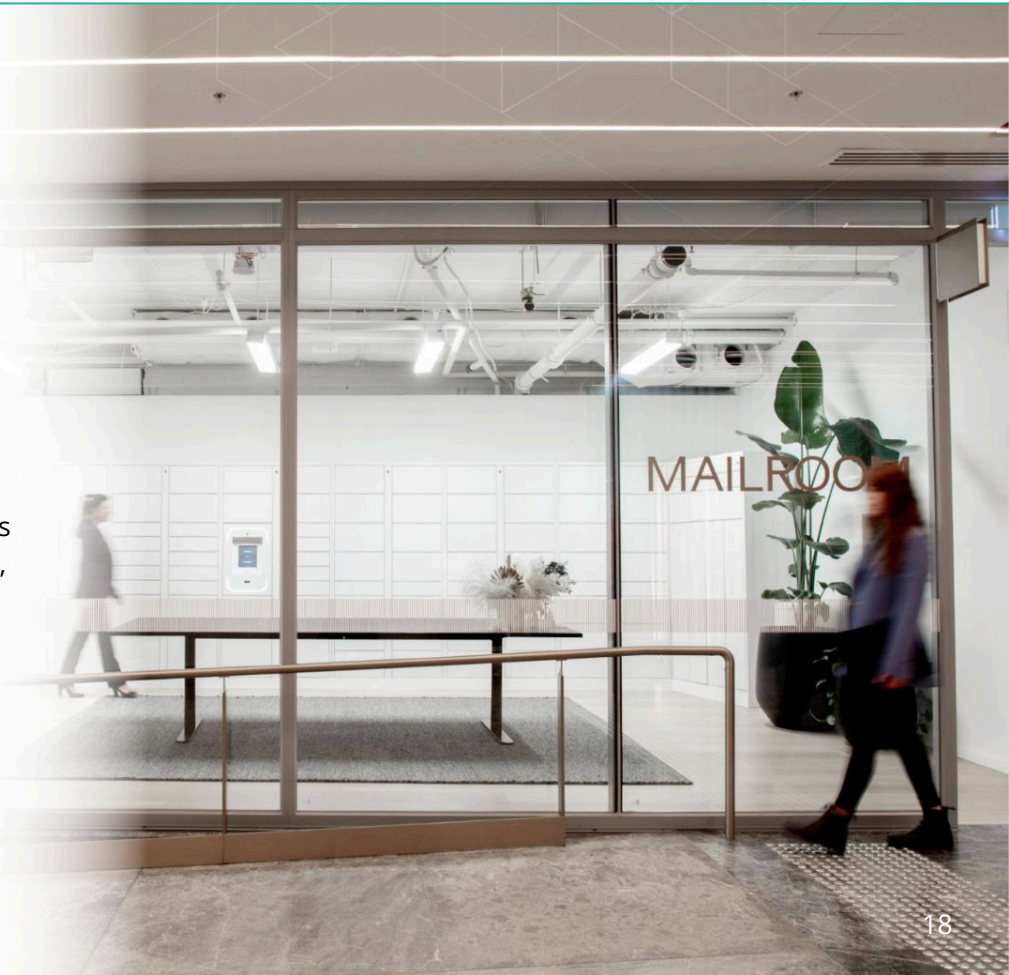
Design for Everyone

Accessibility has been carefully considered in the design of Groundfloor systems, so the delivery experience can work for as many people as possible.

Locker access can be tailored at recipient level, allowing higher compartments to be excluded for people who may have difficulty reaching them. Thoughtful placement within the building completes that experience – ensuring the delivery point itself is easy to access, navigate and use.

Design considerations:

- Clear, step-free access to the delivery point
- Sufficient circulation and operating space
- Comfortable access to the touchscreen and collection area
- Clear visibility, lighting and wayfinding
- Accessible entry and circulation for Parcel Rooms





3

Designing for Building Types

LARGE-SCALE RESIDENTIAL / BTR & BTS

Give Delivery its Own Room

At scale, parcels are better served by a dedicated room or delivery zone than by a corner of the lobby. Parcel volume and dwell time compound the need for a dedicated delivery space.

Plan two separate journeys: a direct, controlled courier route in and an intuitive resident path that draws people through the space naturally. Allow for peak-period collection, trolley movement, oversize parcels and future capacity.

The delivery space can sit alongside other resident amenities, provided it remains easy to find and does not create congestion at busy times.

Consider early whether lockers, a Parcel Room or a combination offers the most flexible long-term provision.



SMALL-SCALE RESIDENTIAL

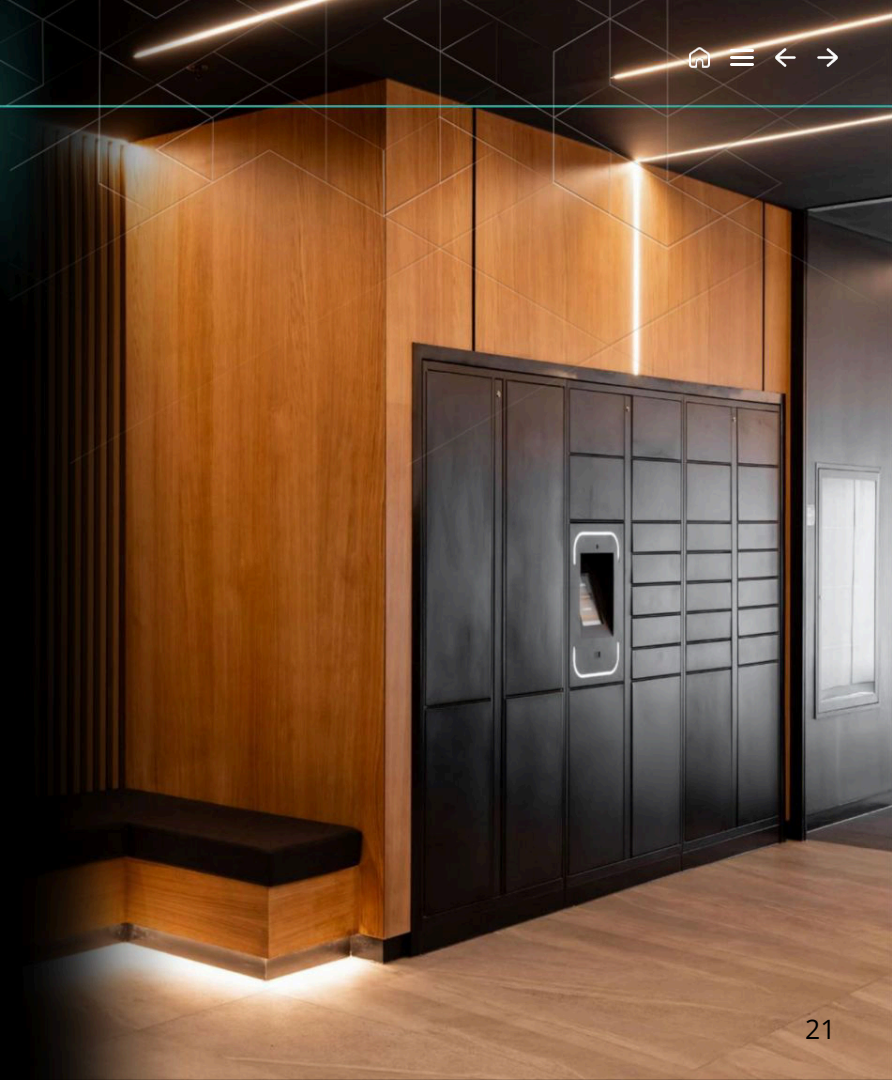
Make Delivery a Part of the Lobby

Lower parcel volumes allow a compact locker system to be incorporated directly into the lobby or entry sequence, without a separate room.

Treat the lockers as architecture from the outset, coordinating position, finish, joinery and lighting with the surrounding interior.

Locate the delivery point where residents naturally pass, while keeping courier access clear of primary circulation. Allow comfortable space for collection and door operation, and identify where a further tower could sit if volumes grow.

Delivery infrastructure reads as a deliberate part of the design rather than something added later.



COMMERCIAL OFFICE

Design Around Two Journeys

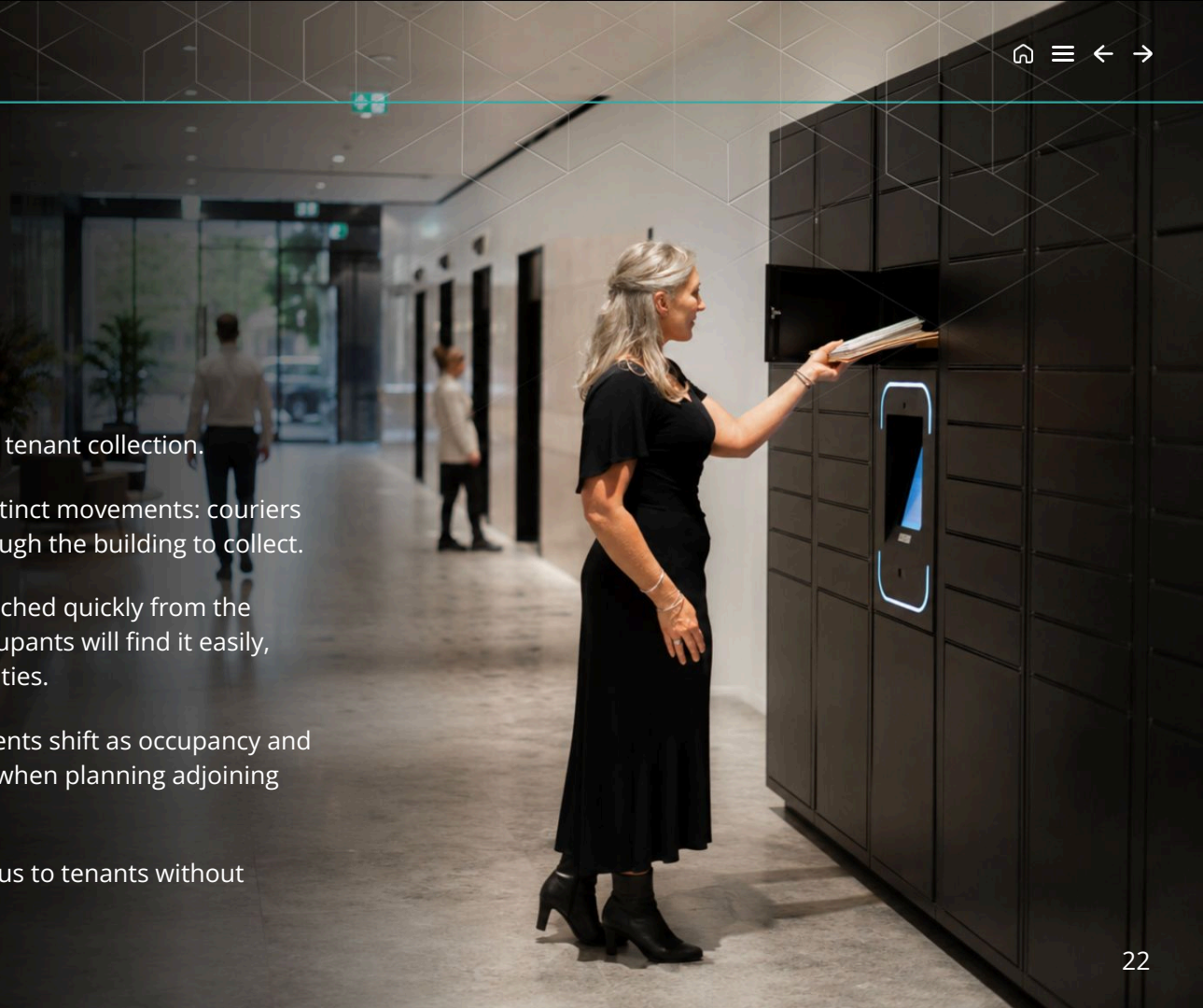
Plan for efficient courier access and intuitive tenant collection.

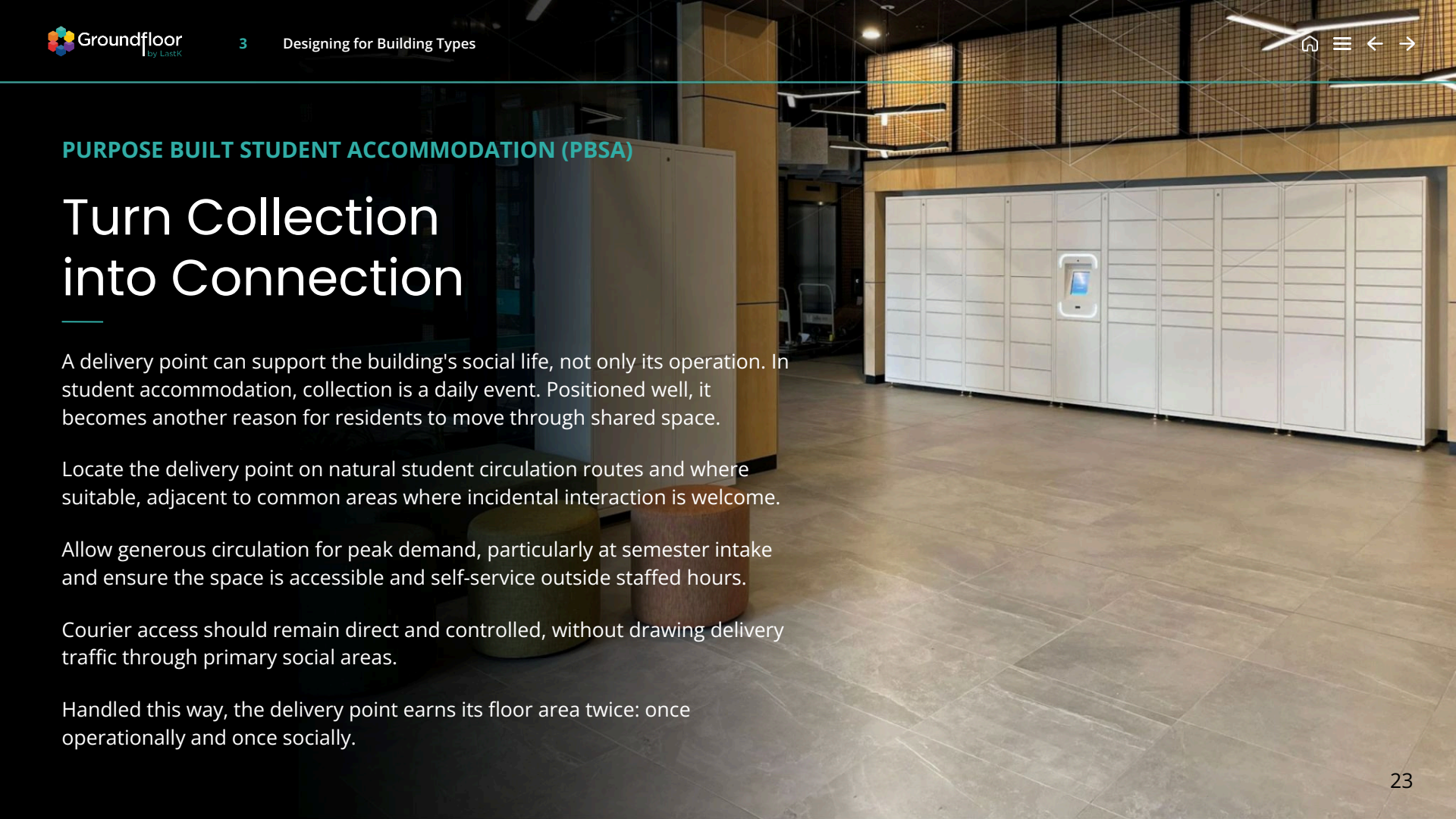
Commercial buildings accommodate two distinct movements: couriers entering to deliver, and tenants moving through the building to collect.

Locate the delivery point where it can be reached quickly from the loading dock or service entry and where occupants will find it easily, typically close to lifts or other well-used facilities.

In multi-tenant buildings, capacity requirements shift as occupancy and tenant profiles change. Allow for expansion when planning adjoining walls, joinery and clearances.

The objective is a delivery point that is obvious to tenants without routing couriers through workplace floors.





PURPOSE BUILT STUDENT ACCOMMODATION (PBSA)

Turn Collection into Connection

A delivery point can support the building's social life, not only its operation. In student accommodation, collection is a daily event. Positioned well, it becomes another reason for residents to move through shared space.

Locate the delivery point on natural student circulation routes and where suitable, adjacent to common areas where incidental interaction is welcome.

Allow generous circulation for peak demand, particularly at semester intake and ensure the space is accessible and self-service outside staffed hours.

Courier access should remain direct and controlled, without drawing delivery traffic through primary social areas.

Handled this way, the delivery point earns its floor area twice: once operationally and once socially.



4

Finishes and Integration

AESTHETICS: FINISHES & COLOUR

Designed to Work, Finished to Belong

Delivery infrastructure needs to perform – but it also needs to belong in the space.

Groundfloor Parcel Lockers combine smart functionality with premium finishes, allowing them to be integrated into the architectural vision rather than interrupt it.

Specification Note

Finish selections can be coordinated with surrounding palettes, interior schemes and brand requirements during the design stage.

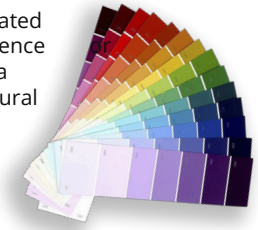
Standard Colours Included

White

Black

Custom Powder Coating

Matched to nominated Pantone/RAL reference colour sample for a seamless architectural outcome.



**Priced on application.*



AESTHETICS: BRANDING & CUSTOM GRAPHICS

Blend In … Stand Out … Become Part of the Design

Custom vinyl gives architects another way to integrate delivery infrastructure into the design. High-quality 3M wraps can carry colour, pattern, photography, artwork or custom graphics across the locker face.

Where a more seamless result is desired, graphics can echo surrounding finishes, joinery or artwork, helping the lockers visually recede into the broader design. Branding, wayfinding and amenity messaging can make the delivery point intentionally visible and easy to identify.

For a fully branded experience, the visual identity can extend from the locker exterior through to the kiosk interface.

From near-invisible integration to a deliberate design feature, the finish can be tailored to the intent of the space.

*Custom vinyl and bespoke branding are priced on application.



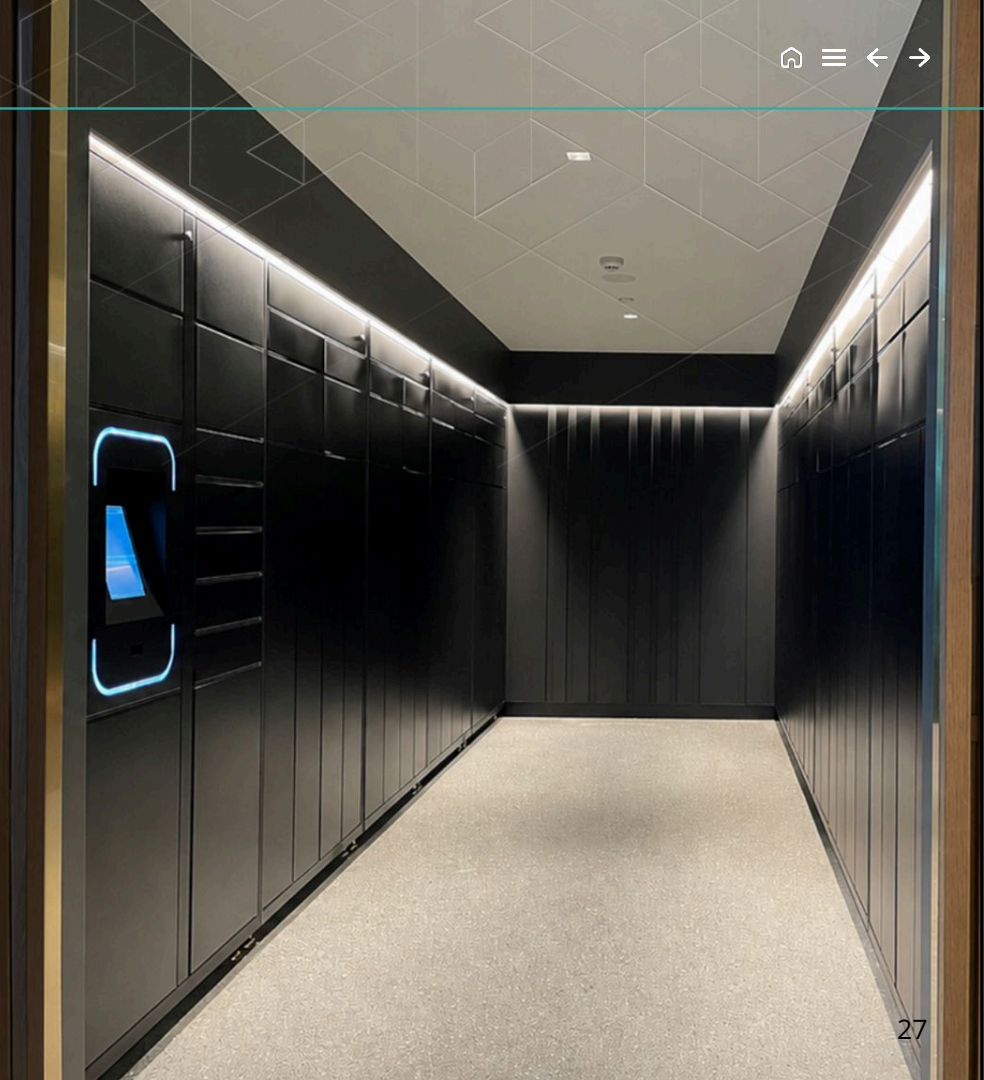
RECESSED & INTEGRATED INSTALLATIONS

Designed into the Space

Groundfloor Parcel Lockers can be freestanding or recessed into walls and joinery, giving architects greater control over how the system sits within the space.

Planning for integration early allows the locker face to align with surrounding architectural elements, creating a cleaner, more considered result while retaining full functionality and serviceability.

Groundfloor can work with the design team to coordinate the locker configuration and spatial requirements before documentation.



IMPLEMENTATION EXAMPLES

Detail Is Everything

Thoughtful detailing can help parcel lockers read as part of the architecture rather than as a separate piece of equipment. Early coordination allows the locker bank to align with surrounding materials, joinery and lighting.

When designing, consider:

1. Coordinate bulkheads to create a more integrated, built-in appearance.
2. Coordinate lighting as part of the installation.
3. Integrate lockers with surrounding joinery.
4. Resolve kickplate with adjacent finishes.



IMPLEMENTATION EXAMPLES

Thoughtful Integration

When designing, consider:

1. Use locker placement to support intuitive wayfinding.
2. Angle locker banks at corners to provide clear door opening.
3. Consider benches and bins as part of the collection area.



IMPLEMENTATION EXAMPLES

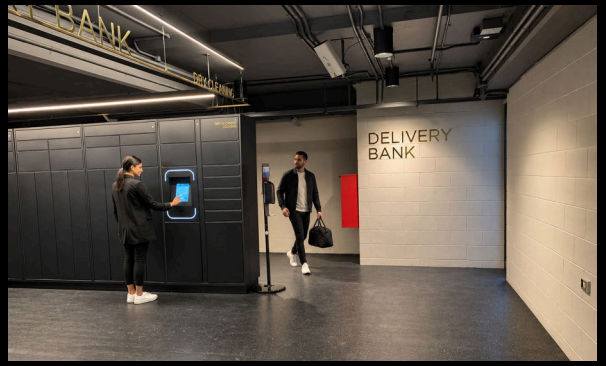
Spatial Planning & Integration



Multiple locker banks, one kiosk.



Angled lockers for door clearance.



Define space and guide movement with lockers.



Consider proximity to building entry points.

IMPLEMENTATION EXAMPLES

Plan for Experience



Make lockers part of the lobby composition.



With a finished back, the locker bank can sit in open floor space rather than against a wall.



Coordinate lockers with the interior design.



Bring mail and parcel collection together.



5

Technical Specification

MATERIALS & DIMENSIONS: PARCEL LOCKERS

Quality You Can See and Specify

Groundfloor Parcel Lockers are constructed from steel with a durable powder coat finish, suitable for integration into considered architectural interiors.

Consistent external dimensions simplify spatial planning. Regardless of the internal door mix, every tower occupies the same footprint – so space can be planned before the final configuration is confirmed.

COMPARTMENT DIMENSIONS (mm)

	Height	Width	Depth
Small	110	450	440
Medium	260	450	440
Large	730	450	440
XL	1170	450	440
Tall	1370	230	440
Super	1900	390	440



CLICK HERE TO DOWNLOAD DESIGN FILES

STANDARD LOCKER TOWER
2000 H × 500 D × 1000 W mm

REQUIRED SPATIAL ALLOWANCE
2070 H × 560 D × 1010 W mm

STANDARD FINISHES
White or black

CUSTOM FINISH
Powder Coat matched to nominated Pantone/RAL reference.

Physical sample is required.

SYSTEM CONFIGURATION: PARCEL LOCKERS

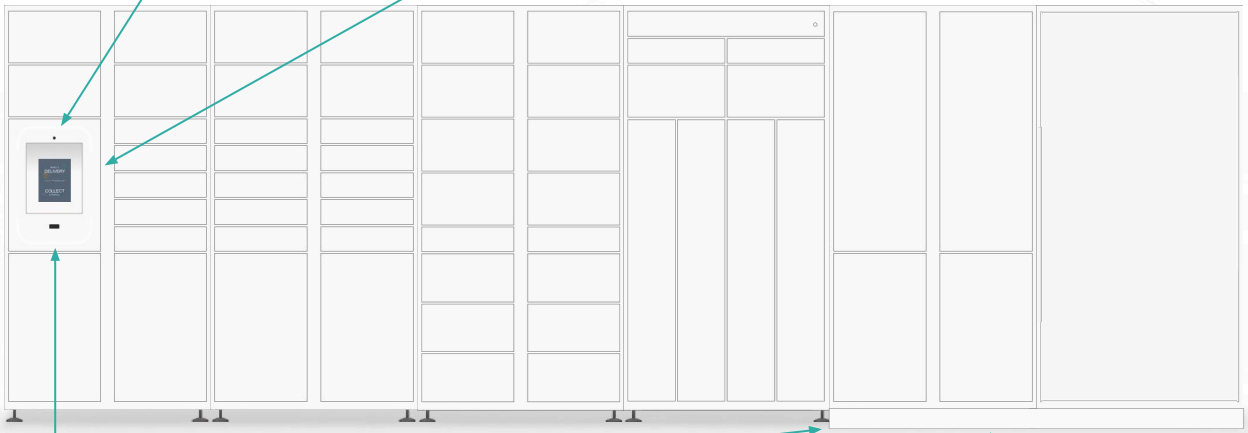
Modular by Design

CLICK HERE TO DOWNLOAD DESIGN FILES

Each Groundfloor system contains a touchscreen kiosk. Modular locker towers can be added to suit the project's scale, parcel profile and spatial requirements.

Each tower houses multiple doors arranged side by side, in a mix of compartment sizes from small to super, to suit anticipated delivery needs. Every tower shares the same external footprint, regardless of the door configuration inside.

Towers can be grouped together and run from a single kiosk, arranged to suit the available space – with the touchscreen providing one interface for courier delivery and recipient collection.

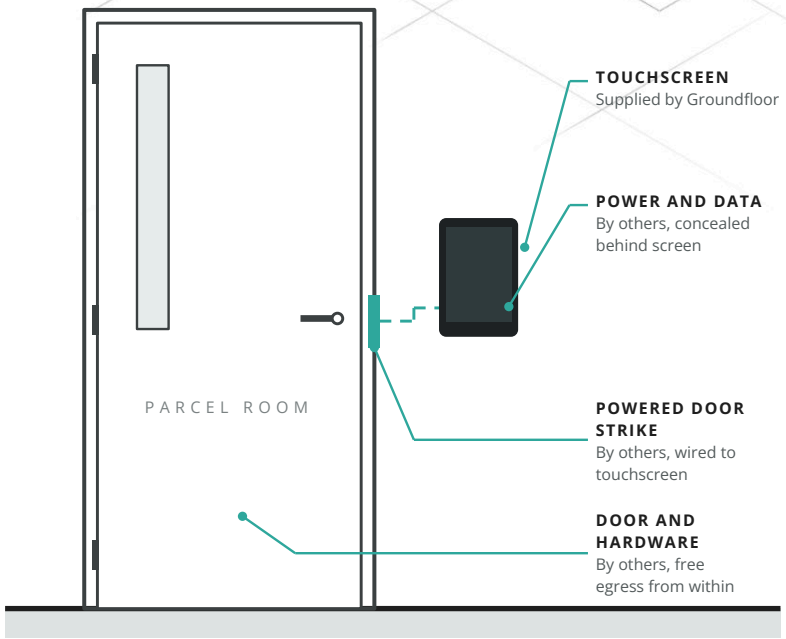


SYSTEM CONFIGURATION: PARCEL ROOM

Access-Controlled Spaces

A Groundfloor Parcel Room combines a secure, dedicated space with Groundfloor's delivery technology. A touchscreen at the main entrance controls courier and recipient access and notifies recipients when parcels arrive. Fit the room with shelving sized for anticipated parcel volumes and sizes at full occupancy.

GROUNDFLOOR PROVIDES	BY OTHERS
Touchscreen interface	Room fit-out and associated building works
Parcel Room software	Shelving sized for full-occupancy volumes
Courier verification and recipient management	1 × 10-amp GPO behind the touchscreen
Delivery and collection logging	Data point where mobile coverage is limited
Automated notifications	Powered door strike, wired to the touchscreen
Integrated room access	Door hardware allowing free egress from within



TYPICAL PARCEL ROOM ENTRY · ELEVATION
*Dimensions shown are indicative only and may vary to suit project-specific requirements.

INFRASTRUCTURE REQUIREMENTS

Base-Building Provisions

Groundfloor systems have minimal base-building requirements. For Parcel Lockers and Parcel Rooms, the key provisions are connectivity, power and courier access. Connectivity should be considered early, particularly in basements, mailrooms or other locations where mobile coverage may be limited.

PARCEL LOCKERS & PARCEL ROOM

Connectivity

Lockers: reliable mobile coverage, or 1 × RJ45 data point where coverage is limited or a wired connection is required.
Parcel Room: 1 × RJ45 data point or Wi-Fi.

Power

Lockers: 1 × 240 V 10 A GPO.
Parcel Room: 1 × 240 V 10 A double GPO, plus 12 V door strike supply.

Courier access

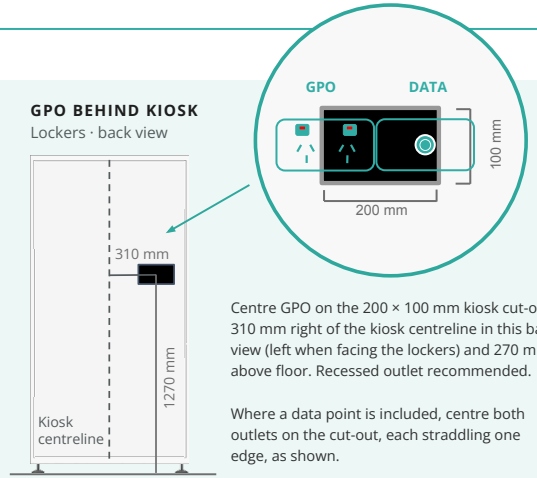
Where building access is restricted, provide a keypad or secure access point for courier entry.

CONCIERGE COLLECT

Connectivity

As a web-based solution, Concierge Collect requires reliable internet access at the reception or concierge point.

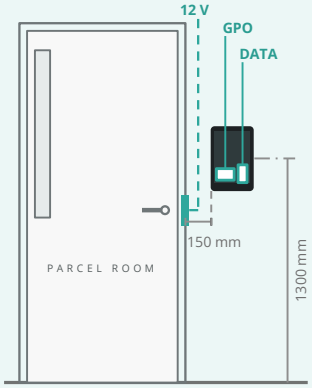
GPO BEHIND KIOSK
Lockers · back view



Centre GPO on the 200 × 100 mm kiosk cut-out: 310 mm right of the kiosk centreline in this back view (left when facing the lockers) and 270 mm above floor. Recessed outlet recommended.

Where a data point is included, centre both outlets on the cut-out, each straddling one edge, as shown.

PARCEL ROOM
Touchscreen elevation



15.6" portrait touchscreen unit (approx. 250 × 378 mm) supplied by Groundfloor. Centre 1300 mm above floor; nearest edge 150 mm from the door frame.

Behind screen: 240 V 10 A double GPO and RJ45 data point (or Wi-Fi).

12 V supply to the door strike, by the building. Confirm strike type with Groundfloor.

GPO ABOVE KIOSK
Lockers · front view



Centre GPO 2070 mm above floor, directly over the kiosk. The only option for double-sided lockers. Where a data point is required, confirm its position with Groundfloor.

KEY – ALL DRAWINGS

Base-building provision (by others)

Indicative only. Dimensions may vary to suit project-specific requirements.

PROJECT SUPPORT & SERVICES

Supported from Specification to Everyday Use

Groundfloor supports projects from planning and specification through installation, commissioning and ongoing operation.

Pricing is tailored to the selected delivery model, configuration and project requirements. Groundfloor will provide a project-specific recommendation and quote.

GROUNDFLOOR SUPPORTS



Planning & Setup

- System configuration
- Design and specification support
- Software setup and commissioning
- Training and onboarding
- Courier onboarding
- Occupant communication materials



Ongoing Technology

- Software platform
- Connectivity and hosting
- Automated notifications
- Software updates



Service & Support

- Seven-day customer support
- Ongoing system support
- Regular maintenance
- Parts and labour warranty



Project-Specific Additions

- Delivery and commissioning
- Custom powder coat finishes
- Custom vinyl graphics and branding

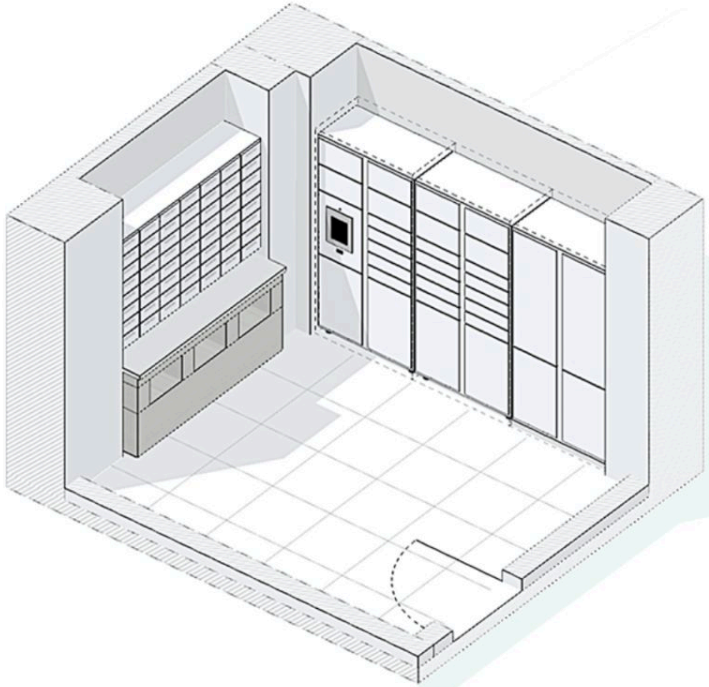


6 Resources

DOWNLOADABLE RESOURCES

Ready for Your Drawing Set

Drawings, models and technical resources to support your project from specification through to documentation.





Download Design Files ↗



7

Sustainability by Design

CONTRIBUTING TO MORE SUSTAINABLE COMMUNITIES

Delivery Efficiency in Urban Settings

As parcel deliveries become a daily operational requirement, centralised delivery points help buildings manage growing volumes while reducing unnecessary vehicle movements, congestion and emissions through:

- Enabling first-time delivery
- Increasing delivery efficiency
- Building network density

Up to one in five business-to-consumer deliveries fail on the first attempt, while commercial offices face additional challenges from restricted access and hybrid working.

Source: "Research: Why So Many Packages Don't Get Delivered", Lim, Wang & Webster, *Harvard Business Review*, November 2023.



CASE STUDY

Increasing Delivery Efficiency Benefits the Environment

Gain efficiencies by reducing dwell times in loading bays, helping to decrease urban congestion and carbon emissions in CBD areas through increased delivery density.

Average delivery time to floor in a commercial tower:	**8 min** per parcel
Average delivery time to Groundfloor™ system:	**1 min** per parcel

= Up to 8× greater delivery throughput from the same loading bay

The longer it takes to make a delivery into a building, the longer a vehicle occupies a loading-bay position. Reducing the delivery process from about 8 minutes to 1 minute allows the same loading-bay position to facilitate significantly more deliveries.



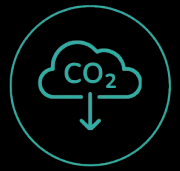
570 BOURKE ST.

CASE STUDY: UNIVERSITY OF MELBOURNE

Economic and Environmental Benefits of Smart Parcel Lockers

THE UNIVERSITY OF MELBOURNE

University of Melbourne research examined the environmental and operational benefits of courier-agnostic parcel lockers in residential buildings, combining field observations, delivery records and modelling.



57% to 0%

Failed deliveries

Smart parcel lockers eliminated failed deliveries in the buildings studied, reducing repeat delivery attempts and unnecessary parcel handling.



Over 50%

Faster deliveries

Delivery service time was less than half that of buildings without lockers, helping to keep loading bays clear and improve turnover.

Source: *Economic and Environmental Benefits of Courier-Agnostic On-Premises Smart Parcel Lockers*, Mohri & Thompson, University of Melbourne (2023).



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Let’s Connect

We'd Love to Hear About Your Project



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