

ZyneKeep Locker

Frequently Asked Questions (FAQ)

1. What is ZyneKeep Locker?

ZyneKeep Locker is a smart, secure parcel locker system designed for apartments and condominiums. It enables safe, contactless, and 24/7 self-service parcel collection—no building staff needed.

2. How do I know when my parcel is delivered?

You'll receive an automatic SMS with a unique, secure PIN code as soon as your parcel is placed in the locker.

3. How do I collect my parcel?

Go to the locker, enter your unique PIN code on the screen, and the designated locker door will open automatically for you to retrieve your parcel.

4. Can I collect parcels at any time?

Yes! ZyneKeep Lockers are accessible 24/7, so you can pick up your delivery whenever it's convenient—day or night.

5. Do I need to notify the building staff about a delivery?

Not at all. The process is fully automated. Couriers deliver parcels directly into the lockers, and residents are notified without staff involvement.

6. Are ZyneKeep Lockers secure?

Yes. All deliveries and pickups are digitally logged, and the lockers are supported by CCTV for added safety and transparency.

7. What happens if I forget to collect my parcel?

You'll receive an automatic reminder after 24 hours. If uncollected for 7 days, the parcel may be returned to the courier to free up locker space.

8. Can couriers from any delivery company use the locker?

Yes. ZyneKeep Lockers are compatible with all major courier and delivery services. Couriers follow simple on-screen instructions to make a deposit.

9. What if I lose my PIN or don't get the notification?

You can retrieve your PIN by contacting our support team. PINs are single-use and expire after parcel collection.

10. Can I authorize someone else to pick up my parcel?

Yes. You can share your PIN code with a trusted person to collect the package on your behalf. Once used, the PIN becomes invalid.

11. What types of parcels can be delivered to ZyneKeep Lockers?

Parcels must fit within one of the locker sizes. Oversized or overweight parcels that exceed locker capacity may need alternate delivery arrangements.

12. Is there a time limit for how long my parcel can stay in the locker?

Yes. Parcels must be collected within 7 days. After that period, they may be returned to the sender or courier.

13. What types of items can fit in the lockers?

ZyneKeep Lockers are available in three sizes:

Small (37 × 41.5 × 15 cm): Ideal for items like phone accessories, books, documents, or cosmetics.

Medium (37 × 41.5 × 33.5 cm): Suitable for shoes, clothing, tablets, and small electronics.

Large (37 × 41.5 × 70 cm): Best for laptops, small appliances, grocery boxes, or sports gear.

Oversized packages will need alternate arrangements.

14. Can I receive multiple parcels at once?

Yes. If space allows, multiple parcels can be delivered to the lockers. You'll receive a separate PIN code for each delivery. Parcels may be placed in the same or different lockers based on availability.

15. Who do I contact if there's an issue with the locker?

You can reach out to our WhatsApp hotline for assistance.

ZyneKeep Locker - Smart Parcel Management Solutions

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For more information, visit our website or contact our support team.