Setting Up Your Drop-Off Kiosk
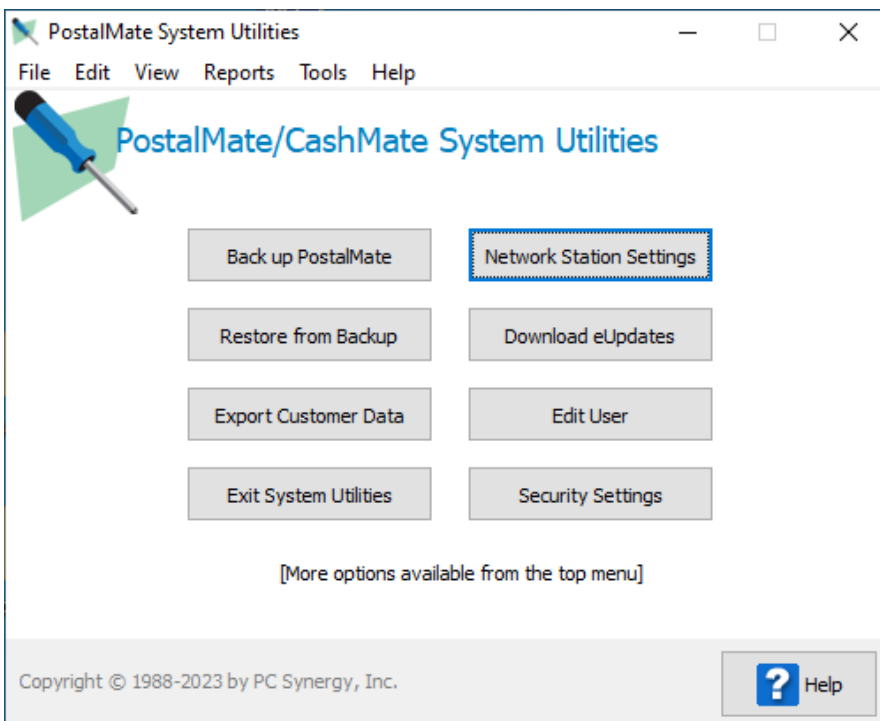
Ensure you have reviewed the Hardware Requirements. Also, make sure you have a Windows hardwired network in place and operational. PostalMate Support does not provide assistance in setting up this network. If you encounter difficulties configuring a Windows network, it may be necessary to enlist the services of a qualified computer technician. You may also wish to turn off screensavers so it is always ready for your next drop-off.
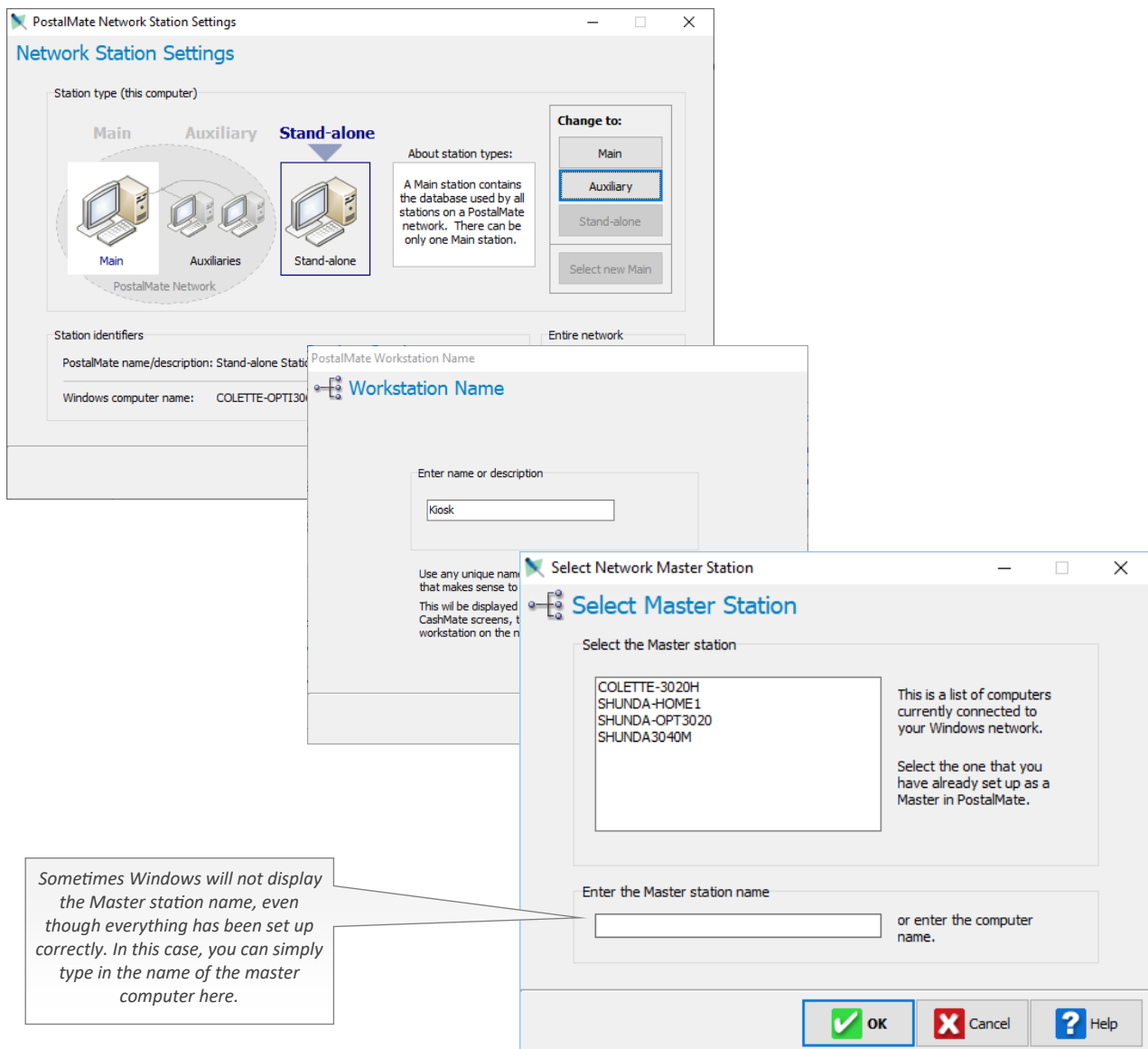
Install PostalMate

1. Log in to **https://postalmate.com/downloads**.

2. Under New Install, click Download.

3. After the download is complete, run the installation application, and follow the on-screen prompts to finish the installation.

4. Once installed, open **PM Utilities**.

5. Enter your PostalMate serial number

   - You can locate your serial number on one of your other stations by clicking **Help > About** in PostalMate).
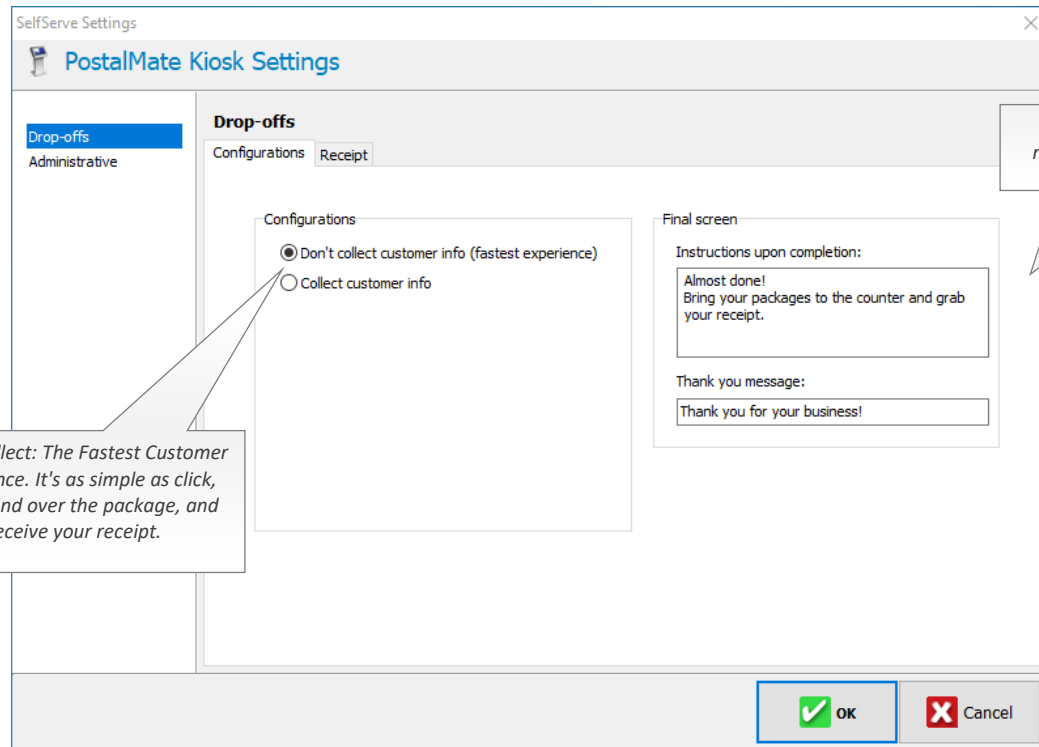

Questions? Phone: 760.410.1677 Option 1 | Email: support@pcsynergy.com

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Network PostalMate

1. Choose **Network Station Settings**.

2. Select **Auxiliary** on the right.

3. For **Workstation Name**, enter a name, such as 'Kiosk.'

4. Click **'OK'** to acknowledge and confirm each of the warning messages to proceed.

5. From the list of computers displayed, select your Main station.

6. Verify that **Network Station Settings** now shows this computer as an **Auxiliary** and close **Network Station Settings**.

Sometimes Windows will not display the Master station name, even though everything has been set up correctly. In this case, you can simply type in the name of the master computer here.

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Kiosk Settings/Configuration tab

Remain in **PM Utilities** and choose **Tools > Settings > Other > PostalMate Kiosk...**

The final screen and thank you message are customizable here.

Don't Collect: The Fastest Customer Experience. It's as simple as click, scan, hand over the package, and receive your receipt.
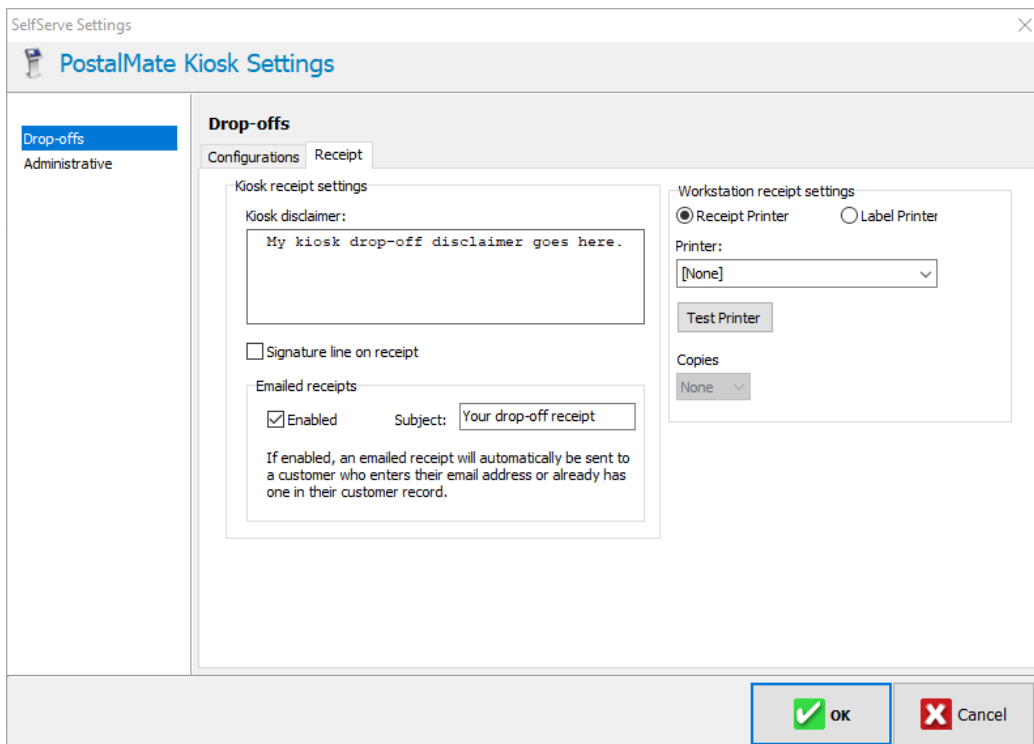

Collect customer info: Choose from various options for email, phone, and name. You can also choose to remember your customer for added convenience. This allows repeat drop-off customers to enter either their email or phone number, and the system will automatically recognize them, providing you with their name associated with the drop-off

Kiosk Settings/Receipt Settings

1. Select the **Receipt** tab.

2. Enter a disclaimer that will be displayed on the drop-off receipt.

3. If you want to email drop-off receipts, check the 'Enabled' box and provide a subject line for the email.

4. If you prefer to print a drop-off receipt, you can make your selection here. You have the option to print to either a receipt or a label printer.

5. Enabling both emailed and printed receipts is allowed and will automatically print/email at the end of the drop-off transaction.

Note: You will need to install the printer driver on this station before selecting it in Kiosk Settings. A printer can be connected directly to the kiosk for local printing, or it could be a network printer located behind the counter, requiring the customer to hand over the drop-off before receiving their receipt.

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Kiosk Settings/Administrative

It is recommended to keep both **eUpdates** and the **Administrator panel** enabled. Below '**Shortcuts**,' click the button to create your desktop shortcut. Once done, click 'OK' and exit **PM Utilities**.
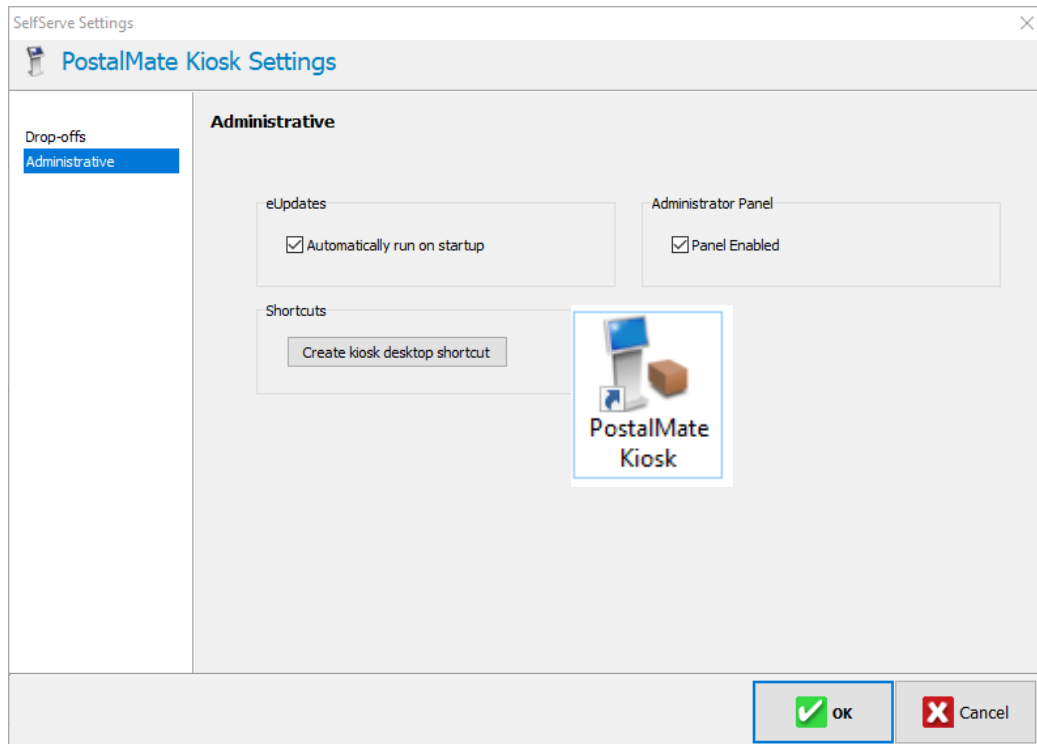
Now, click the shortcut to open the Kiosk.

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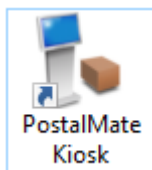
The Drop-Off Kiosk

Once opened, you are ready to scan in a drop-off. Give it a test run and see if you like your choices in settings.

Drop off packages with shipping labels

▲
Press to begin

Admin

Kiosk

To exit out of the kiosk mode, click **Admin** on the bottom left of the screen. If you currently use PostalMate security, simply use your credentials to log in. If not, the default password is **1234**.

Secure area login

The default password is 1234. Or, use your security login to proceed.

User

Password

••••

Ok   Cancel

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Administrator Panel

There are two options here. One to Exit out of the PostalMate Kiosk and the other is to return to the Kiosk Settings in PM Utilities.

Administrator Panel

Operations	
Settings	

Exit PostalMate Kiosk
(Closes PostalMate Kiosk and exits to Windows)

PC Synergy Customer Support: 1-800-485-6901   support@pcsynergy.com

Close
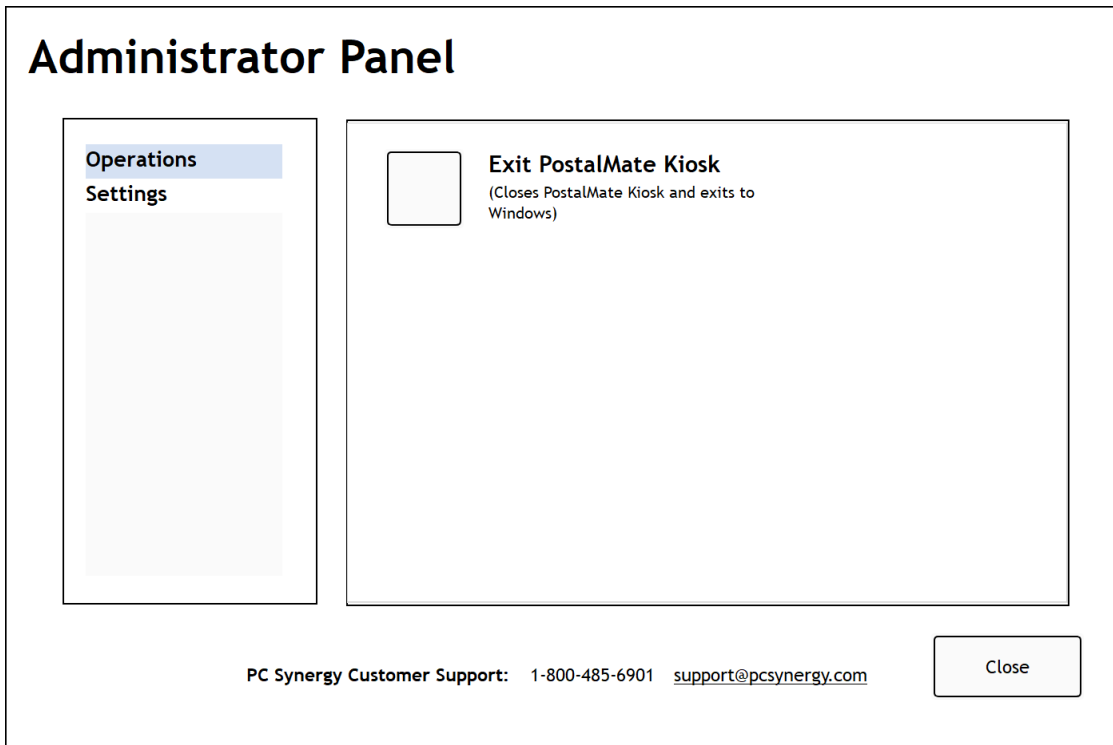
That's it. You are ready to go!

The Drop-Off Transaction

Drop off packages
with shipping labels

Scan the bottom barcode of the package's shipping l

Shipping label

Back

Scan the shipping labels of any additional packages

| Package 1 | FedEx | 553962712209 | 🗑 |

Back

Almost done!
Bring your packages to the counter and grab your receipt.

Thank you for your business!

Close

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Things to know...

1. When networked, kiosk drop-offs will show in **Find Package** as well as in the **Carrier Pickup**.

2. This is an example of what an error will look like:

> ❌ **Unable to recognize shipping label**
>
> Be sure you're scanning the correct barcode on the carrier shipping label and try again. If that doesn't work, please bring the package to a store associate.
>
> OK

If the drop-off transaction involves multiple packages, and the customer encounters this error, all packages in the transaction will be voided and need to be re-scanned at the counter.

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