

Apex Locker Start-of-Semester Readiness Checklist

This is a quick readiness check to ensure your Apex smart locker solution is operating properly before student use. Contact Apex Support with any questions or concerns.

Restart the Locker System

1. Turn the locker off by either:
 - a. Unplugging it from the wall, or
 - b. Turning off the switch on the power strip.
2. Make sure all locker screens (including any separate mounted display screens) turn off.
3. **Wait 30 seconds.**
4. Turn the power back on.
5. Allow up to **10 minutes** for the system to fully start up. ***It may appear fully booted but incomplete. Compartment illumination is one of the last indicators of a system restart***

General Inspection

1. Confirm screens are powered on and responsive to touch.
2. Ensure all compartments show the expected, predetermined lighting.
3. If the locker is a newer product version and contains a “Locker Status” page on the Order Entry Screen:
 1. Test enabling and disabling a position.
 2. Select each compartment and choose to open all doors of the device. Each door from the virtual status screen should open the intended corresponding physical compartment.

Complete a Test Order

1. Create a test order in the same manner you expect normal operations' workflow.
2. Load the order into the locker following the workflow specific to this locker's solution design.
3. Perform a full pickup using the normal customer process, using any code scanners when applicable.

Contact Apex Support before using the lockers for intended business operations with any dining concept changes or if anything does not look or work as expected. This includes restaurant name changes, locker relocating, screens not working, doors opening incorrectly, or problems completing a test order. Thank you!

Apex Technical Support

1-800-229-7912 option #3

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