

General Information for ACS Smartpoint Locker



➤ For whom is the ACS Smartpoint Locker aim to service?

This service is intended for ACS credit customers using Acs Connect or Webtools.
(No shipment can be sent to a Smartpoint locker with a handwritten receipt).

➤ Who selects the ACS Smartpoint Locker for the shipment?

The sender selects the Locker via ACS Connect or Webtools when preparing the receipt.

➤ How can I find the nearest ACS Smartpoint Locker?

All ACS Smartpoint Locker locations are available on the ACS website. [ACS Courier Smartpoint Locker](#)
New locker locations activated will be updated on the website.

➤ How long does it take for a shipment to reach an ACS Smartpoint Locker?

The estimated time for a shipment to be placed in an ACS Smartpoint Locker is 1-2 business days from the day the shipment is sent. The recipient will be notified that his/hers shipment has arrived at the ACS Smartpoint Locker via SMS or Viber as soon as this is placed in the Locker.

➤ What is the charge for using the ACS Smartpoint Locker?

The charge for the Smartpoint Locker service is the same as the charge for D2P service – delivery to reception. There is no additional charge for returning the shipment in case of non-delivery.

➤ Is there a size limit for shipments placed in an ACS Smartpoint Locker?

Yes, there is a limit, as the compartments of the points have specific dimensions. The maximum allowable dimensions for parcels that can be placed in an ACS Smartpoint Locker are 37cm height x 44cm width x 61cm depth, and the maximum weight is 10 kg.

➤ How many days can a shipment remain in an ACS Smartpoint Locker?

All shipments stay at ACS Smartpoint Locker for 3 calendar days from the date the notification is sent via SMS or Viber. After 3 calendar days, the shipment is transferred to the ACS store nearest to ACS Smartpoint Locker location and will remain there for another 4 business days. After the above days have passed, the shipment will be returned to the sender.

➤ What are the operating hours of ACS Smartpoint LockerLocker locations?

Most locations operate with extended service hours even on holidays, weekends, 24/7 (depending on the location). You can see the operating hours of each location in detail on our website under the Store Locator - ACS Smartpoint Locker category.

➤ Can I send a shipment with recipient charge to an ACS Smartpoint Locker?

This is not possible for the moment. We may offer this service in the future.