

Instead of missed deliveries, stacked packages in the lobby, or overcrowded self-service package rooms, Latch Concierge Pro delivers a more efficient solution for any space by streamlining the entire package experience for building partners, residents, and delivery providers.

Where do I find Latch Concierge Pro in the Latch Manager and the Latch Manager App?

Property managers can view detailed delivery information in the activity section of Latch Manager, with additional details from the virtual doorman including type of package, an image from the Latch Camera, and which door was used for entry.

The Latch Manager App is home to the Latch Scanner, which allows property managers to match package labels to their residents and send secondary delivery notifications.

How do package notifications work?

Property manager notifications contain detailed delivery information including courier name, the number of packages, and the time they entered.

Resident notifications alert the resident when and where they have a package waiting for them. These messages are personalized and contain the carrier name, number of packages, package type (perishable, medicine, oversized, and standard), and a timestamp. If no resident phone number is on file, an email is sent instead.

How does the Latch Package Scanner work?

The Latch Package Scanner offers an easy way for property managers to confirm a package has been delivered and remind residents to retrieve it. Using the Latch Manager App, property managers can take a picture of the package label. The Latch Package Scanner then uses a proprietary algorithm to match nicknames or partial names to a resident. An automatic notification is sent to the resident to remind them to collect the package.

How fast is the Latch Package Scanner?

The Latch Package Scanner can process up to 10 pictures simultaneously and send notifications in seconds.

How do you track a missing package?

When trying to identify a missing package, Latch Manager allows property managers to review access and delivery logs generated by our virtual doorman. The Latch Camera takes a 10-image burst of pictures when someone accesses the package room, providing further visual clues.

