



CITY OF PARKLAND

BUILDING DEPARTMENT

6600 University Drive

Parkland, Florida 33067

Office: (954) 753-5447 • Fax: (954) 753-8838

www.cityofparkland.org



Luxer One User Instructions

Luxer One package pickup and delivery system at City of Parkland City Hall. The City of Parkland has implemented the Luxer One permit package pickup and delivery system. This innovative system allows you to pick up or drop off your permit packages anytime.

Beginning March 1, 2023, you no longer need to spend any time worrying about package delivery or pickup. The City has partnered with Luxer One to make sure your packages are safely and efficiently handled. Going forward, permit packages can be delivered to the lockers until they have reach capacity.

Please follow the following instructions to gain access to the Luxer One locker system for Parkland.

1. Visit [Luxer ONE :: Login](#), enter the email address we have on file for you, and click “Forgot Password.”
2. You will receive an email with a link to enter a new password.
3. To complete your account registration, enter your cell phone number (for text message notifications upon package delivery).

If your email is not accepted by the system, please email permitinfo@cityofparkland.org requesting to be added to the user list with your name, company, phone number and email address you want on record. Once staff adds your information to the user list, you will receive a welcome email from Luxer One containing a temporary password. You will then use this password to set up your account information and a new password.



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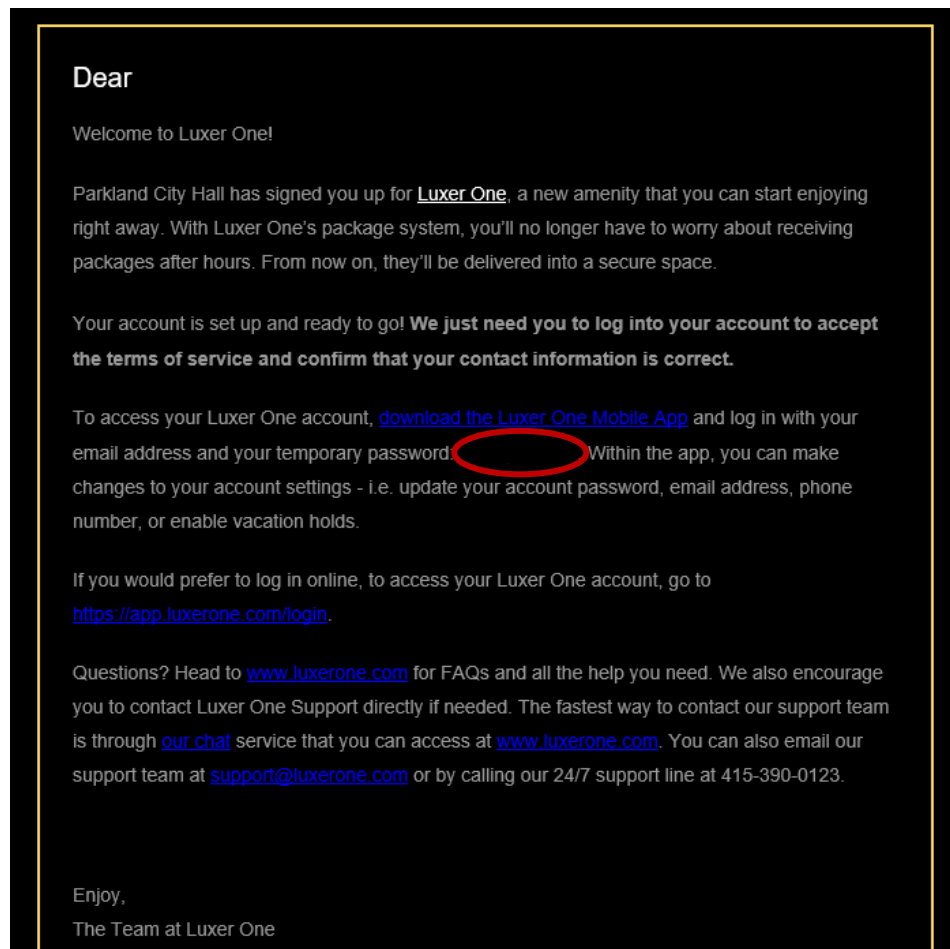
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An example of the welcome email is below:



You will need to use the temporary password supplied to you in this email to access and set up your user account.

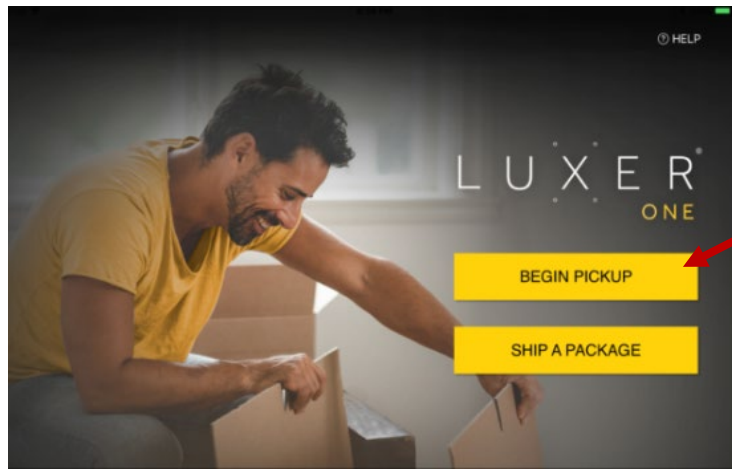


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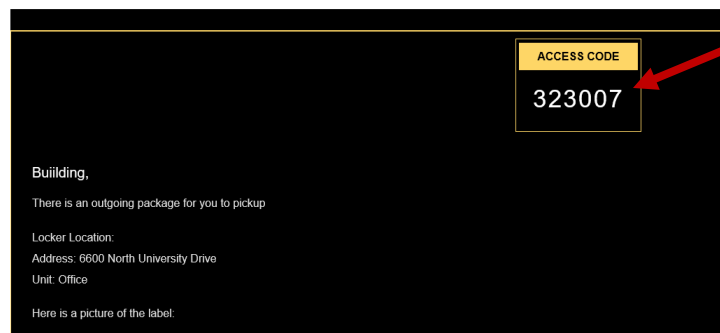
How Luxer One Works

Permit Package Pickup

Please follow the steps below in order to pick up your permit, revision or correction package:



1. Once your permit is paid and ready for pickup, staff will send an email with a notification via the Luxer system with a code to enter upon your arrival for pickup.
2. The email you receive will include an access code at the top of the email as seen below:





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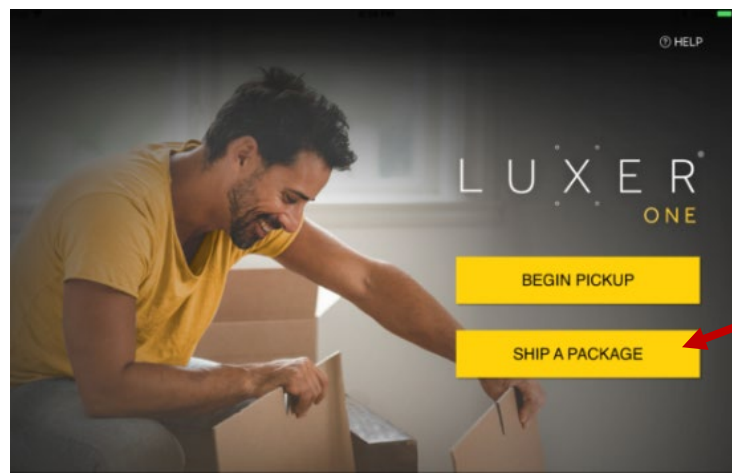
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3. Write down or print out the email to take with you for permit pickup.
4. When picking up your permit package using the Luxer locker system, select the Yellow “Begin Pickup” button.
5. Enter your “Access Code” and press the “GO” button.
6. Sign the screen using your finger and press the “Done” button.
7. The assigned locker door will then open for you to remove your permit package.
8. Once you have collected your permit package, please securely close the locker.

Permit Package Drop Off

Please follow the steps below to drop off your permit, revision or correction package:



1. Select “SHIP A PACKAGE” button
2. Press “SHIP PACKAGE” button
3. Press “Building” button



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4. Place your permit, revision application or correction narrative within the frame of the camera on the screen
5. If you find the photo taken satisfactory, press the “SAVE” button
6. Select the size of the package from the following choices:
 - a. Small
 - b. Medium
 - c. Large
7. A locker door will open once you make a size selection
8. Place your permit, revision or correction package in the locker and shut the door. ***Make sure the door is shut completely before proceeding.***
9. If you are satisfied with the drop off and are done press “EXIT”

*Once the locker door is open and any of the following apply, please select your best option:

1. Does not fit
2. Locker is occupied
3. Reopen locker

If the locker system has reached capacity, your permit package can still be submitted over the counter in the Building Department or via email at permitinfo@cityofparkland.org.

We ask that you pick up your permit package as soon as possible after you received notification. If you cannot pickup your permit package within one business week, please email the Building Department at permitinfo@cityofparkland.org so staff can relocate the permit package for front counter pickup.

Oversized Packages

Any large permit packages or plans that do not fit into a private locker will need to be brought in over the counter in the Building Department during operating hours, Monday through Friday, 8 a.m. – 5 p.m.