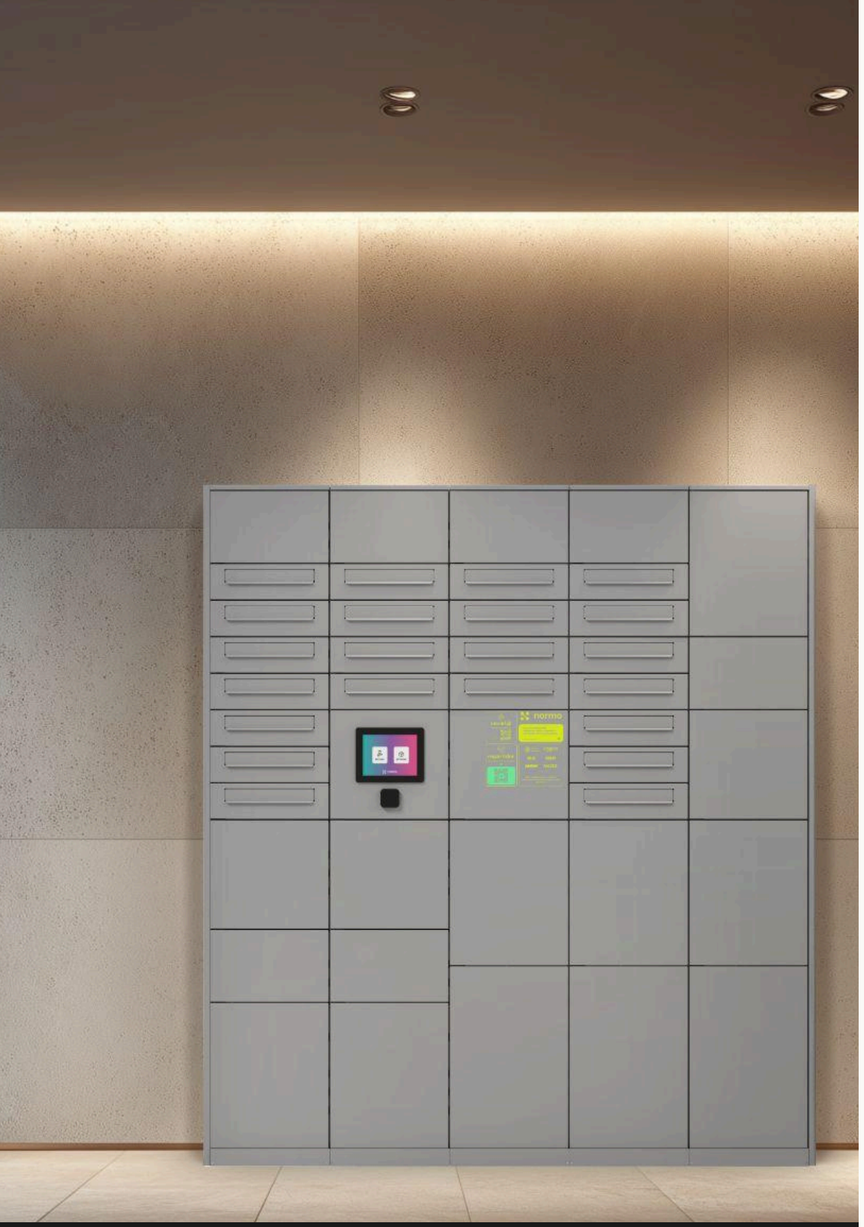
normo

CLICK & COLLECT · LOCAL COUNCILS AND PUBLIC BODIES

Over 80 years making it work. Now intelligent too.

Pick-up lockers for local shops, promoted by local councils and public bodies: customers collect their orders whenever they want, with no queues or opening hours. Manufactured, installed and managed by NORMO.





+24.000
LOCKERS INSTALLED

02 / WHAT WE DO

We manufacture smart lockers. And we take care of everything else.

01	DESIGN	**Technical office** We adapt the module to the space, the capacity and the regulations.
02	MANUFACTURING	**Our own factory in Legutio (Álava)** Manufacturing since 1942, with capacity for construction-scale runs.
03	INSTALLATION	**In-house team** Installed in new builds or in occupied buildings.
04	MAINTENANCE	**National network** San Sebastián, Madrid and Málaga, with support across Spain.
05	SOFTWARE	**NORMO OS, app and screen** Built in-house: maintained and developed in the same place.

Six use cases, one system

What changes is the volume, who manages it and who pays. The product and the software are the same.

Developers and builders

Equipment specified in the project and installed before handover.

Residential

Occupied buildings: retrofit onto finished work, without touching the entrance.

Corporate and coworking

Offices and coworkings: personal parcels and internal distribution. API integration.

Hospitality

Check-in and check-out with no front desk: luggage, keys and guest deliveries.

Click & Collect

Shops and markets: customers collect their order whenever they like, no opening hours.

OOH operators

Pickup point networks and an API for third parties.

WORK IN PROGRESS Refrigerated locker for retail and business. In development: not yet available.

04 / LOCAL RETAIL

The shop closes at eight. The order doesn't have to wait.

01

After-hours pickup

Customers collect on their way home, without the shop having to be open.

02

A free counter

Prepared orders take up neither the counter nor the staff.

03

Online sales without logistics

The shop sells by web, phone or WhatsApp and delivers from its own premises.

05 / HOW IT WORKS

The order waits. The customer decides.

A web app on the shop's phone and an email for the customer. Nobody installs anything.

01 SHOP

Drops off

Picks a size, enters the customer's email and scans its QR at the reader. Once closed, delivery is confirmed.

02 CUSTOMER

Gets an email

With their QR, the pickup point and the assigned locker. No app, no sign-up.

03 CUSTOMER

Collects

Scans the QR at the reader, takes the order and closes. The shop sees it as collected.

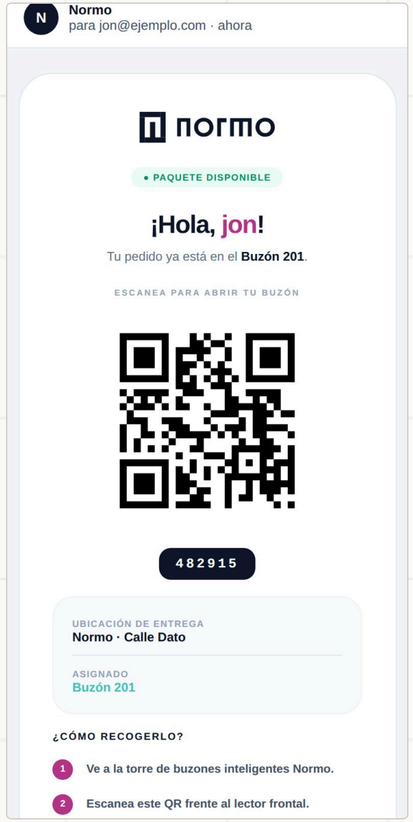


Full flow · real web app and email, sample data

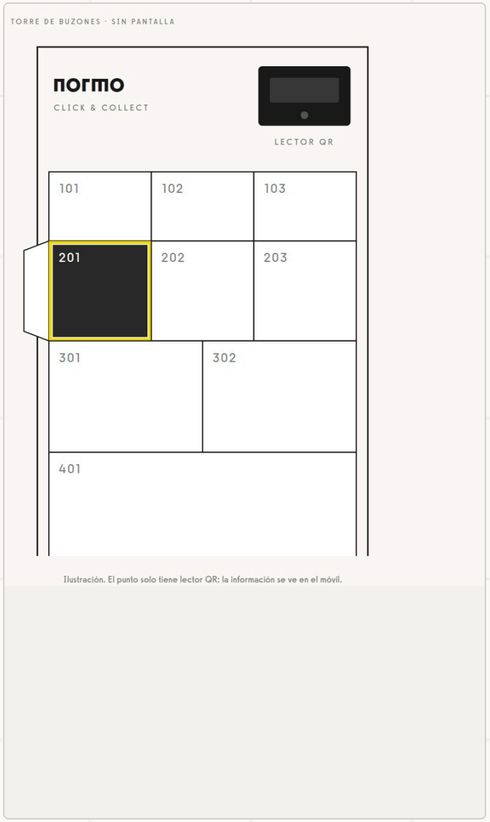
Two phones and a reader



Shop
Web app on their phone



Customer
Email with their QR



Tower
QR reader only

IN PRODUCTION

- Several points per shop
- Four-step drop-off, sizes S, M, L and XL
- Automatic confirmation when the door closes
- “Doesn't fit”: moves to a bigger locker
- Email to the customer; with a phone number, SMS too
- Dashboard with pending, collected and history
- Web app in 8 languages, Basque included

One locker for the whole market

Stalls share the column: each drops off its orders and customers collect all their shopping at a single point, without queuing at each stall.

01

One column, many stalls

Each stall drops off its orders; the customer collects with their code.

02

Run by the market

Management runs the installation and each stall's access from the dashboard.

03

Refrigeration, in development

Refrigerated module for fresh produce. Not yet available.



Shop opening hours no longer stand in the way of buying locally

Arrasate Town Council installed a NORMO locker in the market square so residents can collect what they buy from local shops and market producers.

36
Compartments, 12 per size: S, M and L

20
Shops and producers signed up

72 h
To collect the order

QR by SMS or email	The shop drops off the order and the resident opens the compartment by scanning the code.
Payment outside the locker	Shop and customer agree on payment; the locker only stores and hands over.

Source: Goiena, 1 October 2026

09 / AZOKA PLAZA



How it works in the market square

The shop drops off the order, the resident collects it with their QR. Arrasate, 2026.

More and more councils are putting it on the street

Councils, provincial governments and retail agencies that have installed NORMO lockers for their local shops.

DONOSTIA SAN SEBASTIÁN

donostiasustapena fomentosansebastián

Arrasate
ATE BERRIAK ZABALDUZ

Beasaingo Udala

Hernaniko Udala

Burgos
Local council

DIPUTACIÓN PROVINCIAL DE BURGOS

Gipuzkoako Foru Aldundia
Diputación Foral de Gipuzkoa

GRUPO spri TALDEA

+

Councils, municipal associations and trade agencies

The smart locker division of the SALTO Systems group.

NORMO comes out of a factory, not a pilot. Over 80 years making mailboxes and locks at our own plant in Legutio (Álava), now with the technological backing of SALTO Systems, one of the three largest access control manufacturers in the world.

1942
MANUFACTURING SINCE

+100
COUNTRIES WITH A SALTO PRESENCE

3,4 M
ACCESS POINTS INSTALLED

700 M€
GROUP REVENUE

GROUP BRAND **SALTO WECOSYSTEM**

CONTACT

Over 80 years protecting what matters inside a building. Now intelligent too.

Tell us about the project and we'll size it: number of doors, location and how it will be managed.

SALES

comercial@normo.es

WEBSITE

normo.es

OFFICES

San Sebastián · Madrid · Málaga

User guide, step by step

STEPS 01–08 · SHOP

Web app on the phone: point, size S/M/L/XL, recipient and QR at the reader.

STEP 09 · CUSTOMER

Email with their QR, the point and the locker. With a phone number, SMS too.

STEPS 10–12 · PICKUP

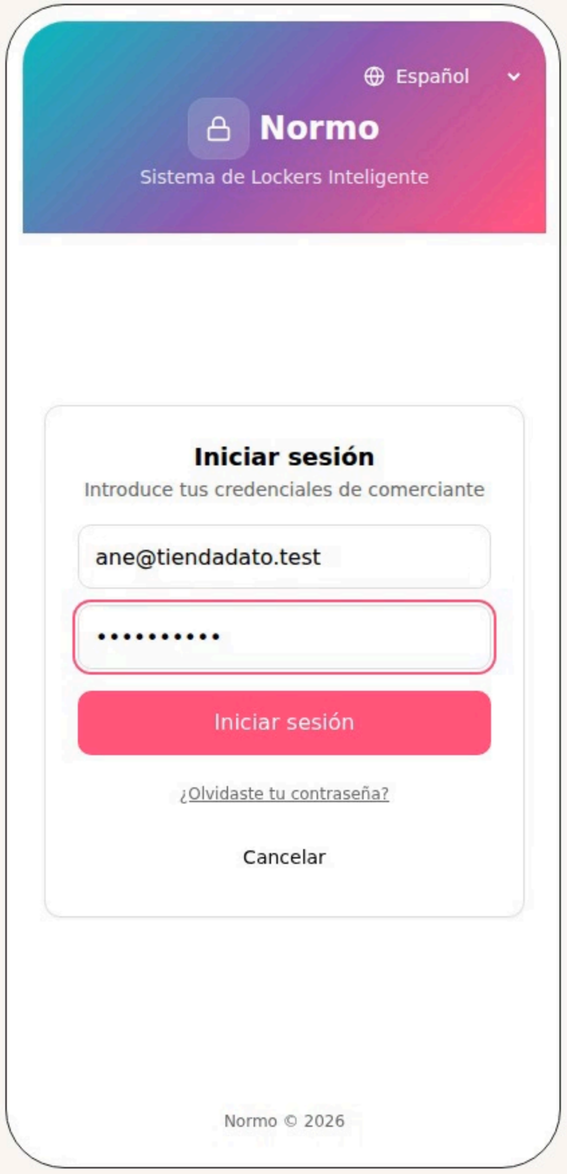
QR reader on the tower, no screen. The shop sees it as collected.

SHOP 01 / 12

Log in with your user

From your phone, at merchant.normo-tech.com. Each shop has its own login.

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA

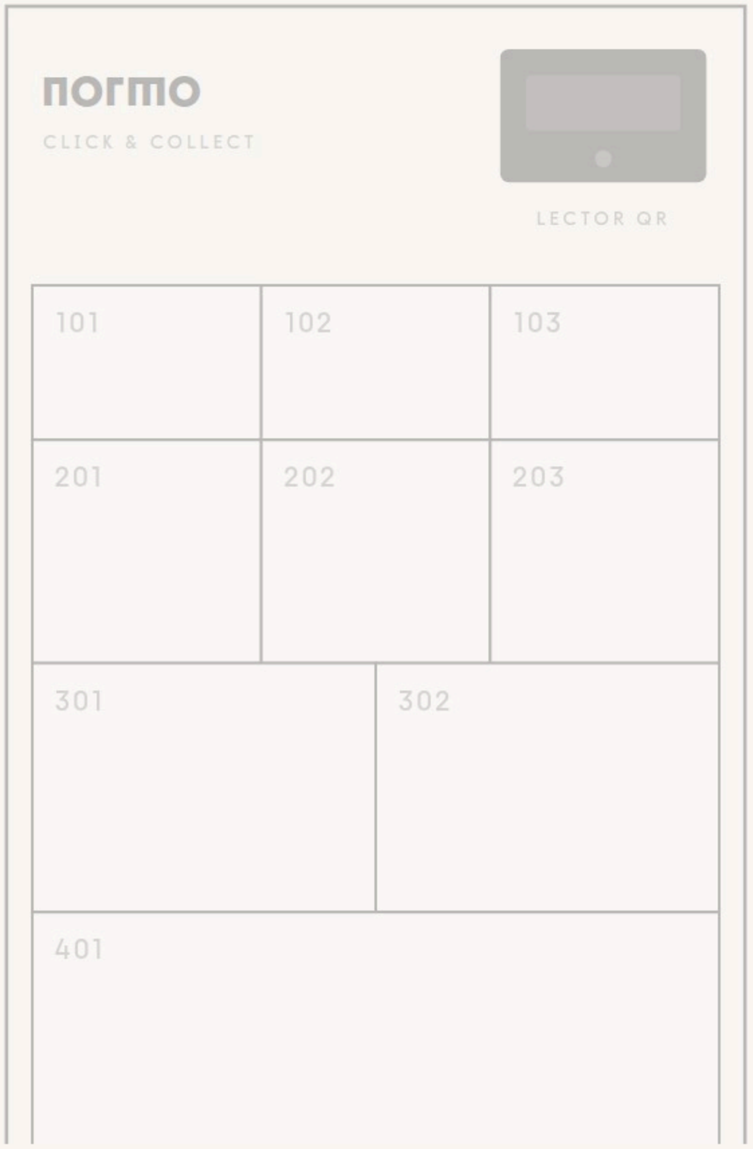


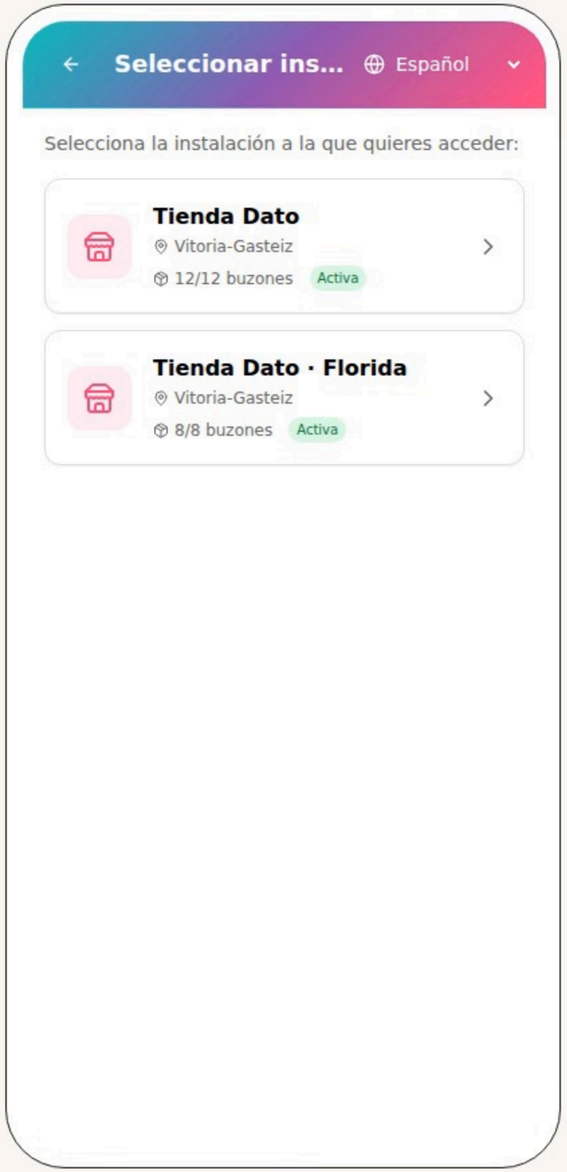
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 02 / 12

Choose the Normo point

If you work with several pick-up points, choose where you will leave the order.

MÓVIL DEL COMERCIO



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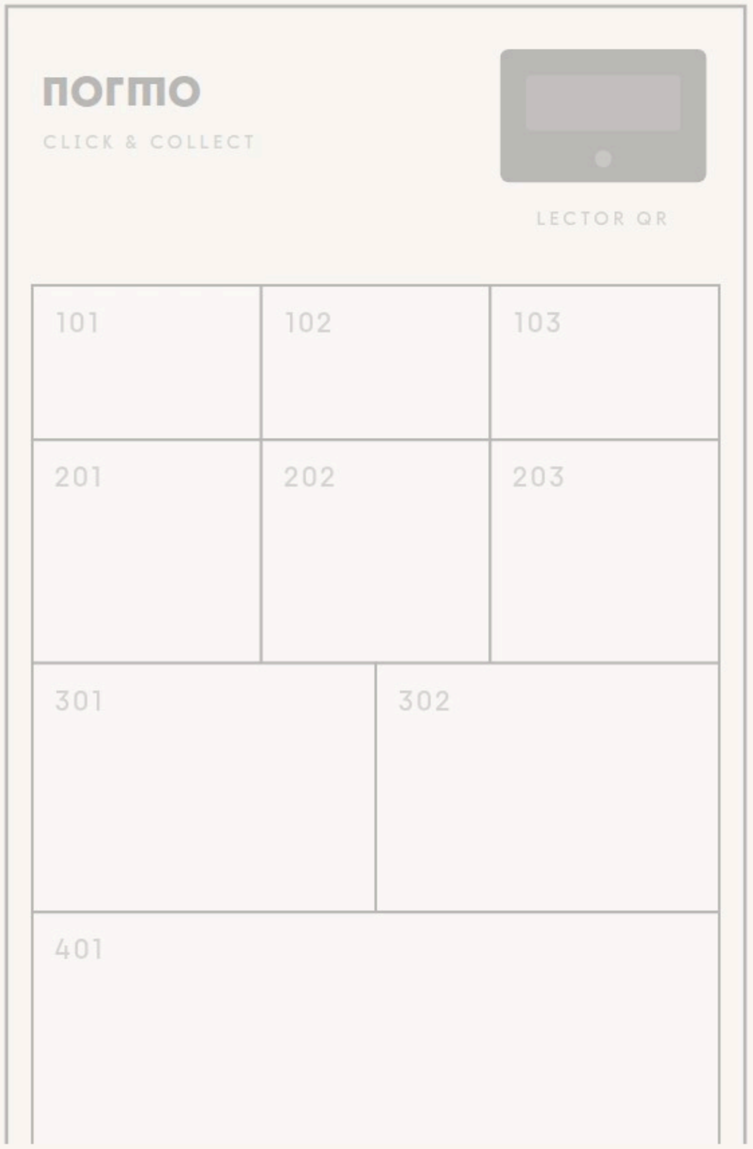


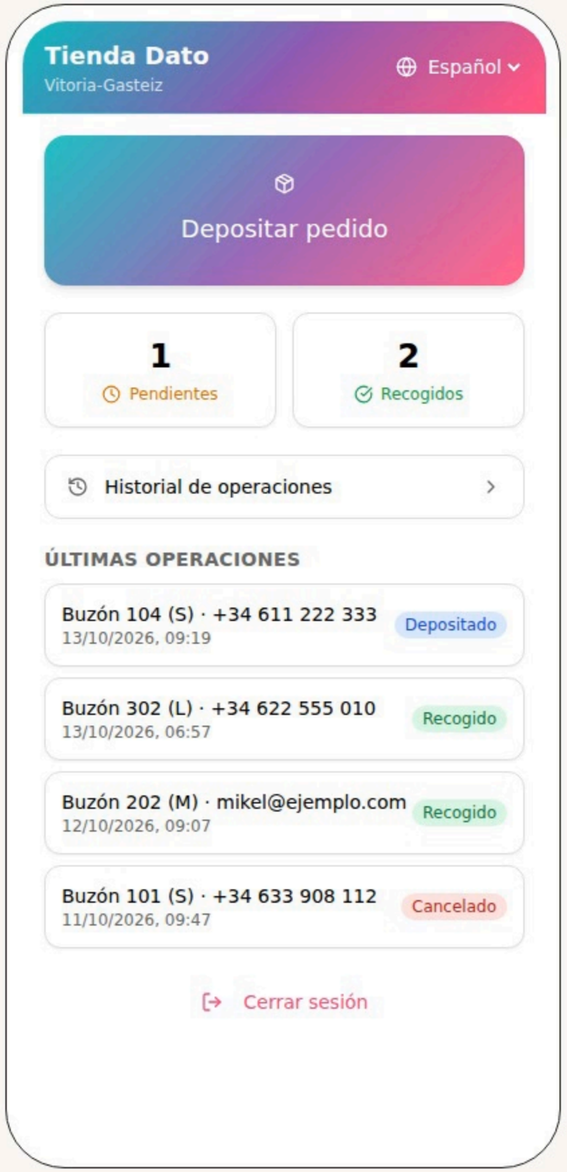
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 03 / 12

Your dashboard

Orders awaiting pick-up, orders already collected and the latest activity, at a glance.

MÓVIL DEL COMERCIO



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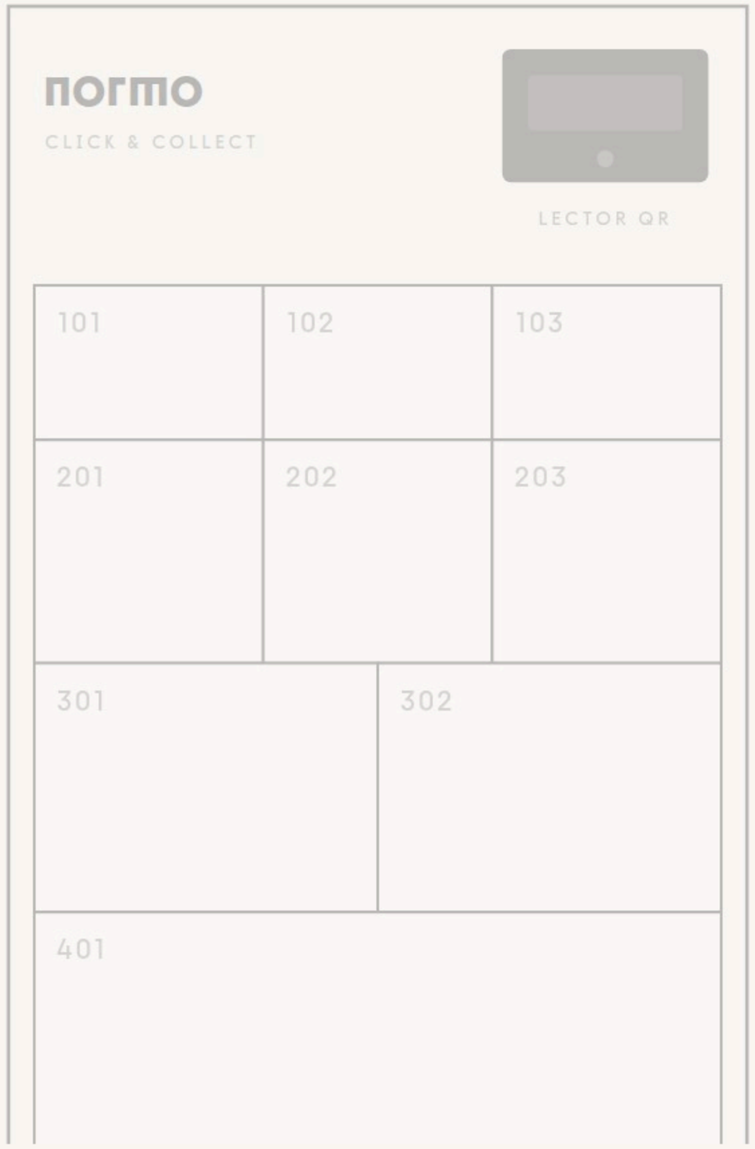


Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 04 / 12

Choose the size

S, M, L or XL, with the free lockers in each size. The system assigns one and asks you to confirm.

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA

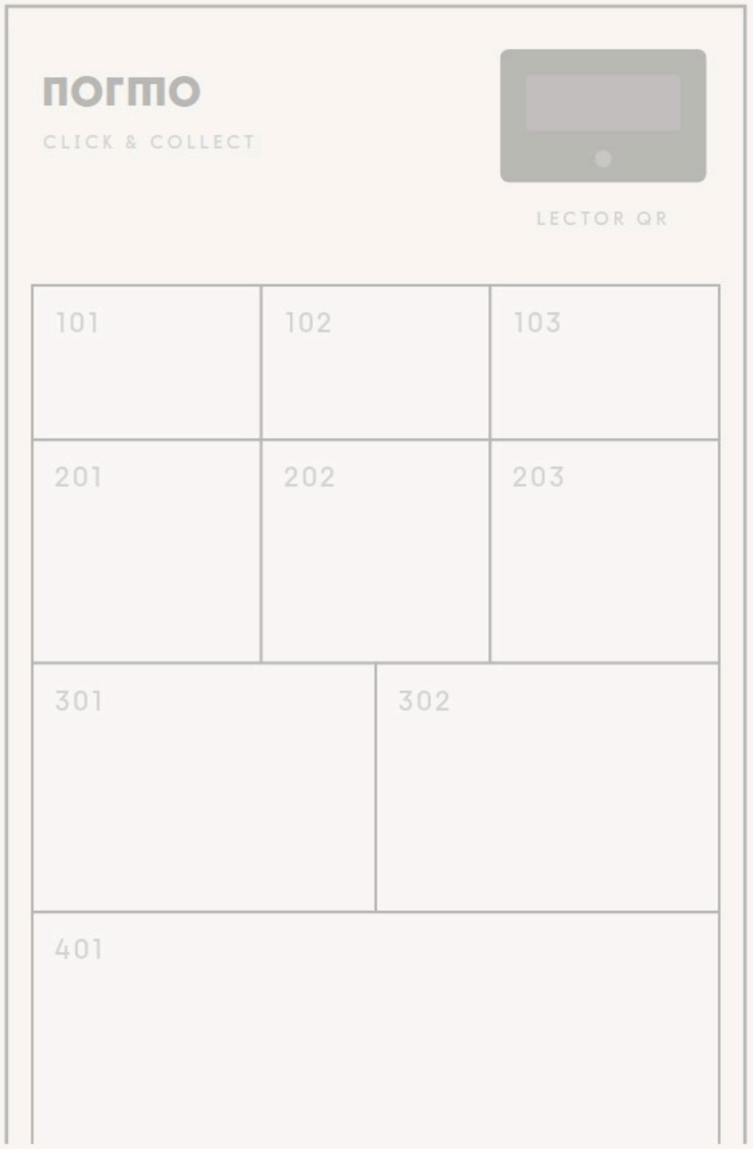


Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 05 / 12

Who is it for?

The customer's email: that is where their pick-up QR arrives. With a phone number, an SMS with a link too.

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA



Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 06 / 12

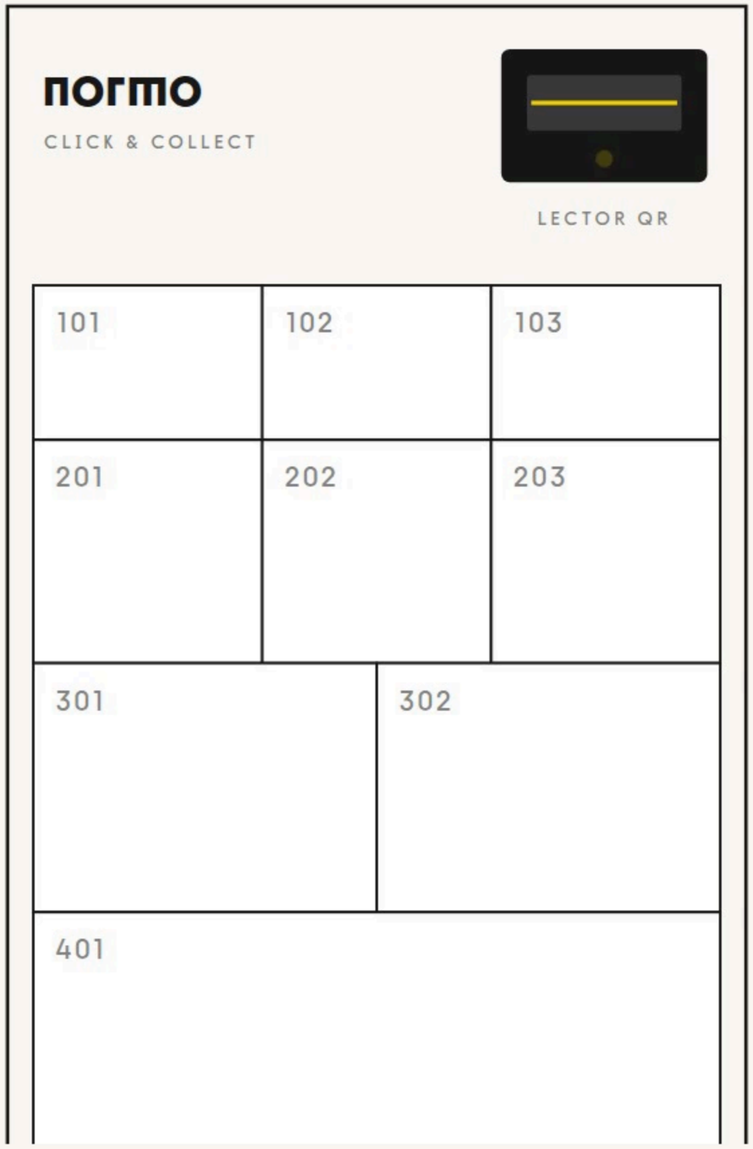
Hold the QR to the reader

The web app generates the order QR. The tower has no screen: just hold it to the reader.

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA



QR DEL COMERCIO

Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

LOCKER 07 / 12

Locker 201 opens

The phone shows which locker has opened. Leave the parcel and close it: you have 90 seconds; if it doesn't fit, tap «Doesn't fit».

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA

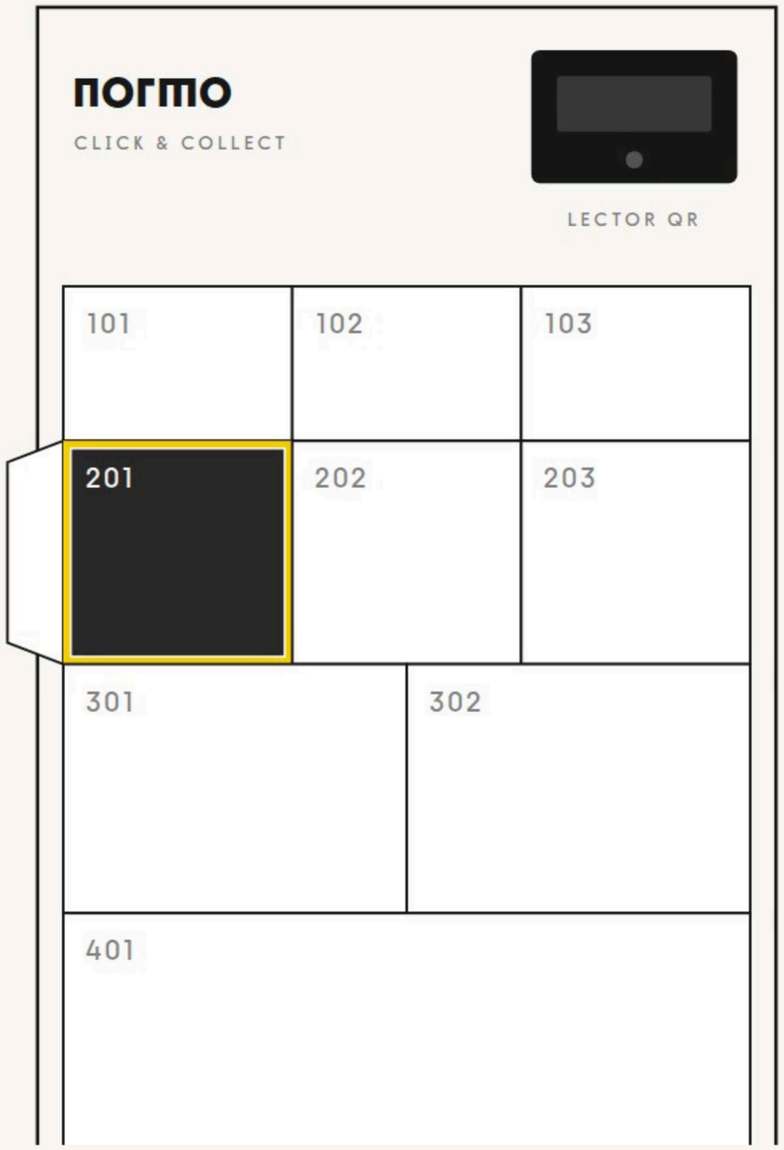


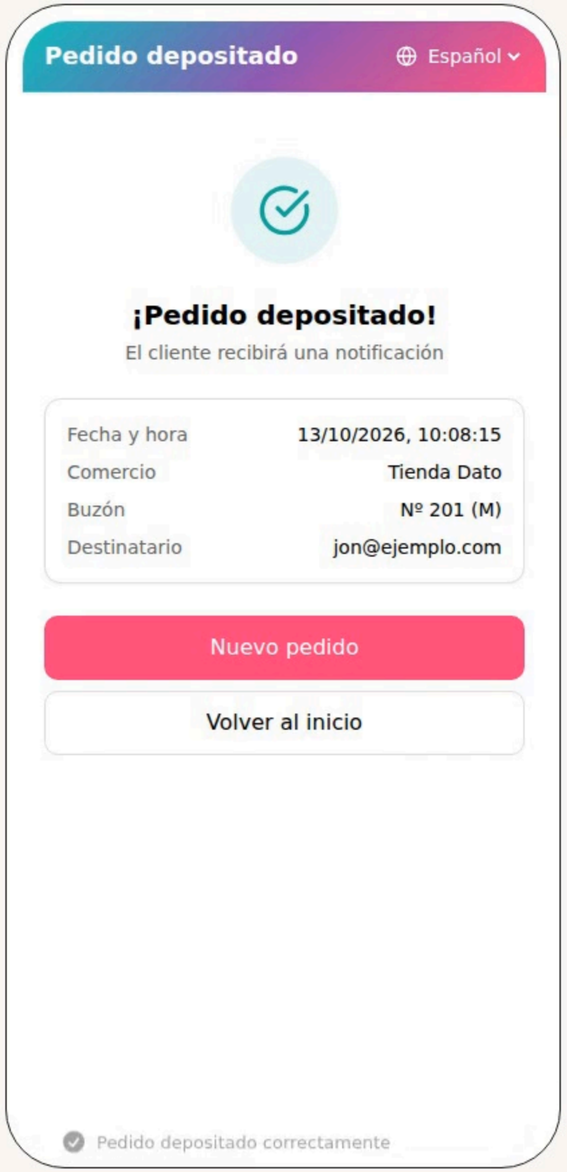
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

LOCKER 08 / 12

Door closed: delivered

Closing the door confirms the delivery on the phone automatically. The customer's email goes out at that moment.

MÓVIL DEL COMERCIO



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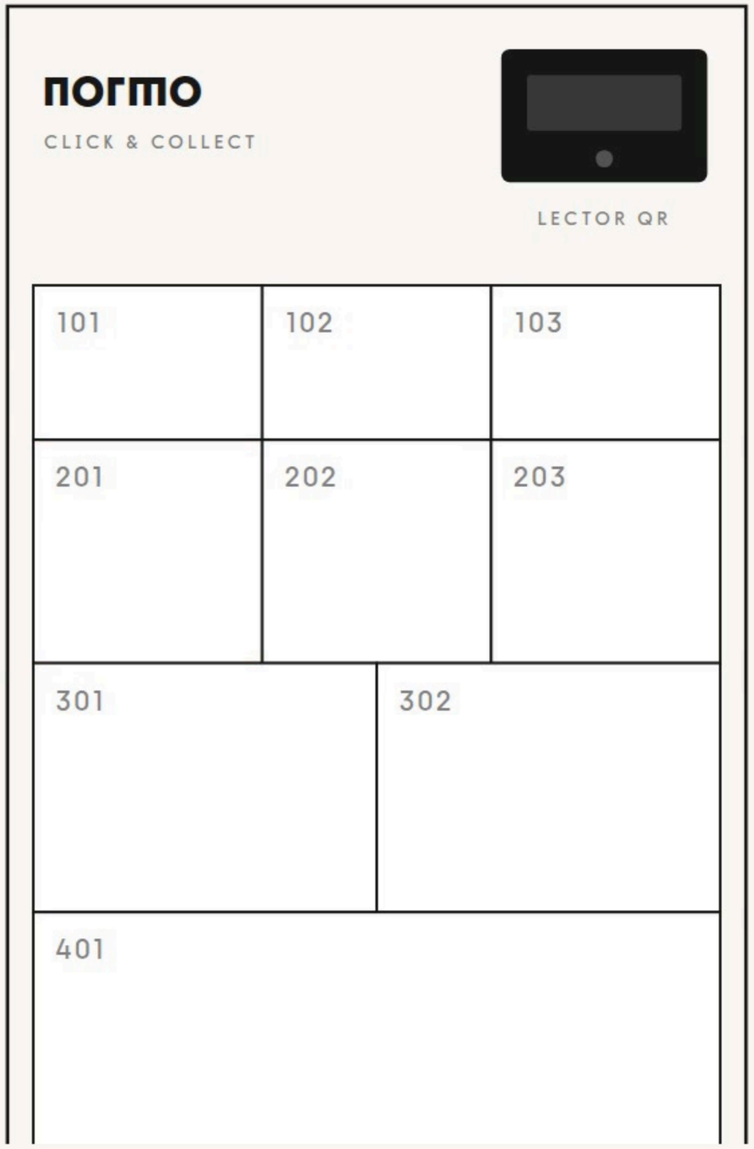


Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

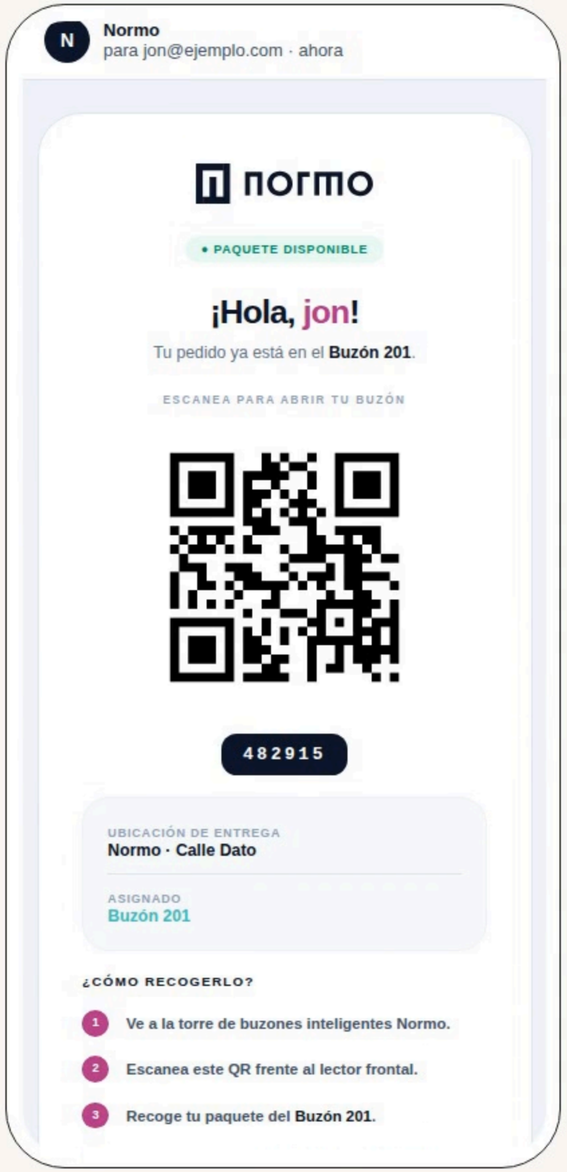
CUSTOMER 09 / 12

The customer gets an email

With their QR, the pick-up point and the assigned locker. No app, no sign-up.

Real platform email, with sample data.

MÓVIL DEL CLIENTE



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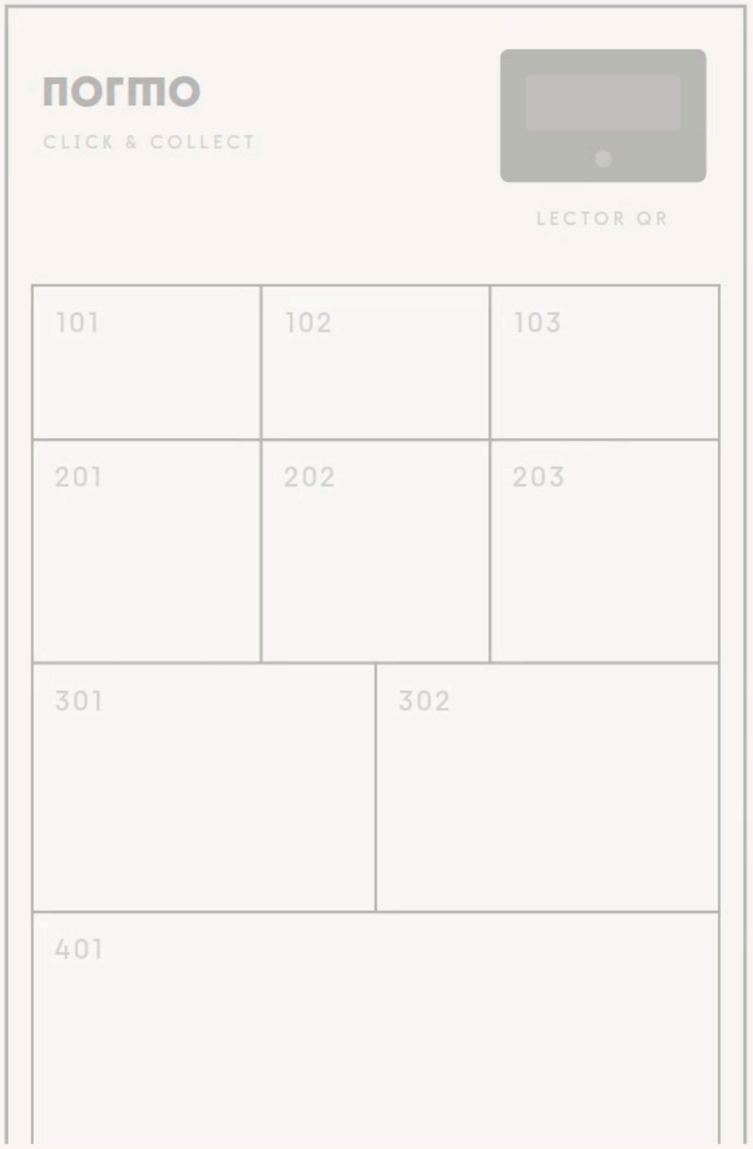


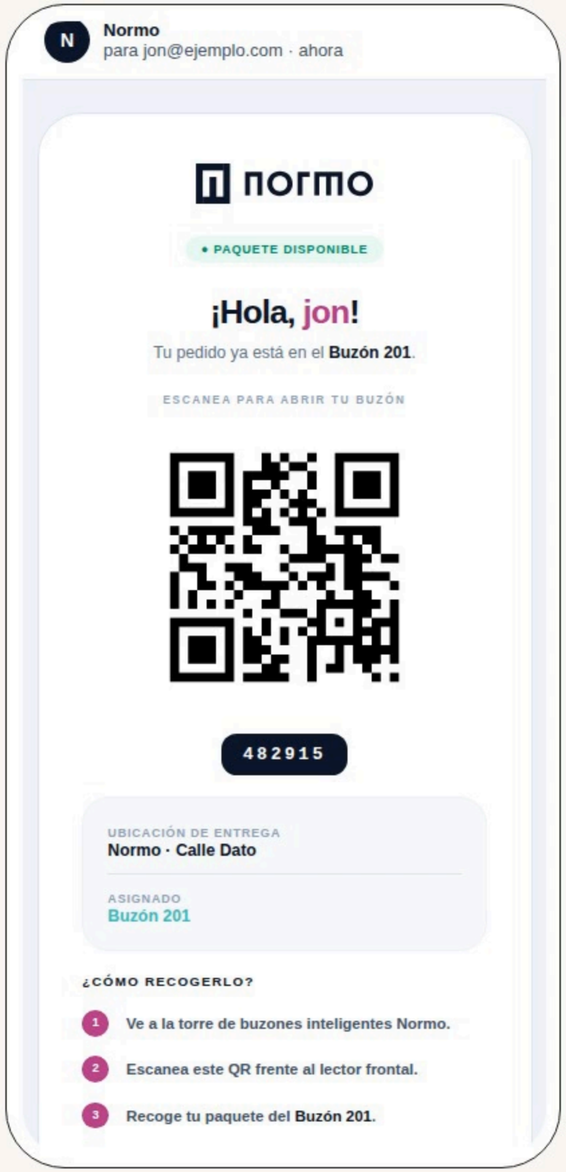
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

CUSTOMER 10 / 12

Scan the QR at the reader

Whenever it suits them, the customer holds the email QR to the tower reader. Locker 201 opens.

MÓVIL DEL CLIENTE



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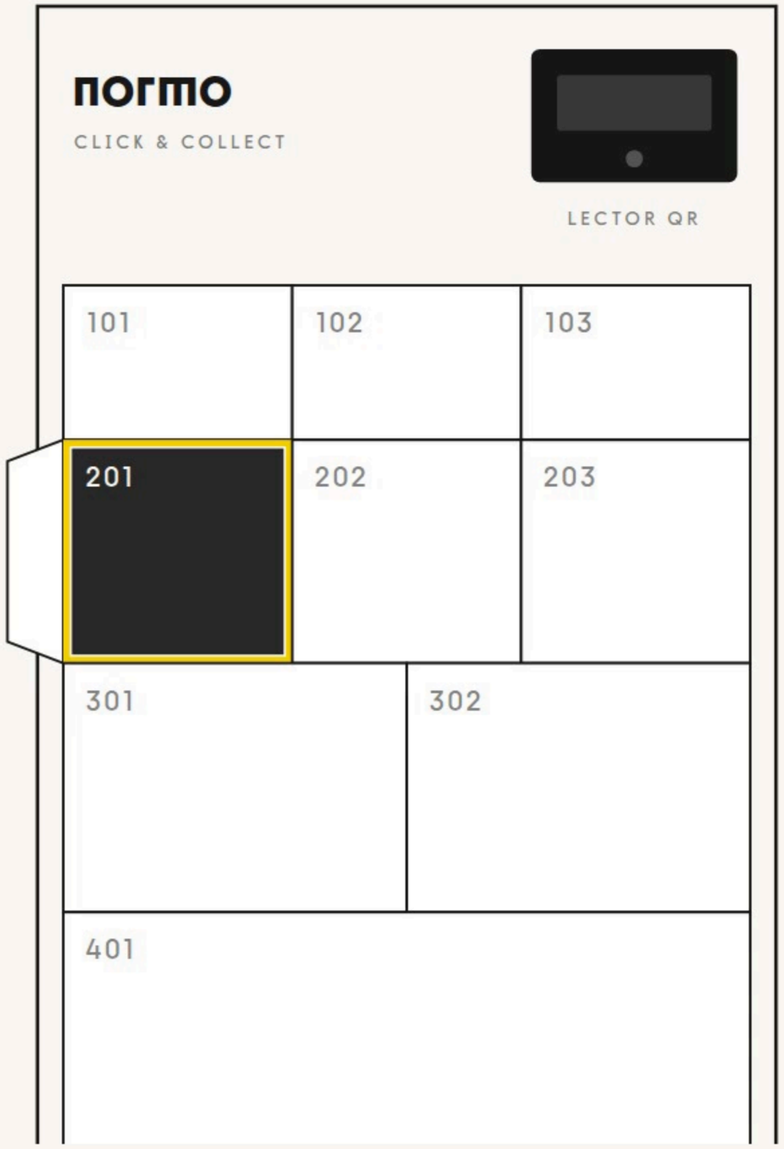


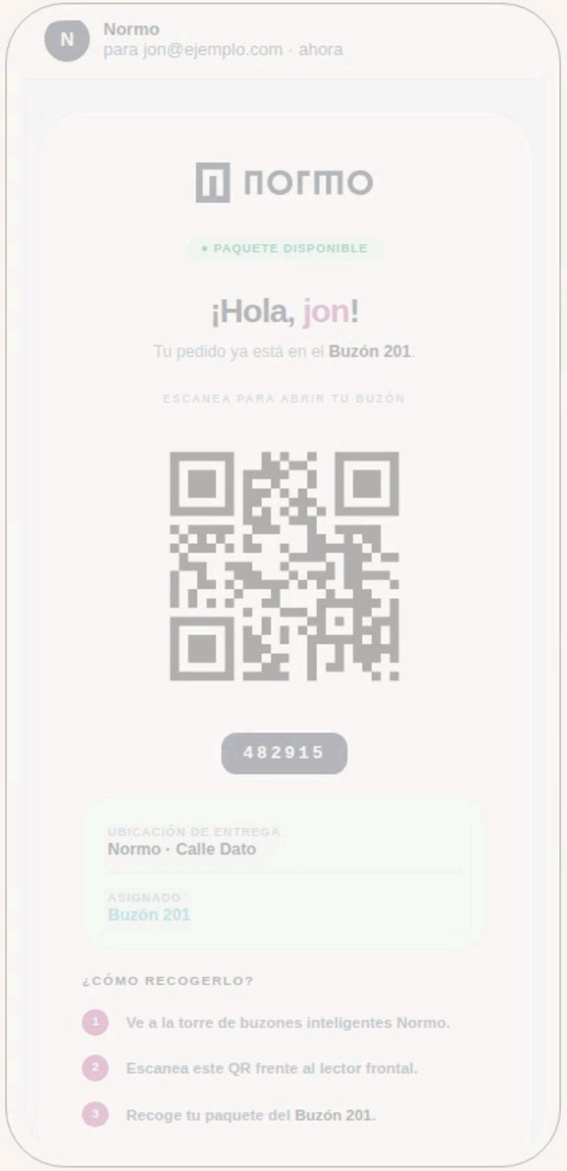
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

LOCKER 11 / 12

Take it and close

Closing the door logs the pick-up and frees the locker again.

MÓVIL DEL CLIENTE



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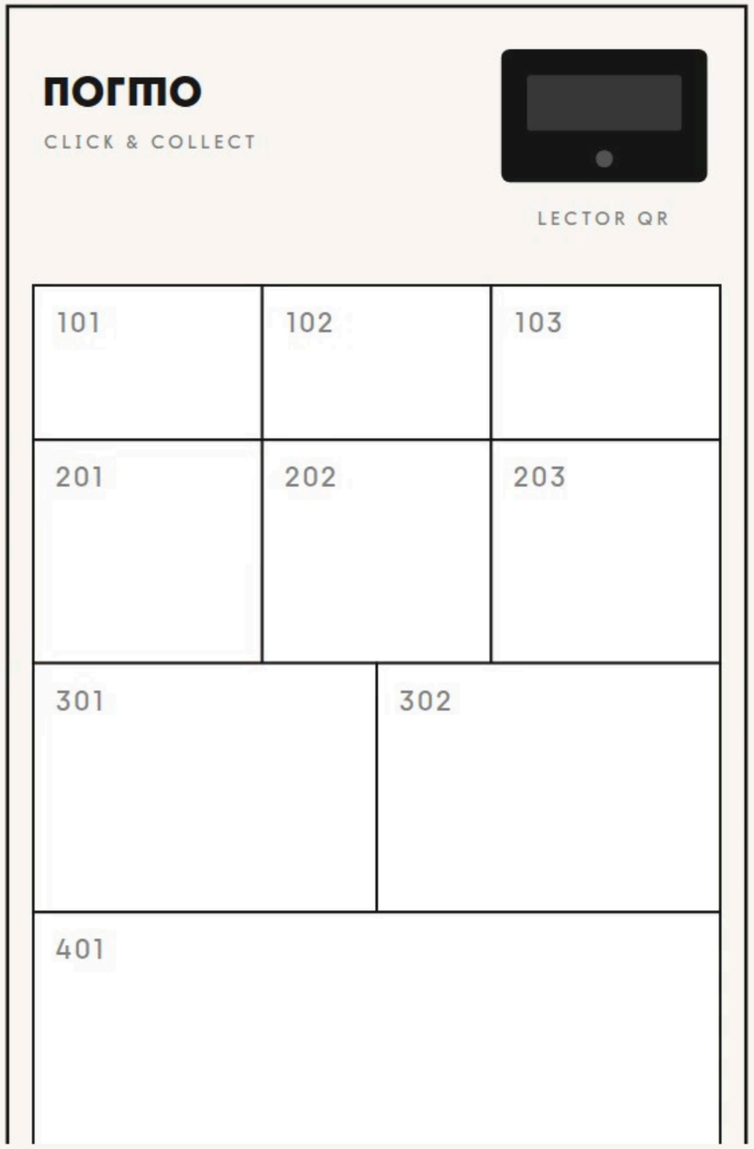


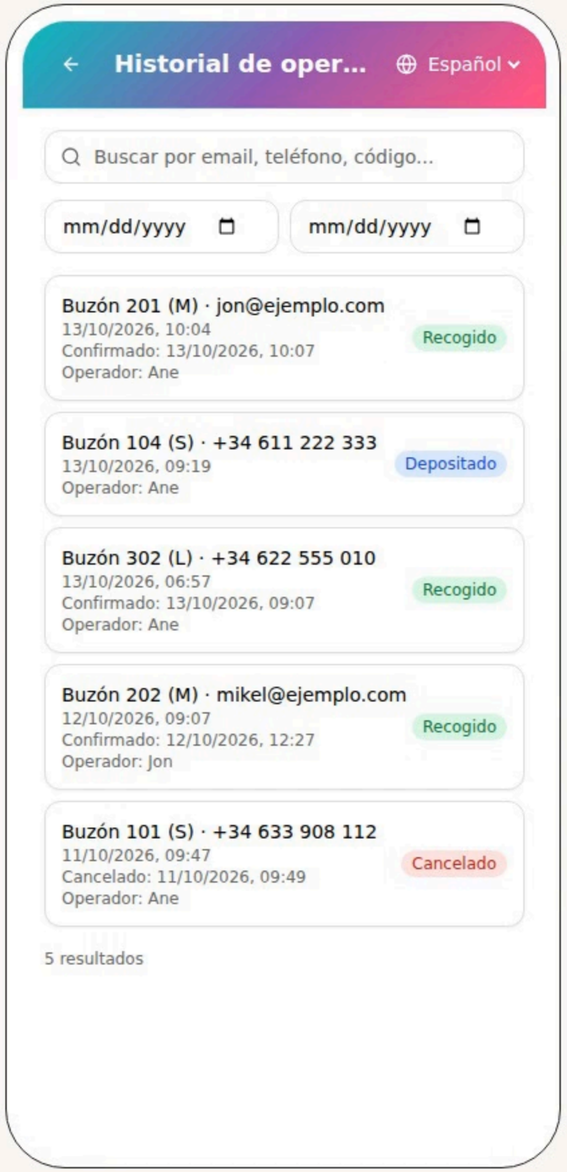
Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.

SHOP 12 / 12

Collected

The shop sees it in its history with date, locker, customer and who delivered it.

MÓVIL DEL COMERCIO



TORRE DE BUZONES · SIN PANTALLA



Ilustración. El punto solo tiene lector QR: la información se ve en el móvil.