Abstract

Current rapid technological development has had an impact on internet users around the world. Therefore, online shopping is becoming a new habit, in which people usually come to shops or similar markets. And then it increased rapidly because of the government's advice to keep physical distancing due to the COVID-19 pandemic. However, this becomes a problem if the customer is not at home when the courier delivers the stuff. To overcome this, an Internet of Things-based *Smart Mailbox* solution was invented that can safely receive goods or packages when homeowners cannot receive them. With a system that can be controlled through the Telegram Bot application, contactless transactions can be easily done.

Keyword: *Online Shopping, Smart Mailbox, COVID-19, Telegram Bot, Internet of Things*