

Add tenants and contacts

Set up the companies and people at your location so your front desk can log packages to them.

A tenant is a company or resident at your location. A tenant contact is a person who can receive packages for that tenant. Owners and Admins manage both in the [customer dashboard](#), and the changes show up in the iPad app. To add many tenants at once, see [Import tenants from a CSV](#).

Add a tenant

- 1 In the customer dashboard, click **Tenants**.
- 2 Click **Add tenant**.
- 3 Enter the **Tenant name**. It needs at least 2 characters.
- 4 Enter the **Unit / Suite**, such as `1204` or `Suite 200`. If you enter only a number, it's saved as `Unit 1204`.
- 5 Click **Add tenant & manage contacts**.

The tenant's page opens with the contact form ready, so you can add the first contact right away.

Add a contact

- 1 On the **Tenants** page, click the tenant.
- 2 Under **Contacts**, click **Add contact**.
- 3 Enter the contact's **Full name**.
- 4 (Optional) Enter their **Email** and **Phone**.
- 5 (Optional) Change the **Unit / desk**. It starts filled in with the tenant's unit.
- 6 Click **Add contact**.

The contact appears in the **Contacts** list. The first contact on the list is marked **Primary** and is shown under **Primary contact**, the default recipient for package notifications. If you archive the primary contact, the next contact on the list becomes primary.

Note: Add an email address for every contact who should get package emails. Supreme Point emails the contact when a package is logged for them and when it's delivered. A contact without an email gets no emails.

Archive a contact

Archive a contact who no longer works for or lives with the tenant.

- 1 On the **Tenants** page, click the tenant.
- 2 Under **Contacts**, click **Archive** next to the contact.
- 3 In the confirmation dialog, click **Archive contact**.

The contact is removed from the tenant's contacts in the dashboard and the iPad app, so new packages can't be assigned to them.

Important: You can't restore an archived contact from the customer dashboard.

Archive a tenant

- 1 On the **Tenants** page, click the overflow menu (⋮) next to the tenant, then click **Archive tenant**.
- 2 In the confirmation dialog, click **Archive tenant**.

The tenant is hidden from the **Tenants** list and from the tenant picker in the iPad app. To restore it, in the iPad app go to **Settings > Tenant management > Archived**. See [Manage tenants on the iPad](#).

Set up central delivery

Turn on central delivery for a tenant whose packages all go to one place, such as a mailroom. Staff can then deliver all of the tenant's packages in one trip.

- 1 On the **Tenants** page, click the tenant.
- 2 Under **Delivery settings**, select **Central delivery point**.
- 3 (Optional) Enter the **Delivery location**, such as `Mailroom - 1st Floor`.
- 4 Click **Save settings**.

You see **Delivery settings saved**. To turn it off, clear **Central delivery point** and click **Save settings**.

Troubleshooting

- **Add tenant & manage contacts is grayed out:** enter a **Tenant name** of at least 2 characters and a **Unit / Suite**.
- **Add contact is grayed out:** enter a **Full name** of at least 2 characters.
- **This email already taken by someone:** another tenant contact already uses that email address. Each contact needs their own email.

See also

- Import tenants from a CSV
- Manage tenants on the iPad
- Deliver a package