

Deliver a package

Take a logged package to the tenant and record proof of delivery.

Delivering a package has two parts: you grab it, which assigns it to you, then you record how you delivered it. Managers and Associates can deliver packages in the iPad app. You can only deliver a package that's assigned to you.

Grab the package

- 1 On the **Packages** tab, tap **All packages**.
- 2 Tap the package. To look one up by tenant, contact, or tracking number, tap the search icon.
- 3 Tap **Grab the package**.

The package's status changes to **In progress**, it's assigned to you, and the app opens the **In progress** tab.

Note: Associates see only their own packages on the **In progress** tab. Managers see every package in progress at the location.

Deliver the package

- 1 On the **Packages** tab, tap **In progress**, then tap the package.
- 2 Tap **Deliver package**.
- 3 Under **Choose delivery method**, tap one:
 - **In-Person Delivery:** the recipient signs on the iPad.
 - **Contactless Delivery:** you take a photo of the package where you left it.

- 4 Record the proof of delivery:
 - For **In-Person Delivery**, enter the **Recipient Name** and ask the recipient to sign in the box that says **Sign here**. Tap **Clear** to start the signature again.
 - For **Contactless Delivery**, tap **Tap to take or select photo**, then tap **Take Photo** or **Choose from Library**. Make sure the package and where you left it are visible. Tap **Retake Photo** to replace it.
- 5 Tap **Confirm delivery**.

The package's status changes to **Completed** and it moves to the **Completed** tab. Supreme Point emails the tenant contact to say the package was delivered, if the contact has an email address. If the tenant has a mailroom email, that address gets the email too.

Deliver several packages to a central mailroom

Some tenants have a central delivery point, such as a mailroom, where all their packages go. For these tenants, the app lets you deliver all their packages in one trip.

- 1 Grab each package for the tenant, as described in [Grab the package](#).
- 2 On the **In progress** tab, tap one of the tenant's packages, then tap **Deliver package**.
The **Central Delivery** screen opens. It shows the tenant's delivery location and lists their packages that are in progress, all selected.
- 3 (Optional) Tap a package to clear it if you're not delivering it now.
- 4 Tap **Deliver N Packages**, where N is the number selected.
- 5 Choose **In-Person Delivery** or **Contactless Delivery**, record one signature or photo, and tap **Confirm delivery**.

Every selected package changes to **Completed** with the same proof of delivery. If the tenant has only one package in progress, the app skips the **Central Delivery** screen and goes straight to **Choose delivery method**.

Turn on central delivery for a tenant

Do this in either place:

- **iPad app:** go to **Settings > Tenant management**, tap the tenant, and tap **Edit**. Turn on **Central Delivery**, (optional) tap **Delivery Location** to enter where packages go, and tap **Save**.
- **Customer dashboard:** go to **Tenants** and open the tenant. Under **Delivery settings**, turn on **Central delivery point**, (optional) enter the **Delivery location**, and click **Save settings**.

Important: Central delivery changes how every staff member delivers packages to that tenant.

Troubleshooting

- **Grab the package doesn't show:** the package is already in progress or delivered, or it's an outgoing package. Outgoing packages use **Mark as picked up** instead. See [Log an outgoing package](#).
- **Deliver package doesn't show:** the package is assigned to someone else. Only the person who grabbed it can deliver it.
- **Confirm delivery is grayed out:** add the signature or delivery photo. In-person delivery also needs the recipient's name.

See also

- [Log an incoming package](#)
- [Log an outgoing package](#)
- [Log an escort visit](#)