

Find a package

Look up any package at your location and check its photos, proof of delivery, and history.

The **Packages** tab lists your location's packages in three groups. To find an older package or narrow the list, use the search screen. Managers and Associates can find packages in the iPad app.

Browse the Packages tab

- 1 On the **Packages** tab, tap one:
 - **All packages:** packages waiting at the front desk. Incoming packages show **Logged** and outgoing packages show **Ready for pickup**.
 - **In progress:** packages someone has grabbed and is delivering.
 - **Completed:** packages that were delivered or picked up, and packages marked **Lost**.
- 2 (Optional) Pull down on the list to refresh it.
- 3 Tap a package to open it.

Each row shows the package ID (**INC/** for incoming, **OUT/** for outgoing), the tenant, how long ago it was added, the assignee, and the status.

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

Search for packages

- 1 On the **Packages** tab, tap the search icon at the top right.
The **Search for packages** screen opens.

- 2 Under **Package**, set any of these filters:
 - **Type: Incoming** or **Outgoing**.
 - **Status: Logged, In Progress, Completed, or Lost**.
 - **Logged by:** the staff member who logged the package. Only Managers see this filter.
 - **Logged after, Logged before, Completed after, Completed before:** tap one, pick a date, and tap **Done**. Tap **Clear Date** to remove it.
- 3 Under **Tenant**, (optional) tap **Tenant Contact Name includes...** or **Tenant Name includes...**, type part of the name, and tap **Done**.
- 4 Under **Sender**, (optional) tap **Sender name includes...**, type part of the name, and tap **Done**.
- 5 Tap **View matching packages (N)**, where N is the number of packages that match.

Search results shows each filter you used and lists the matching packages. Tap the **x** on a filter to remove it, or tap a package to open it. To start over, tap **Clear** on the **Search for packages** screen.

View package details

- 1 Tap a package on the **Packages** tab or in **Search results**.
- 2 On **Package information**, check:
 - **Delivery person:** the courier who brought or collected the package, and their company.
 - **Package:** the type, **Current status**, **Assigned associate**, and **Package photo**.
 - **Tenant** and **Sender** (or **Recipient** for outgoing packages).
 - **Delivery proof:** for completed packages, the **Delivery photo**, or **Signed by** and the **Signature**.
- 3 (Optional) Tap a photo or signature to see it full screen. Tap anywhere to close it.
- 4 (Optional) Tap **Activity log** to see each step in the package's history, with the date and time, grouped by month.

Troubleshooting

- **A package isn't on any tab:** it may be waiting for a package photo review. See **Resolve a suspicious package review**.
- **Image Unavailable:** the photo couldn't load. Go back and open the package again.

See also

- [Deliver a package](#)
- [Log an incoming package](#)
- [Log an outgoing package](#)