

Log an incoming package

Record a package a courier drops off, so it's ready to deliver to the tenant.

Logging a package records who brought it, five photos of its outside, and which tenant contact (the person at the tenant company) it's for. Managers and Associates can log packages in the iPad app. After you save, Supreme Point checks the photos for visible warning signs before the package is ready to deliver.

Before you begin

- Allow the iPad app to use the camera. If you turned it off, turn it back on in iPad **Settings**.

Log the package

- 1 On the **Packages** tab, tap the **+** button.
- 2 On the **Add new package** screen, make sure **Incoming** is selected under **Package type**.
- 3 Tap **Courier**, search for the courier by name, and tap their name. To add a courier who isn't listed, see [Add a courier](#).
- 4 Tap **Package photos** and take the five photos. The app asks for each one in turn:
 - **Front and label:** the full front, with the shipping label readable.
 - **Top**
 - **Left side**
 - **Rear**
 - **Right side**Walk around the package to take each photo. Don't lift, open, or move it.
- 5 Check the photos, tap **Retake** under any you want to redo, then tap **Use these photos**. The form shows **Photo review started** when the photos are uploaded.
- 6 Check the fields the app filled in from the shipping label. It reads the label in the **Front and label** photo and fills in **Sender name**, **Sender address**, **Tracking number**, and **Floor / Unit**, and picks a matching **Tenant name** and **Tenant contact** when it finds one.

- 7 If the tenant isn't filled in, tap **Tenant name** and tap the tenant. To add a tenant who isn't listed, see [Add a tenant or contact](#).
- 8 If the contact isn't filled in, tap **Tenant contact** and tap the person the package is for.
- 9 If **Floor / Unit** is empty, tap it, enter the floor or unit, and tap **Done**. It fills in automatically when the contact has a floor saved.
- 10 (Optional) Tap **Sender name**, **Sender address**, or **Tracking number** to add or correct them.
- 11 Tap **Confirm and add package**.

The package is saved with the status **Photo review**, and the **Reviewing package photos...** screen opens. Keep it open. If nothing looks wrong, the app goes back to the package list and the package shows as **Logged** under **All packages**. If the tenant contact has an email address, they get an email saying their package was received.

Note: If the photos show possible warning signs, the app shows a warning instead. See [Handle a package photo warning](#).

Add a courier

Add a courier while you log a package.

- 1 On the **Courier** screen, type the courier's name.
- 2 Tap the row with the name you typed and **Create new** under it.
- 3 (Optional) Tap **Scan ID** and take a photo of the courier's ID. The app fills in **First name**, **Last name**, and **ID number** from it.
- 4 Enter or check **First name** and **Last name**.
- 5 Tap **Photo**, then tap **Take Photo** or **Choose from Library**.
- 6 Tap **Company** and tap the courier's company. If it isn't listed, type the name, tap **Create new**, and tap **Create company**.
- 7 (Optional) Enter the **ID number**.
- 8 Tap **Save courier**.

You go back to **Add new package** with the new courier filled in.

You can't log a package from a banned courier. If you tap a courier marked **Banned**, the app shows **Courier Banned** and doesn't select them.

Add a tenant or contact

Add a tenant or contact who isn't in the list yet.

Add a contact to an existing tenant

- 1 Select the tenant, then tap **Tenant contact**.
- 2 Type the contact's name, then tap the row that says **Add as new contact**.
- 3 Check **First name** and **Last name**, and enter the **Floor / Unit**.
- 4 (Optional) Enter **Email** and **Phone**. The contact only gets package emails if you add an email address.
- 5 Tap **Save**, then tap **OK**.

Add a new tenant

- 1 Tap **Tenant name**, type the tenant's company name, and tap the row with **Create new** under it.
The form shows the tenant with **New tenant** under its name.
- 2 Tap **Tenant contact**, type the contact's name, and tap the row that says **Enter full contact details**.
- 3 Enter **First name**, **Last name**, and **Floor / Unit**, plus (optional) **Email** and **Phone**.
- 4 Tap **Save**.

The new tenant and contact are created when you tap **Confirm and add package**.

Handle a package photo warning

When the photo review finds possible warning signs, the package is held with the status **Review required** and the app shows **Possible package indicators found**. with the photos and indicators it found.

Important: If you think there may be immediate danger, move away and follow your site's emergency procedure. Emailing support isn't an emergency response.

- 1 Read the **Observed indicators** and look at the photos.

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Choose what to do:

- **Email suspicious-package support:** sends the package to Supreme Point support for review. The package stays on hold with the status **Support review** until it's resolved from the customer dashboard. Tap **Return to packages**.
- **Skip warning and continue:** in **Skip this warning?**, tap a reason and then tap **Confirm skip**. Your choice, name, and time are recorded, and the package becomes **Logged**.

If the review can't produce a result, the app shows **Package photo review unavailable**. Tap **Continue** to log the package, or **Email suspicious-package support**.

If you leave this screen, the app brings you back to it the next time you open the **Packages** tab. You can also open the package and tap **Open required review**.

Troubleshooting

- **Confirm and add package is grayed out:** check that all five photos are taken and **Photo review started** shows, and that **Courier**, **Tenant contact**, and **Floor / Unit** are filled in.
- **"Tap to enter the required contact details."** under **Tenant contact:** the label named someone who isn't a contact yet. Tap **Tenant contact** to choose a contact or enter their details.
- **"No matching tenant found. Tap to select one."** under **Tenant name:** the label's recipient didn't match a tenant. Tap **Tenant name** to choose or add one.
- **Photo review unavailable, or a red message under the photos:** tap **Retry**.
- **Retake photo:** the photo was too small. Move closer and take it again.
- **Camera access required:** turn on camera access for the app in iPad **Settings**.

See also

- Deliver a package
- Log an outgoing package
- Log an escort visit