

Log an outgoing package

Record a package a tenant is sending, then record the courier who picks it up.

An outgoing package is one a tenant leaves at the front desk for a courier to collect. Managers and Associates can log outgoing packages and mark them as picked up in the iPad app.

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, tap **Outgoing** under **Package type**.
- 3 Tap **Package photo**, then tap **Take Photo** and photograph the package with its shipping label showing. You can also tap **Choose from Library**.

The app reads the label and fills in **Receiver name** and **Receiver address**, and picks a matching **Tenant name** and **Contact** when it finds one.
- 4 If the tenant isn't filled in, tap **Tenant name** and tap the tenant who is sending the package.
- 5 If the contact isn't filled in, tap **Contact** and tap the person sending it.
- 6 If **Floor / Unit** is empty, tap it, enter the floor or unit, and tap **Done**.
- 7 (Optional) Tap **Receiver name** or **Receiver address** to add or correct them.
- 8 Tap **Confirm and add package**.

The package shows as **Ready for pickup** under **All packages**.

To add a tenant or contact who isn't listed, follow the same steps as for incoming packages in **Add a tenant or contact**.

Hand the package to a courier

- 1 On the **Packages** tab, under **All packages**, tap the package.
- 2 Tap **Mark as picked up**.
- 3 On **Select pickup courier**, search for the courier and tap their name.

The package's status changes to **Completed** and it moves to the **Completed** tab. If the tenant contact has an email address, they get an email saying their package was picked up.

Note: You can't select a courier marked **Banned**. The app shows **Courier Banned** instead.

To add a courier who isn't listed, type their name, tap the row with **Create new** under it, and fill in the form as described in **Add a courier**. After you tap **Save courier**, you go back to **Select pickup courier**. Search for the new courier and tap their name.

Troubleshooting

- **Confirm and add package is grayed out:** check that the **Package photo**, **Contact**, and **Floor / Unit** are filled in.
- **Mark as picked up doesn't show:** the package has already been picked up. Check the **Completed** tab.

See also

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