

Manage couriers

Keep your location's courier list up to date, and ban couriers you no longer accept packages from.

A courier is the person who drops off or picks up a package. Your location keeps a list of couriers with their photo, company, and ID number. Managers and Associates can add, edit, ban, and unban couriers in the iPad app.

View couriers

- 1 In the iPad app, go to **Settings** > **Courier management**.
- 2 Tap **Active** or **Banned**.
- 3 (Optional) Pull down on the list to refresh it.
- 4 Tap a courier to see their company, total visits, and activity history: incoming packages, outgoing packages, and escort visits, grouped by month.

Add a courier

- 1 On the **Couriers** screen, tap the add button (+) at the top right.
- 2 (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. Check them before you continue.
- 3 Enter the **First name** and **Last name**.
- 4 Tap **Photo**, then tap **Take Photo** or **Choose from Library**.
- 5 Tap **Company** and tap the courier's company.
- 6 (Optional) Enter the **ID number**.
- 7 Tap **Save courier**.

The courier appears on the **Active** tab. You can also add a courier while you log a package. See [Log an incoming package](#).

Edit a courier

- 1 Go to **Settings > Courier management** and tap the courier.
- 2 Tap the edit icon at the top right.
- 3 Tap a field to change it: **First Name**, **Last Name**, **ID Number**, or **Comments**. Enter the new value and tap **Done**.
- 4 (Optional) Tap **Company** and tap a different company.
- 5 Tap **Save Changes**.

Ban or unban a courier

- 1 Go to **Settings > Courier management** and tap the courier.
- 2 Tap **Ban**. For a banned courier, tap **Unban**.
- 3 In the confirmation dialog, tap **Ban** or **Unban**.

A banned courier moves to the **Banned** tab. Banned couriers can't be chosen when you log a package or mark an outgoing package as picked up: if you tap one, the app shows **Courier Banned**. Unbanning moves the courier back to **Active**.

You can also ban or unban from the edit screen: tap **Ban Courier** or **Unban Courier** at the bottom.

Important: Banning affects everyone who logs packages at your location.

Troubleshooting

- **Save courier is grayed out:** **First name**, **Last name**, **Photo**, and **Company** are required.
- **Save Changes is grayed out:** **ID Number** is required when you edit a courier. Enter it to save other changes.
- **Permission Required:** allow camera or photo library access for the app in the iPad's **Settings**.

See also

- Log an incoming package
- Log an outgoing package
- Log an escort visit