

# Read your dashboard

See how many packages move through a location and find any package record.

The **Dashboard** screen in the [customer dashboard](#) sums up package activity at one location for a date range you choose. The **Packages** screen lists the location's package records so you can look one up. Both are read-only: front-desk staff log and deliver packages in the iPad app.

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## Choose a location and date range

- 1 In the sidebar, click the location box at the top, then click a location. If you have more than five locations, type in **Search buildings...** to find one.  
The location's **Dashboard** opens. Everything on it is for that location only.
- 2 Click the date range button at the top right. It shows **Previous 30 days** until you change it.
- 3 Click a range:
  - **Today, Yesterday, Previous 7 days, or Previous 30 days.**
  - Under **Previous:** **Previous week** (Monday to Sunday), **Previous month**, or **Previous year**.
  - Under **This:** **This week, This month, or This year**, up to today.
- 4 (Optional) For other dates, under **Custom Range**, choose a start date and an end date, then click **Apply**.

The dashboard reloads for the new range.

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## Read the dashboard

The four cards at the top count packages in the selected range:

- **Incoming:** incoming packages logged.
- **Delivered:** packages marked delivered. Outgoing packages handed to a carrier count too.
- **Avg. hold time:** the average time from logging to delivery for packages delivered in the range. It shows hours (**h**) when under a day, otherwise days (**d**).
- **Outgoing:** outgoing packages logged.

Each card shows the percentage change from the same number of days just before the range.

**New** means there were none in that earlier period. Green means things improved: more packages, or a shorter hold time.

Below the cards:

- **Package volume:** incoming packages logged and packages delivered, as bars per day. Ranges longer than about a month show one bar per month.
- **Top carriers:** the four carriers with the most packages logged in the range, incoming and outgoing.
- **Awaiting pickup:** incoming packages at the location that haven't been delivered yet, and how many of them are over 3 days old. This card ignores the date range.
- **Recent package activity:** the six most recent packages logged in the range, with **Type**, **Carrier**, **Tenant**, **Logged by**, **Status**, and **Time**.

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## Find a package record

- 1 In the sidebar, click **Packages**.
- 2 Click a tab to filter the list. The number on each tab is how many packages it holds.
  - **All:** every package in the list.
  - **In queue:** incoming packages logged and waiting for a staff member to grab them.
  - **Ready:** incoming packages a staff member has grabbed to deliver, and outgoing packages with the status **Awaiting pickup**.
  - **Delivered:** incoming packages with the status **Delivered** and outgoing packages with the status **Picked up**.
  - **Suspicious reviews:** packages held by the photo check. See **Resolve a suspicious-package review**.
  - **Exceptions:** packages with the status **Exception**.
- 3 (Optional) Type in **Search ID, tenant, carrier, tracking**. You can also search by unit or status. Package IDs start with **INC/** for incoming and **OUT/** for outgoing.
- 4 Click the package.

The package page shows **Package details** (**Direction**, **Carrier**, **Tracking**, **Package type**, **Location**, and **Logged**), an **Activity log** with the package's current stage and who handled it, and a **Recipient** card with the package photo. To go back to the list, click **Packages** at the top.

**Note:** The **Packages** screen shows only the 20 most recently logged packages at the location. The tabs and search filter within those 20.

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## See also

- [Resolve a suspicious-package review](#)
- [Email a monthly report](#)
- [Get started on the dashboard](#)