

Resolve a suspicious-package review

Decide whether a package held for support review can go to the tenant.

When front-desk staff log an incoming package, the iPad app checks the package photos for visible warning signs. If it finds any, staff can send the package to support review instead of logging it. The package is then held with the status **Support review**, and nobody can grab or deliver it until an Owner or Admin resolves the review in the [customer dashboard](#). For what happens at the front desk, see [Handle a package photo warning](#).

Before you begin

- You need an Owner or Admin account. Managers and Associates can't resolve reviews.

Find packages waiting for review

- 1 In the customer dashboard, make sure the right location is selected at the top of the sidebar.
- 2 Click **Packages**, then click the **Suspicious reviews** tab.
- 3 Click a package with the status **Support review**.

The **Suspicious reviews** tab lists every package held by the photo check, with one of these statuses:

- **Visual review pending:** the photo check hasn't finished.
- **Suspicious review:** warning signs were found and the front desk hasn't decided what to do yet.
- **Support review:** the front desk sent the package for review. You can resolve it.
- **Suspicious confirmed:** someone already confirmed the package as suspicious.

Review the evidence

On the package page, the **Suspicious-package review** card shows:

- **Indicator confidence:** a score out of 100 for how confident the check is that the warning signs appear in the photos.

- **Classification and Photo evidence:** the result and how many photo views it cites.
- **Visible indicators:** each warning sign found, such as **Excessive tape, string, or twine**, with what was seen and which photos show it.
- **Review audit:** what front-desk staff already did, with any note or reason they gave.

The score is about what shows on the outside of the package in the photos. It doesn't tell you what's inside or whether the package is dangerous.

Resolve the review

- 1 In **Resolution note**, describe your decision and why you made it.
- 2 Select **I have reviewed the evidence and understand that this resolution changes package state**.
- 3 Click one:
 - **Proceed:** the package is cleared. Its status changes to **In queue**, front-desk staff can deliver it as usual, and the tenant contact gets the usual package-arrived email.
 - **Confirm suspicious:** the package stays held. Its status changes to **Suspicious confirmed**, and staff can't grab or deliver it.

The dashboard shows **Package cleared to proceed.** or **Package confirmed suspicious.**, and your decision and note are added to **Review audit**.

Important: You can't change a resolution after you make it. A package you confirm as suspicious stays blocked for good, so follow your site's procedure for handling it.

Troubleshooting

- **"No resolution actions are available for your account or this review state.":** you aren't an Owner or Admin, or the package isn't in **Support review**. A package in **Suspicious review** needs a decision on the iPad first.
- **Proceed and Confirm suspicious are grayed out:** enter a **Resolution note** and select the checkbox.
- **"This package is not awaiting support resolution.":** someone else already resolved it. Reload the page to see the result.
- **The package isn't on the Suspicious reviews tab:** the **Packages** screen shows only the 20 most recently logged packages at the location, so an older held package won't appear there.

See also

- [Log an incoming package](#)
- [Read your dashboard](#)
- [Add admins and team members](#)