

Let's check that the store is ready to accept parcels. The list below will provide you with the most important aspects of processing parcels. Go through it and make sure that everyone in store is aware of proper parcel handling procedures.

The Agent Agreement was signed and returned to HUBBED

The bank details were provided to HUBBED for the commission payments

A secure storage space has been organised for keeping parcels

The store location barcode was attached to a convenient place for couriers to scan parcels in

The account credentials for the HUBBED Agent Portal are valid and active

The training materials were read and understood by everyone involved in the parcel handling process

### **Make sure you and your employees know:**

How to check parcels into the HUBBED system

How to check in a parcel manually in case the courier didn't scan it into the system properly

How to check out parcels from the HUBBED system

How to re-send PIN if a customer lost/did not receive it

How to process parcels if the HUBBED system does not work

How to process parcels if someone else comes to pick them up instead of a named recipient

How to return uncollected parcels back to the courier

How to contact HUBBED Support