

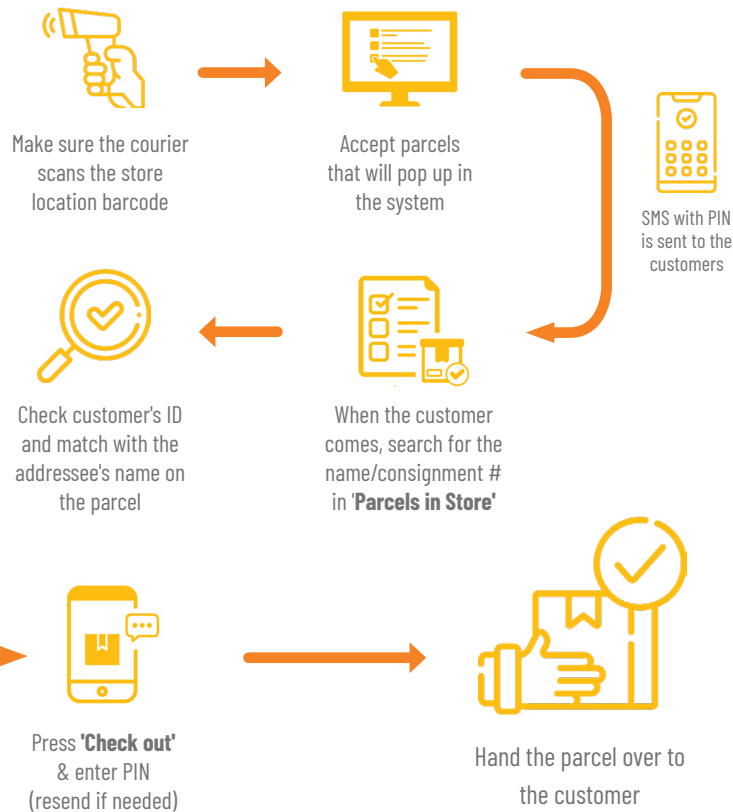


**MISSED DELIVERY** - the service when the couriers deliver parcels to your store after an unsuccessful attempt to deliver them to customer's home.

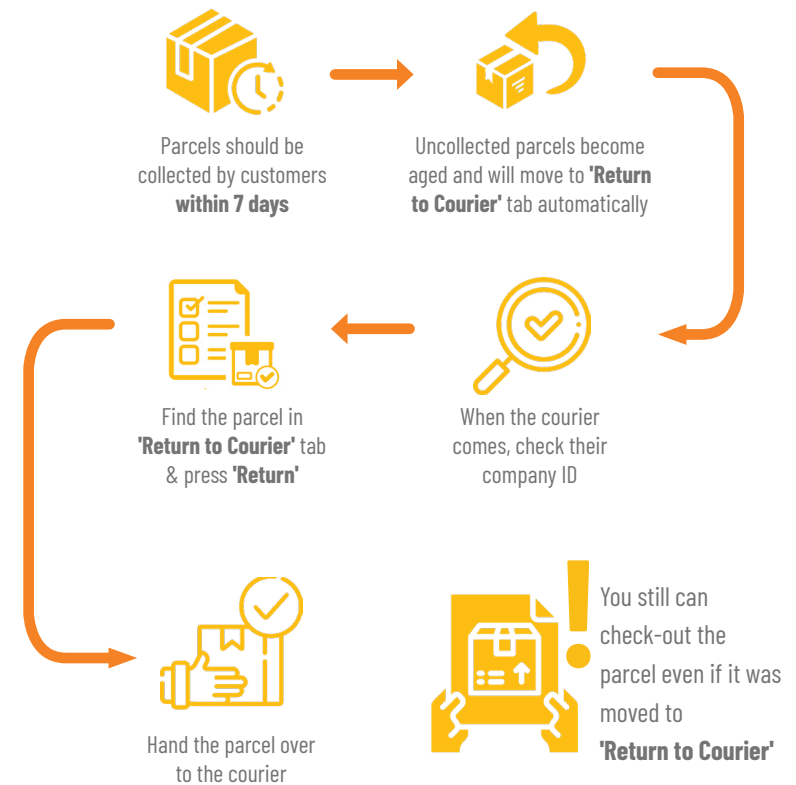


**AGED PARCEL** - the parcels that have been left uncollected for a certain period of time. They are to be picked up by the courier for further re-delivery and to free your storage space.

### CHECK-IN / CHECK OUT PROCESS



### RETURNING AGED PARCELS TO COURIER



### COLLECTION REQUIREMENTS



Ask for the PIN to check out the parcel from the system

NOTE: do NOT hand over the parcel without checking it out. If no PIN, resend it.



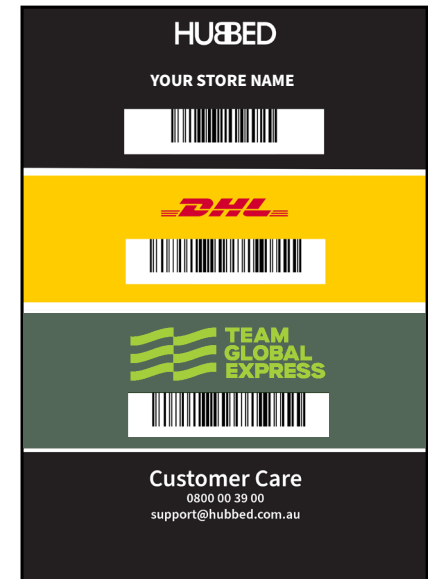
Check the customer's valid government photo ID



Ask for a Missed Delivery Card or email with consignment #

(optional - if consignment # is needed)

### STORE LOCATION BAR CODE



When bringing all Missed Delivery parcels to your store, couriers **MUST** scan a store location barcode.

Otherwise, parcels do not appear in the HUBBED system, for you to check in.

An SMS/email will automatically be sent to the customer with an Access PIN and a store location.

### TRAINING MATERIALS

Find a training manual and other useful resources here:

[www.hubbed.com/training-NZ](http://www.hubbed.com/training-NZ)



VIDEO



SIMULATION

0800 003 900

[support@hubbed.com](mailto:support@hubbed.com)

HUBBED Live Chat  
on the bottom-right corner of HUBBED Agent Portal