



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

## CHECK-IN / CHECK OUT PROCESS



Make sure the courier scans the store location barcode



Accept parcels that will pop up in the system



SMS with PIN is sent to the customers



Check customer's ID and match with the addressee's name on the parcel



When the customer comes, search for the name/consignment # in 'Parcels in Store'



Press 'Check out' & enter PIN (resend if needed)



Hand the parcel over to the customer



**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.

## RETURNING AGED PARCELS TO COURIER



Parcels should be collected by customers **within 7 days**



Uncollected parcels become aged and will move to 'Return to Courier' tab automatically



Find the parcel in 'Return to Courier' tab & press 'Return'



When the courier comes, check their company ID



Hand the parcel over to the courier



You still can check-out the parcel even if it was moved to 'Return 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)

## TRAINING MATERIALS

Find a training manual and other useful resources here:

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

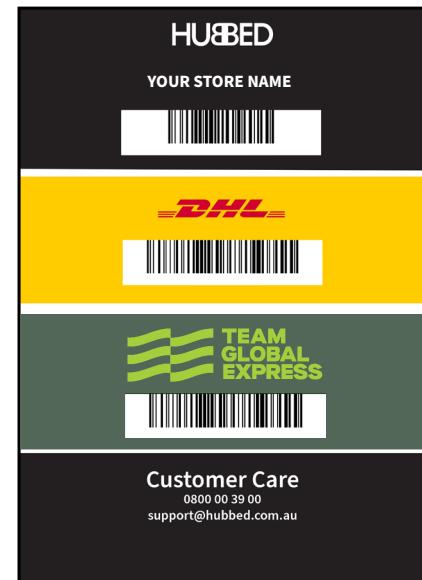


VIDEO



SIMULATION

## 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.

0800 003 900  
[support@hubbed.com](mailto:support@hubbed.com)

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