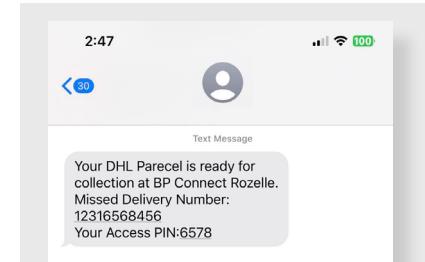
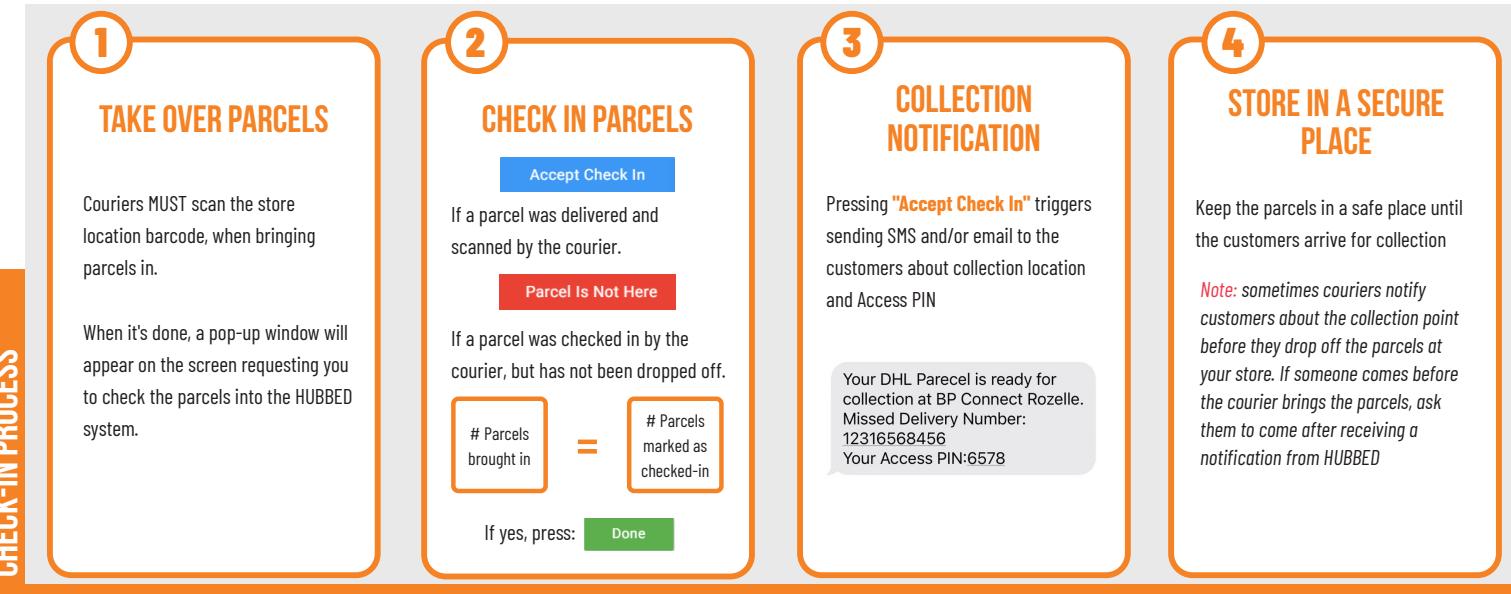




MISSED DELIVERY - The service when the couriers deliver parcels to your store after an unsuccessful attempt to deliver them to customer's home.

CHECK-IN PROCESS



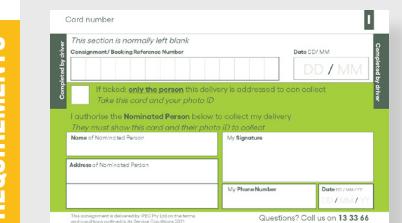
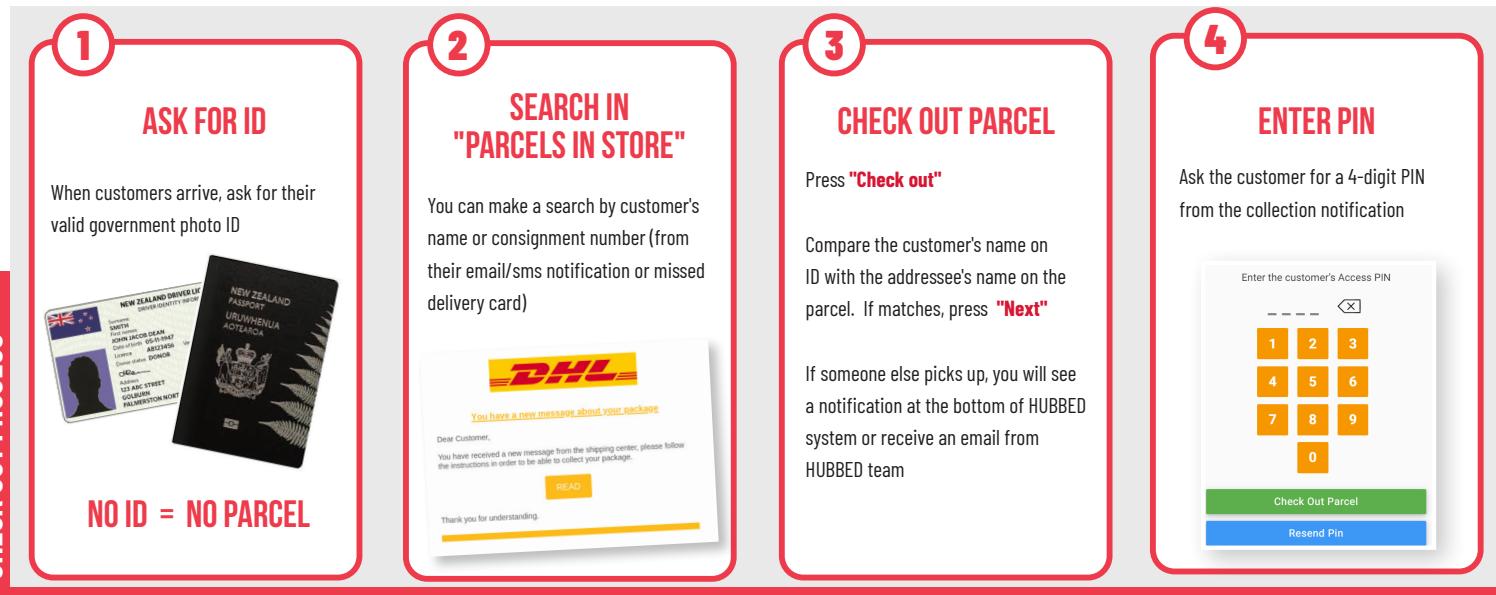
Ask for the PIN to check out the parcel from the system

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



Check the customer's valid government photo ID

CHECK OUT PROCESS



COLLECTION REQUIREMENTS

Ask for a Missed Delivery Card or email with consignment #
(optional - if consignment # is needed)



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

1

FIND AGED PARCELS

If parcels are not picked up within **7 days**, they become **aged parcels**.

They will be moved from "Parcels in Store" to "Return to Courier" tab **automatically**.

2

REQUEST RETURN IN "RETURN TO COURIER"

"Return to Courier" tab has 2 sections:

"Currently checked in" - for parcels that just become aged.
Request returns for any new parcels appeared here.

"Return requested" - for parcels waiting for courier collection.

3

ASK COURIER FOR A COMPANY'S ID

Couriers typically come within 48 hrs to pick up the requested return.

Check the courier's company ID to verify that they are indeed a courier.

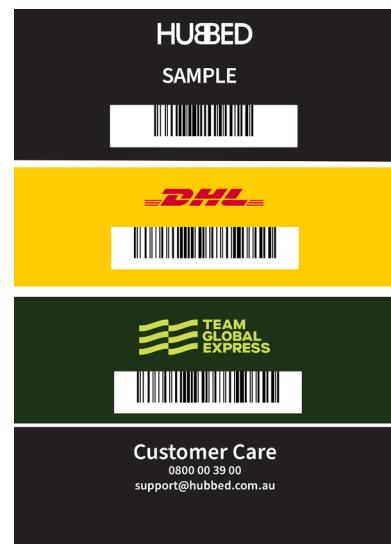
4

CHECK OUT PARCEL

Mark the parcels as "Returned" in the "Return requested" section.

Only after that you can hand over the parcels to the courier.

STORE LOCATION BARCODE



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



VIDEO



SIMULATION

📞 0800 003 900

✉️ support@hubbed.com

⌚ **HUBBED Live Chat**

on the bottom-right corner of HUBBED Agent Portal