



**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

1

#### TAKE OVER PARCELS

Couriers **MUST** scan the store location barcode, when bringing parcels in.

When it's done, a pop-up window will appear on the screen requesting you to check the parcels into the HUBBED system.

2

#### CHECK IN PARCELS

Accept Check In

If a parcel was delivered and scanned by the courier.

Parcel Is Not Here

If a parcel was checked in by the courier, but has not been dropped off.

# Parcels brought in

=

# Parcels marked as checked-in

If yes, press:

Done

3

#### COLLECTION NOTIFICATION

Pressing **"Accept Check In"** triggers sending SMS and/or email to the customers about collection location and Access PIN

Your DHL Parcel is ready for collection at BP Connect Rozelle.  
Missed Delivery Number: 12316568456  
Your Access PIN: 6578

4

#### STORE IN A SECURE PLACE

Keep the parcels in a safe place until the customers arrive for collection

*Note: sometimes couriers notify customers about the collection point before they drop off the parcels at your store. If someone comes before the courier brings the parcels, ask them to come after receiving a notification from HUBBED*

### CHECK OUT PROCESS

1

#### ASK FOR ID

When customers arrive, ask for their valid government photo ID

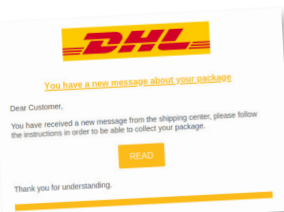


**NO ID = NO PARCEL**

2

#### SEARCH IN "PARCELS IN STORE"

You can make a search by customer's name or consignment number (from their email/sms notification or missed delivery card)



3

#### CHECK OUT PARCEL

Press **"Check out"**

Compare the customer's name on ID with the addressee's name on the parcel. If matches, press **"Next"**

If someone else picks up, you will see a notification at the bottom of HUBBED system or receive an email from HUBBED team

4

#### ENTER PIN

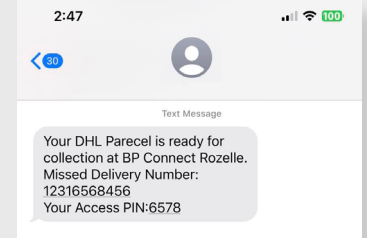
Ask the customer for a 4-digit PIN from the collection notification

Enter the customer's Access PIN

--- -- -- -- X

1 2 3  
4 5 6  
7 8 9  
0

Check Out Parcel  
Resend Pin



**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**

### COLLECTION REQUIREMENTS

Card number

This section is normally left blank  
Consignment / Booking Reference Number

Date DD / MM / YY

If ticked: **only the person** this delivery is addressed to can collect  
Take the card and your photo ID

I authorize the **Nominated Person** below to collect my delivery.  
Please only collect this parcel once they show this photo ID to our staff

Name of Nominated Person

Address of Nominated Person

Signature

Phone Number

Questions? Call us on 13 33 66

**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.

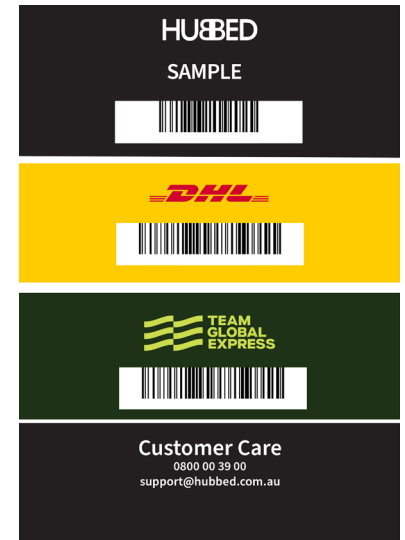
4

#### 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](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