

# TRAINING MANUAL

HUBBED

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Dear Partner,

Welcome to the growing HUBBED New Zealand Network. We are pleased to have your store as a Parcel Pick Up and Drop Off location.

If you are reading this manual, it means that you are set up and ready to begin handling parcels.

### **SYSTEM**

HUBBED will provide an online login to our Portal so you can process parcels.

### **STORAGE**

You will need to provide space to hold at least 20 parcels a day. These will typically weigh less than 1kg and be the size of a shoe box.

### **TRAINING**

The HUBBED Training Manual includes all required information and procedures on how to process parcels in the correct and most efficient way.

You can access our Training Portal with videos, simulations, images, recommendations and FAQs here: [www.hubbed.com/training-NZ](http://www.hubbed.com/training-NZ).

For any assistance, contact the HUBBED Support team:

- ⌚ Mon-Fri, 10am-8pm (NZDT)
- 📞 0800 003 900
- ✉️ [support@hubbed.com](mailto:support@hubbed.com)

# HUBBED SERVICES & SYSTEM

## HUBBED PARCEL SERVICES

HUBBED has partnered with leading local and international carriers, retailers and online marketplaces, allowing them to use the HUBBED Network for a range of parcel services.

Online shopping is one of the fastest growing retail segments in New Zealand and all of those parcels have to be delivered somewhere safe and convenient to fit in with consumers' busy lives.



CLICK & COLLECT

RETURNS

## HUBBED SERVICES OVERVIEW



### MISSSED DELIVERY

If the customer is not home to receive a parcel, it will be dropped off at your store, allowing the customer to collect at their own convenience.



### CLICK & COLLECT

Customers can choose to have their parcel sent directly to your store, meaning there is no more missed deliveries.



### RETURN TO COURIER

Return uncollected parcels to the courier so they will not age at your store and occupy space.



### CUSTOMER DROP OFF + PAPERLESS RETURN

Parcels booked through HUBBED or courier partner's website can be dropped off at your store for the courier to collect.

You will receive commission for every parcel checked in and out in the HUBBED System

## HUBBED SYSTEM ACCESS

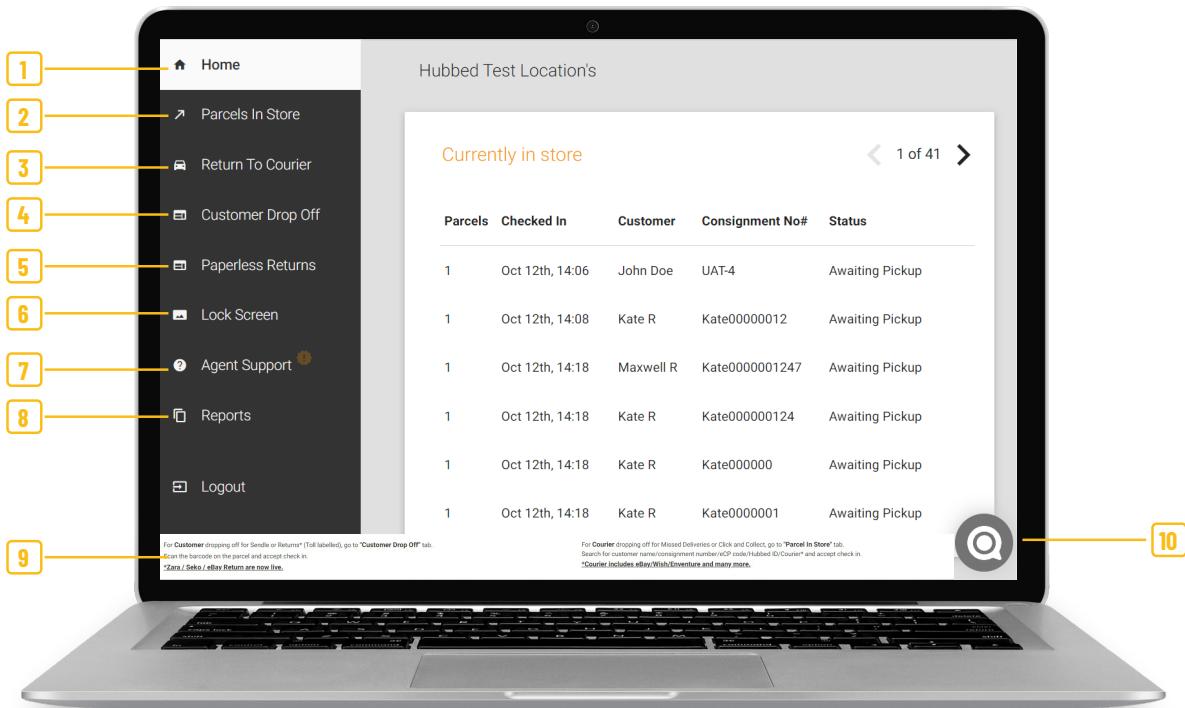
Access the HUBBED Agent System via your Internet browser.  
The web address is: [https://agent.hubbed.com.au/sign\\_in](https://agent.hubbed.com.au/sign_in).

Your username and password were sent to you in the Welcome Email.  
**Write them down here in order not to forget:**



**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_



## HUBBED INTERFACE COMPONENTS

### 1. HOME

Default login screen displays:

- Current messages from HUBBED
- Parcels currently in your store

### 2. PARCELS IN STORE

Lists parcels for customer collection currently in store. Perform the following:

- Accept courier check-in
- Parcel check out
- Parcel not checked in

### 3. RETURN TO COURIER

Request the return of aged parcels to the courier and confirm the return occurred

### 4. CUSTOMER DROPPED OFF

Check-in parcels dropped-off by customers for the courier to collect. These parcels will have been booked online and pre-packaged and labelled

### 5. PAPERLESS RETURNS

Check-in and print labels for parcels dropped off by customers for the courier to collect. These parcels will have been booked online and pre-packaged but not labeled

### 6. LOCK SCREEN

Temporarily locks the system to ensure security

### 7. AGENT SUPPORT

View information about the various HUBBED services

### 8. REPORTS

View and print parcel reports from the last 30 days

### 9. NOTIFICATION BAR

Check this notification pop-up to see any relevant information sent by HUBBED

### 10. LIVE CHAT

Click here to chat with a HUBBED Support Representative

| TERM                             | DEFINITION  |
|----------------------------------|---|
| <b>MISSED DELIVERY PARCELS</b>   | Parcels that could not be delivered to customer's home as initially requested and, therefore, redirected to your store  |
| <b>STORE LOCATION BARCODE</b>    | A unique collection of barcodes for different couriers to check in parcels at your location when bringing missed delivery parcels   |
| <b>CHECK-IN PROCESS</b>          | When you confirm in the HUBBED System that a parcel was delivered to your store. Clicking "Accept check-in" triggers sending an SMS and email to a customer about collection - along with an Access PIN |
| <b>CHECK-OUT PROCESS</b>         | When you confirm in the HUBBED System that a parcel was collected by a customer after checking their ID and submitting the Access PIN   |
| <b>ACCESS PIN</b>                | A 4-digit code that customers will provide to you when picking up their parcels. You cannot hand over the parcel without submitting the Access PIN to the HUBBED system upon check-out process          |
| <b>PARCEL NOT CHECKED-IN</b>     | Process of checking in a parcel that has not been correctly scanned in by the courier   |
| <b>COURIER SCAN-IN PROCESS</b>   | When couriers bring parcels to your store and scan the store location barcode (only for Missed Delivery parcels)  |
| <b>AGED PARCELS</b>              | Parcels stored for an extended period of time, which customers did not collect  |
| <b>RETURN TO COURIER</b>         | Process of returning aged (uncollected) parcels back to the courier   |
| <b>THIRD-PARTY AUTHORISATION</b> | Process of releasing a parcel to a person who is not the named recipient on the parcel - this must be authorised by the courier company   |
| <b>PARCEL RELEASE FORM</b>       | A paper form to be completed in case of a customer collecting the parcel when the HUBBED system is unavailable  |

# HUBBED

## MISSED DELIVERY



**Missed/Failed Delivery** is a service when a courier delivers a parcel to your store because the customer was not home

-  1 Couriers attempt to deliver parcels to customers' homes
-  2 If no one is home, couriers leave a missed delivery card and email about the collection point
-  3 Couriers bring parcels to your store and must scan the store location barcode
-  4 The HUBBED system requires you to accept parcels
-  5 The HUBBED system notifies the customer and sends them an Access PIN
-  6 When the customer arrives, check their ID and ask for PIN
-  7 Find the parcel in the system, enter the PIN and check it out
-  8 Hand over the parcel to the customer

## CHECK-IN PROCESS

If customers are not home, couriers leave a missed delivery card and send an email/SMS where to collect. The driver will select the most convenient HUBBED location for the customer and drop their parcels there.

**NOTE:** In some cases, couriers notify customers that a delivery is scheduled. If they are not able to receive the delivery, they can re-direct it to a HUBBED location.

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

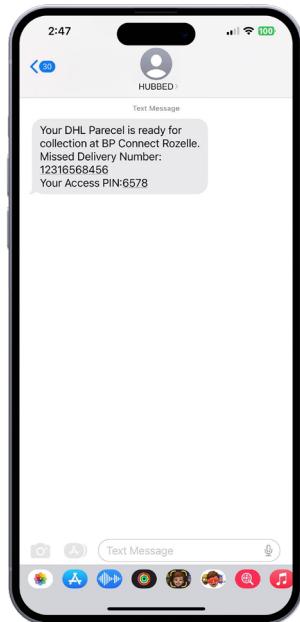
Otherwise, parcels do not appear in the HUBBED system for you to check in.

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

There are unique barcodes for DHL and Team Global Express (previously known as TOLL). The barcode at the top is for all other couriers.



STORE LOCATION BARCODE



VIDEO



SIMULATION

### HUBBED TRAINING WEBSITE:

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

### CLICK TO WATCH

🔗 Missed Delivery Process Video

### CLICK TO RUN

🔗 Missed Delivery Training Simulation

## CHECK-IN PARCELS IN THE HUBBED SYSTEM

**STEP 1** When a courier scans the store location barcode, the parcels appear in the HUBBED system. Press **Accept Check In** to check in the parcels.

| Product Type    | Receiver    | HUBBED ID/eCP Code | Consignment # | Parcels    | Courier          | Time Waiting | Action                 | More |
|-----------------|-------------|--------------------|---------------|------------|------------------|--------------|------------------------|------|
| Failed Delivery | Maxwell Doe |                    | 332463160021  | JDA2864211 | TOLL AU          | 35 min ago   | <b>Accept Check In</b> | ...  |
| Failed Delivery | Maxwell Doe |                    | 332463160456  | JDA2868322 | DHL Supply Chain | 35 min ago   | <b>Accept Check In</b> | ...  |

In case of Missed Delivery, couriers notify the customers about a parcel collection location as soon as they failed to deliver to their home. It happens prior to dropping off parcels at your store. In some instances, customers can come before the driver brings the parcels in. If this is the case, kindly explain to the customers that their parcels will arrive soon and that they will receive a notification from HUBBED with an Access PIN when they are ready.



If you do not mark parcels as checked-in, customers will not receive an Access PIN

If you do not accept the parcels within 15 minutes, a pop up will appear with the list of parcels that require to be checked in.

| Please confirm that the below parcels are in your store |                  |         |           |  |
|---|------------------|---------|-----------|--|
| Consignment No#   | Article Barcodes | Courier | Customer  |  |
| Kate000000  | Kate000000       | TOLL AU | Kate R    | Parcel checked-in                                |
| Kate00000012  | Kate00000012     | TOLL AU | Kate R    | Parcel marked as not here                        |
| Kate0000001247  | Kate0000001247   | TOLL AU | Maxwell R | <b>Accept Check In</b> <b>Parcel Is Not Here</b> |

Done

If the parcels were  
successfully delivered and  
checked in by the courier

If parcels have been checked  
in by the courier, however,  
have not been dropped off

## STEP 2

When all parcels have been actioned, press

Done

| Please confirm that the below parcels are in your store |                  |         |           |                           |
|---|------------------|---------|-----------|---------------------------|
| Consignment No#   | Article Barcodes | Courier | Customer  |                           |
| Kate000000  | Kate000000       | TOLL AU | Kate R    | Parcel checked-in         |
| Kate00000012  | Kate00000012     | TOLL AU | Kate R    | Parcel marked as not here |
| Kate0000001247  | Kate0000001247   | TOLL AU | Maxwell R | Parcel checked-in         |

Done



On rare occasions, a parcel **may not be checked in correctly by the courier**

Possible reasons:

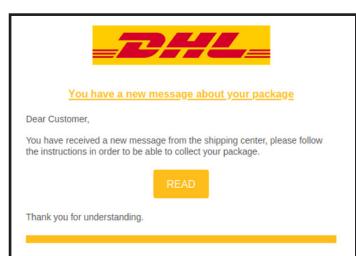
- they forgot to scan a barcode
- they forgot to scan a parcel
- problem with their scanner

In this case, **you will not be able to find the parcel in the system**  
**BUT** you **will be able to check out the parcel** when the customer arrives

See page 11 for the details

## CUSTOMER COLLECTION PROCESS

To collect the parcel, customers need to show these 3 things:



Missed delivery card or email  
with consignment number  
(optional)



Valid Government  
Photo ID

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

HUBBED email or  
SMS with PIN

## VERIFY CUSTOMER IDENTITY AND CHECK OUT A PARCEL FROM THE HUBBED SYSTEM

### STEP 1

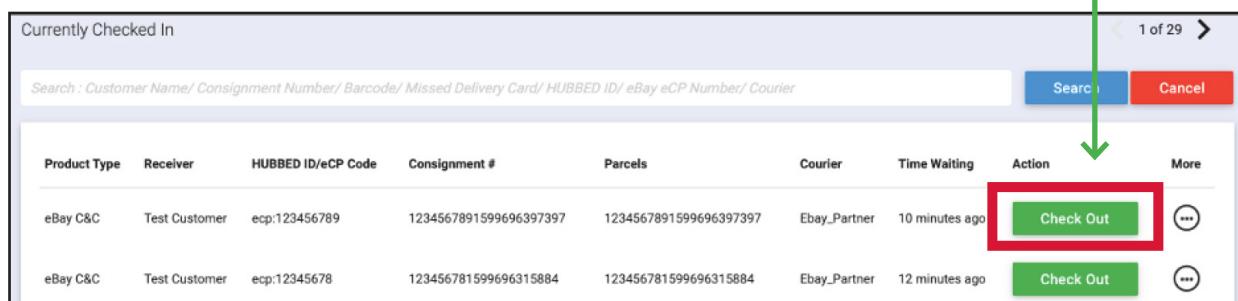
Open the HUBBED System and select 'Parcels in Store' on the right-side menu.

### STEP 2

Type **Customer's Name/Consignment Number/Missed Delivery Card Number** from a missed delivery card/email or customer's ID.

### STEP 3

If the parcel appears, press **Check Out**. (if not, it means that the parcel was not checked in by courier, see page 11)



### STEP 4

Check the customer's valid photo ID to match the name on the parcel.

Please check the customer's Valid Government Photo ID

Receiver's Name: Maxwell  
Courier: pen\_testing\_november  
Consignment: Testcon01  
Articles: Testbar01

Next

### STEP 5

Press **Next**.

### STEP 6

Ask customer to give you the 4-digit PIN.

Enter the customer's Access PIN



Check Out Parcel

Resend Pin

### STEP 7

Select **Check Out Parcel**.

## IF A CUSTOMER DOES NOT RECEIVE THE PIN, RESEND IT MANUALLY

**STEP 1** Select **Resend Pin**.

**STEP 2** In the pop-up window, enter their phone number to resend a PIN. A SMS is instantly sent to the customer with a 4-digit PIN.

**STEP 3** Ask customer to give you the PIN.

**STEP 4** Confirm the details on the screen.

**STEP 5** Press **Check Out**.

Please confirm the following details

Receiver: Gary

Articles:

✓ TESTNOPERSON14BC1

Pin:

0014

**Check Out**

## CHECK OUT A PARCEL THAT WAS NOT CHECKED-IN

If the courier **does not scan** the store location barcode correctly, you will not find a parcel in the system. However, you still can perform a check-out when the customer is in store. The customer does NOT have the PIN in this instance, you need to resend it.

**STEP 1** Open the HUBBED System and select '**Parcels in Store**' tab on the right-side menu.

**STEP 2** Type Customer's Name/Consignment Number/ Missed Delivery Card Number from a missed delivery card/email or customer's ID.

**STEP 3** If there are no results, select **Parcel Not Checked In**  
*NOTE: 'Manual check' is for Click & Collect parcels, which is a different service.*

**STEP 4** Enter the following details from the parcel:  
1. Which courier delivered the parcel  
2. Consignment number  
3. Article barcode/waybill

*NOTE: 'Multiple parcels for the same customer can be added during this step.'*

**STEP 5** Enter the following receiver details:

1. Receiver's full name
2. Receiver's address
3. Receiver's telephone number (needed to generate the PIN)

**STEP 6** Press **Next**.

**STEP 7** Ask customer to give you the 4-digit PIN and insert it in the next opened window.

Currently Checked In

John Smith

There are no packages that match.

**Parcel Not Checked In** **Manual Check**

Please enter the following from the parcel

**Article Details**

Courier: What courier is the package from?

Consignment Number

Article Barcode/Waybill

**+ Add Another Article**

**Receiver's Details**

Receiver's full name

Address

Receiver's mobile phone

**Next**

**STEP 8** Press **Check Out Parcel**.

# RETURN MISSED DELIVERY TO COURIER



**Return to Courier** is a process of returning aged parcels (parcels stored for an extended period of time) that customers did not collect

## RETURN PROCESS



1

Missed delivery parcels are kept in store for **7 days**



2

When due, the HUBBED system will highlight aged parcels in red and duplicate them in **"Return to Courier"** tab



3

Regularly check **"Currently checked in"** section in **"Return to Courier"** tab to request returns of aged parcels



4

Average waiting time is 48 hrs



5

Check out the parcels from **"Return Requested"** section in **"Return to Courier"** tab



6

Hand over the parcels to the courier



If a customer arrives after 7 days:

- If the parcel was already returned to the courier, advice the customer to contact the courier to arrange re-delivery.
- If you still have their parcel but it was removed from 'Parcels in Store' tab, search in 'Return to Courier' tab and select **Check Out**.

| Return Requested |               |                       |             |                       |               |                | 2 of 33                        |
|------------------|---------------|-----------------------|-------------|-----------------------|---------------|----------------|--------------------------------|
| Product type     | Receiver      | Consignment No#       | Courier     | Parcels               | Time Waiting  | Request Date   | Action                         |
| Failed Delivery  | Shivani Gupta | CON936897410445645147 | DHL Express | CON936897410445645147 | 10 months ago | Dec 7th, 16:33 | <b>Return</b> <b>Check Out</b> |

## REQUEST A RETURN MANUALLY IN THE HUBBED SYSTEM

**STEP 1** Open the HUBBED System and select '**Return To Courier**' on the right-side menu.

**STEP 2** In "Currently checked in" section, press **Request Return** for the parcels that are older than 7 days.

| Currently Checked In |                       |                       |              |                       |              |                       | 1 of |
|----------------------|-----------------------|-----------------------|--------------|-----------------------|--------------|-----------------------|------|
| Product type         | Receiver              | Consignment No#       | Courier      | Parcels               | Time Waiting | Action                |      |
| eBay C&C             | Chick Wally Hindu Pop | EYLHCRBY1652836509487 | Ebay_Partner | EYLHCRBY1652836509487 | 5 months ago | <b>Request Return</b> |      |

The courier will be notified automatically about parcels pick-up. On average, drivers are coming within 48hrs. However, it varied from place to place.

**STEP 3** When picking up parcels, the driver must show you their company ID.



**STEP 4** Open the HUBBED System and select '**Return To Courier**' on the right-side menu.

**STEP 5** Pick up in "Return Requested" section and Press **Return**

| Return Requested |               |                       |             |                       |               |                | 2 of 33                        |
|------------------|---------------|-----------------------|-------------|-----------------------|---------------|----------------|--------------------------------|
| Product type     | Receiver      | Consignment No#       | Courier     | Parcels               | Time Waiting  | Request Date   | Action                         |
| Failed Delivery  | Shivani Gupta | CON936897410445645147 | DHL Express | CON936897410445645147 | 10 months ago | Dec 7th, 16:33 | <b>Return</b> <b>Check Out</b> |



# PARCEL STORAGE RECOMMENDATIONS

Store parcels in an organised manner to reduce the time spent on retrieving them when pick-up is due.

## Separation advice:

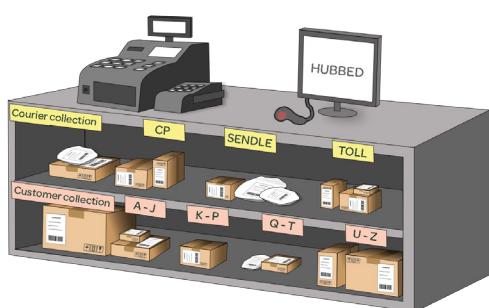
- Sort parcels for courier pick-up by courier's name
- Sort parcels for customer collection by surname
- Face labels outward to make it easier to search names

## Benefits:

- Saving time for parcel search
- Improving customer service
- Simplifying collection process

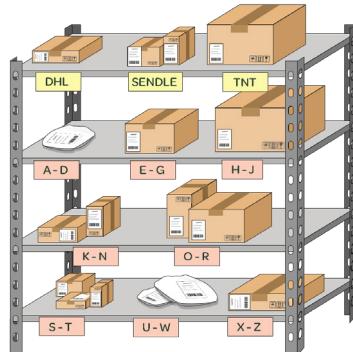
### UNDER THE COUNTER STORAGE

suitable for up to 20 parcels per day



### BACK OF HOUSE STAND

suitable for up to 50 parcels per day



# THIRD-PARTY AUTHORISATION FORMS

In some instances, the person named on the parcel may not be able to collect it for various reasons. In this case, HUBBED allows for an authorised person to collect the parcel on behalf of the original recipient. The customer will visit the store with an authorisation letter or one will be sent directly to your store.

Authorisation can be provided in a number of different methods.



Even though the original recipient is not collecting the parcel you must still ensure the **third-party recipient** meets the collection requirements. They should have:

- One type of third-party authorisation (outlined below)
- Valid government photo ID
- Missed delivery card/email
- Mobile phone - as the PIN for collection will need to be regenerated at collection

If the third-party recipient does not have the above items please **do NOT hand over the parcel**.

For other questions, contact HUBBED Support.



You have a new message about your package

Dear Customer,

You have received a new message from the shipping center, please follow the instructions in order to be able to collect your package.

READ

Thank you for understanding.



## FAILED DELIVERY CARD

A nominated person can use the **Third-Party Authorisation on the back of Failed Delivery Card** to collect the parcel instead of the addressee.

The following details must be on the card:

- Full name of a nominated person
- Nominated person's address
- Consignment number/waybill
- Addressee's signature
- Addressee's phone number
- Date

|  |                                     |                     |
|--|-------------------------------------|---------------------|
| Card number  |                                     | Date DD / MM        |
| Completed by driver  | This section is normally left blank |                     |
| Consignment / Booking Reference Number   |                                     | DD / MM             |
| <input type="checkbox"/> If ticked: <b>only the person</b> this delivery is addressed to can collect<br>Take this card and your photo ID |                                     | Completed by driver |
| I authorise the <b>Nominated Person</b> below to collect my delivery<br>They must show this card and their photo ID to collect           |                                     |                     |
| Name of Nominated Person   | My Signature                        |                     |
| Address of Nominated Person  | My Phone Number                     | Date DD / MM / YY   |
| This consignment is delivered by IPEC Pty Ltd on the terms and conditions outlined in the Service Conditions 2021                        |                                     |                     |
| Questions? Call us on 13 33 66   |                                     |                     |

The nominated person should present to you the missed delivery card/email and photo ID when collecting the parcel.

This card should be kept by the store for **1 month** in case there are any discrepancies.

## AUTHORISATION LETTER

A recipient can create a letter to authorise a third party. The letter should contain:

- Recipient's full name (must match the parcel)
- Recipient's address (must match the parcel)
- Waybill number/consignment number
- Recipient's signature
- Full name of the third party who will be collecting the parcel

The third-party recipient should also have the **missed delivery card/email** and **photo ID** when collecting the parcel.

This letter should be kept by the store for 1 month in case there are any discrepancies.

## AUTHORISATION EMAIL

HUBBED may receive authorisation directly from the courier company. In this instance, HUBBED Support team will email your store directly with the following information:

- Full name of the third party who will be collecting the parcel
- Recipient's full name
- Consignment number
- Store name/store ID

The third-party recipient should also have the **missed delivery card/email** and **photo ID** when collecting the parcel. This email should be kept by the store for **1 month** in case there are any discrepancies.

## PARCEL RELEASE FORM

The Parcel Release Form should be used in the following scenarios:

1. The HUBBED system is unavailable
2. (For BP locations only) the BP system is unavailable - please notify HUBBED immediately when the system is offline, and also once it comes back online.

In both instances you should **CONTINUE TO ACCEPT** parcels. Parcels will be checked into the system, once it is back online. In the meantime, use the Parcel Release Form, HUBBED will manually check the parcel out of the system within 48 Hours.

Complete the Parcel Release Form by capturing the following details:

|                   |                              |
|-------------------|------------------------------|
| • Store Name      | • Waybill/Consignment Number |
| • Date            | • Receiver's Phone Number    |
| • Courier         | • Access PIN                 |
| • Receiver's Name |                              |

Return the form to HUBBED so the parcel can be checked out.

 You can download this form [here](#).

|  |  |
|--|--|
| <b>PARCEL RELEASE FORM</b>   |  |
| This form <b>MUST ONLY BE USED</b> if the HUBBED System is unavailable.  |  |
| Store Name <input type="text"/>  |  |
| Date <input type="text"/>  |  |
| Select Courier<br><input type="checkbox"/> DHL <input type="checkbox"/> Team Global Express (previously known as Toll)<br>Other <input type="text"/> |  |
| Receiver's Name <input type="text"/>   |  |
| Waybill/Consignment Number(s) <input type="text"/>   |  |
| Receiver's Phone Number <input type="text"/>   |  |
| Receiver's PIN/Signature <input type="text"/>  |  |
| Please return this form on the same day by close of business to HUBBED via email : <a href="mailto:support@hubbed.com">support@hubbed.com</a>        |  |
| Processing of parcel will take up to 7 Business Days.  |  |
| HUBBED   |  |

## HUBBED Support

📞 0800 003 900

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

# FREQUENTLY ASKED QUESTIONS

## Can I give a parcel to a customer without entering Access PIN into the system?

No. You need to re-send the PIN using customer's mobile number. You can also call HUBBED Support and the PIN can be regenerated by a HUBBED Representative and given to the customer over the phone.

## The Access PIN won't regenerate after I have entered the customer's phone number

Ask the customer to contact HUBBED Support. A new PIN can be regenerated for the customer.

## A customer does not have any ID with them. Can I give a parcel without checking ID?

No. The customer **MUST** have a valid government photo ID.

## What ID can I accept?

ID must be a valid Government issued photo ID, such as a Driver's License or Passport. Foreign forms of ID are acceptable, as long as they are valid Government photo IDs.

## What if someone else wants to pick up a parcel rather than a named customer?

For parcel security reasons the listed parcel recipient **MUST** be the person who collects it. The only exception to this is if the customer has signed a Third-Party Authorisation Documentation and named another person to collect the parcel for them. Follow the correct procedure outlined on pg. 13.

Note: in case of a third party collection, you **MUST** check their ID to match the name reflected in the Authorisation form.

## When processing a parcel that was not checked in, I found that some info is missing, and a customer does not know it either (e.g. article barcode). What should I do?

Do not give a parcel to the customer without checking it out (you will not get paid for parcels that were not processed in the system). Contact HUBBED Support to get an assistance.

## I accidentally pressed 'Request Return' for the wrong parcel

Contact HUBBED Support and provide the consignment numbers and/or customer's names of the wrong and correct parcels. A HUBBED Representative will update the system for you.

## A courier is refusing to collect parcels that have been requested for return

Contact HUBBED Support and inform about the courier involved. HUBBED will escalate this with the courier's head-office.

## Why don't couriers pick up parcels regularly?

Usually, couriers should come within 48 hrs from submitting a return request through the HUBBED system. Contact HUBBED Support and mention the consignment number. We will follow up this issue with the couriers directly.

## I accidentally damaged a parcel

Contact HUBBED Support and inform them of the damaged parcel. HUBBED will advise you on the next steps and escalate this with the courier.

### A parcel has been lost / stolen

Contact HUBBED Support and immediately inform them of the theft. HUBBED will advise you on the next steps.

### A customer came to pick up a parcel. I have requested a return, but it is still in store

The parcel can be still checked out as normal by using the green 'Check Out' button from 'Return to Courier' tab and follow the normal process.

### A customer came to pick up parcel but I have already returned it to the courier

Direct the customer back to the courier involved to arrange a re-delivery.

### What if a customer comes for a parcel because they received a courier's notification but I cannot find the parcel in the system, though it is in store?

It is likely that the parcel info has not been transferred to the HUBBED system from the courier's system yet. Follow the correct procedure outlined on page 11.

### What if a customer comes for a parcel because they received a courier's notification but I cannot find the parcel in the system, and it is not in store?

Couriers notify the customers about a parcel collection location as soon as they failed to deliver to their home. It happens prior to dropping off parcels at your store. In some cases, customers can come before the driver brings them in.

If this is the case, kindly explain to the customers that their parcels will arrive soon and that they will receive a notification from HUBBED with an Access PIN when they are ready.

### Drivers deliver more parcels than my store can keep

Couriers can see your store capacity level and bring parcels based on your capacity. If you have too many parcels that you cannot comfortably hold, there might be several reasons:

1. The number of parcels located at your store does not match the number of parcels that were checked into the HUBBED system.

**Solution:** check if all parcels that you currently hold are marked as checked-in.

2. The number of parcels located at your store does not match the number of parcels that were checked into the HUBBED system.

**Solution:** contact HUBBED support and advice how many parcels you can handle (take a shoe box as an average parcel size when estimating your capacity).

### I received parcel that doesn't appear in the system

There can be 2 possible reasons for that:

1. Couriers forgot to scan or scanned incorrectly the store location barcode when bringing Missed Delivery parcels.

**Solution:** follow the correct procedure outlined on page 11.

2. Sometimes, there is a delay in data transfer from couriers' system to the HUBBED system. For example, in case of Toll/ Team Global Express, it may take up to several hours for the parcel information to appear in the HUBBED system.

**Solution:** if a parcel does not appear in the system, contact HUBBED Support.



If any assistance is needed,  
**get in touch with the**  
**HUBBED Support team:**

- ⌚ Mon-Fri, 10am-8pm (NZDT)
- 📞 0800 003 900
- ✉️ [support@hubbed.com](mailto:support@hubbed.com)



VIDEO



SIMULATION

**HUBBED TRAINING WEBSITE:**

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

**CLICK TO WATCH**

📎 Missed Delivery Process Video

**CLICK TO RUN**

📎 [Missed Delivery Training Simulation](#)

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