

PARCEL TRACKER

TRAINING



Process Overview

NOTIFY

- 
1 Ensure name and barcode on the label are in-frame of the camera
- 
2 Press and hold scan button to scan the name of the parcel recipient
- 
3 Press and hold scan button a second time to scan the barcode of the parcel
- 
4 Press "notify" icon to send the notification

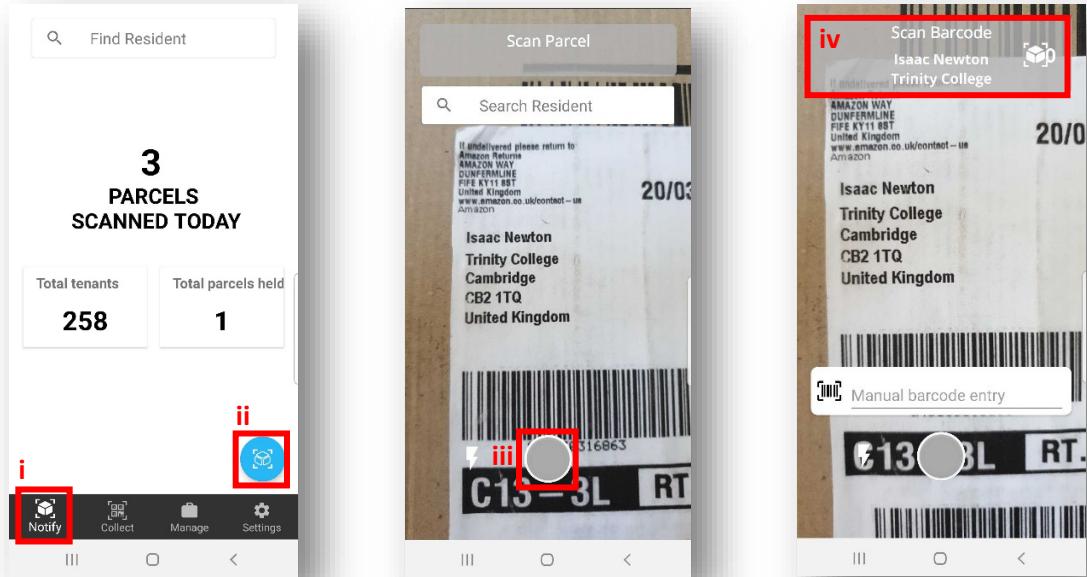
COLLECT

- 
1 Scan the QR code the tenant presents you.
- 
2 Scan parcel barcode to log it out before handing it to the tenant
- 
3 Ask for the signature of the tenant and send pickup confirmation

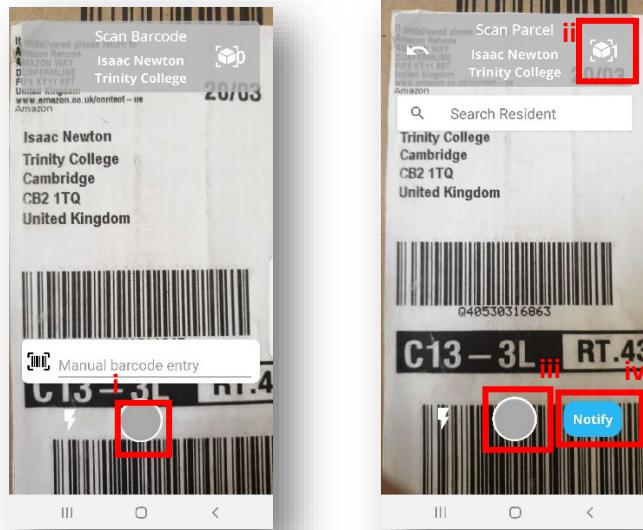
Notify

WARNING: Make Sure that Parcel Tracker is set to **2 step scan mode**: “Parcel Tracker → Settings → Select Scan Mode → Two step scan mode” before you start using it.

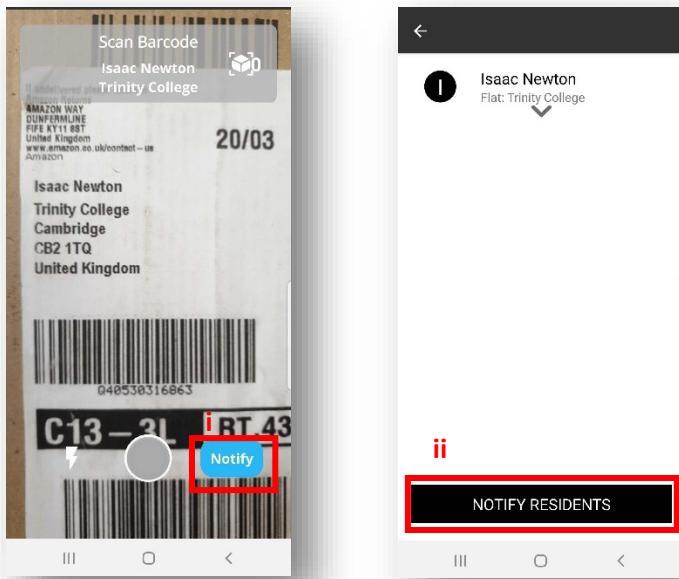
1. Courier delivers a batch of parcels to the reception.
2. To start scanning parcels: “Notify (i) → Press Blue Button (ii)”. Scan the student’s name by pressing and holding the grey button (iii) until you hear a “beep” and it asks you to scan a barcode (iv). Make sure both the room and name of the student are in frame of the camera before you start scanning.



3. Scan the barcode on the parcel. Press and hold the grey button (i), once the barcode is scanned you will hear a beep and the “parcels held counter” (ii) will increase. You can in one go scan multiple parcels (iii) by repeating steps 2-3, or you can notify students (iv).



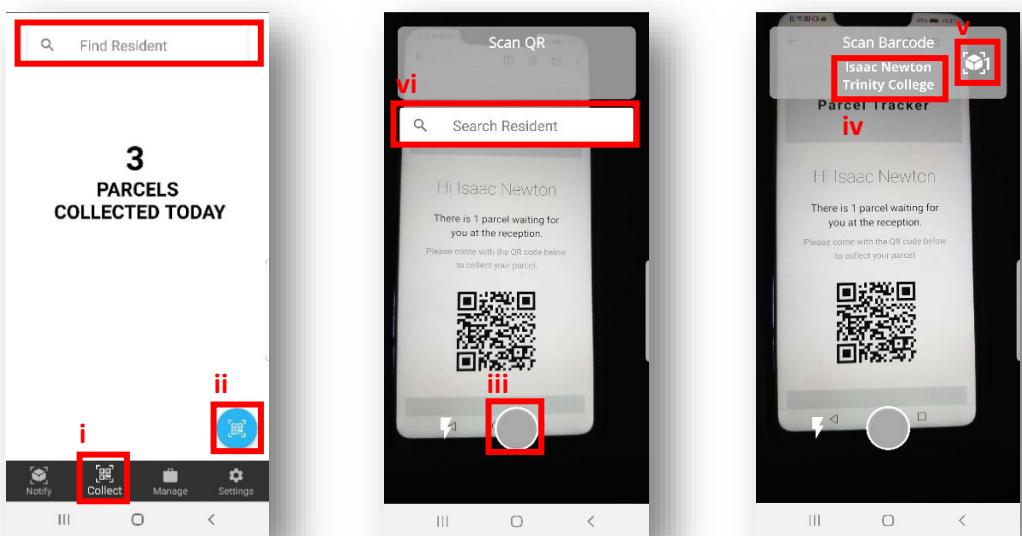
4. Once around 10 parcels have been scanned send off notifications by pressing “Notify (i)
→Notify Residents (ii)”



Collect

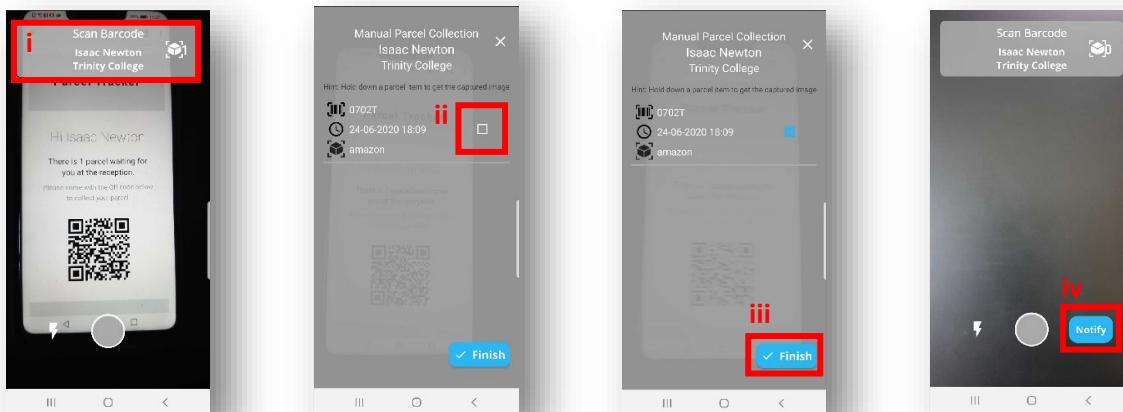
1. A student will come to the reception and present an email with a QR to collect their parcel. Open the Parcel Tracker application, go to “Collect (i) → Blue Button (ii)”, get the QR code in frame and press and hold the grey button (iii) until the QR code is registered. You will then see the students name and room (iv), as well as how many parcels are held for them (v).

- vi a. You can also collect parcels by searching for student names (vi)



2. You can log out parcels in 2 ways for students: by manually logging them out (a) or scanning the parcel barcode (b)

- a. Press on the grey tab (i) and use the tick boxes (ii) to log out the parcels. Once you are done logging out the parcels press on “Finish (iii) → notify (iv)”

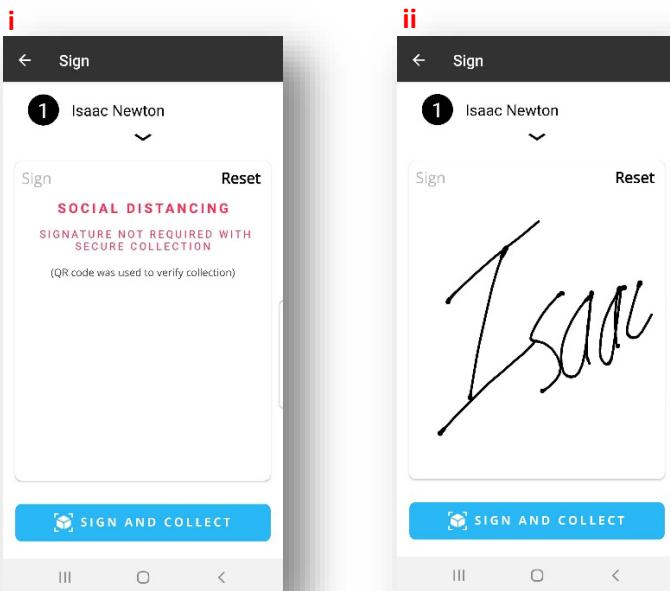


- b. You can scan the barcode of the parcels by getting the barcode in frame, then pressing and holding the grey button (i) until the parcel is logged out. You will notice the parcel counter decrease (ii) when you scan a parcel successfully. Finish off by pressing Notify (iii)



TIP: you can view a photo of the parcel label by long-pressing the details on the parcel until an image shows up.

3. Once all the parcels are logged out, the student needs to sign for them. If the QR code was scanned, then no signature will be required (i). If the student name was searched for manually 1.a then they will have to sign for the parcel (ii)



Video Tutorials:

- Intro Video: [Link](#)
- Viewing History: [Link](#)
- Editing Parcel Mistakes: [Link](#)
- Adding/Removing/Editing Student Data: [Link](#)
- Make Parcel Label: [Link](#)

Tips and Tricks

- **Batch Processing of Parcels:** When multiple parcels are delivered to the reception at once, we suggest you put stickers onto all of them before you start scanning. You can also scan multiple parcels at once, even if they are for different people. Parcel Tracker will group them together by student before sending off the notifications.
- **Undo Button:** if you make a mistake scanning a parcel you can always use the undo button



Settings

- Make Sure that Parcel Tracker is set to 2 step scan mode “Parcel Tracker → Settings → Select Scan Mode →Two step scan mode” before you start using it.

