PARCEL PENDING
USER GUIDE

How Does Parcel Pending Work?

1. Shop anywhere online and use your home mailing address for shipping.

2. Couriers deliver your package into the Parcel Pending Electronic Locker System.

3. When your package arrives, you are instantly notified of the delivery by email, text, and/or the app. A unique access code will be sent within the notification.

4. To retrieve your package, go to the Parcel Pending lockers and enter your unique access code into the screen.

How Do I Sign Up?

1. Check your email that you provided your community at the time of application.

2. Find the email from Parcel Pending with the subject line, "Parcel Pending at [PropertyName] – Finish Your Parcel Pending Registration for package deliveries to [PropertyName]" and click on the registration link within the email.

Or, you can register online at Parcel Pending

1. Go to my.parcelpending.com

2. Type Your Property Name in the search window and press enter.

3. A dropdown menu will appear with matching properties.

4. In the dropdown, select Your Property.

5. Enter your first and last name, your email, and select a username and password.

6. Click "Sign Up."

How to Use the Parcel Pending Portal?

Once logged into the Parcel Pending portal, you will be able to make updates to your profile, notification settings, view past deliveries and much more. To access the different site links, select the ribbon below the Parcel Pending logo to expand the navigation.

DASHBOARD
The dashboard provides a snapshot of your package history. From here you can see the number of packages delivered today, the number of pending packages, the number of occupants, and more.

MY PROFILE
From this section, you will make updates to your personal information and notifications.

CONTACT INFORMATION
From this section, you can update your email, add an alternate email, select how you would like to be notified when you receive a package, opt out of our privacy policy and request packages be delivered into a locker door within the disability accessibility height range.

PROPERTY INFORMATION
This section is where you will see your property address. You cannot make updates to this information within this section. To make updates, you will need to click on "Moving."

PARCEL HISTORY
From parcel history, you will be able to view past package deliveries for all registered residents. We also give you the ability to conduct searches for your past packages.

MOVING

When you're planning to move, this is where you will come to notify us that you will no longer require package deliveries at your current location.

From here, you can input your move date and close your account. Or, if you are moving to another unit within the same property, you can update your new address. Lastly, if you are moving out of the property all together, you can search our database to see if your new residence uses Parcel Pending. If so, you can update your account with your new address.

1. Take these steps to notify Parcel Pending off your move:

2. Log into your Parcel Pending account at my.parcelpending.com.

3. From the left side panel, select "Moving."

4. Within the "Move Out" section, enter your move date and click save.

VACATION

If you are planning a vacation and will be away for longer than a 3-day period, we recommend you set your account to Vacation Mode. Your packages will be kept secure within the Parcel Pending locker. To set up Vacation Mode, do this:

1. Log into your Parcel Pending account at my.parcelpending.com.

2. From the left side panel, select "Vacation."

3. Enter your vacation dates and click the "Save" button.

MY OCCUPANTS

To ensure all residents in your home receive their packages in the locker system, everyone who receives packages needs to be registered with Parcel Pending. To register occupants, take these steps:

1. Log into your Parcel Pending account at my.parcelpending.com.

2. From the left side panel, select "My Occupants."

3. Select the + sign to add occupants.

4. Enter the occupant's information in the empty fields and click "Save."

FAQ's

What if my package requires a signature?
Please check with your property management team to find out how they manage packages that require a signature.

How do I contact Parcel Pending?
You can contact Parcel Pending at 855-316-4756 or help@parcelpending.com. Parcel Pending is available 24 hours a day, 365 days a year.

Who should sign up?
Anyone that receives packages should register for Parcel Pending. You can have up to 10 people, such as roommates, registered to each account. Alternatively, everyone can have their own account.

What if my package is too big to fit in a locker?
You will receive a delivery notification (text, email, or app notification) with information on how to pick up your oversized package. Please note: Your community does not accept packages in the offices. Packages that do not fit within the lockers will be taken back to the courier's hub.

Why do I need to put in my card information?
Due to the limited amount of lockers your package can only be in the lockers for no more than 3 days to allow for other packages to arrive. If your package is left in the parcel for longer than 3 days, you will be charged a $3 dollar storage fee per day. **Note:** Not all communities require a storage fee. Please confirm with your community.

Does everyone who signs up need to provide a credit card?
Only one credit card is required per account. Multiple occupants can be added to one account during the sign up process. Note, the primary resident on the account is subject to incurring fees for occupant related charges.

How do I know my credit card data is secure?
Parcel Pending is dedicated to ensuring the security of resident credit card information. It is with great pride to communicate that we are partnered with Authorize.net (a Visa Corp. company) as our credit card processor, as they are one of the best in the industry and support some of the largest online websites. Authorize.net is committed to safeguarding customer information and combating fraud, and adheres to both strict internal security policies and industry security initiatives. Authorize.net utilizes industry leading technologies and protocols, such as 128-bit Secure Sockets Layer (SSL) and are compliant with government security initiatives. Parcel Pending does not store residents credit card information.

What if perishables are sent to me?
We encourage you to pick up your packages as soon as possible to avoid the item from spoiling.

What address should I ship to?
Your shipping information should look like the following:
>   First Name, Last Name
>   Your address and APT#
>   City, State, Zip Code

What if I accidentally deleted my access code notification?
There are two ways to access your package if you accidentally delete your access code notification:

1. Login to your account at my.parcelpending.com and view your "Parcel History" page to view the access code for your delivery.

2. Contact Parcel Pending at help@parcelpending.com or (855) 316-4756 and we can provide you with your access code.

What if I receive an "invalid code" message when I try to receive my package?

1. Press the "Back" button to return to the start screen. If your property has multiple kiosks, please ensure you're at the correct kiosk (this information will be in your delivery notification, e.g. Kiosk A, Kiosk B, etc.).

2. Press the "Parcel Pick-up" button.

3. Enter your 6-digit access code.

4. If you are still receiving an Invalid Code error, make sure you are not using an old code that was already used to retrieve a different package.

5. If you are still unable to access your package, contact us at (855) 316-4756.

What if the door closes before I can retrieve my package?

Please contact us at (855) 316-4756 or email us at help@parcelpending.com. We can reset your access code so you can retrieve your package from the locker.

What if I can't reach the tallest lockers?

When registering with Parcel Pending, you can select the setting to have packages delivered below 4 ft.

What if I don't sign up for Parcel Pending?

If you do not sign up for Parcel Pending, you will not receive packages. You will only receive letters to your mailbox.

Where is my package?

The answer depends on the courier. A courier is the company delivering your package. Some common couriers are: FedEx, UPS, OnTrac, USPS (United States Postal Service), etc.

First, find out who the courier is by looking at the "tracking" email sent by the company you bought from.

> *** Amazon uses other couriers such as USPS and UPS, but they also have their own courier service. Please look at the tracking number to see if your package is being delivered through Amazon or through a different company.
>
> If **FedEx** is your Courier
> If a signature is required for your package, the front office will NOT sign for it. Use this link to find the closest FedEx Hub: https://www.fedex.com/locate/
>
> If **Amazon** is your Courier
> Many couriers scan the tracking code before the package has actually been delivered. Wait 36 hours until you contact the courier or sender. Many are delivered by then! You can reach Amazon's Customer Service Line at (888) 280 - 4331.
>
> If **UPS** is your Courier
> If a signature is required for your package the front office will NOT sign for it. If you have questions about your package, please contact UPS. You can find the closest hub using this link: https://www.ups.com/dropoff/?loc=en_US
>
> If the **United States Postal Service (USPS)** is your Courier
> USPS at times will scan the package when it's in their delivery truck but it hasn't actually been delivered yet. Please wait 36 hours before you contact the sender for your package.

What if my locker is empty?

1. Check to see if your package was delivered to your apartment.

2. Check your mailbox.

3. If you received 2 codes, try using both access codes. Sometimes, a courier selects a locker that is too small for your package and then places your package in a larger locker. If this is the case, you may receive two notifications.

4. Contact us at (855) 316-4756 and we'll look into your situation.

To read more FAQs, please visit parcelpending.com/faqs