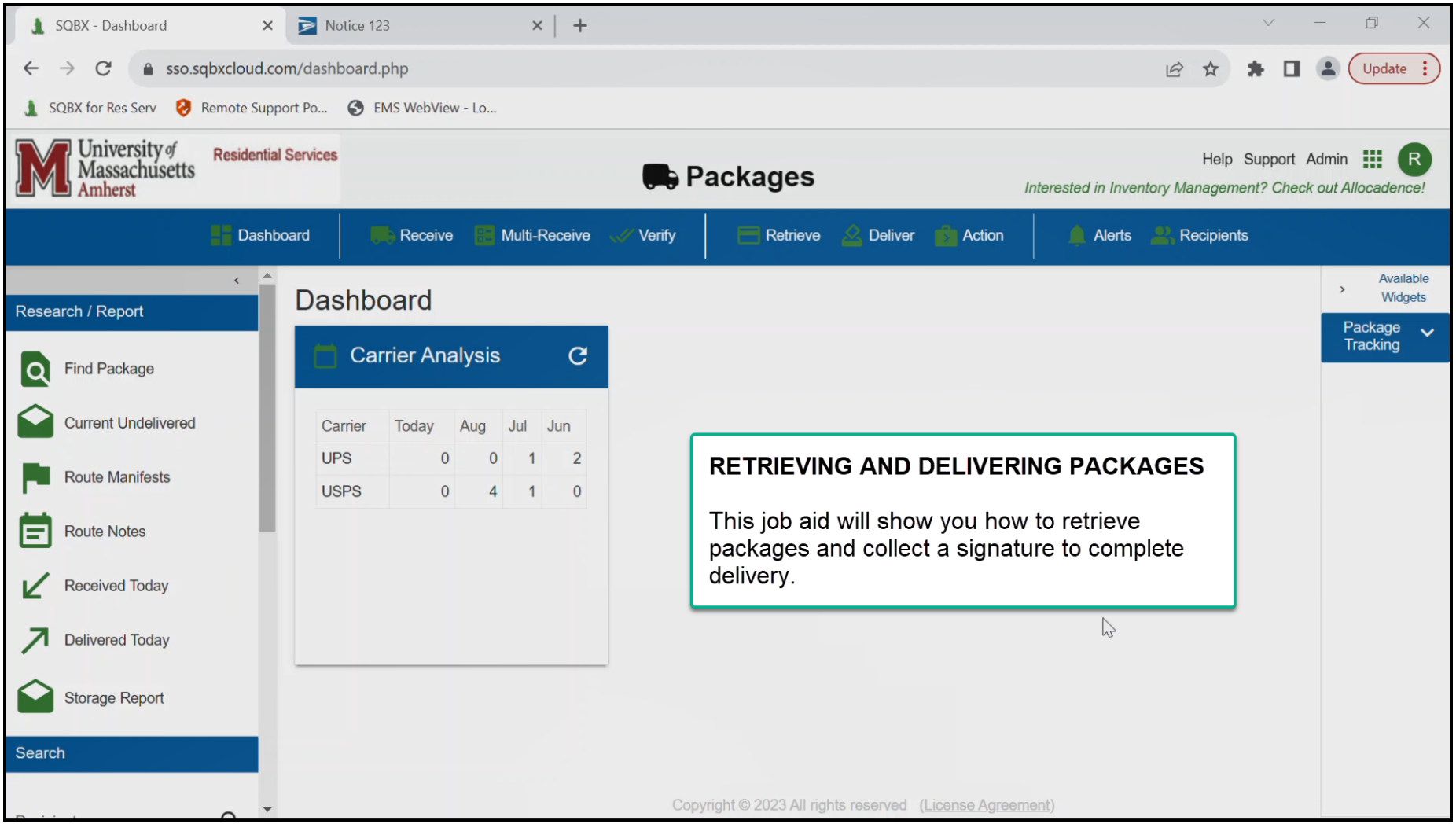
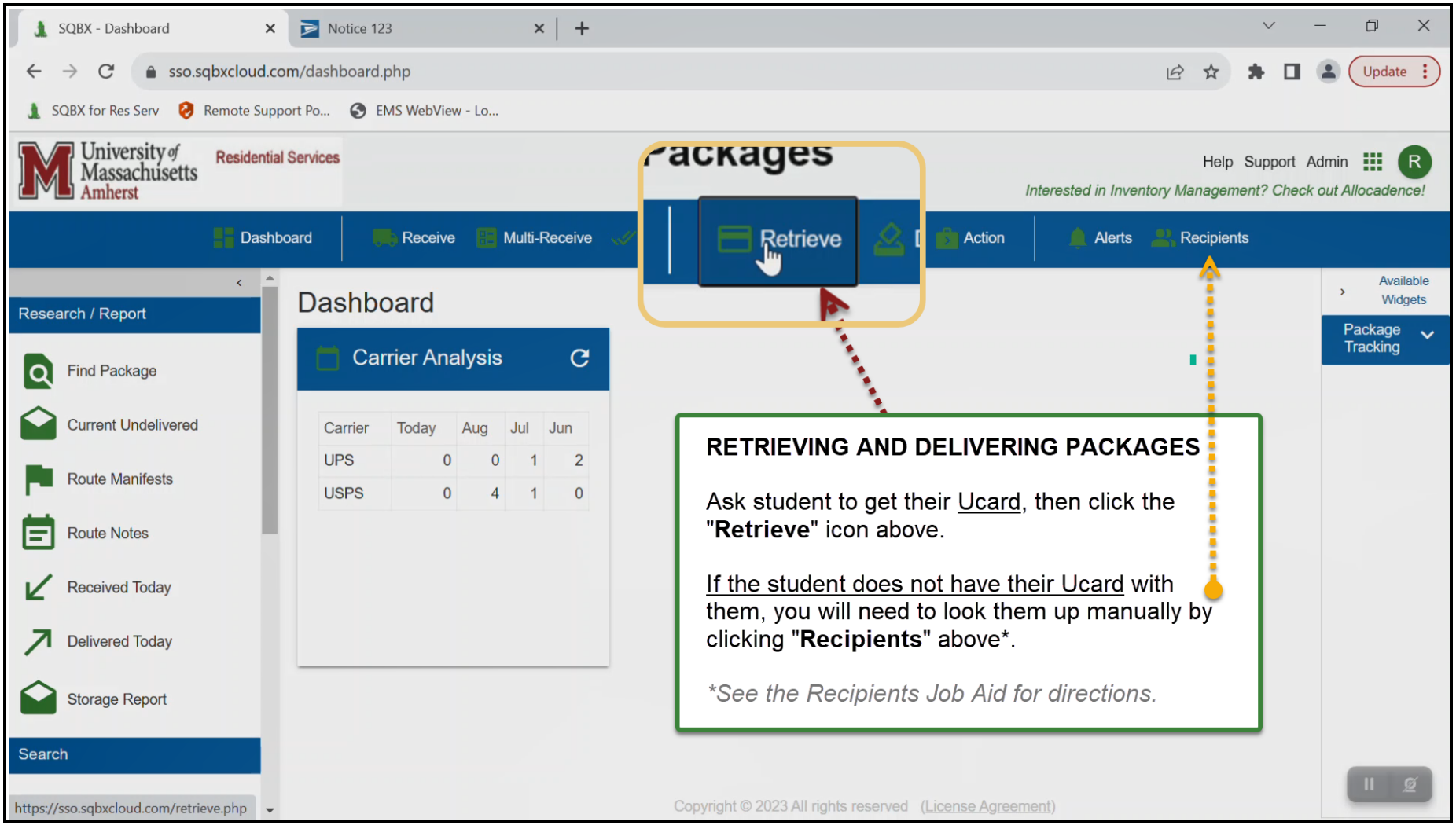


RETRIEVING AND DELIVERING PACKAGES

This job aid will show you how to retrieve packages and collect a signature to complete delivery.

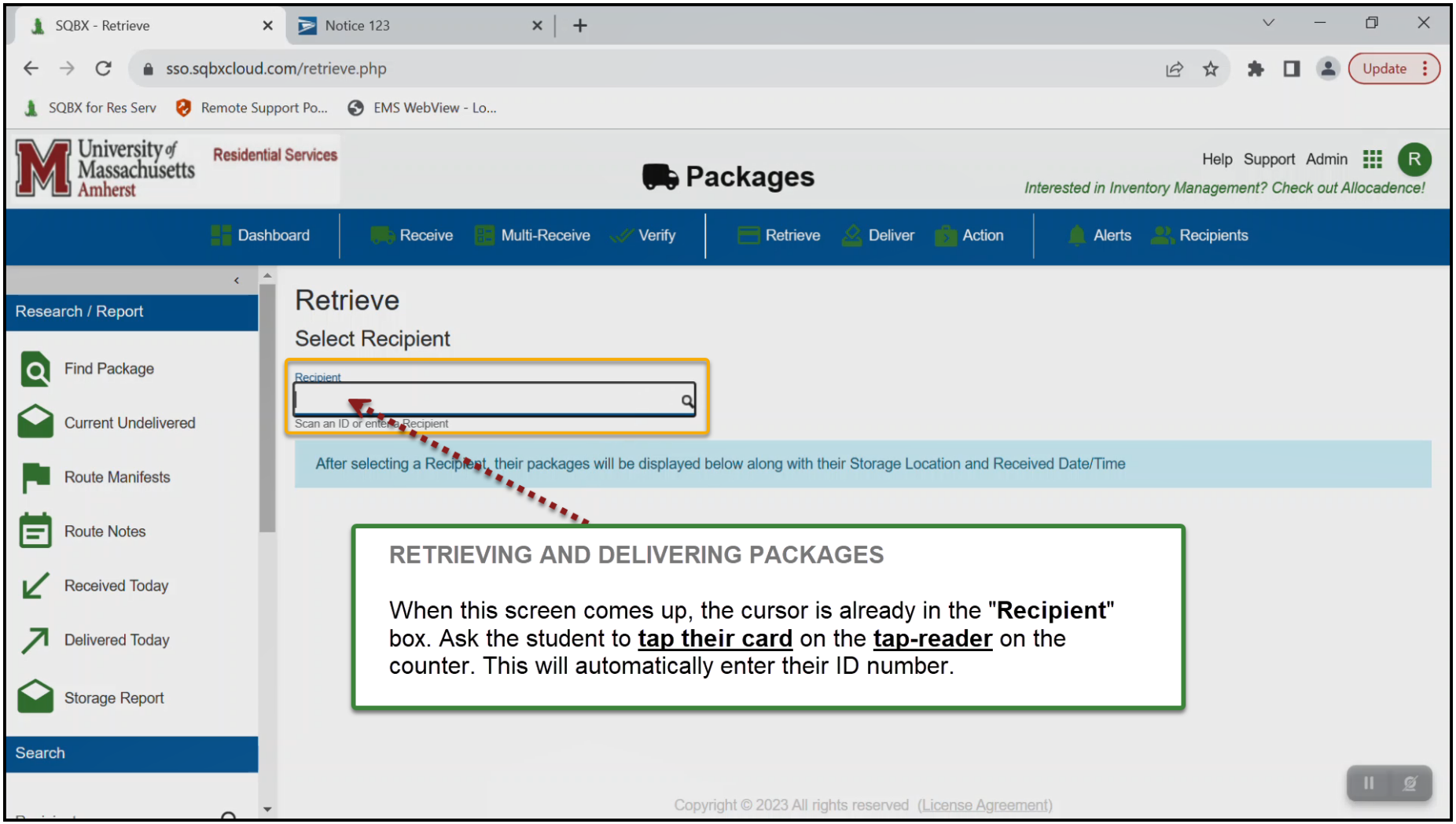


RETRIEVING AND DELIVERING PACKAGES

Ask student to get their Ucard, then click the "**Retrieve**" icon above.

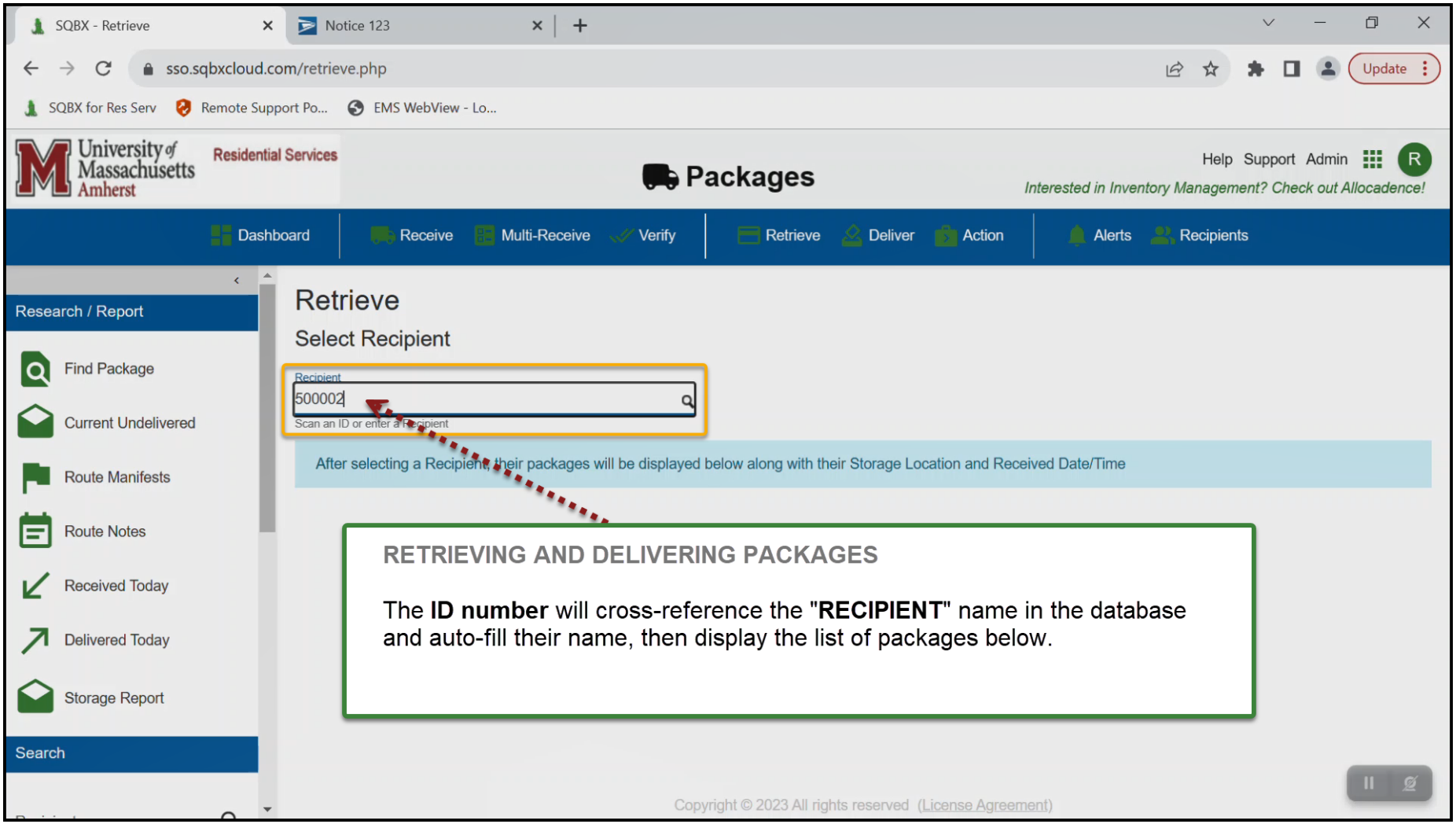
If the student does not have their Ucard with them, you will need to look them up manually by clicking "**Recipients**" above*.

**See the Recipients Job Aid for directions.*



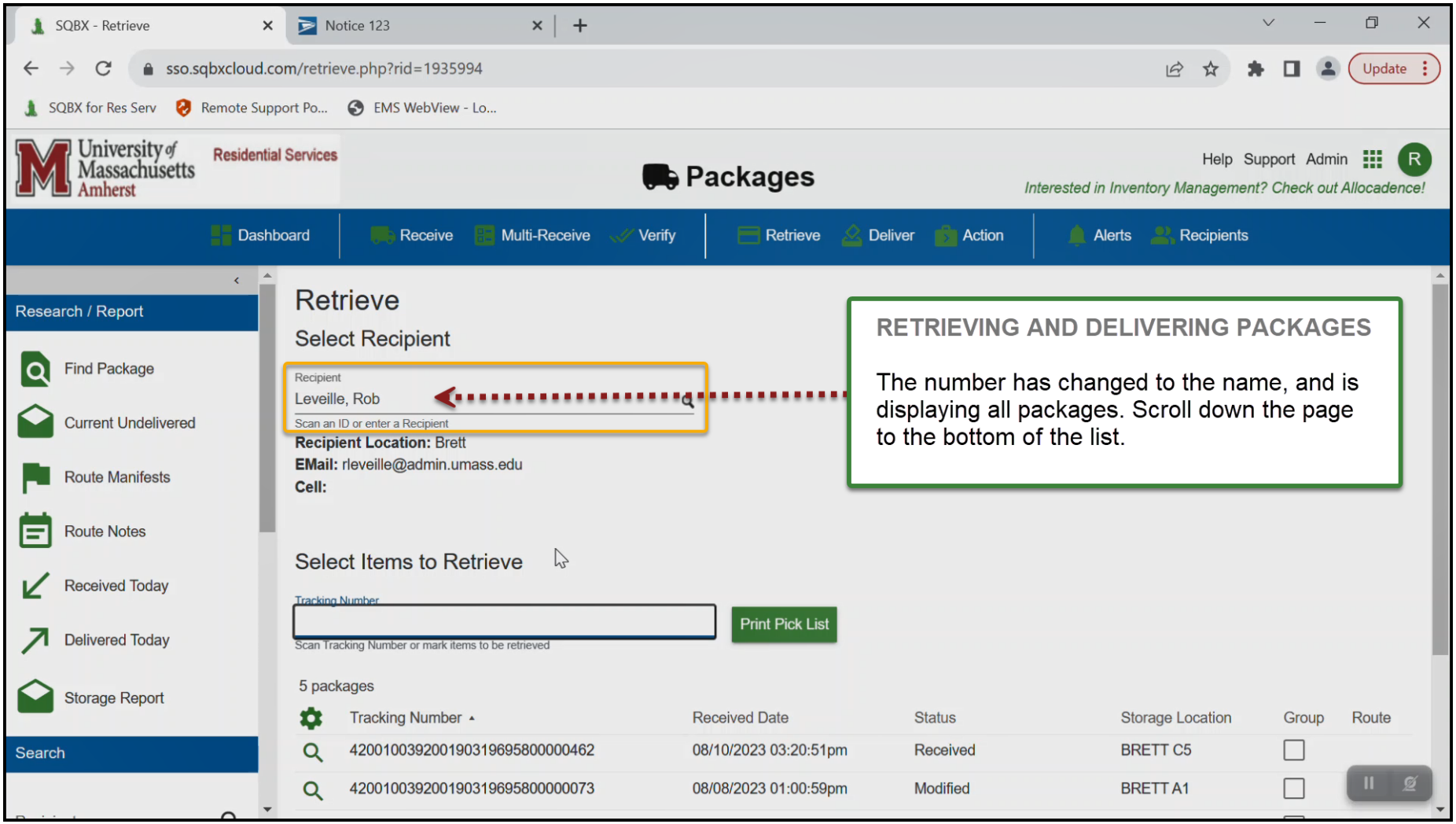
RETRIEVING AND DELIVERING PACKAGES

When this screen comes up, the cursor is already in the "**Recipient**" box. Ask the student to **tap their card** on the **tap-reader** on the counter. This will automatically enter their ID number.



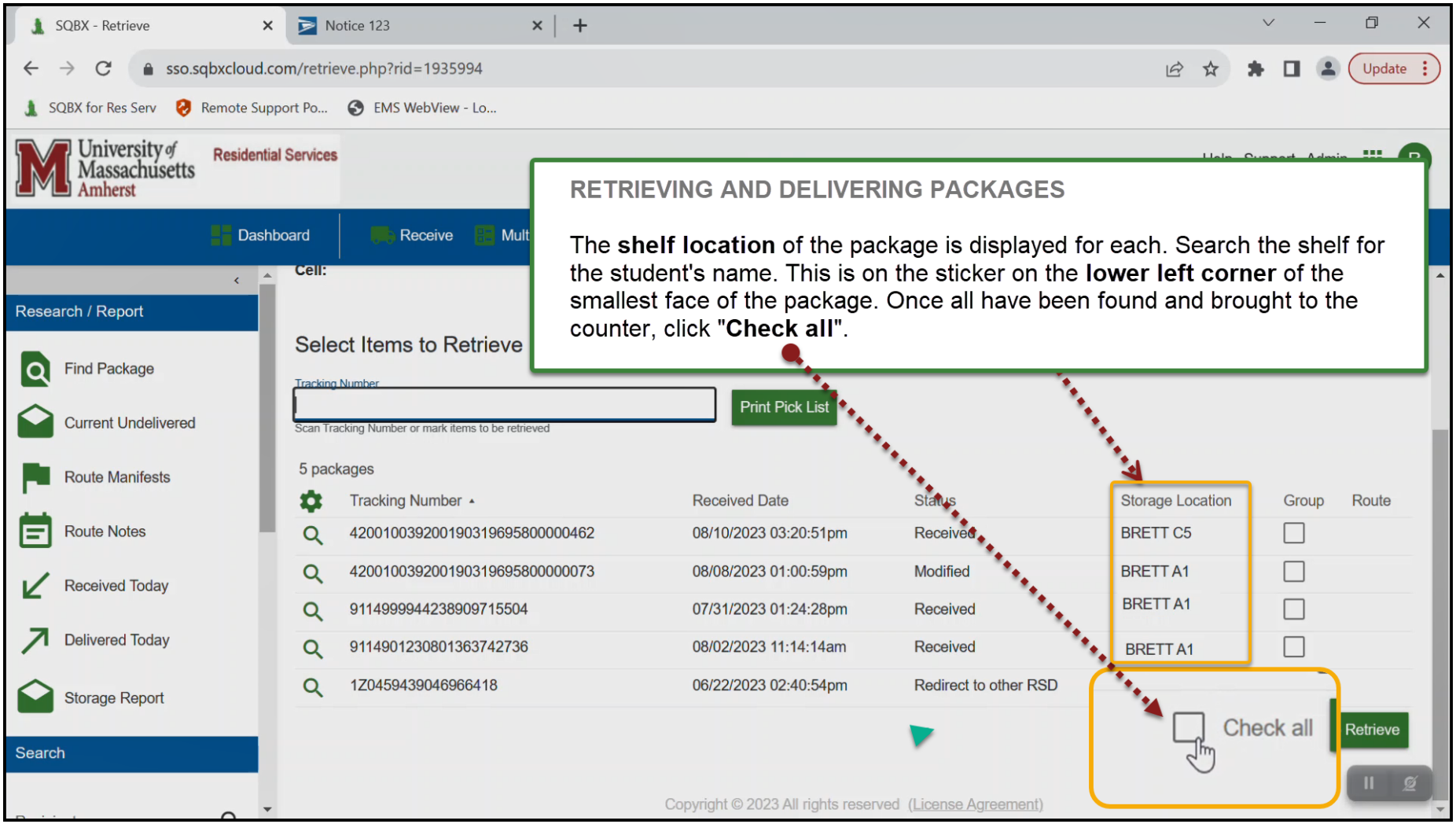
RETRIEVING AND DELIVERING PACKAGES

The **ID number** will cross-reference the "**RECIPIENT**" name in the database and auto-fill their name, then display the list of packages below.



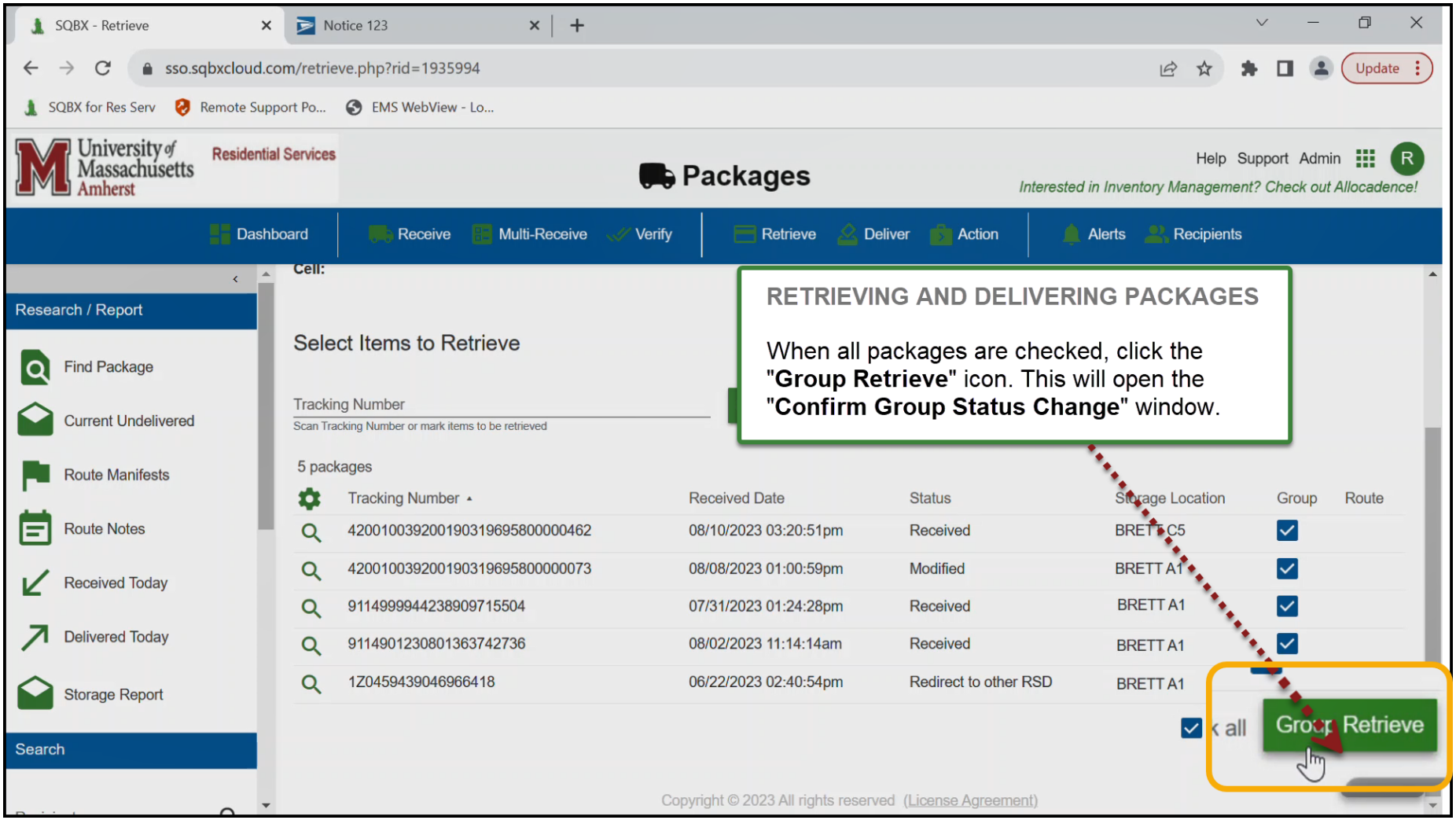
RETRIEVING AND DELIVERING PACKAGES

The number has changed to the name, and is displaying all packages. Scroll down the page to the bottom of the list.



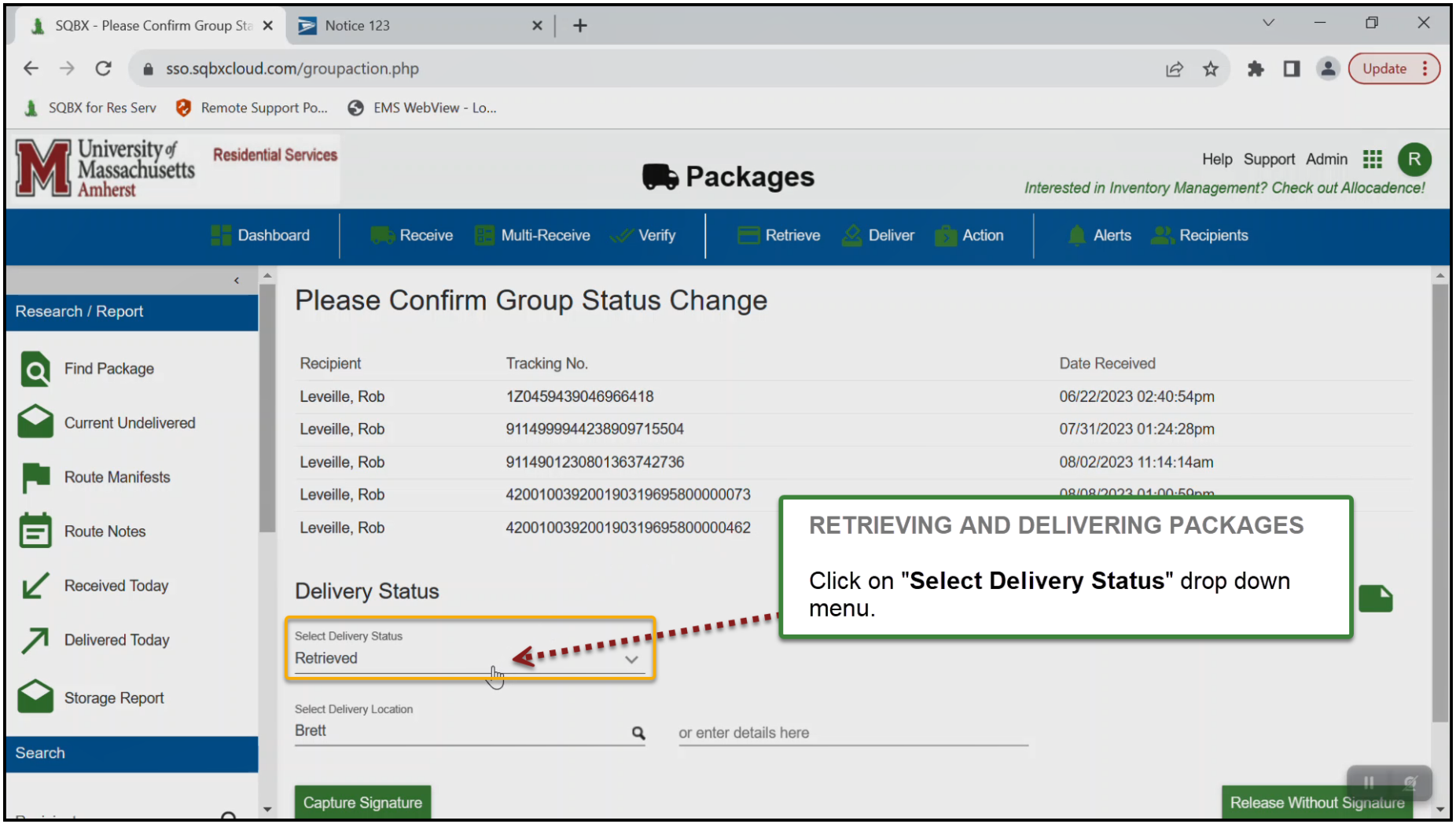
RETRIEVING AND DELIVERING PACKAGES

The **shelf location** of the package is displayed for each. Search the shelf for the student's name. This is on the sticker on the **lower left corner** of the smallest face of the package. Once all have been found and brought to the counter, click "**Check all**".



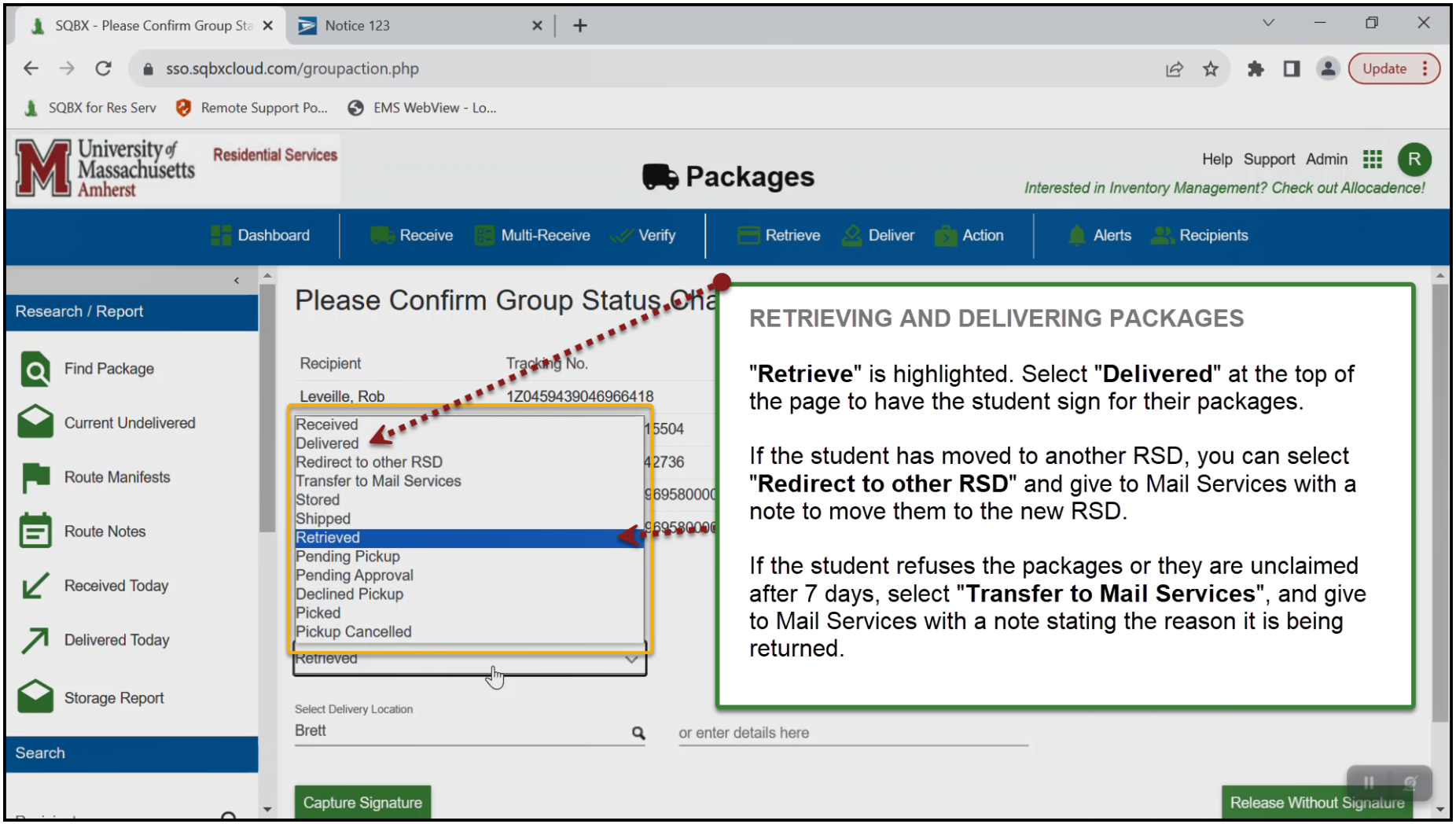
RETRIEVING AND DELIVERING PACKAGES

When all packages are checked, click the "**Group Retrieve**" icon. This will open the "**Confirm Group Status Change**" window.



RETRIEVING AND DELIVERING PACKAGES

Click on "**Select Delivery Status**" drop down menu.

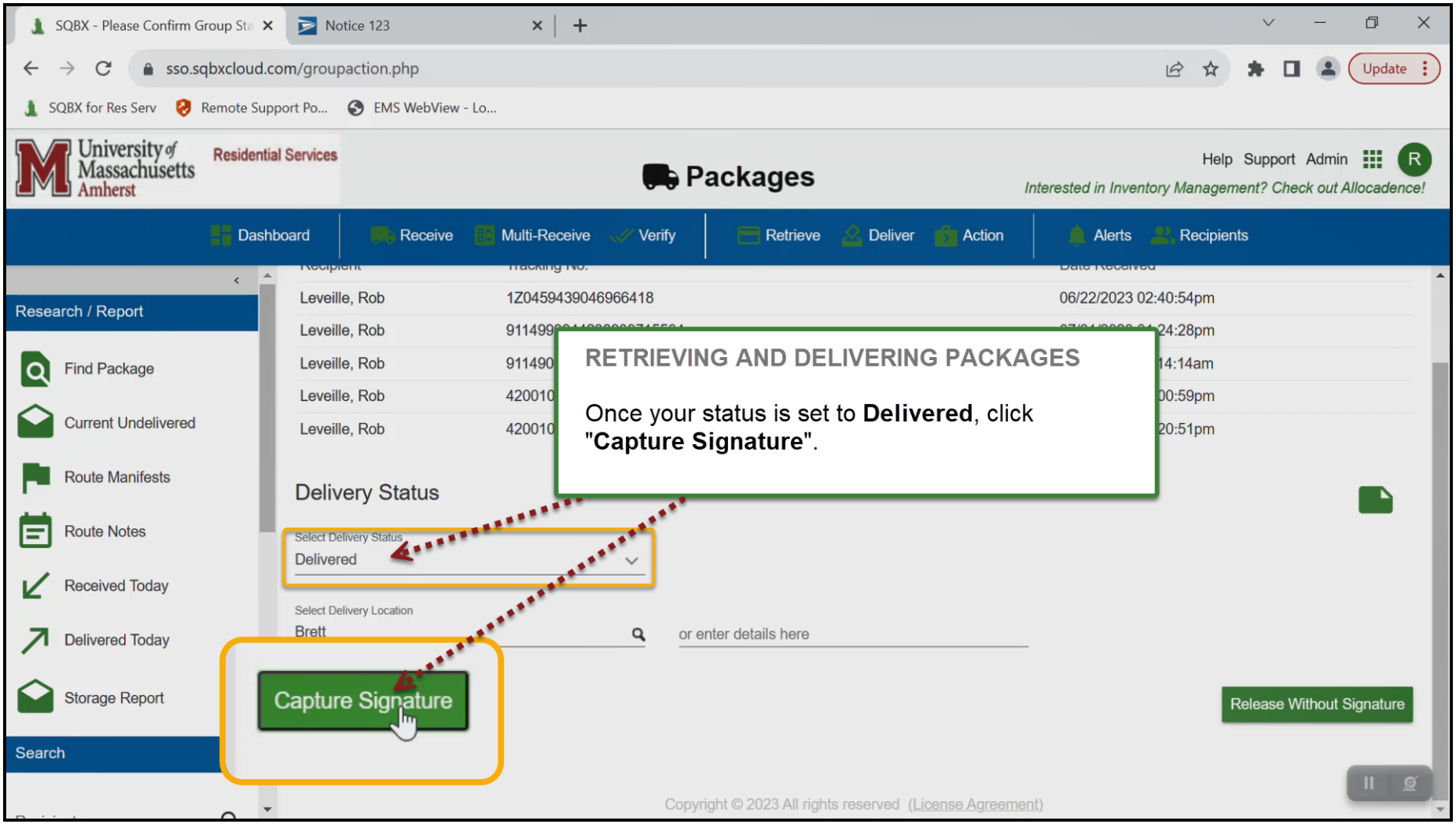


RETRIEVING AND DELIVERING PACKAGES

"**Retrieve**" is highlighted. Select "**Delivered**" at the top of the page to have the student sign for their packages.

If the student has moved to another RSD, you can select "**Redirect to other RSD**" and give to Mail Services with a note to move them to the new RSD.

If the student refuses the packages or they are unclaimed after 7 days, select "**Transfer to Mail Services**", and give to Mail Services with a note stating the reason it is being returned.



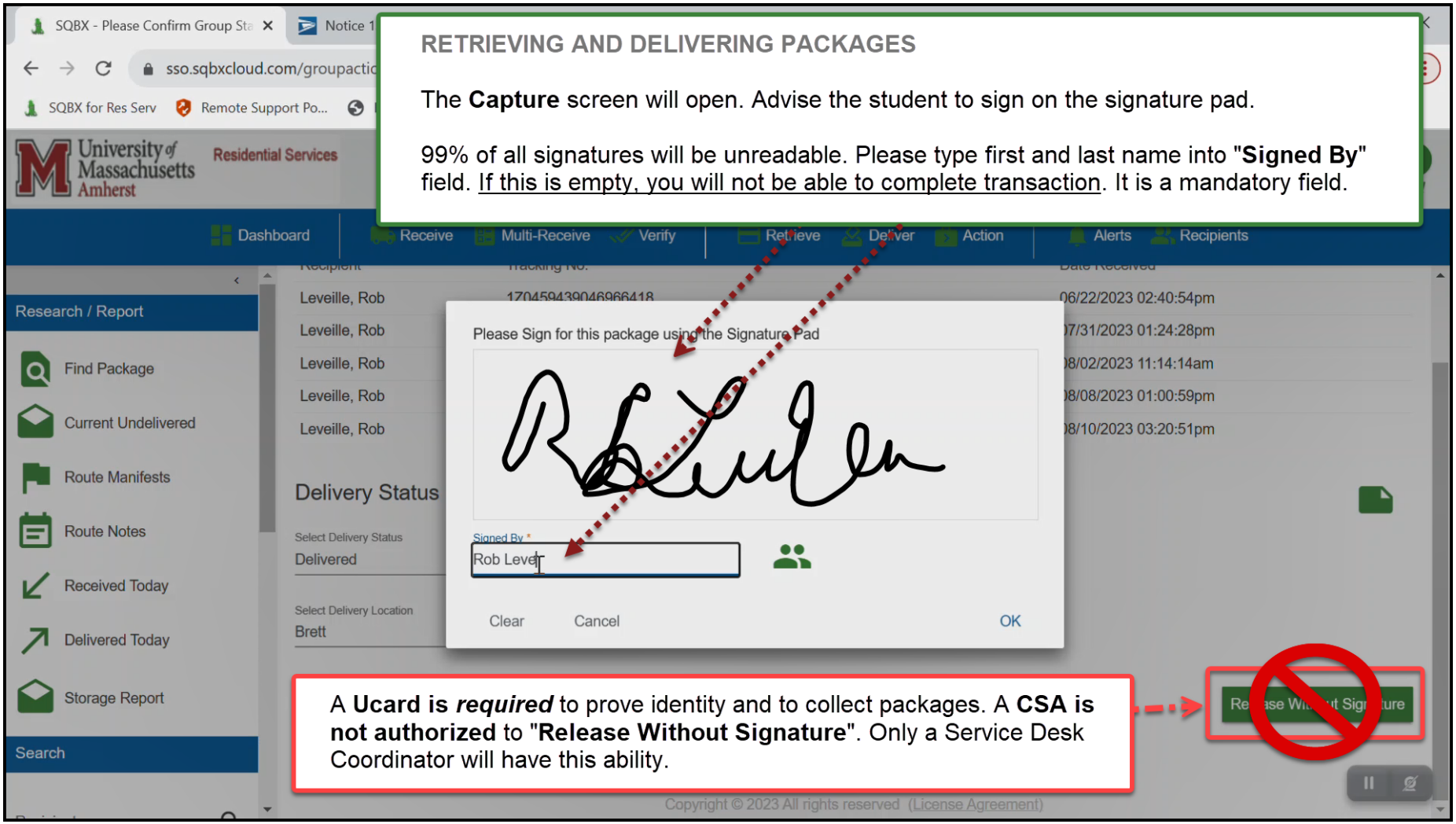
RETRIEVING AND DELIVERING PACKAGES

Once your status is set to **Delivered**, click "**Capture Signature**".

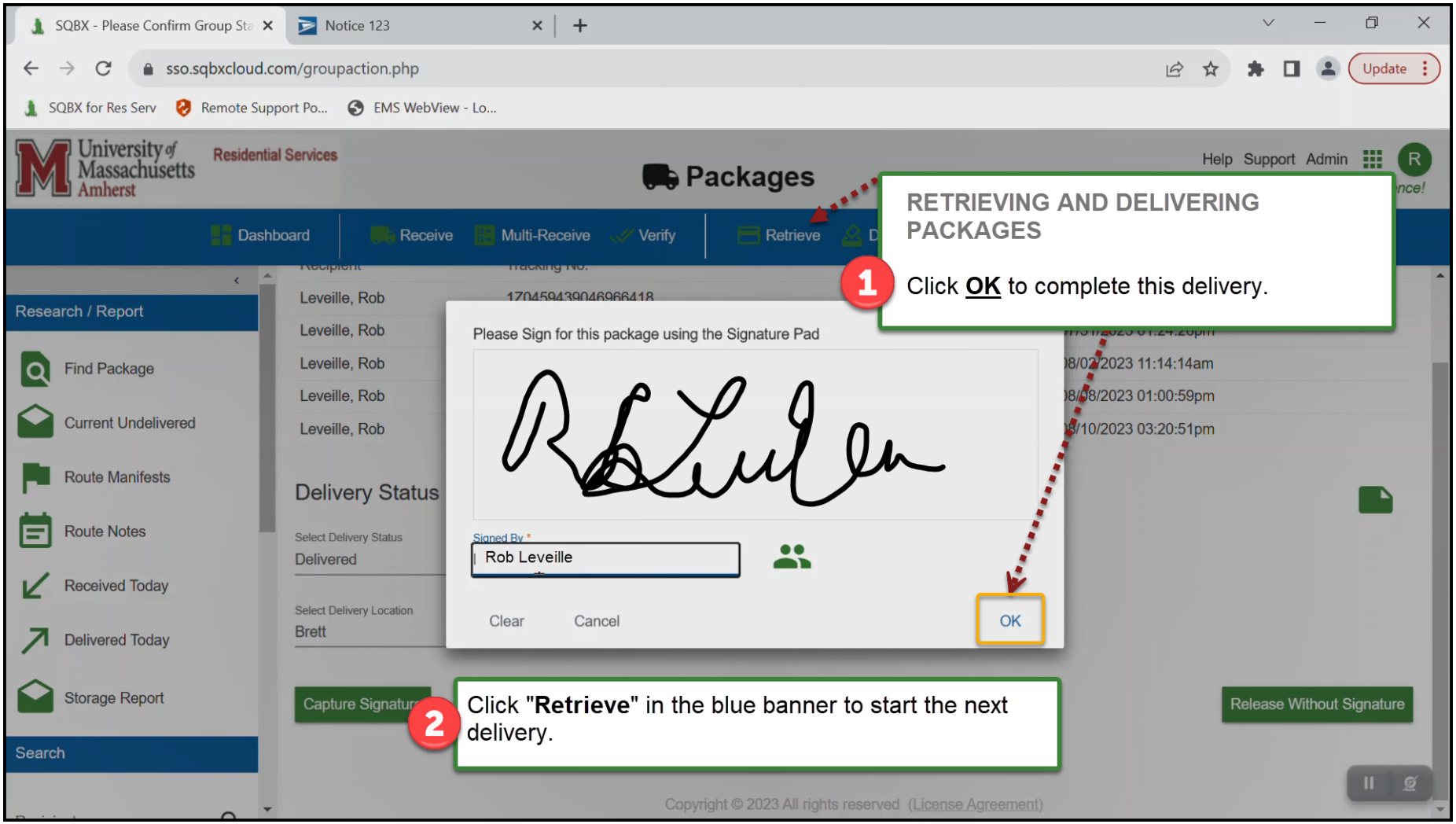
RETRIEVING AND DELIVERING PACKAGES

The **Capture** screen will open. Advise the student to sign on the signature pad.

99% of all signatures will be unreadable. Please type first and last name into "**Signed By**" field. <u>If this is empty, you will not be able to complete transaction</u>. It is a mandatory field.



A **Ucard is *required*** to prove identity and to collect packages. A **CSA is not authorized** to "**Release Without Signature**". Only a Service Desk Coordinator will have this ability.


SQBX - Please Confirm Group Sta
Notice 123
sso.sqbxcloud.com/groupaction.php
Update
SQBX for Res Serv
Remote Support Po...
EMS WebView - Lo...
University of Massachusetts Amherst
Residential Services
Packages
Help Support Admin
Dashboard
Receive
Multi-Receive
Verify
Retrieve
Research / Report
Find Package
Current Undelivered
Route Manifests
Route Notes
Received Today
Delivered Today
Storage Report
Search
Leveille, Rob
Leveille, Rob
Leveille, Rob
Leveille, Rob
Leveille, Rob
Please Sign for this package using the Signature Pad
Signed By *
Rob Leveille
Clear
Cancel
OK
Delivery Status
Select Delivery Status
Delivered
Select Delivery Location
Brett
Capture Signatur
Release Without Signature
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RETRIEVING AND DELIVERING PACKAGES
1
Click OK to complete this delivery.
2
Click "Retrieve" in the blue banner to start the next delivery.