

## Research / Report

Find Package

Current Undelivered

Route Manifests

Route Notes

Received Today

Delivered Today

Storage Report

## Search

Recipient

Tracking Number

9114901496450330406344

## User Event Report

All Events

All Users

## Dashboard

Drag widgets from the toolbar into this area to personalize your Dashboard

### RETURNING UNCLAIMED PACKAGES TO MAIL SERVICES

*Shelves should be checked daily for packages over seven days. If packages reach seven days on the shelf, take them to the workstation. Include a note that this has been completed on your shift in the daily RSD Shift Report.*

Start by finding the original transaction.

Click into the Search "**Tracking Number**" field in the lower left margin, then scan the barcode on the package.

If you do not have a tracking number, click "**Current Undelivered**" in the left "**Research / Report**" side bar.

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## Items Pending Delivery

### Filter

Recipient

Recipient Location

Mailbox Number

Badge ID

Package Type

Route

Storage Location

Delivery Status

Source

Submit

Click on Recipient to deliver an individual item or deliver multiple items by checking on the group box next to each item to deliver and press the Group Deliver button at the bottom of this page.

1 package

Recipient	Tracking No.	Date Delivered	Route	Group	Status	Status Changed	Device Name
<input checked="" type="checkbox"/> Leveille, Rob	9114901496450330406344			<input checked="" type="checkbox"/>	Redirect to other RSD	08/14/2023 08:54:02am	

## RETURNING UNCLAIMED PACKAGES TO MAIL SERVICES - NO TRACKING NUMBER

Click the radio button to left of "**Recipient**". A listing of the packages waiting to be delivered to that recipient will populate in the bottom area.

Click the magnifying glass to the package(s) being delivered.

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## Tracking Number Quick Find

1 package

Recipient	Tracking No	Date Received	Route	Carrier	Device Name	Group
Leveille, Rob	9114901496450330406344	08/11/2023 03:42:22pm		USPS		<input checked="" type="checkbox"/>

Check all

### RETURNING UNCLAIMED PACKAGES TO MAIL SERVICES - HAS A TRACKING NUMBER

After scanning the barcode on the package you will be brought to the "Track Number Quick Find" screen.

You should now see the package that has been assigned the tracking number you entered.

Click the magnifying glass to the left of the proper recipient to be brought to the "Receipt Detail" screen.

Dashboard

Receive

Multi-Receive

Verify

Retrieve

Deliver

Action

Alerts

Recipients

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## Receipt Detail

Current Status

**Redirect to other RSD**

Recipient: Leveille, Rob  
Last Name: LEVEILLE  
Recipient Location: Brett  
EMail: rleveille@admin.umass.edu  
Received By: rleveille  
Received On: 08/11/2023 03:42:22pm  
Carrier: USPS  
Service: FIRST CLASS  
Tracking No: 9114901496450330406344  
Description:  
Sender:  
Damages:  
Storage Location: BRETT A5  
Internal ID: 375163  
Package Type: padded envelope

Released By: rleveille  
Package Location: Moved 1 week ago to North Apts  
Redirect to other RSD on: 08/14/2023 08:54:02am by rleveille

**RETURNING UNCLAIMED  
PACKAGES TO MAIL  
SERVICES**

Click "**Deliver**" in the gray  
border at the bottom of the

Print Label Modify Print **Deliver** Action Add Note Add Image Add Attachment Manifests

## Receipt History

Date	Responsible	Carrier	By	Status
08/11/2023 03:42:22pm	Leveille, Rob	USPS	rleveille	Received

## Notes

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## Confirm Delivery To Recipient

Recipient: Leveille, Rob      Recipient Location: Brett

Phone:  
E-Mail: rleveille@admin.umass.edu  
Last Name: LEVEILLE  
Carrier: USPS  
Tracking No: 9114901496450330406344  
Description:  
Sender:  
Damages:  
Package Type: padded envelope

Storage Location: BRETT A5

Select Package Status

- Delivered
- Received
- Delivered
- Redirect to other RSD
- Transfer to Mail Services**
- Stored
- Shipped
- Retrieved
- Pending Pickup
- Pending Approval
- Declined Pickup
- Picked
- Pickup Cancelled

or enter details here

Release Without Signature

## RETURNING UNCLAIMED PACKAGES TO MAIL SERVICES

Select "Transfer to Mail Services" from the "Select Package Status" dropdown menu.

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### Confirm Status Change

Recipient: Leveille, Rob

Recipient Location: Brett

Phone:

E-Mail: rleveille@admin.umass.edu

Last Name: LEVEILLE

Carrier: USPS

Tracking No: 9114901496450330406344

Description:

Sender:

Damages:

Package Type: padded envelope

Storage Location: BRETT A5

Select Package Status

Transfer to Mail Services

Confirm Status Change

RETURNING UNCLAIMED PACKAGES TO MAIL SERVICES

Click the "Confirm Status Change" button in the lower right to complete the transfer.