
Package Intake & Delivery Using SQBX – Quick Reference

Receiving Packages

1. Click **Receive** in the menu bar.
2. Scan or key in the **tracking number**. Tab down to the next field.
3. Select the **Carrier** and then the **Service**. (This may have filled in with the scan of the tracking number.)
4. Start typing in the **recipient's last name** in the **Recipient** field and then select their name from the list. The Recipient Location, Last Name and Email field should pre-populate with their information. If there are more than one, refer to the **Recipient Search** section of this document for instructions.
5. Select the **Package Type** from the dropdown menu.
6. Select the **Storage Location** from the dropdown menu.
7. Add any **attachments** and then click the **Receive [F12]** button.

Retrieve & Deliver Packages

1. Verify the recipient's identity with their **Ucard**. If they do not have it with them, look them up manually. Refer to the **Recipient Search** section of this document for instructions.
2. Once their identity is confirmed, click **Retrieve** in the menu bar.
3. Click in the **Recipient** field and then ask the student to tap their **Ucard** on the tap reader. This will scan their number into the system. The software will convert their **ID number** to their **name** and a list of their packages will be listed below.
4. Retrieve their packages from the assigned **Storage Location(s)**. Once they have all been retrieved, click **Check All** and then **Group Retrieve**.
5. Select **Retrieved** from the **Select Delivery Status** dropdown menu.
6. Select **Delivered**, unless: *(Separate directions on page 2)*
 - a. The package is being forwarded to a different dorm;
 - b. The package is being returned to mail services.
7. Click the **Capture Signature** button.
8. Direct the recipient to sign in the window of the signature pad and then type their **FULL NAME** in the **Signed By** field. **ONLY SERVICE DESK COORDINATORS ARE AUTHORIZED TO RELEASE WITHOUT SIGNATURE.**
9. Click **OK** to complete the delivery.

Return an Unclaimed Package to Mail Services

1. Search the **Tracking Number** in the left menu and then click the **magnifying glass** on the left.
2. If there is **no tracking number**, click on **Current Undelivered** in the left menu, search the **recipient's last name** and then select their package from the list by clicking on the **magnifying glass** to the left.
3. In the **Receipt Detail** screen, click on the **Deliver** button in the bottom gray menu bar.
4. Select **Transfer to Mail Services** from the **Select Package Status** dropdown menu.
5. Click the **Confirm Status Change** button to complete the transfer.

Transfer the Package to a Different Dorm

1. Search the **Tracking Number** in the left menu and then click the **magnifying glass** on the left.
2. If there is **no tracking number**, click on **Current Undelivered** in the left menu, search the **recipient's last name** and then select their package from the list by clicking on the **magnifying glass** to the left.
3. In the **Receipt Detail** screen, click on the **Deliver** button in the bottom gray menu bar.
4. Select **Redirect to other RSD** from the **Select Package Status** dropdown menu.
5. Click the **Confirm Status Change** button to complete the transfer.

Recipient Search

1. Click on **Recipients** from the top menu bar.
2. Enter the Recipient's **FULL last name** in the **Recipient** field and then click **Find**.
3. If the search **returns only one name**, click on the **green truck** icon to the far right of their name to continue the delivery process.
4. If the search **returns multiple names**, click on the **green pencil** icon to the left of their names to view the details for each individual to identify the proper package recipient. Click on **CANCEL** or click **Recipients** again in the blue menu bar to continue the delivery process. **DO NOT MAKE CHANGES.**
5. Alternatively, there is a **Browse feature**. Click the **Browse** button at the top right and navigate to the appropriate recipient. Again, **DO NOT MAKE CHANGES.**

Verify Packages

1. Click on **Verify** from the top menu bar if it is necessary to just scan in the tracking number to log it with the intent to enter in the full information for each package **as soon as possible after receipt**.
2. **Scan** or key in the **tracking number** and then press **ENTER**.
3. Repeat for any **additional** packages.
4. **Review** the list of packages for accuracy and then click **Print** to generate a **Verify Scan Report**.
5. **Receive** each package as described in the **Receive Packages** section of this reference sheet.