

## Carrier Onboarding

Onboarding the carriers is much more successful -- and faster -- when done by the onsite Property team because they are onsite, already have established relationships with the local carriers, and can show the carriers exactly what to do. Luxer One will provide the training that should be passed on to the carriers, as well as the necessary tools to help with the process. The onsite staff will show the carrier how to make the delivery, including how to properly take a good picture of the package label.

When the Carrier refuses to use the system:

1. **USPS** - We first ask the property to contact the local branch's Supervisor or Manager to see if they can make any headway. When calling the local USPS office, ask what their concerns are. Ask them if they've seen the system and seen how easy it is to use. Most likely they'll say no. If they haven't, invite them to the property to see it. Explain how secure it is, including the unique access codes, the signature requirement, the security, the 24/7 video coverage, and more. After you've explained that, they'll usually say they want to go see it, which is great. You can meet them at your property to see your system in person. If they refuse to see it, or they do go onsite to review it and still decide not to use the system, please contact Carrier Relations at [support@luxerone.com](mailto:support@luxerone.com). Carrier Relations will escalate it to the postmaster and beyond, if need be. If the initial step of contacting the local USPS office is not followed, the postmaster will usually refuse to get involved until the local USPS office has had an opportunity to review the system.

2. **Amazon** - Amazon has an online tool that can be filled out to provide Amazon with information on how to deliver correctly to the property, including the 4-digit access code. This online form is quick and easy to fill out. Moving forward, anytime Amazon makes a delivery, the delivery instructions will pop up on their handheld device. It is important that the Amazon tool only be filled out once the lockers and/or room is installed. Otherwise, Amazon will be confused when they arrive onsite. We highly recommend filling out this simple, one page form: [https://www.amazon.com/gp/html-forms-controller/Delivery\\_Access](https://www.amazon.com/gp/html-forms-controller/Delivery_Access)

3. **All other Carriers** – Call the corporate number to file a delivery complaint. Please have a specific tracking number available and instruct the corporate contact on how to deliver properly. If you can obtain the local branch contact number, which is often unpublished, then we recommend you call the branch to try to resolve it. If not, the corporate office will send a message to the local branch telling them about the problem, and ask them to contact you within 48 hours. When the local branch contacts you, reiterate the detailed information on how to deliver to the property correctly.