

Carrier Onboarding Tools

To effectively roll out Luxer One, the property staff must be involved with training the package carriers from the onset. Onboarding the carriers is much more successful -- and faster -- when done by the Property Management team who can enforce policies for their property (as opposed to the Luxer One Team who is a vendor to the property). Property Staff is onsite, already have established relationships with local carriers, and can show them 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. Below are the steps to take when a carrier refuses to use the system. Remember, carriers need to be ACCOUNTABLE for their actions. The following have proven successful in getting carriers onboard:

Review the carrier training videos:

- Luxer Room: https://youtu.be/fZcKpflPp_k
- Luxer Lockers: <https://youtu.be/u-8LWP7cHNM>

Other Tools:

- **Package Acceptance Policy Template** - Having a policy in place is useful for all carriers. Feel free to customize this for your property.
- **Carrier Contact Sheet** - Getting your carrier and supervisor's local contact information can help manage issues in a timely matter.
- **Carrier Support Signs** – Signs should be hung next to your parcel lockers or room. The signs include step-by-step instructions on how to deliver, plus our customer support number, so carriers can call us for help during their delivery if needed.
- **Carrier Instruction Sheet** - This is your carrier's "cheat sheet." Print it out and put each carrier's specific 4-digit code on it. It's recommended that you make one for each of your carriers, so they'll have their own code and a high level overview of how to properly deliver to your system.
- **Corporate Carrier Contact Sheet** – This sheet contains all the corporate numbers for each of the main carriers. When calling the corporate number, 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 If you can obtain the local branch contact number, which is often unpublished, then we recommend you call the branch to try to resolve it.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 back within 48 hours. When the local branch contacts you, reiterate the detailed information on how to deliver to the property correctly. Corporate numbers are as follows:
 - **FedEx:** 800-463-3339
 - **UPS:** 800-742-5877
 - **LaserShip:** 804-414-2590
 - **OnTrac:** 800-334-5000
 - **DHL:** 800-225-5345
 - **Amazon:** 888-280-4331

- **Amazon** - Amazon has many different delivery people. There is an online tool that can be filled out to provide Amazon with information on how to deliver correctly to your property, including the 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. However, it can take up to 2 weeks to show up in their handheld devices. *Note: 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 and don't see them:* <https://www.amazon.com/forms/eb91b23c-3f0a-41bd-b8d6-d183c5c534e5>

Carrier Refusal:

If a carrier refuses to use the system, or isn't delivering correctly, the property should first do the following:

- Check to see if lockers/room are full
- Take a picture of a tracking number of one of the incorrect deliveries
- Document the issue: Rude to staff, Causing ADA issues, etc.?

Next Steps:

1. The property should discuss the carrier's actions with the carrier directly. If he refuses, they should ask for his manager's contact information.
2. Contact the local branch supervisor or manager, and explain the issue. Usually this will get the manager on board. If not, they should ask what his concerns are about using the system. Ask if he's seen the system and how easy it is to use. If he hasn't, invite him 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, etc.
3. **USPS** – If the carrier won't provide his manager's contact information, just Google "USPS + property zip code," such as "USPS 94105." The contact information for that post office will pop up in the search. When calling ask for a Supervisor or Station Manager.
4. **For all carriers except USPS** - If the property doesn't have the local number (or the carrier won't give it), the property should call the carrier's corporate number (above) and file a delivery complaint. Please have a specific tracking number available and instruct the corporate contact on how to deliver properly. The corporate office will send a message to the local branch telling them about the problem. Ask the rep on the phone to have the manager contact the property (they usually will within 24 hours). When the local branch contacts the property, they should reiterate the detailed information on how to deliver to the property correctly, including giving them the access code. Please also ask them for their direct phone number, for future reference. *Note: Fedex might say they don't take access codes. In that case, have the message say you want the manager to call the property back, and then they can give them the code over the phone when they do.*

If you have any questions about carrier onboarding or are having delivery issues after completing the above steps, please contact our Account Manager team at accountmanagers@luxerone.com.