

Carrier Refusal Next Steps

Carrier Phone Numbers:

- **FedEx:** 800-463-3339
- **UPS:** 800-742-5877
- **LaserShip:** 804-414-2590
- **OnTrac:** 800-334-5000
- **DHL:** 800-225-5345
- **Amazon:** 888-280-4331

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 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. 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:

When the Carrier refuses to use the system, or isn't delivering correctly, have the property first do the following:

- Check to see if lockers 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. Have the property contact the local branch supervisor or manager, and explain the issue: Rude to staff, causing ADA issues, not delivering correctly, etc. Usually this will get the manager on board. If not, they should ask what his concerns are about using the system.
3. Have the property ask if he's seen the system and how easy it is to use. Most likely he hasn't. If he hasn't, they should 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, how it reduces failed first delivery attempts, etc.
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.*

5. **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.
6. **Amazon** - Amazon has many, 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 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. 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>

Other Best Practices:

- **Hand Out 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.
- **Hang Carrier Support Signs.** Signs should be hung next to your parcel lockers or room. If the system is hard to find, signs should also be posted directing the carriers where to go. The signs include our customer support number, so carriers can call Luxer One for help during their delivery. Other signs that are important: "Do not leave any packages out," and "Scan all packages before placing into a locker or room."
- **Audit timing.** Audits on lockers should be done 2 days a week for high volume properties, typically on Mon. & Thur. morning. For lower volume properties, once a week should be fine. Rooms should be audited each morning to ensure it's ready before the carriers walk into the space. If the carriers see packages left out, then the carriers will also leave packages out. Audit the oversize lockers to ensure very large items are not left inside.

If you're still having delivery issues after completing the above steps, please take a picture of 1 or 2 package labels, and email accountmanagers@luxerone.com. They will escalate the issues.