

Outbound Shipping – Best Practices

(For UPS/ Fedex / USPS – Amazon does not currently have an Outbound Shipping option)

The property has 3 options in regards to outbound shipping:

1. Return packages through the office
2. Return packages through the Luxer Locker or Room system
3. Don't offer outbound shipping

Best Practices For Residents

- Packages must be securely sealed using packing tape. Carriers will not accept scotch tape or an improperly taped package.
- All packages must be affixed with an outgoing package label. Remove or cover up any old labels to avoid confusion. Carriers will not pick up a box that has more than one label displayed. It must clearly indicate to the carrier that it's intended to be shipped out using their service. It must also have proper postage.
- If a resident's package doesn't have a return label, they can print one online for USPS on usps.com or stamps.com. UPS/FedEx will provide shipping labels if the resident requests them in advance, but the resident should keep their package in their unit until the label has arrived to avoid the package being discarded. UPS.com and FedEx.com are great resources.
- Use of this system is provided as an optional convenience for residents to be able to ship packages out. The property does not provide insurance coverage in case of missing packages. Residents should be aware that the area is accessible to various carriers and fellow residents. The property or package room service are not responsible in case of a missing or misplaced package; residents must work directly with the shipping carrier to file a claim directly.

For Staff

- Luxer One can provide your property with PDFs of outbound shipping signs (see below for examples).
- Have packing tape and sharpies handy and attached to the wall for resident use. Do not use scotch tape as the carriers will not take those packages. You may also be able to obtain boxes & envelopes free of charge from your local USPS, FedEx, and UPS offices.
- For packages that don't belong to a property or a resident living there, it's important to write the reason for return with a sharpie on the front of the package next to the label: Return to Shipper (person doesn't live here). Forward (moved). Wrong building (mistake).
- All return-to-sender (RTS) packages should be in a clearly designated pickup space with signs for outbound shipping (see below). The carriers need to quickly see what items are for them, and the space needs to be clearly separated. Not doing so can cause delays in pickups.
- Provide an instruction sheet that clearly shows residents how the process works. Luxer One provides an example, but it's helpful to make sure it's clear on your specific policies and that your carriers are on board. If a carrier is not accepting outbound deliveries at your property, then don't list them.

For Carriers

All return-to-sender (RTS) packages will be in a clearly designated pickup space with signs for outbound shipping. The screen will also tell you if a package is ready to be picked up for outbound shipping.



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