

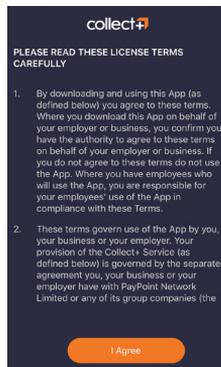
Collect+ StoreScan app

Driver Deliveries, Customer Collections & Inventory Scan

Available on iOS and Android, the Collect+ StoreScan app enables you to process parcels quickly and easily direct from your mobile device.

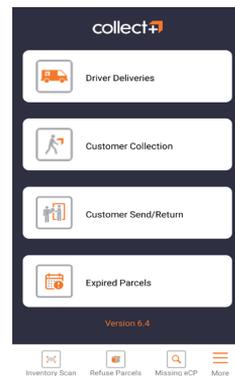
The StoreScan app uses the camera in your mobile device to scan parcel barcodes so that driver delivery and customer collections can be processed from anywhere in the store.

1 After installing the app, review the terms then select 'I Agree'.

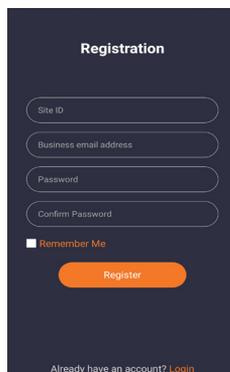


3 Sign into the app using the Site ID, email and password used for registration.

4 From the home screen you can perform Driver Deliveries, Customer Collections, Customer Send/Return and Expired Parcels.



2 Register using your PayPoint site ID, any email address and a 6-character password. Tick 'Remember me' to save your login details.



Need a hand? We're here to help! Please email us at parcels@paypoint.com



Driver Deliveries

- 1 To book in parcels, tap 'Driver Deliveries'. You can then either enter the barcode or select 'scan' to scan the parcel. Point the phone camera towards the barcode to scan. To delete a scan, press the trash icon. Press 'submit' to complete.

Driver Delivery > Step 1 of 1

Scan the barcode or code starting 'ecp'. If either fail to scan, enter the ecp/barcode below.

Enter ecp/barcode

Scan

Scanned/ Entered Parcels

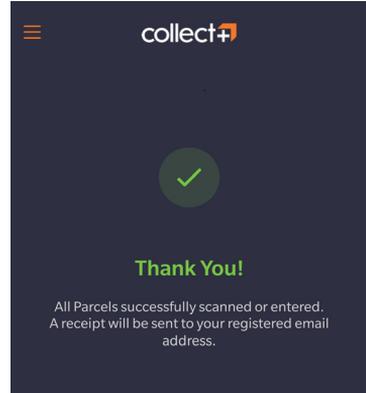
ECPEBAY0001

009999999999A999

1477014081520018034000790112586291

Submit

- 2 A receipt will be sent to your registered email address.



Top tip: For eBay parcels, the app may be able to read the ECP code, even if its handwritten.



Example training codes:

eBay

ECPEBAY0001

Yodel



009999999999A999

FedEx



1477014081520018034000790112586291

Remember

Scan all parcels as soon as they are delivered so the customer is notified to collect their parcel.

Count the parcels delivered to make sure it matches the device before signing for delivery.

Customer Collections



- 1 Tap 'Customer Collection', followed by 'scan' and then scan the collection code with your mobile device or enter code manually and tap '+'.
Press 'Next'.

- 3 All parcels to scan or enter will be displayed. To scan out, press 'Scan' and point the camera at the barcode. Alternatively enter the code, press '+', followed by 'Finish'.

- 2 If required, check the customer's ID to make sure it matches the name on the parcel and if acceptable, select 'ID Checked'.



Customer Send/Return (Yodel only)



1 Tap customer 'Send/Return' and scan customer send/return barcodes with your mobile or enter code manually and tap '+'

Press 'Submit'.

3 A receipt will be sent to your registered email address.

2 A receipt will be sent to their registered email address.

Example training code:

Yodel



00999999999A999

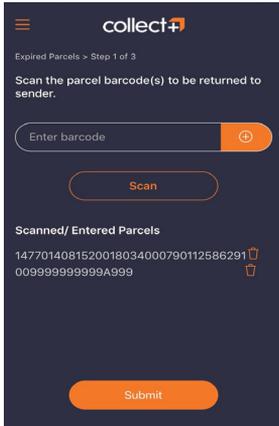
Important

The email address field is optional, but the customer will not receive tracking details if an email is not provided. You can write the tracking code down for the customer instead.

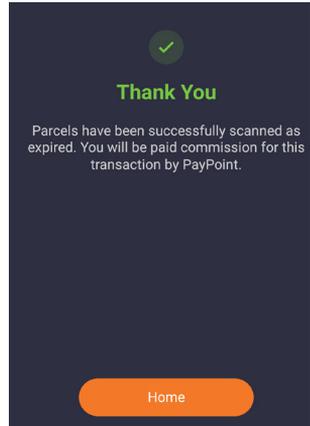


Expired parcels

1 Tap 'expired parcel' on the homescreen.



2 A receipt will be sent to your registered email address.



Example training codes:

Yodel



FedEx



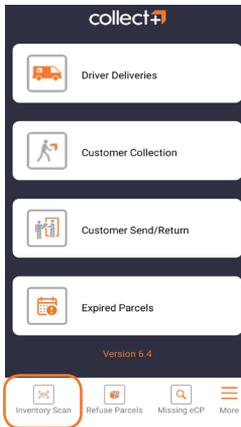
Please refer to the expired report and inventory scan for any expired parcels



Inventory Scan

Inventory Scan allows you to scan any parcel in store and check its status on the screen of your phone.

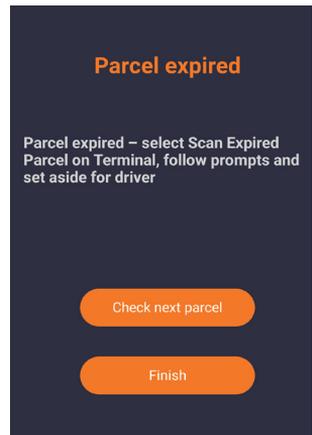
- 1 Tap 'Inventory scan' on the homescreen.



- 3 The status of the parcel will be displayed on your phone screen.

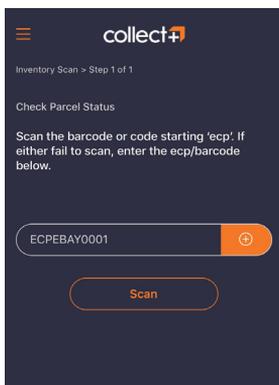
Any parcels that have expired will be colour-coded in red text and your phone will make a beep sound and vibrate to alert you.

Parcels that don't require you to take an action will appear in green text.



- 2 Select 'Scan' and point your phone camera towards the parcel barcode. If the barcode fails to scan, enter the barcode manually.

When you're done press '+'.



Example training code:

eBay



Missing eCP code?



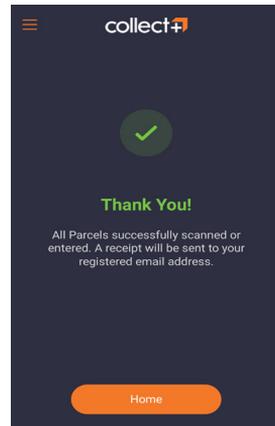
If an eBay parcel arrives at store without an eCP or if the eCP code is unreadable, you can look it up using the 'Missing eCP?' functionality.

- 1 Tap 'Missing eCP?' and then enter the customer's name as displayed on the parcel.

Press 'Find ECP Code'

collect+
Missing ECP > Step 1 of 2
Please enter customer name as displayed on the parcel.
An
Other
Find ECP Code
Cancel

- 3 A receipt will be sent to your registered email address.



- 2 The eCP code will be displayed if a match is found. Clicking on 'Confirm Driver Delivery' will mark the parcel as delivered to store.

collect+
Missing ECP > Step 2 of 2
We found the following ECP code matching the name you entered
eCPEBAY0001
Parcel will now be marked as delivered into store. Please write the ECP Code on the parcel
Confirm Driver Delivery
Cancel



Refusals (only available for FedEx)

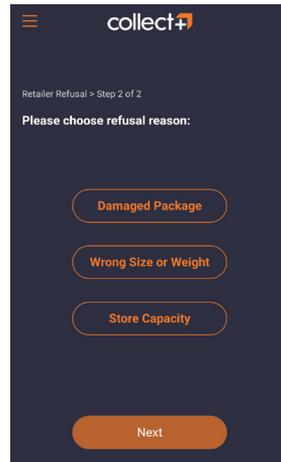


If the driver tries to deliver a parcel that is too big or damaged you can refuse the parcel by clicking on 'Retailer Refusal'. If the customer wishes to refuse their parcel, you can process it under 'Customer Refusals'. This will trigger a parcel collection from your store.

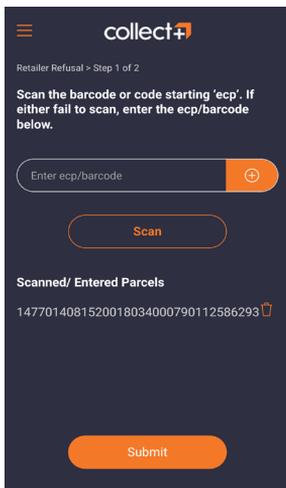
1 Tap 'Refusals' and choose refusal type.



3 Please choose a refusal reason from the screen and tap 'Finish'.



2 Scan the parcel barcode.



4 Parcel will be refused and will trigger a driver collection.

