

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.



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

collect#

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provision of the Collect Service (as defined below) is governed by the separate agreement you, your business or your employer have with PayPoint Network Limited or any of its group companies (the

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



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

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



permissions when prompted.

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

Driver Deliveries



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	Ð	
Scanned/ Entered Parcels		
ECPEBAYO001 0099999999999999 147701408152001803400079011258	ปี ปี 6291ปี	
Submit		

Example training codes:

eBay



Yodel





A receipt will be sent to your registered email address.





Customer Collections



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

Press 'Next'.

	collect =	
Customer Colle	ction > Step 1 of 3	
Scan the cu it below	stomer's collection	code or enter
ABC1234		Ŧ
	Scan	\supset
	Next	

2

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



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'.





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'.

Customer Send/Return > Step 1 of 2 Scan the customer's barcode or enter it below.		
Enter barcode	÷	
Scan		
Scanned/ Entered Parcels	ĺ	
009999999999999999999999999999999999999	Û	
Submit		

2

A receipt will be sent to their registered email address.





A receipt will be sent to your registered email address.

≡	collect+
	Thank you
Tra co	ansaction complete. You will be paid mmission for this parcel by PayPoint
Succ	essful Parcels
Parce	
Track	
www	
If email address was provided earlier, the customer will receive tracking details via email	
	Home

Example training code:



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.



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Expired parcels



Tap 'expired parcel' on the homescreen.





Example training codes:

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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.



Tap ' Inventory scan' on the homescreen.



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 '+'.

≡ c	collect7	
Inventory Scan > Step		
Check Parcel Status		
Scan the barcode either fail to scan below.	or code starting 'ec , enter the ecp/barco	p'. If ode
ECPEBAY0001		÷
	Scan	

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.

Parcel expired	
Parcel expired – select Scan Expired Parcel on Terminal, follow prompts and set aside for driver	
Check next narcel	
Finish	

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.



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

Press 'Find ECP Code'

	COILECT	
/lissing ECP >		
Please er displayer	nter customer name as d on the parcel:	
An		
Other		
(Find ECP Code	

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.



A receipt will be sent to your registered email address.





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' ands choose refusal ty	pe. Please choose a refusal reason from the screen and tap 'Finish'.
	≡ collect ∓	≡ collect ∓
	Please choose the refusal type	Retailer Refusal > Step 2 of 2 Please choose refusal reason:
	Retailer Refusal	Remand Backage
	Customer Refusal	Wrong Size or Weight
		Store Capacity
2	Scan the parcel barcode.	Next
	Retailer Refusal - Step 1 of 2	
	Scan the barcode or code starting 'ecp'. If either fail to scan, enter the ecp/barcode below.	Parcel will be refused and will trigger a driver collection.
	Enter ecp/barcode	
	Scan Scanned/ Entered Parcels	Need a hand?
	1477014081520018034000790112586293 🗍	We're here to help! Please email us at <u>parcels@paypoint.com</u> .
	Submit	