Here is an outline for your responsibilities during the one-month training period.

1. Log in to your dashboard each working day. You must remain professional and committed to meeting our high standards during the on-the-job training process. Regularly checking the list of orders allocated to you is critical to meeting these standards. You must be diligent about checking your dashboard to track packages and receive important notifications.

2. Remain at your address. You must remain available at your address to avoid missing a shipment. This may require you to adjust your schedule some days. If you are not available to receive a package, carriers will attempt to deliver it a few more times. If you continue to miss the delivery, you are responsible for picking up the package from the carrier's location.

3. Add packages which are not yet on the list. Your dashboard usually shows tracking numbers for incoming packages so you can be prepared. However, when you receive a package which is not yet on the list, you need to add it to your account yourself by pressing Packages > Add Package.

4. Pick up orders yourself occasionally. For some packages, you will be required to travel to a local store or post office. Typically, such occasions are limited to five times per month and will be within a 10 mile radius of your address.

5. Follow our package processing guidelines and standards. After removing old shipping labels, invoices, and barcodes from incoming packages, you are responsible for taking photos of the product boxes and uploading those photos to your online account. Please be careful not to breach the branded product box and remember that you are not authorized to unpack any products or open branded product boxes.

6. Quality control and assessment. You are responsible for assessing the condition of of retail packaging for all packages you receive. For example, if a box appears to be previously opened, you have to mention it and describe the shipping box and the product box condition by leaving a comment.

7. Ship all orders the same day before the cut-off time. Shipping labels are usually uploaded only after you have uploaded photos. After taking photos, you are responsible for shipping packages to a customer or to a distribution center. Your dashboard will show prepaid shipping labels for you to print and apply to each package. You then take the package to a UPS, FedEx, or USPS location to ship it the same day you receive it. For customers that are consolidating several packages, you will be instructed to wait for every package to be delivered and repack everything in a large box without opening any of the boxes.

8. Keep goods records. You are required to keep receipts when shipping packages via UPS, FedEx, or USPS. You may need be required to upload these shipment acceptance confirmations.

9. You can order a batch of complimentary shipping materials from USPS, UPS, or FedEx. To access some of the features offered by these shipping providers, you have to first register a personal online account with each of them on their respective websites. Following registration, you will be able to order free branded shipping goods. We recommend that you purchase multiple sizes of boxes, envelopes, and pouches. Note that FedEx will request your credit or debit card to verify your address, but they will not charge you.

10. Maintain a strong attention to detail. You should always follow your delivery schedule, leave comments if packages aren’t intact, and remain in contact with your supervisor so there is no delay in receiving instructions.

Last but not least, I want to welcome you to the team and wish you nothing but the best during your time with us.