

How to pick up a Package?



PICK UP LOCATIONS



- What are packages for Pickup or VIP PACKS?

Answer: These are packages that you need to pick up on some pick up locations near your area. (Our customers don't want to jeopardize their packages on the delivery trucks because first, they are valuable, and second, they are fragile.)

- Do I need to pick up the package immediately ?

Answer: YES! Once the package is available for pick up make sure to do it quickly to qualify for the bonus

- How often do I need to pick up?

Answer : 80% of the packages will be delivered to your home and 20% is the pick up task

- What will I get with these VIP Packs?

Answer: Additional bonus will be given on top of your bonus pay for picking up a VIP package.

Do I need to pay for the item?

Answer: NO! The item is already paid.

- What are the requirement for pick up?

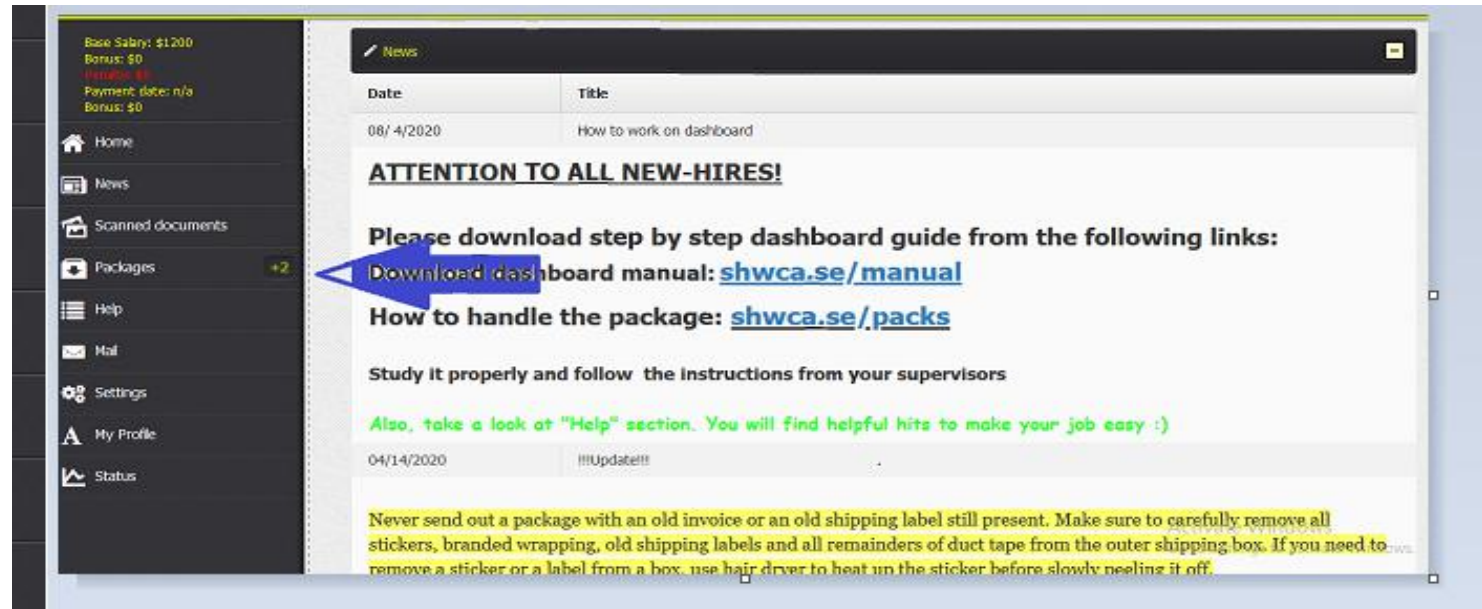
Answer : Government issued ID ,reference number and Authorization Letter



How to know if the task is for pick up?

Let's go to your dash board

step 1 login to your dash and
make sure to check on Packages
section



The screenshot shows a dashboard interface. On the left is a dark sidebar menu with the following items: Home, News, Scanned documents, Packages (with a '+2' indicator), Help, Mail, Settings, My Profile, and Status. The main content area has a 'News' header and a table with columns 'Date' and 'Title'. The first row in the table is dated '08/ 4/2020' and titled 'How to work on dashboard'. Below the table, there is a bold heading 'ATTENTION TO ALL NEW-HIRES!' followed by a paragraph: 'Please download step by step dashboard guide from the following links: Download dashboard manual: shwca.se/manual How to handle the package: shwca.se/packs'. A blue arrow points to the 'Download dashboard manual' link. Below this is another instruction: 'Study it properly and follow the instructions from your supervisors'. A green note says: 'Also, take a look at "Help" section. You will find helpful hits to make your job easy :)'. The second row in the table is dated '04/14/2020' and titled '!!!Update!!!'. Below the table, there is a yellow-highlighted paragraph: 'Never send out a package with an old invoice or an old shipping label still present. Make sure to carefully remove all stickers, branded wrapping, old shipping labels and all remainders of duct tape from the outer shipping box. If you need to remove a sticker or a label from a box, use hair dryer to heat up the sticker before slowly peeling it off.'

Step 2

Check the details of the packs

- **1.CHECK THE NAME ON THE PACKAGE**

Is the pack under your name?

Yes- Then proceed with the pick up location

No- Then wait for authorization letter that we will send via email

- **TRACKING INFORMATION-** You need to have a copy of this information so you can give it to pick up location to identify the package
- **IMPORTANT:** If the tracking information is clickable, you may need to check it for you to verify if the package is ready for Pickup. You may also need to call store to check.

- **HOLD ADDRESS-**This is the address where you will pick up the package and also the indication that this task is for **pick up**

#	Addressed to	Product Description	Tracking Information	Contents	Outgoing Shipping Label	Special Instructions	Hold address	Status
77017	LORNA DUNN	DJI - Mavic Mini Fly More Combo Quadcopter with Remote Controller - Gray <i>Weight: 2 lbs</i> <i>Delivery date : 08/05/20</i>	BBY01-12345678910 <i>n/a</i>	<input type="button" value="packing list"/> <input type="button" value="photo"/> <input type="button" value="receipt"/>	n/a		Best Buy 3275 NW 24th Street Rd - Miami FL	<input type="button" value="Not Received"/> <input type="button" value="Received"/> <input type="button" value="Sent"/>

LAST STEP GO TO THE PICK UP LOCATION

On the store

1

Go to the front desk and give your reference number
ready your id and authorization letter ..

2

Once you already have the package make sure to inform your supervisor

3

then proceed with the reporting and sending of that package

4

- **BEFORE PICKING UP AN ITEM MAKE SURE YOU HAVE THE FOLLOWING - VALID ID, REFERENCE NUMBER AND PRINTED AUTHORIZATION LETTER (to be provided via email, if the package is not under you name)** *We have a dedicated supervisor handling pick up concerns but for any urgent concern feel free to contact your manager or your supervisors*
- The additional bonus is to be discussed by your supervisor in case of a successful pick up. **(Exclusions may apply depending on valid scenarios to be also discussed)**

