Online control panel account and work process instructions.

Contents:

PART 1 – Online control panel overview

Please make sure that you log in to your online control panel account from a desktop PC or a laptop in order to gain access to all the available functions! Log in daily to stay updated!

Your online control panel account will provide all the necessary information for you daily work process. Always check the "Packages" section (Example below):

1) General account settings.

2) Customer's information.

3) Package tracking numbers, with live statuses.

4) Options to upload the required photos.

PART 2 – Start processing packages

Your new tasks (incoming packages) will start being assigned during the first week of your probationary period.

As soon as a new package (ID) was assigned to your online control panel account, you will receive an email notification.
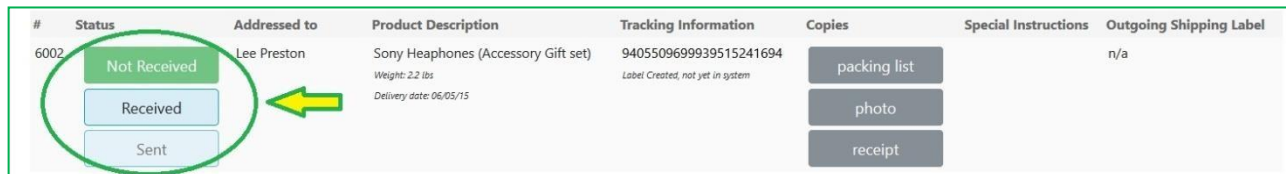
Once a new task is assigned, you need to accept the task by clicking "TASK ACCEPTED" in the status bar of the "Packages" page:

Once you have accepted a new task, the below options will be available:

PART 3 – Receiving packages

Monitor the live tracking statuses by their tracking numbers to expect the delivery of your packages. Make sure that you or someone on your behalf is available during the day to accept and receive the package as some packages may require a signature.

As soon as the package was delivered to you, change the status by clicking the "RECEIVED" button in the status bar (Example below):

Once you changed the status to "Received" you need to request a new postage label by clicking "Request postage label" (Example below):

The following "requested" status will appear in the Outgoing labels bar:

Inspect the package and take a photo of the invoice/package list (if available). Upload the photo by clicking on the "packing list" button (Example below):

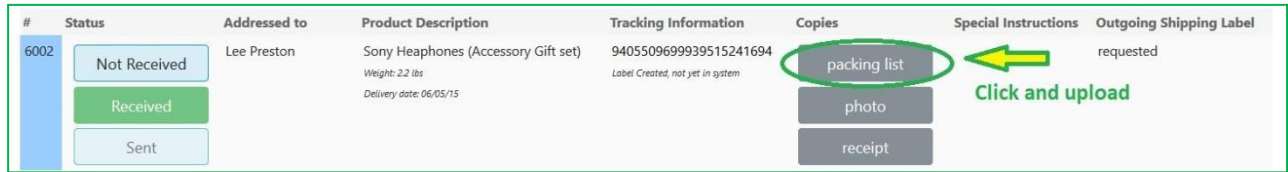| #	Status	Addressed to	Product Description	Tracking Information	Copies	Special Instructions	Outgoing Shipping Label
6002	Not Received / Received / Sent	Lee Preston	Sony Heaphones (Accessory Gift set) Weight: 2.2 lbs Delivery date: 06/05/15	9405509699939515241694 Label Created, not yet in system	packing list / photo / receipt		requested

Click and upload

Take a photo of the actual contents of the package and upload it by clicking the "photo" button (Example below):

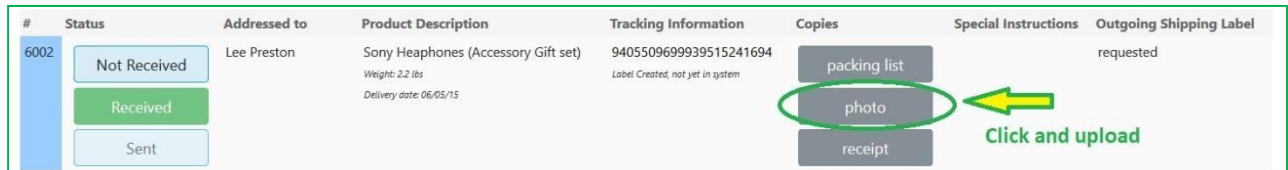| #	Status	Addressed to	Product Description	Tracking Information	Copies	Special Instructions	Outgoing Shipping Label
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Click and upload

<u>After uploading the photos, make sure to remove the invoices/packing lists and the old shipping labels from the package!</u>

PART 4 – Sending the package (Completing the task)

Once the customer provides green light to ship the package, a new prepaid shipping label will be uploaded to your account and will appear in the "Outgoing shipping label" bar. You will receive an email confirmation. (Example below):

Download the new shipping label, print it and attach it to the package with clear tape.

Make sure that all old invoices/packing lists and the old shipping labels are removed from the package before applying the new shipping label that was uploaded to your account!

Send the package (drop it off at the nearest authorized post office) and collect the shipping receipt that is provided during the drop off.

Change the status of the package to "SENT" by clicking the "Sent" button in the status bar. (Example below):

Upload a photo of the shipping receipt that was provided to you when the package was sent/dropped off, by clicking the "receipt" button:
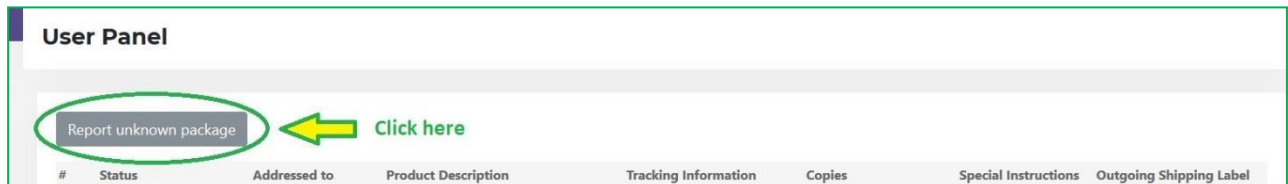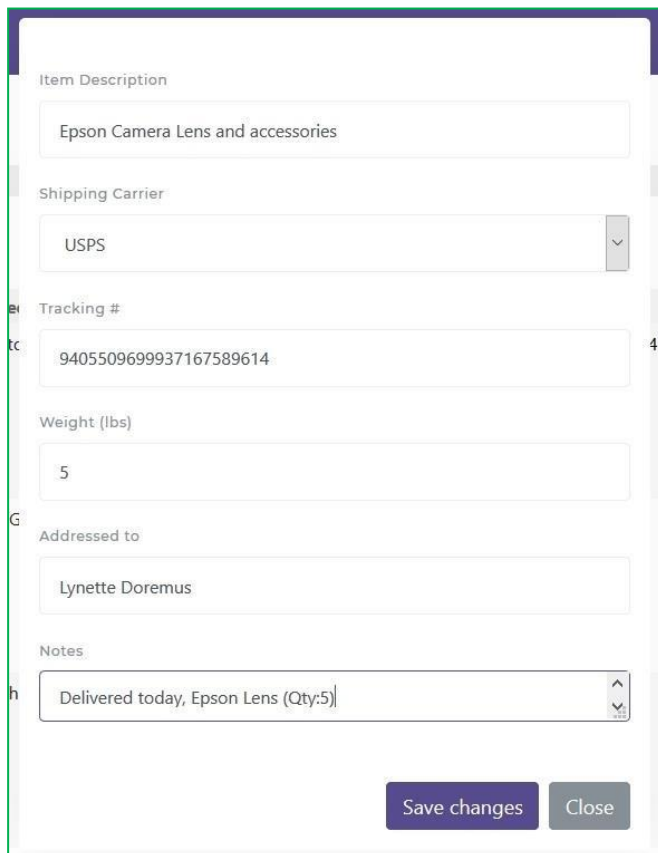

The task is now completed.

PART 5 – Reporting unknown packages

If you receive any package which you have not expected or it is not listed in your online control panel account please go to the "Packages" page and click "Report Unknown Package". (Example below):

Provide the required info so we can investigate and give you further instructions. (Example below):
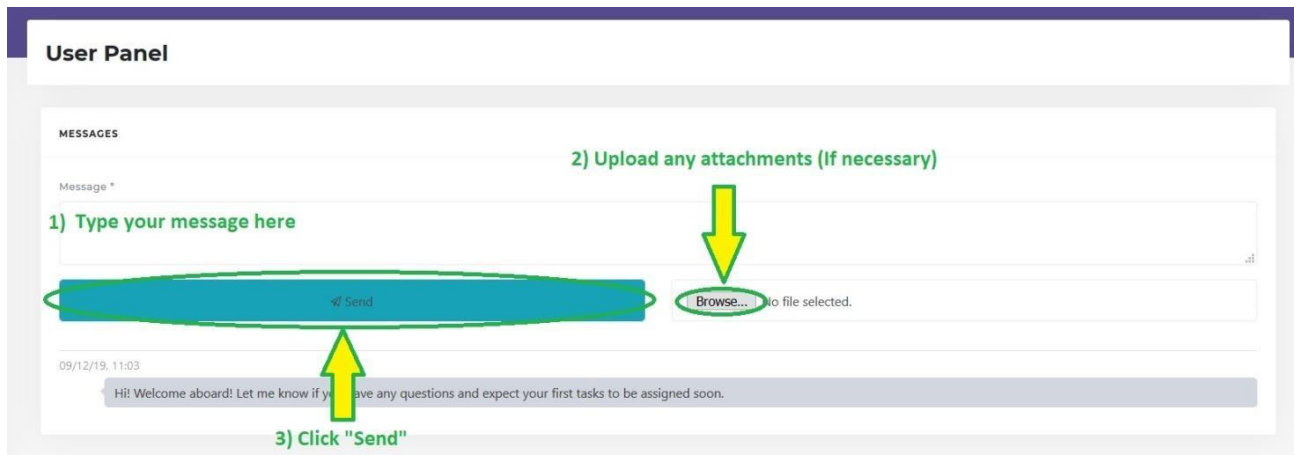

Click "save" and expect updates from your team leader.

PART 6 – Team leader support

For your convenience there is a live messaging system in your account. All work related conversations and file transfers are in the "Mail" section. To access it, click the "Mail" button of the main menu.
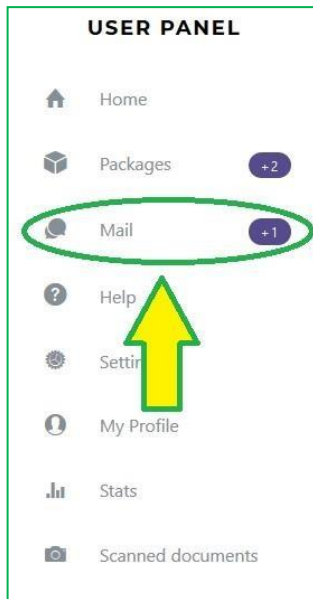
Send messages to your team leader and attach any required files:

If there are any additional questions, you can always call us.