

# FREQUENTLY ASKED QUESTIONS

FOR RESIDENTS

## HOW DOES IT WORK?



1. Ship packages to your usual address



2. Couriers deliver packages to a secure package locker at your property



3. Receive instant notifications via text, email or mobile app with your unique access code



4. Enter code into the kiosk and access the locker containing your package

- 1: Shop anywhere online and provide your home address for shipping
- 2: Courier delivers your package into the Parcel Pending Locker System
- 3: Instantly get notified via email and/or text of your delivery along with a unique access code
- 4: Enter your access code into the locker and retrieve your package

### Who in my apartment should sign up?

- To ensure no interruptions or delays in deliveries, all residents should sign up.

### Does everyone who registers need to provide credit card information?

- Every Parcel Pending account must have a valid credit card on file. Multiple occupants can be added to one account during the sign up process (e.g. family members). Note, the primary resident on the account and their associated credit card will incur any fees for all occupants on a given account for occupant-related charges.

### What if I have roommates and don't want them on my account?

- Multiple accounts can be created per apartment number. In this situation, each roommate would create their own account.

### What address should I ship to?

- Simply use your home address.

### What if I can't reach to the tallest lockers?

- You can change your locker preferences during registration to ensure your packages are delivered to lockers 4 feet from the ground or lower. Couriers are notified of this preference, and our system automatically selects lockers that meet your preferences.

### What if my package contains perishable items?

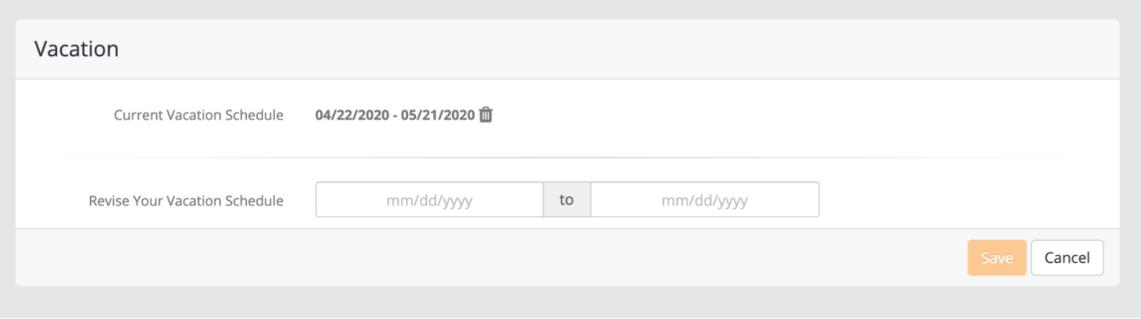
- We encourage you to pick up your packages as soon as possible to prevent items from spoiling.

### How do I contact Parcel Pending?

- You can contact our staff at 855-316-4756 or help@parcelpending.com. We are pleased to offer live, 24/7 US-based customer service.

### What should I do if I go on vacation?

- Simply put your account on vacation mode by following the steps listed below.
  - 1) Sign in to your account at my.parcelpending.com.
  - 2) Click on the "Vacation" tab
  - 3) Select "Vacation" and press "Enter"
  - 4) Enter the dates that you will be out of town and click the "Save" button.



The screenshot shows a web interface titled "Vacation". It displays the "Current Vacation Schedule" as "04/22/2020 - 05/21/2020" with a trash icon to its right. Below this, there is a section for "Revise Your Vacation Schedule" with two date input fields (each containing "mm/dd/yyyy") separated by a "to" label. At the bottom right of the form are "Save" and "Cancel" buttons.

Note: Packages must be picked up within 24 hours after the "Vacation End Date" to avoid incurring fees.

Parcel Pending is dedicated to ensuring the security of resident credit card information. It is with great pride to communicate that we are partnered with Authorize.net (a Visa Corp. company) as our credit card processor, as they are one of the best in the industry and support some of the largest online websites. Authorize.net is committed to safeguarding customer information and combatting fraud, and adheres to both strict internal security policies and industry security initiatives. Authorize.net utilizes industry leading technologies and protocols, such as 128-bit Secure Sockets Layer (SSL) and are compliant with government security initiatives. Parcel Pending does not store residents' credit card information.