

Courier Drop Off

Step 1: Check Deliveries

X A courier may attempt to deliver parcels which do not meet Kinek guidelines. When a courier arrives, check for the following:

- X** Any damaged parcel.
- X** Any parcels to which COD is owed.
- X** Parcels that are larger than your published maximum size on the Kinek site.
- X** Parcels requiring refrigeration or containing hazardous materials.
- X** Any parcels to which duty and taxes are owed (if your location does not accept parcels with duty and taxes).

If a parcel matches any of the above criteria, it must be rejected. **Before the courier leaves, you must obtain the Kinek# on the address label of the parcel and a missed delivery slip** (if a courier does not have a missed delivery slip, obtain the address where the parcel will be taken).

Once you have the Kinek# and address the parcel will be redirected to, log into your account at www.kinekpoint.com and enter a Redirect Delivery. This will send a notification to the customer, alerting them to the new location of their parcel.

Step 2: Accept Deliveries

✓ Sign in to the software at www.kinekpoint.com.

- Select the courier that dropped off the parcel from the drop down list.
- Enter the Kinek# listed on the address lines of the parcel and click **"Verify Delivery"**.
- If there is no Kinek# on the parcel, click **"Unknown Kinek#"** on the accept delivery page and search by the name on the parcel or a partial Kinek# if one is provided.
- Select the recipient, click **"Continue"**. If this is the right person, click **"Accept Delivery"**. If it is the wrong person, click **"INCORRECT MATCH"**.
- IF you cannot find a recipient for this parcel, hold it in case someone shows up for it. Put the parcel on the "Homeless Parcel" shelf.

Customer Pick-Up

Follow These Steps:

- ✓ Ask for customer's Kinek# (sometimes missing) and click **"Pick-Up"**.
 - If provided, enter the Kinek# and click **"Find Item by Kinek#"**.
 - If missing, ask for the customer's name and/or phone number, enter this information in corresponding fields, and click **"Find Item by Name"**.
- ✓ Ask customer for Photo ID. (Required)
- ✓ Compare the Photo ID name and address to the name and address on the screen. (Required)
- ✓ IF name and address match, select all packages in the system for the customer and click **"continue"**. (By clicking "continue" you verify their ID)
- ✓ Ask for payment.
- ✓ Ask customer to sign signature sheet. (Required)
- ✓ Initial the signature sheet. (Required)
- ✓ Click **"Complete Pickup"**.



Exception Handling outlined on other side...

TIP:

Training videos for these (and other) topics can be viewed at any time by going to www.kinek.com, logging in, and clicking the "Help" link in the upper right-hand part of the screen.

Exceptions

What if someone other than the addressee attempts to pick up the package?

- ✓ Allow the person to pickup if they have Photo ID with the same last name and home address.
- ✗ If the person does not have Photo ID with a matching last name and address, inform them that the addressee needs to be there in person with a Photo ID to receive the package.
- ✓ A person may also pick up a package for someone else if they have a notarized letter or notarized power of attorney giving them the right to receive the package. Make a copy of the document and the ID of the receiver before releasing the parcel.

What if the package or contents are damaged?

Inform the customer that they can return it to the shipper. As a Kinek Point, you do not have any liability beyond the handling fee as agreed to in the terms of service the consumer approved.

I have a question not covered in the checklist. What do I do?

Please refer to the Kinek Point Partner Portal FAQ at <http://depot.kinek.com/faq.php> and/or the Kinek Point Partner help section (accessible after logging into your account).

For urgent issues, please call our support line at (408) 524-4208.

TIP:

Keep this sheet in a location where employees can quickly find it. It will help them when they have questions about the service.

