

We are so pleased to introduce you to the Package Concierge® system - your new automated package management amenity available to you for retrieving packages at your convenience! Following are a few Frequently Asked Questions we wanted to share with you about your new amenity as well as a quick reference guide to your Package Concierge® Resident Web Portal.

### Q: WHEN CAN I START USING THE NEW PACKAGE CONCIERGE?

**A:** You will receive a “Welcome” email when the system is launched that will provide you with your unique Username, PIN (if applicable) and specific instructions about how to register to begin using the system. Please follow the steps outlined in your Welcome email to ensure you fully activate your account so you can start using your new Package Concierge® system right away.

### Q: HOW DOES IT WORK?

**A:** Packages are delivered into the Package Concierge® System by delivery carriers (UPS, FedEx, USPS, etc.) and you will receive a notification saying you have a package. You retrieve your package at the Package Concierge® kiosk by logging in with your Username or by scanning the barcode provided in your email or text notification. You may also be asked to enter your 4-digit PIN if your property requires a Username/PIN combo at the kiosk. All lockers containing your packages will then automatically open...whether you have one package or five. And if your property has a package room system, the door to the room will unlock when you login. It's that simple!

### Simple, Seamless Process



✓ Resident user places order online with any retailer

✓ Retailer can choose any delivery carrier



✓ Carrier delivers package directly into locker system or package room

✓ Fast and easy – averages less than 8 seconds!



✓ Resident receives email/text notification based on preferences

✓ Notification includes user barcode for easy system access/login



✓ Resident can retrieve packages 24/7 with barcode or username

✓ Multiple packages retrieved with one user login

### Q: DOES PACKAGE CONCIERGE® HAVE A MOBILE APP THAT I CAN USE?

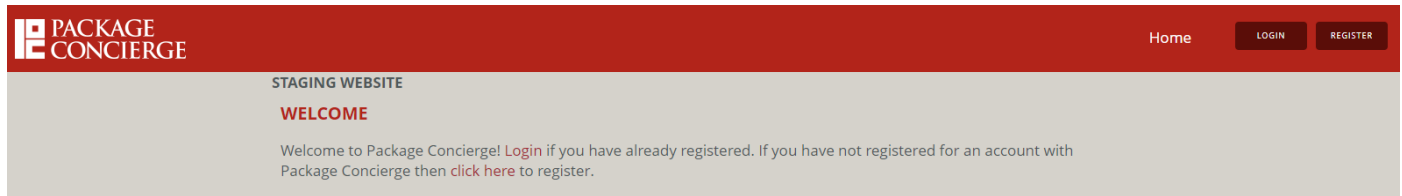
**A:** Yes! Simply search for Package Concierge® in the Apple or Android App Store to download. The mobile app maintains your package delivery history, allows you to update your account preferences and houses your Username barcode enabling easy system login and package retrieval anytime.

### Q: WHAT IF I HAVE QUESTIONS ABOUT A PACKAGE OR USING THE SYSTEM?

**A:** If there is a package-related issue that requires physical intervention of some type, please follow instructions provided by your Property Management office for resolution. If you have a question about how to use the system or a problem with your account - you can reach Package Concierge® support via email at [support@packageconcierge.com](mailto:support@packageconcierge.com) or by phone at (888) 989-7225.

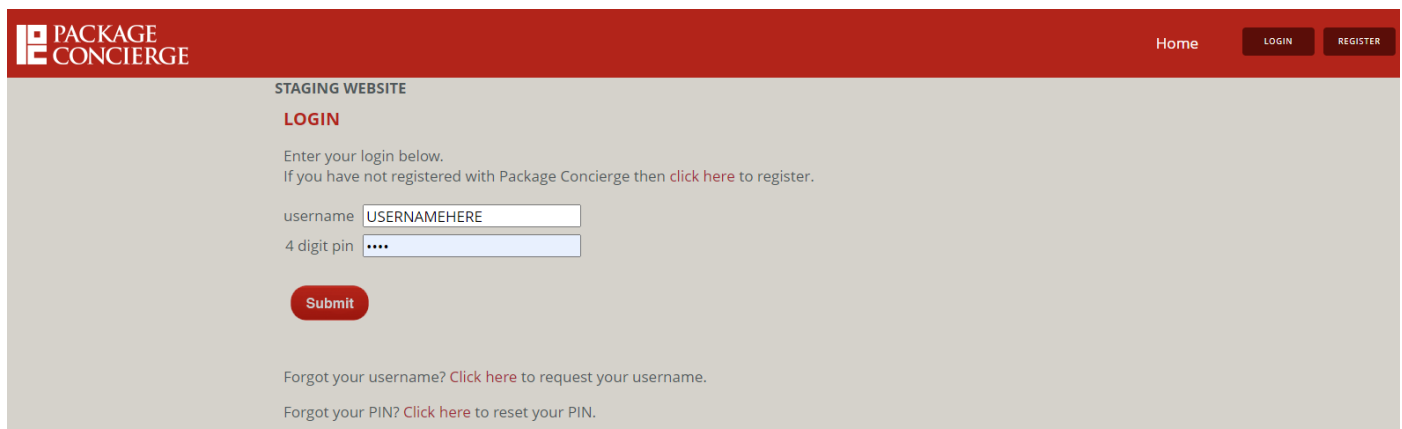
## Resident Web Portal Quick-Reference Guide

As soon as your property management office provides your contact information to Package Concierge® for the system database, you will receive a “Welcome” email that will provide you instructions about how to login to the Resident Portal. It will include this link: [www.packageconciergeadmin.com](http://www.packageconciergeadmin.com)



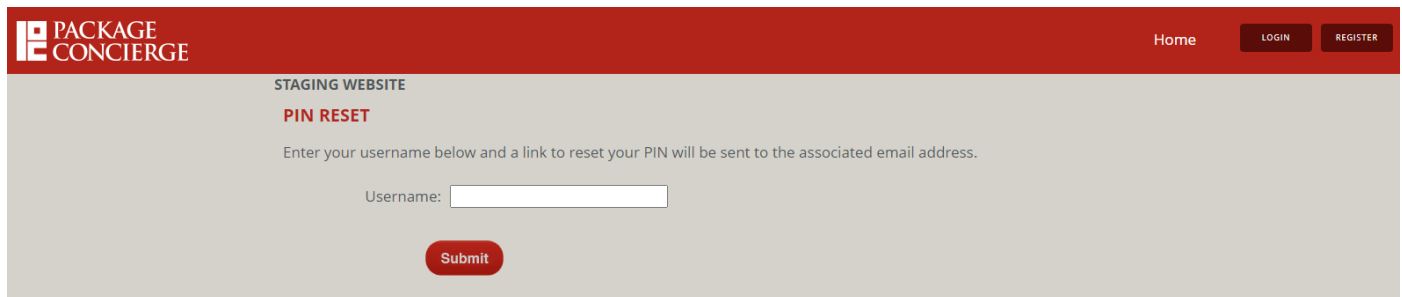
### Login Screen

To login, you enter your unique Username and a 4-digit PIN (Personal Identification Number) and then click “Submit”. If you forget your Username or PIN – you can select the “Click here” text below the “Submit” button.



### PIN Reset

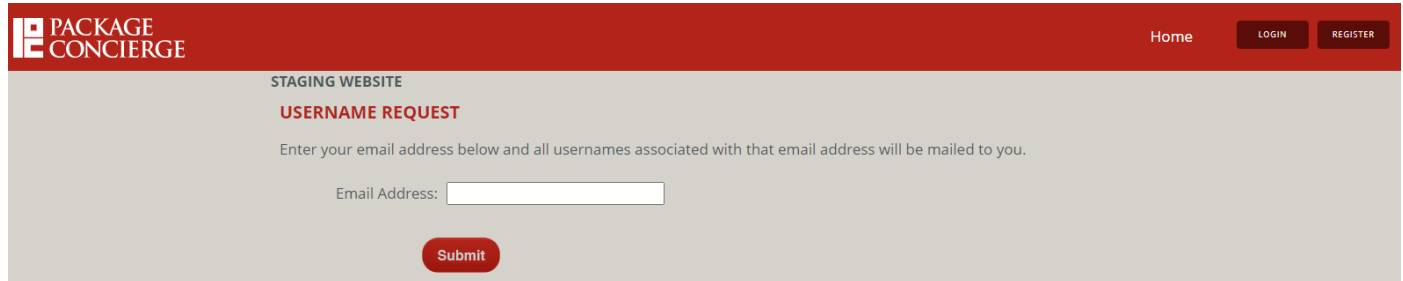
You can reset and change your PIN anytime. When a Reset PIN request has been submitted, an email will be sent to you with the new PIN.



You can also reset your PIN at the Kiosk interface should you forget it when logging in to retrieve a package. Your PIN Reset message will arrive in your email the same as if you reset it using the portal. **NOTE:** PINs are optional at the kiosk and may or may not be required depending on your property management’s preference.

## Username Request

You may also request your Username using your email address on file should you forgot it.



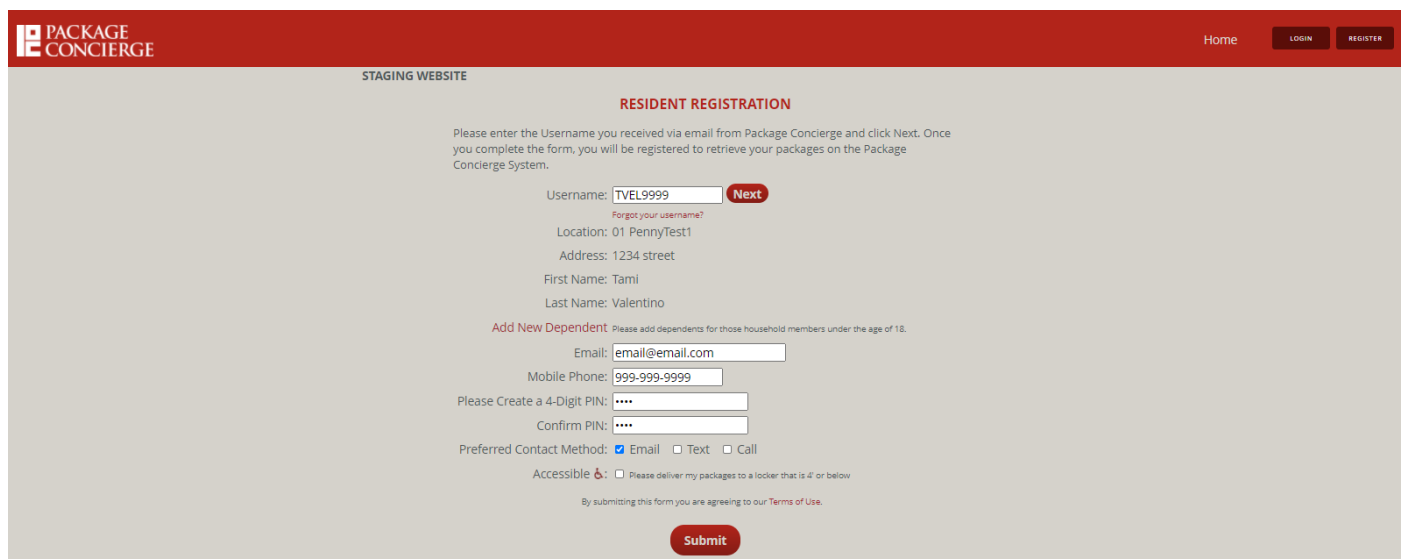
The screenshot shows the 'STAGING WEBSITE' header with the Package Concierge logo on the left and 'Home', 'LOGIN', and 'REGISTER' buttons on the right. The main content area is titled 'USERNAME REQUEST' and contains the instruction: 'Enter your email address below and all usernames associated with that email address will be mailed to you.' Below this is a text input field labeled 'Email Address:' and a red 'Submit' button.

## Registration Process

When you receive your “Welcome” email, it will tell you if you have been “auto-registered” to use the Package Concierge system – or if you need to login to your portal and “actively register” to get started.

If your Welcome email includes your unique Username and a 4-digit PIN to login – you have been “auto-registered” and are ready to start using your Package Concierge®. Delivery carriers will see your name in the kiosk and be able to deliver for you and you will start receiving notifications and be able to retrieve your packages from the system.

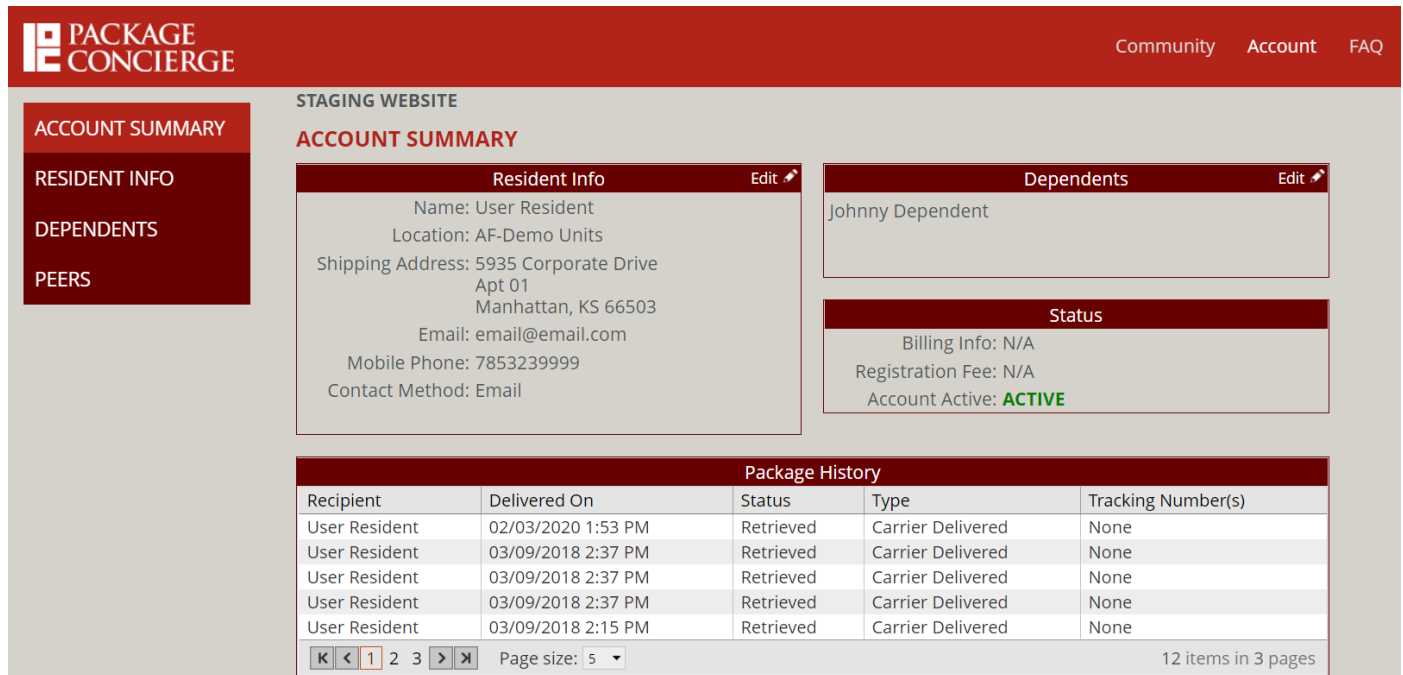
If your Welcome email includes your unique Username and asks you to go to your resident portal to set your PIN and complete registration – you are in the “active registration” process. Sometimes management chooses to charge fees for using the system to help defray expenses. If that is the case at your property – you will be prompted to setup your credit card information for billing purposes in order to activate your account. Sometimes there is a one-time registration fee, or storage fees for not retrieving packages in a timely manner. Your management office will inform you about the specific policies effective for your property.



The screenshot shows the 'STAGING WEBSITE' header with the Package Concierge logo on the left and 'Home', 'LOGIN', and 'REGISTER' buttons on the right. The main content area is titled 'RESIDENT REGISTRATION' and contains the instruction: 'Please enter the Username you received via email from Package Concierge and click Next. Once you complete the form, you will be registered to retrieve your packages on the Package Concierge System.' The form includes the following fields: Username (TVEL9999) with a 'Next' button and a 'Forgot your username?' link; Location (01 PennyTest); Address (1234 street); First Name (Tami); Last Name (Valentino); Add New Dependent (Please add dependents for those household members under the age of 18); Email (email@email.com); Mobile Phone (999-999-9999); Please Create a 4-Digit PIN (\*\*\*\*); Confirm PIN (\*\*\*\*); Preferred Contact Method (Email checked, Text, Call); Accessible (Please deliver my packages to a locker that is 4' or below); and a 'Submit' button. A footer note states: 'By submitting this form you are agreeing to our Terms of Use.'

## Account Summary

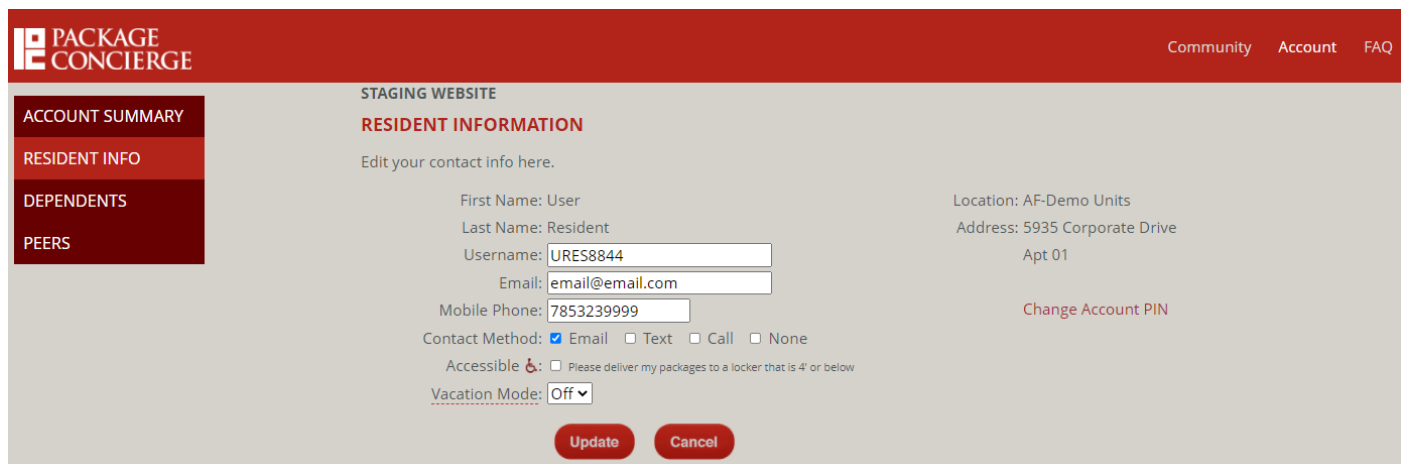
Once logged in, a resident can view details of their profile and account under Account Summary. This screen provides resident user information, dependents (if applicable), billing info (if applicable) and package history.



The screenshot shows the 'ACCOUNT SUMMARY' page. On the left is a navigation menu with 'ACCOUNT SUMMARY', 'RESIDENT INFO', 'DEPENDENTS', and 'PEERS'. The main content area is titled 'STAGING WEBSITE' and 'ACCOUNT SUMMARY'. It features three summary boxes: 'Resident Info' (Name: User Resident, Location: AF-Demo Units, Shipping Address: 5935 Corporate Drive Apt 01, Manhattan, KS 66503, Email: email@email.com, Mobile Phone: 7853239999, Contact Method: Email), 'Dependents' (Johnny Dependent), and 'Status' (Billing Info: N/A, Registration Fee: N/A, Account Active: ACTIVE). Below these is a 'Package History' table with columns for Recipient, Delivered On, Status, Type, and Tracking Number(s). The table lists five entries, all for 'User Resident' with a status of 'Retrieved' and 'Carrier Delivered'. At the bottom of the table are navigation controls and a page size dropdown set to 5, with a note '12 items in 3 pages'.

## Resident Info Updates

A resident can edit their profile settings in the Resident Info section. If the property has an automated integration in place to keep resident data updated, any contact changes (email/phone) should be communicated to management so the source resident management system can be updated.



The screenshot shows the 'RESIDENT INFORMATION' update form. It includes fields for First Name (User), Last Name (Resident), Username (URES8844), Email (email@email.com), and Mobile Phone (7853239999). There are also dropdown menus for Location (AF-Demo Units), Address (5935 Corporate Drive Apt 01), and Vacation Mode (Off). A 'Contact Method' section has radio buttons for Email (selected), Text, Call, and None. A note about accessible lockers is present. At the bottom are 'Update' and 'Cancel' buttons.

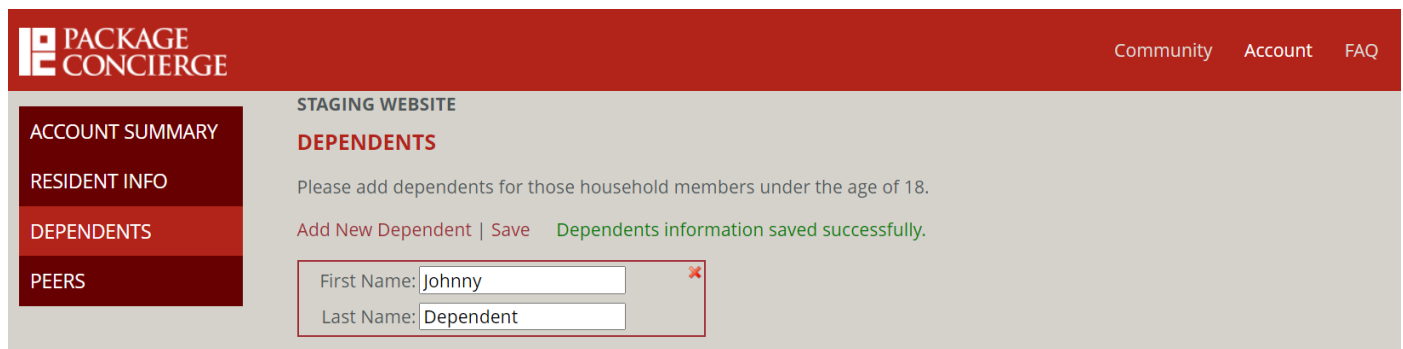
The resident can change their "Contact Method" for notifications at any time. If the resident would like to opt-out of all notifications and simply use the Package Concierge mobile app, they can choose "None".

## Accessibility Feature

If you need to have packages delivered into the lockers for you in the lower compartments, you may check the “Accessible” box in your profile. This restricts locker selection for package carriers to compartments that are 48” or lower from the floor. Carriers don’t see anything different when they deliver - the system privately manages access.

## Dependents

There is an optional feature in the Package Concierge® system that allows registered users to add Dependents. If you don’t see this option in your resident portal – your management office may not allow Dependents in your system. The Dependent feature allows the Dependent’s name to appear separately in the kiosk for carriers to find when delivering packages. A Dependent user does not have their own account – they are tied to the main registered user account - so any package delivery and reminder notifications will go to the registered resident user.



The process is simple to Add New Dependent. You simply enter the first and last name and clicks Save. The new Dependent name will then appear in the kiosk for deliveries.

## Vacation Mode

If you are going to be away for an extended period of time and won’t be able to retrieve packages delivered for you, you will want to turn on “Vacation Mode” in your web portal account. The Vacation Mode setting will take your name out of the kiosk during the timeframe you setup so package deliveries cannot be made during that time.

**Important Timing Note:** If there are already packages in the system for you when you set Vacation Mode – those packages will not be affected. That means reminders and any storage fees (if charged by property) will still apply. So be sure to remove any packages from the system before you leave on vacation!

