PARCEL TRACKER

TRAINING



October 2026

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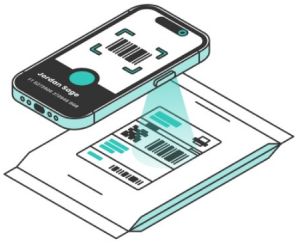
Check In Check Out Reference

Process Overview

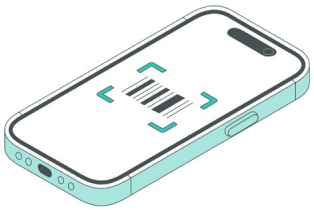
CHECK IN



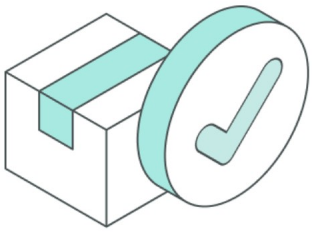
1 Make sure the recipient's name and the barcode on the label are in frame of the camera



2 Press and hold the scan button to capture the recipient's name and parcel details

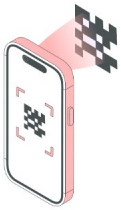


3 If prompted, press and hold the scan button again to scan the parcel's barcode

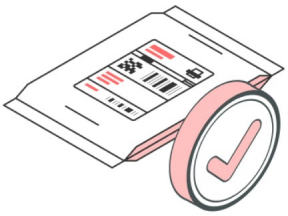


4 Review your scanned parcels and confirm to log them in

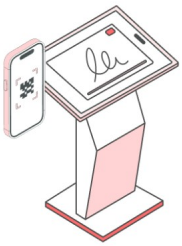
CHECK OUT



1 Scan the QR code the recipient presents you, or scan the parcel barcode



2 Review the parcels selected for collection before handing them over



3 Add a signature, note, or photo if needed, then complete the collection

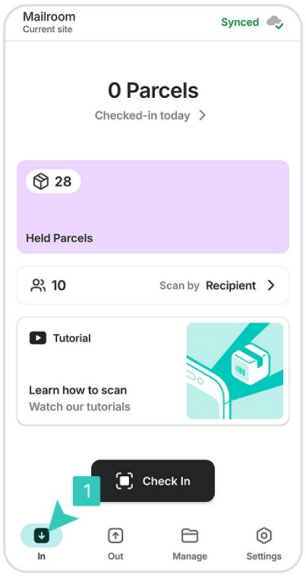
Which check-out option should I use?

The recipient shows their QR code	**Using a QR Code (p. 8)**
No QR code, and you have the parcels to scan	**Option 1: Scan Barcodes (p. 10)**
No QR code, and you need to find parcels by recipient, drop-off, or courier	**Option 2: Filters (p. 12)**

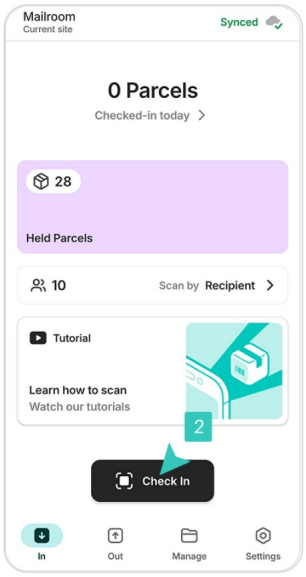
Check In

When a courier delivers a batch of parcels to the reception, follow these steps to log them using the mobile app. All users can log inbound parcels.

1. On your mobile application, tap the **In** tab. This is also the default screen when you open the app.
2. Tap **Check In**.

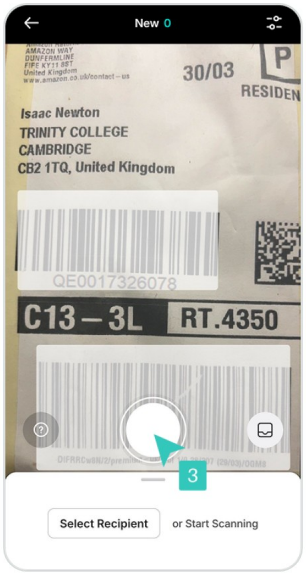


Step 1



Step 2

3. For each parcel, hold down the **Circular Button** to begin scanning.
   a. The app will automatically capture the recipient's name and parcel details.
4. If only the recipient's name was captured, the app will ask you to scan the barcode. Hold down the **Circular Button** again to scan it.
   a. Repeat steps 3 and 4 for additional parcels.



Step 3



Step 4

Check In, continued

5. To edit the most recent scanned parcel:
   a. Tap the **black bar** at the top of the screen that displays the most recent scanned parcel.
   b. Update or add any parcel details as needed, then tap **Save**.



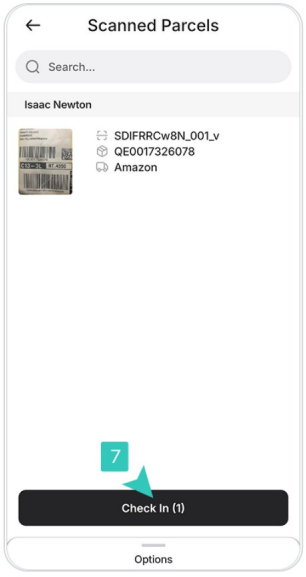
Step 5

6. Once all parcels are scanned, tap the **Parcel Cart** icon.

7. Review your scanned parcels, then tap **Check In** to finalize.



Step 6



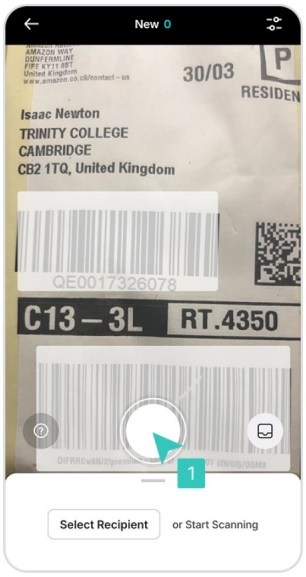
Step 7

TIP When adding additional details to the most recently scanned parcel, you can also upload photos manually by taking a new photo or selecting one from your gallery.

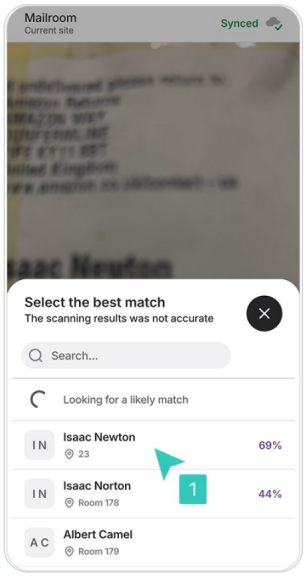
Check In: Manually Select Recipients

The built-in AI first tries to detect the recipient's name. If the label is blurry, faded, or not recognized, the app may show suggested matches instead. Follow these steps to confirm the recipient and add the barcode yourself.

1. Hold down the **Circular Button** to scan the parcel.
   a. The built-in AI will attempt to detect the recipient's name.
   b. If suggested matches appear, select the correct recipient.



Step 1a: Scan



Step 1b: Select

2. If the recipient is new, simply scan the parcel. When the app does not detect a similar recipient in the system, it will prompt you to create a new one.
   a. This prompt appears when **Suggest new recipients** is turned on (see page 16).
   b. If you prefer, you can tap **Select Recipient** to choose the recipient manually instead.



Step 2

Check In: Manually Select Recipients, continued

3. Capture or enter the parcel identifier:
   a. Hold down the **Circular Button** to scan the barcode, or
   b. Tap the **Barcode** icon to enter it manually, or
   c. Tap the **Dice** icon, then the **Check mark** to generate and confirm an identifier.



Step 3a to 3b



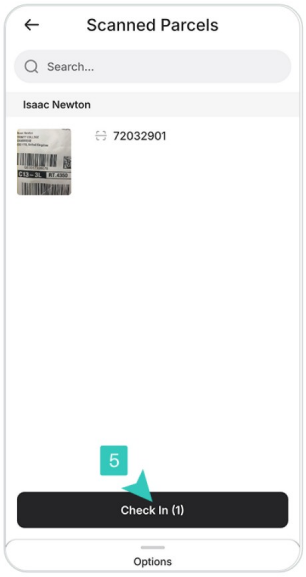
Step 3c

4. Tap the **Parcel Cart** icon.

5. Review your parcels, then tap **Check In** to finalize.



Step 4



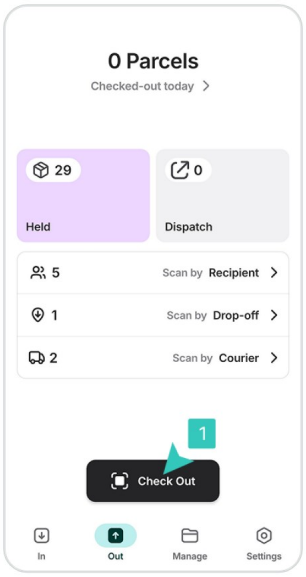
Step 5

Check Out

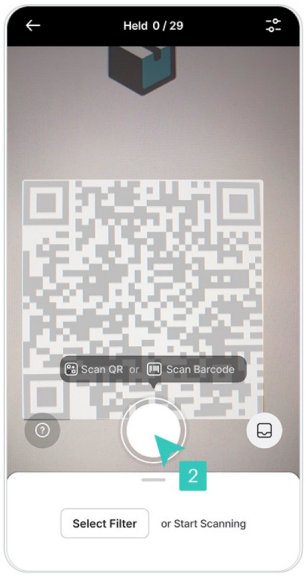
By default, Parcel Tracker automatically sends a notification to the recipient when a parcel is checked in. Recipients can use the QR code in the notification to collect their parcels.

Collect Parcels Using a QR Code

1. Open the application and tap **Out**, then select **Check Out**.
2. Press and hold the **Circular Button** to scan the recipient's QR code. This applies a filter, allowing you to see the parcels for collection under the recipient.

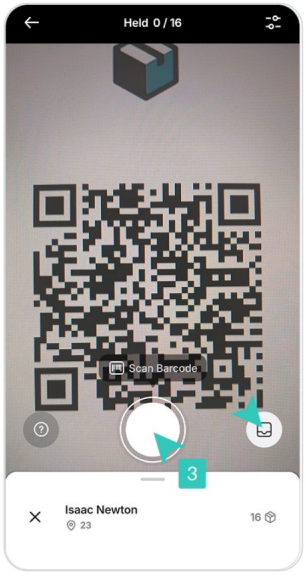


Step 1



Step 2

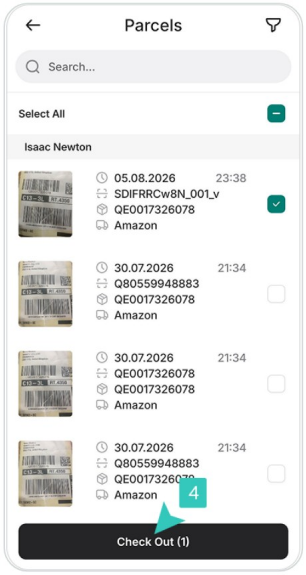
3. You may scan the recipient's parcels or select them manually by tapping the **Parcel Cart** icon.



Step 3

Check Out, continued

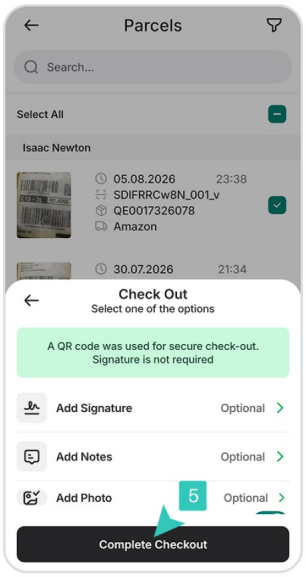
4 Review the scanned parcels or manually select the parcels you wish to check out, then tap **Check Out** to proceed.



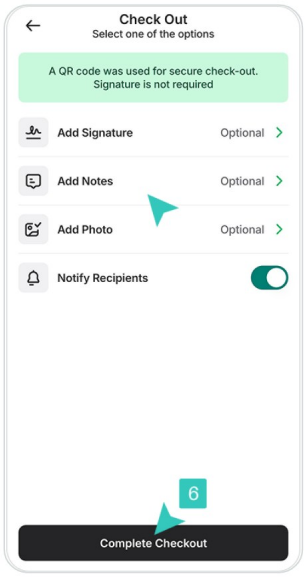
Step 4

5 Since you scanned the recipient's QR code, a signature is not required. You may tap **Complete Checkout** to proceed.

6 If preferred, you may optionally add a signature, photo, or note before tapping **Complete Checkout**.



Step 5



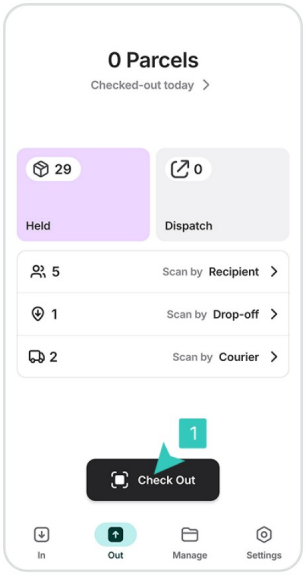
Step 6

Collect Parcels Without a QR Code

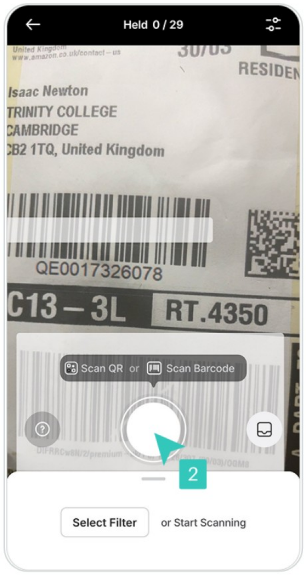
If a recipient cannot present their QR code, you can still complete the collection using barcode scanning or filters.

Option 1: Scan Parcel Barcodes

1. Open the application and tap **Out**, then select **Check Out**.
2. Press and hold the **Circular Button** to scan the parcel's barcode.
   a. Repeat this step if collecting multiple parcels.

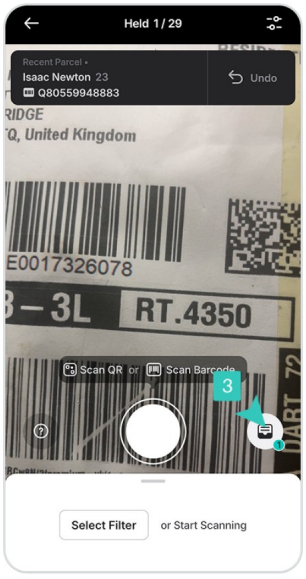


Step 1

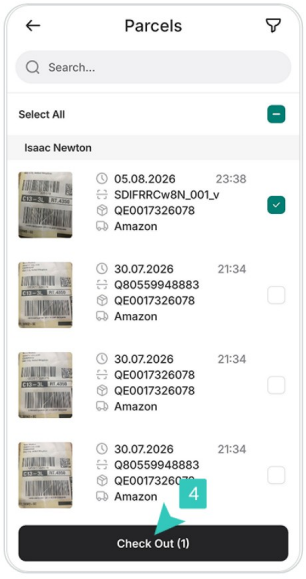


Step 2

3. Tap the **Parcel Cart** icon.
4. Review the parcel(s) selected for check-out and tap **Check Out** to proceed.
   a. You can manually select additional parcels from this screen if needed.



Step 3

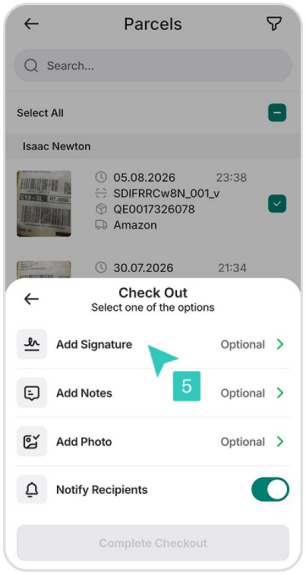


Step 4

Option 1: Scan Parcel Barcodes, continued

5 Choose at least one of the following to complete the collection:

a. **Add Signature**
b. **Add Notes**
c. **Add Photo**

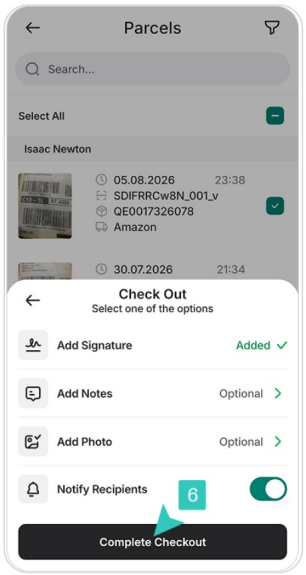


Step 5: Choose an option



Step 5: Add Signature

6 Tap **Complete Checkout** to finalize.

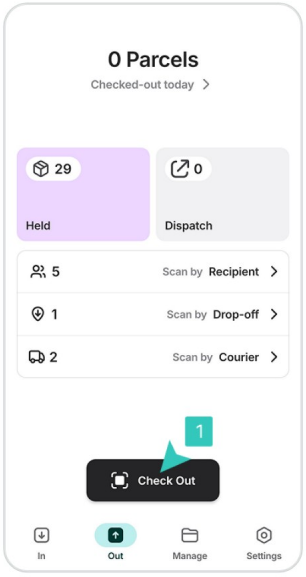


Step 6

Option 2: Filter and Select Parcels

You can also use filters to narrow the list, making it easier to locate and check out parcels by Recipient, Drop-off, or Courier.

1. Open the application and tap **Out**, then select **Check Out**.
2. Tap **Select Filter**.

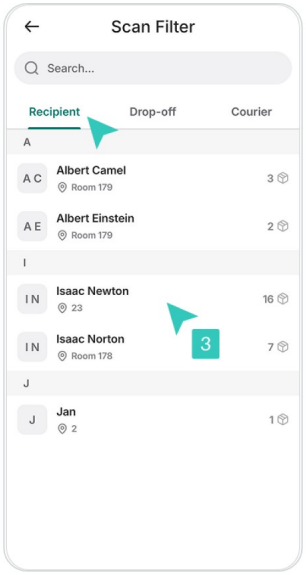


Step 1



Step 2

3. Choose a filter tab (**Recipient**, **Drop-off**, or **Courier**) and select an entry from the list. Once the filter is applied, you can:
   a. Scan the relevant parcels' barcodes using the **Circular Button**, or
   b. Tap the **Parcel Cart** icon to view all filtered parcels.



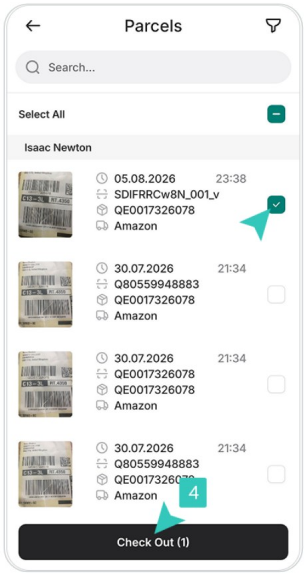
Step 3: Choose a filter



Step 3: Scan or open cart

Option 2: Filter and Select Parcels, continued

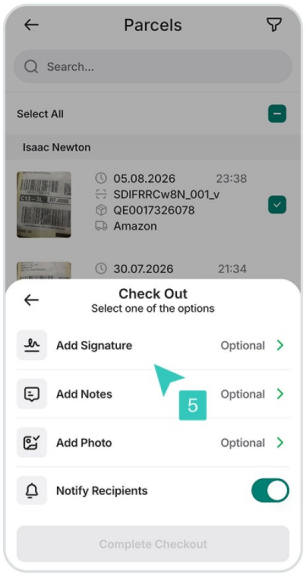
4 From the **Parcel Cart** icon, manually select the parcels to be collected and tap **Check Out**.



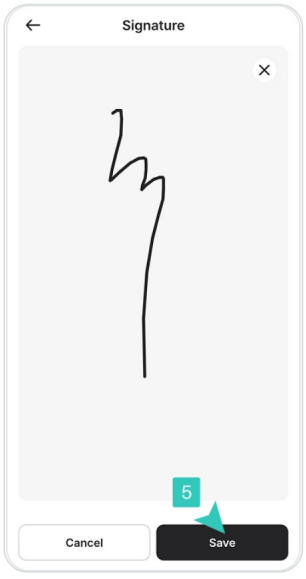
Step 4

5 Choose at least one of the following to complete the collection:

a. **Add Signature**
b. **Add Notes**
c. **Add Photo**



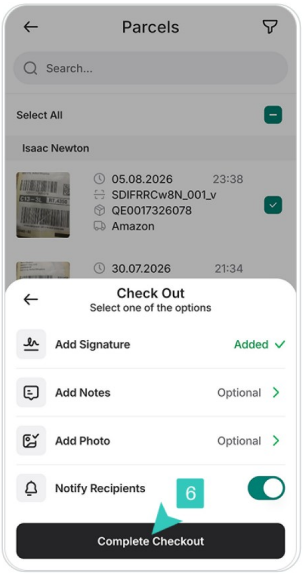
Step 5: Choose an option



Step 5: Save signature

Option 2: Filter and Select Parcels, continued

6 Tap **Complete Checkout** to finalize.



Step 6

Tips and Tricks

Batch processing

When multiple parcels arrive at once, scan them one after another with the **Circular Button**, even if they are for different recipients. Then review them all in the **Parcel Cart** before tapping **Check In**.

Undo a scan

If you make a mistake while scanning a parcel, tap **Undo** next to the recent parcel bar at the top of the screen.

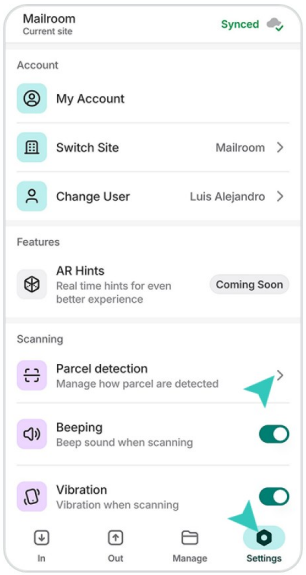


Circular Button and Undo

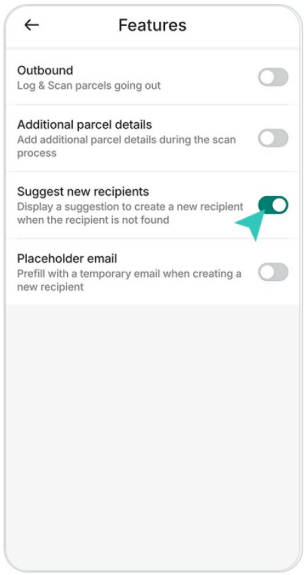
Set Up Your Scanning Features

Before you start, check that the scanning features your mailroom needs are turned on.

1. Tap **Settings** in the bottom navigation bar, then tap **Parcel detection**.
2. Turn on the features your mailroom needs using the toggles.



Step 1



Step 2

What each setting does

Outbound

Use this if your mailroom also handles outgoing parcels. It lets you log and scan parcels being sent out, not just incoming deliveries.

Additional parcel details

When you scan a parcel, the app opens a menu where you can add more details before you move on to scan the next parcel.

Suggest new recipients Recommended

Shows a suggestion to create a new recipient when the recipient is not found.

Placeholder email

Prefills a temporary email when you create a new recipient.

Video Tutorials and Help Articles

How to Log Inbound Parcels
support.parceltracker.com/en/articles/178494-how-to-log-inbound-parcels

How to Collect Inbound Parcels
support.parceltracker.com/en/articles/181534-recipient-check-out-how-to-collect-inbound-parcels

How to Bulk Upload Recipients
support.parceltracker.com/en/articles/177173-how-to-bulk-upload-recipients

Parcel Tracker Help Center
Browse articles for different use cases and features.
support.parceltracker.com/en/

Mobile Tutorial Videos (YouTube)
www.youtube.com/playlist?list=PLc5FDUOl-jrY

Need a hand?

If you run into any trouble using Parcel Tracker, or just have a question, our support team is ready to help.

Email: support@parceltracker.com

US: +1 888 230 5114

UK & EU: +44 808 531 0169

Quick Reference

Keep this page at the reception desk.

CHECK IN

1. Tap **In**, then **Check In**.
2. Hold the **Circular Button** to scan each parcel. If prompted, hold it again to scan the barcode.
3. Tap the **Parcel Cart** icon.
4. Review your parcels, then tap **Check In**.

Name not recognized? Select a suggested match, or tap **Select Recipient** to search manually.

CHECK OUT

1. Tap **Out**, then **Check Out**.
2. Scan the recipient's QR code, scan the parcel barcode, or tap **Select Filter**.
3. Tap the **Parcel Cart** icon, select the parcels, then tap **Check Out**.
4. Tap **Complete Checkout**. Without a QR code, add a signature, note, or photo first.

Need a hand?

If you run into any trouble using Parcel Tracker, or just have a question, our support team is ready to help.

Email: support@parceltracker.com
US: +1 888 230 5114
UK & EU: +44 808 531 0169