FASTWAY / PARCEL CONNECT - CUSTOMER COLLECTIONS:

1. Ask for the customer's name/address and locate the parcel in your shop.
2. Check customer's PHOTO ID. It should match whatever is on the parcel but if it doesn't, Fastway's requirement is you need to make sure the ADDRESS MATCHES (because they are okay with people from the same household picking up).
   a. IF NOTHING MATCHES – Does this customer have AUTHORISATION? Authorisation is given on the back of the Sorry We Missed You Card completed and signed by the original receiver.
3. Process the collection on your Fastway portal account.

Please note, the details you need to record on the portal has to be of the person who is physically picking up the parcel. If you cannot find the parcel, please try to track the parcel or give us a call on 1800 016 020.

HOW TO PROCESS ON THE FASTWAY PORTAL:

1. Log into your Fastway portal account
2. On your dashboard, make sure COLLECTION option is ticked
3. In the NAME box, type in the customer's full name
4. In the IDENTIFICATION box, please type in the customer's full photo ID number (eg. full driver's licence number)
5. In the SCANS box, type in the consignment number (aka tracking, connote, label number), then press enter on your keyboard or click the green "+" symbol to move it across
   a. If you have a scanner connected to the computer, you should be able to scan the barcode on the parcel. This method should automatically move the consignment number across but if it doesn't, please click the green "+" symbol to manually push it across
6. Click SEND SCAN to finalise. No signature is required because we are taking down their full photo ID number
7. Please note, the Fastway portal only lets you process one parcel at a time.

Please ignore the "Send" and "Collect" tabs at the top. They are for the customers and are included so you can see what the customer goes through to buy a label or organise a redelivery at home. Clicking the Nparcel logo at the top left hand corner returns you to your dashboard.