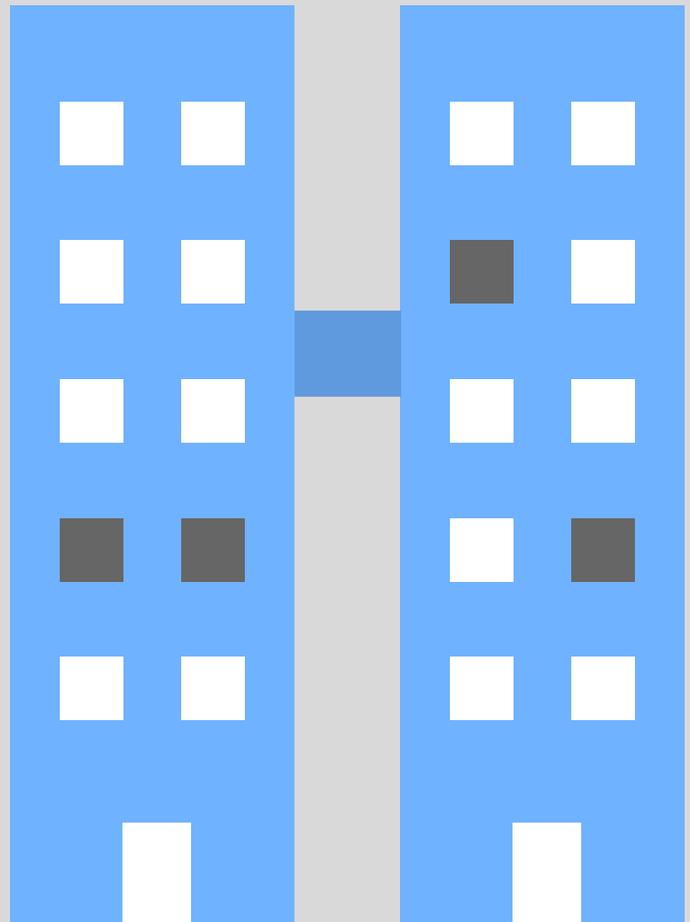




PARCEL /// **PENDING**[®]
THE PACKAGE MANAGEMENT SOLUTION

The QUAD



How does it work ?

1

Shop anywhere online and list your mailing address as:

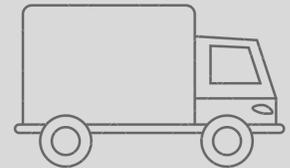
Your First Name and Last Name
200 E. Barham Drive #APT
San Marcos, CA 92078



2

Couriers deliver your package into the Parcel Pending Electronic Locker System.

** A courier is the delivery service (FedEx, Amazon, etc.)*



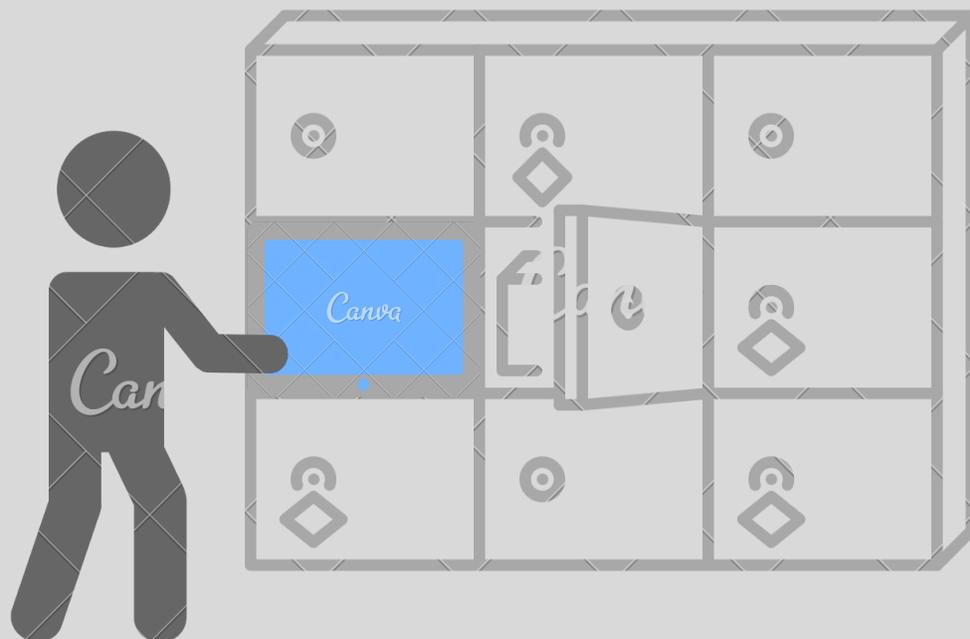
3

You are instantly notified via [email and/or text message](#) of your delivery with a unique access code.



4

Go to the [Parcel Pending locker room](#) and retrieve your package by typing your unique access code into the screen.



Want some more info? Here's a link for a video:

ParcelPending.com/how-it-works

How do I sign up ?

- 1 Go to: myParcelPending.com
- 2 Click: [Sign Up!](#) and enter in your information.
- 3 A [confirmation email](#) will be sent to the email you provided follow the link and begin the process.
- 4 Find the property by using our street name:  [Barham](#)
- 5 The property information will automatically populate for your and you will just need to select your [apartment number](#).
- 6 Enter your [payment info](#) for any storage fees you may accrue. 
- 7 [Finalize](#) your account, and viola you have [Parcel Pending!](#)

If you're a returning resident...

All you need to do is log into your Parcel Pending account and call the following phone number to re-activate your account.

1 - 855 - 316 - 4756

You can also email them at help@parcelpending.com. Please provide your name, apartment number and let them know you live at The QUAD to re-activate your account.

Vacation Mode



1

If you plan on taking a vacation or being away for longer than a 3-day period we recommend you place your account on Vacation Mode to avoid any storage fees.

2

Go to: myParcelPending.com



3

In the upper right hand corner there is a drop down bar

4

Use the drop down button to select Vacation. (This will take you to your basic information)

5

Go to Status and click Vacation.

6

Enter in the dates you will be gone.



7

You will have 24 hours to pick up your package after your vacation dates before getting charged the additional \$3 storage fee.



FAQ



Why do I need to put in my card information?

Due to the limited amount of lockers your package can only be in the lockers for no more than 3 days to allow for other packages to arrive. If your package is left in the parcel for longer than 3 days you will be charged a \$3 dollar storage fee per day.



Does everyone who signs up need to provide a credit card?

Only one credit card is required per account. Multiple occupants can be added to one account during the sign up process. Note, the primary resident on the account is subject to incurring fees for occupant related charges.



How do I know my credit card data is secure?

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.



Who in my apartment should sign up?

Everyone should sign up for Parcel Pending. We recommend that each person creates their own account.



What if perishables are sent to me?

We encourage you to pick up your packages as soon as possible to avoid the item from spoiling.



What address should I ship to?

Your shipping information should look like the following:

First and Last Name
200 E Barham Drive #APT
San Marcos, CA 92078

Here is an Example:

Crash Cougar
200 E Barham Drive #101
San Marcos, CA 92078



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

When registering with Parcel Pending, you can select the setting to have packages delivered below 4 ft.



What if I don't sign up for Parcel Pending?

If you do not sign up for Parcel Pending you will [not receive packages](#). You will only receive letters to your mailbox.

FAQ



What if my package requires a signature?

The front office does NOT sign for packages. If your package requires a signature, we will let the courier know to go to your apartment to attempt to deliver your package. If you are not home to accept the package, the package will go back with the courier. We recommend coordinating with the courier when signatures are required.



How do I contact Parcel Pending?

You can contact Parcel Pending at [855-316-4756](tel:855-316-4756) or help@parcelpending.com. Parcel Pending offer 24 hours always on service.



Where is my package?!

The answer depends on who the courier is. A courier is the company delivering your package. Some common couriers are: FedEx, UPS, OnTrac, USPS (United States Postal Service), etc.

First, find out who the courier is by looking at the "tracking" email sent by the company you bought from.

*** Amazon uses other couriers such as USPS and UPS, but they also have their own courier service. Please look at the tracking number to see if your package is being delivered through Amazon or through a different company.

If FedEx is your Courier

If a signature is required for your package the front office will NOT sign for it. Here is the address and phone number for the closest FedEx Hub:

[141 N Twin Oaks Valley Rd Suite 128, San Marcos, CA 92069 | \(760\) 736 - 9237](#)

If you have an incorrect address or incorrect shipping information, you can contact the Carlsbad FedEx Hub at: (760) 602-4700. Ask for a Customer Service Agent.

If Amazon is your Courier

Many carriers scan the tracking code before the package has actually been delivered. Wait 36 hours until you contact the carrier or sender. Many are delivered by then! Their Customer Service Line is: [\(888\) 280 - 4331](tel:888-280-4331).

If UPS is your Courier

If a signature is required for your package the front office will NOT sign for it. If you have questions about your package please contact UPS. Their closest hub is:

[111 Bingham Dr, San Marcos CA 92069 | \(800\) 742 - 5877](#)

If the United States Postal Service (USPS) is your Courier

USPS mail is sorted by the front office. if your package says delivered, but is not yet in parcel pending, please wait until 5PM, as we have to sort mail and place packages in the lockers. At times, packages will say delivered but we never received them. USPS at times will scan the package when it's in their delivery truck but it hasn't actually been delivered yet. Please wait 36 hours before you contact the sender for your package.