

## Residents

Please share the information below with your residents to further help them receive their packages in the quickest most efficient way possible.

Fetch is a worry-free, direct-to-door package delivery service. As your community's package solution partner, Fetch knows the importance of providing a convenient service that everyone loves using. We wanted to send a reminder of all of the benefits our service has to offer, and encourage you to continue to utilize this amenity! We are proud to work with your community to offer you a customizable and efficient delivery experience.

### How Fetch Works

- Use your Fetch account and Fetch address, **including your unique Fetch code**, when placing any online order for packages. You can locate this address and code in your Fetch app. You can find the iOS app in the App Store and Android app in the Google Play Store by searching "Fetch Resident."
- Fetch receives and logs your package into your Fetch account by using your **Fetch Code**.
- When Fetch receives your package, you will get a notification when your package has been logged into your Fetch account.
- You schedule: **Choose a delivery window** that fits your schedule!
- **Fetch delivers!** Deliveries are also tailored to what you want, so you can choose to have your package left at your door with no signature, or if you would like to require your signature upon delivery.

### Best practices when support is needed

- **Important:** Your name and Fetch code should match on your account so you do not experience a delay.
- When inquiring with Fetch's resident support team or reaching out to Scout, our automated chat support in the app, always provide tracking number and delivery address and Fetch code.
- If you have not received a Fetch notification to schedule your package, and it was delivered to the facility, reach out using Scout, our automated chat support in the app or [help@fetchpackage.com](mailto:help@fetchpackage.com)
- If you have not received your package, but have selected a time frame for the package to arrive, contact [help@fetchpackage.com](mailto:help@fetchpackage.com) or submit a ticket through Scout our automated chat support in the app .
- If there is a delay, please be patient; do not submit multiple inquiries as this will not expedite the process.
- Re-Directs - If UPS or FedEx packages are showing delivered with no notification from Fetch for a long period of time, this was likely a redirect. This issue has been addressed with the carriers. If Fetch receives a re-directed package, it will be rejected and the carrier should contact the resident. **Best practice is to always ensure that the Fetch address is used so that this issue does not happen.**
- **Amazon Specific:** If ordering from Amazon and if you don't need the items right away, recommend using Prime delivery days, which consolidates the packages into a combined package delivered on specific days of the week. This can be set as a default feature in Amazon and changed as needed if the item is needed sooner.



# faq's



## how fetch works

### what is fetch?

Fetch is an off-site package delivery service designed specifically for multifamily communities. We're proud to help property managers eliminate package management and give residents a convenient delivery solution. We receive packages from any carrier at our Fetch facilities, and then deliver to residents at the time of their choosing.

### how will my packages get to me?

After registering with us, you'll get a new Fetch shipping address and Fetch code. You can find both in the **settings** tab on the website or the **my profile** tab on the Fetch Resident app. Use your Fetch shipping address as the shipping address for any online order. The Fetch code tells us your location, your unit, and it allows us to link packages to your account.

Once your package arrives, we'll notify you via your preferred method. (You can set your notification method in the **preferences** tab of the Fetch app.) Registered online? In that case your notification will default to text and email.

After receiving your notification, just select from a range of delivery windows. It could be that day or any day, whatever works with your schedule. Once you select a delivery window, we'll bring your package right to you.

### why do i have to change my shipping address?

In order to ensure that you receive the benefits of Fetch, your package needs to be sent to your local Fetch facility so the process is consistent and reliable. We'll let you know as soon as your package is logged into our system and then you are able to schedule delivery at your convenience.

### what are the benefits of using your fetch address?

A commercial address, along with our close relationships with major carriers, means we typically receive packages earlier in the day than residential deliveries. Getting packages early allows us to deliver them sooner, and it allows our customer experience team to resolve any potential delivery issues quicker.

Additionally, there's the convenience. Our large facilities are able to store packages for up to **60 days**. Every facility has refrigerated storage available for perishables, space for oversized packages and secure delivery around your schedule.

### where can i find the ios and android app?

You can find the iOS app in the App Store and Android app in the Google Play Store by searching "Fetch Resident."

### what about medications, and extremely urgent or delicate shipments?

We treat every package like our own. All medicines and delicate shipments will be stored (refrigerated or climate controlled) and handled properly. If you have any concerns about your package, please reach out through, **Scout** our **automated chat support in the app** or by emailing us at [help@fetchpackage.com](mailto:help@fetchpackage.com)

### are my packages safe?

Of course. Every package is safely handled and stored in one of our secure, climate-controlled facilities. We also use refrigeration units for packages—like subscription meal plans or medication—that require them. Your package doesn't leave the facility until it's being delivered by one of our friendly, verified Fetch couriers.

# package delivery dos and don'ts

Your unique Fetch address should be used for all standard purchases. All special courier deliveries, in-home services, and overnight deliveries should go to your community apartment address.



## Do/use Fetch Address:

- ✓ **All Standard Delivery Purchases**  
(ex. UPS, FedEx, Amazon Prime, etc.),
- ✓ **Food/Wine Subscriptions**  
(Hello Fresh, Blue Apron, etc.)

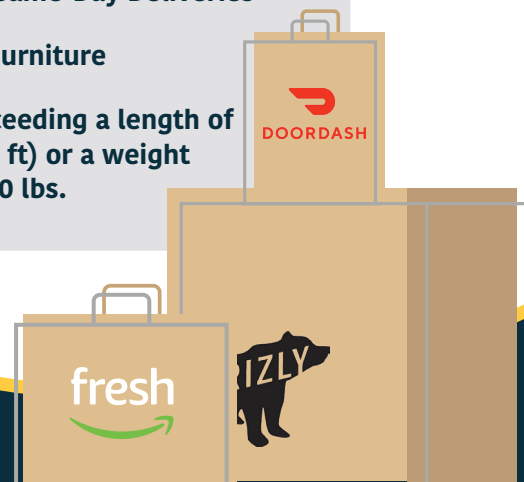


## Don't Send to Fetch:

- ✗ **Bagged Groceries**
- ✗ **FedEx Overnight**
- ✗ **On-Demand/Same-Day Deliveries**
- ✗ **Unwrapped Furniture**
- ✗ **Packages exceeding a length of 108 inches (9 ft) or a weight exceeding 150 lbs.**



Download  
the Fetch app  
for a complete list  
of Dos and Don'ts

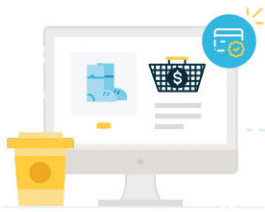


# the future of delivery



We've partnered with Fetch to deliver all packages, from any carrier, directly to your door!

## how fetch works



### you order

Use your Fetch account and "Fetch address" when placing any online order for packages.



### fetch notifies

You get a notification when your package arrives at our facility.



### you schedule

Choose the delivery window that fits your schedule, same-day or any day!



### fetch delivers

That's it! Sit back and enjoy package delivery straight to your door.

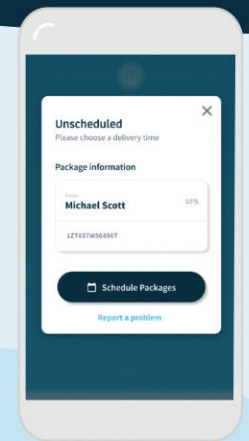
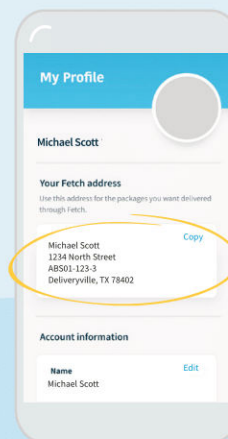
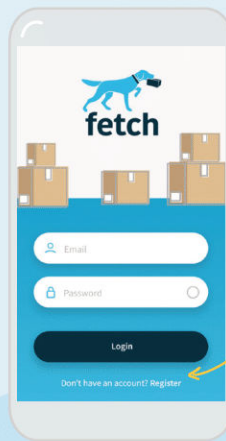
## how to get started

### register here



### need help?

download and contact us through the **Fetch app**



You can think of your **Fetch shipping address** as a P.O. box that delivers to you!

Your Fetch shipping address is our facility address with your unique Fetch code identifier that tells us which apartment to deliver to.

1

### sign up

Download the free Fetch iOS or Android resident app or sign up at [fetchpackage.com/welcome](https://fetchpackage.com/welcome)

2

### use address

Your new fetch address can be found on your app profile or account settings on the website.

3

### schedule

Choose one of their many flexible windows for delivery straight to your door.