

NEXUDUS

Webinar: Managing deliveries in your workspace

Hosted by Damian from Nexodus Support

Introduction

Within this Webinar we'll be looking at how to manage Deliveries with Nexodus and how this can benefit your Coworking Space.

We'll look at the Deliveries feature and the NexDelivery app and how they can be used in practical terms.



What are Deliveries in Nexodus?



You can use Deliveries in Nexodus to keep track of parcels and other mail addressed to your members and contacts that arrive at your space.

When a delivery arrives, you can add it in Nexodus and assign it to the member or contact it is addressed to. You can add the delivery manually, or use our iOS app NexDelivery to scan the delivery label and assign the delivery. Nexodus will send them an email notification letting them know the delivery is waiting for them.

However you can also charge for a mail forwarding service, or for members to use your space as a virtual address as an additional source of revenue - which we'll also look at in a little bit.

Requirements

To set this up, you will need the following:

- An account with Nexodus
- To ensure the correct settings are in place
- Optional: download the NexDelivery iOS app
- Optional: create a plan or product for mail forwarding

Using Deliveries

Operations > Deliveries.

Click “Add Delivery” when a delivery comes in.

Select the customer the delivery is for. The reference can be amended later if needed.

We can add the location, which by default is the name of the space, but you can be more specific - Mailroom, Front Desk etc.

Delivery Label: with this option we can take a photo of the label - or the package itself if you like to be included in the notification for the member.

Signature options: if the member is picking up the package from your space, we can upload a photo or scan of their signature, options to require signature and whether or not the signature has been received yet.

When we save it, a notification is sent to the customer.

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NexDelivery App

Download [NexDelivery on iOS](#)

Select the space you want to manage deliveries for.

Add Delivery allows you to photograph the label. It has an Auto function which grabs the label automatically, or you can select Manual to frame the label and photograph it yourself.

Assign to a customer - for example Tara

Upload, Upload and Print and **Add Note**.

Upload and Print allows you to print your own collection label. Read more about this on our [Knowledge Base](#).

For now, we will show how to Upload.

If we did print a label, we can use the collect function to scan it for collection.

Otherwise, we can use the *Search* function for Tara when she collects it - or if I'm sending it to Tara, and I can *Sign For it*, (or ask Tara to sign if she's picking up in person).

It's now marked as *Collected* on the system.

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What would you like to do?



Add Delivery



Collect



Search

Viewing deliveries in the member portal

Members can review their deliveries in the member portal also by going to the *Deliveries* section within their account.

Logged in as Tara, *My Account/Deliveries* - We can check the labels, details, notes etc.

Home / My Account / Deliveries

Your account
Plans and benefits
Billing
Your bookings
Your events
Deliveries 2
Visitors

Take a Tour Help Sign out **My Account 1**
COMMUNITY ▾ BOOKINGS ▾ BLOG

Deliveries

i To make sure we can match your deliveries correctly, make sure they are addressed to "Tara Preston" or "Tara Preston".

| Reference | Location | Status |
|-----------|---------------------------|-------------------------|
| A98T4P | Mailroom / Webinars Space | Received on 14 May 2020 |
| VWQQ9P | Mailroom / Webinars Space | Received on 14 May 2020 |

Editing the Delivery notification email template

When a delivery is assigned to a customer, they get an email notification.

The email notifications are found in the Settings.

Settings > Notifications > Templates > Open Template Files > English

The template is called *Delivery Received*.

It includes the information we created when adding the delivery via the admin Panel on desktop or via the mobile app.

However, if we want to set up a mail forwarding service, we can include links to the plan or product or simply outline the costs here in this email. Or we can even just ask the member to respond to the email to request mail forwarding.

Setting up Mail Forwarding as a service - Product or Plan

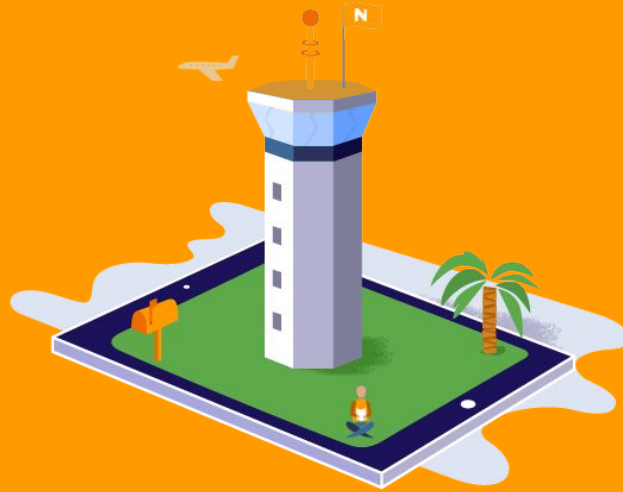
We can add a product called *Mail forwarding*. I can add a price to this, or I can leave it as £0.00 and at the time of adding the product I can add a price in line with the cost of postage.

Alternatively, we can have a Plan for mail-forwarding billed monthly - either as a flat rate for all mail to be forwarded - or I can have a base rate for forwarding and simply add products for the cost of postage.

Summary

- The *Deliveries* functionality allows you to manage deliveries coming into your space by assigning them to members and managing their collection.
- The NexDelivery app is a fast and easy way to process mail
- You can create a product or plan to sell Mail-Forwarding as a service to members.

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Thank you

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learn.nexudus.com

Additional resources

- [About Deliveries](#)
- [NexDelivery App](#)
- [NexDelivery Guide](#)
- [Printing Labels and Recommended Printer models](#)
- [Admin roles guide](#)

Read our blog posts:

- [You've got mail. Download the rebranded NexDelivery to start managing your deliveries now](#)
- [NexDelivery: your Next Delivery has arrived](#)