I'm glad that you accepted our offer and completed the application process.
Your experience and vision will be a great asset to this group, and I know that the team is looking forward to working with you.

**First of all please add my email address on your white-list(contact list) in your webmail account.
To avoid loosing important emails with updates and information from me. It is important.**
Second thing that you need to do is to notify everyone who resides in your house/apartment to accept all packages, even the ones that arrive not in your name.
(roommates, family)

Third thing that I suggest you to do is to install mail application on your cell phone
to stay on top of things.

**Your training\probation will start when you receive your first case.**

Below you can find a scenario and example of what you will be doing:

**1.** Via Email you will be notified about insurance case and incoming package.
   Notification will include the following information: name of transportation company that will deliver a package; link to web-site to track status of the delivery; and a name on the package.

**2.** You will need to confirm receipt of every notification, by letting me know that
   you are aware of and ready for the incoming package.
   (just respond to my email with the words : **email received**)

**3.** When the package is delivered You need to examine integrity of the items.
  Inspect original packaging to see if it is opened or damaged. Electronics does not require examination of its functionality, you should inspect only it’s factory packaging.
  After that you need to send me an email with the following information:

  **Tracking number:**
  **Item description:**
  for electronics You have to include: **brand,model,color,capacity(for iphones),cell operator(for iphones)**
  for clothes/accessories/shoes You have to include: **brand,color,size,model**
  **Item condition:/brand new and sealed/brand new unsealed/refurbished/used/**

   (just reply to my first email with the words : **item delivered and inspected**) and include the report shown above.

**4.** Upon receiving this information I will send you
   prepaid shipping label with the instructions on how to use it and how to
   send the item.

**5.** Remember to remove all original labels from the package.

**6.** After you print and stick shipping label to the package, you need to
   drop it at the nearest Post Service. It may be **USPS**,**FedEx** or **UPS** depending on a type
   of the label is given to you. When the package is dropped
   off and scanned by a representative at the post office – notify me with the words - with the words - **package sent**.

   Don't forget to include incoming and outgoing tracking number of the sent package.

If you receive a package without my notification
(sometimes it happens, you can receive a package before I get information on a case)
you need to Email me details of the package as shown above.

######################################################################
#  Do not refuse unexpected packages, which you may be receiveiving without my notification
#  . Just provide me with full information on any unexpected delivery
######################################################################
#
#  If you receive a package with a warning sticker stating
#  "Lithium Batteries Do not load or transport package if damaged"
#  or something similar to it. You need to find/buy a new blank box to repack
#  the item.
#
######################################################################

If you will have questions about an item that you received, always
accompany your Email with a tracking number of the package.

Little advise on how to not get confused by what shipping label to use and for
which package it is(if you have more than 1 package at the moment) :

Every package that you receive has it's  unique Tracking Number.

For an example :

If you receive a package with the tracking 1Z67421W3973202103(**example**)
then I'll email you an outgoing shipping label for it, and the subject line of this message
will be something like:

"1Z67421W3973202103 incoming package. Outgoing Label: 9200192700470438321057"

It means that you need to: 1st - find a package with the tracking
number  1Z67421W3973202103, 2nd - print the shipping label 9200192700470438321057 (pdf file will be attached to the email),
3rd - stick the label to the package and ship it.

Simply  saying:    always correlate incoming and outgoing
tracking numbers with instructions I email.
"**1Z67421W3973202103** incoming package. Outgoing Label : **9200192700470438321057**"
**package 1Z67421W3973202103** goes with the >

It is also better to read the tracking numbers from its end. Right to left.

**(All mentioned tracking numbers above is just an EXAMPLE, do not try tracking it online**)

For all Saturday's deliveries labels will be prepared and provided on the same day or on Monday.