Customer Drop Off: Evri

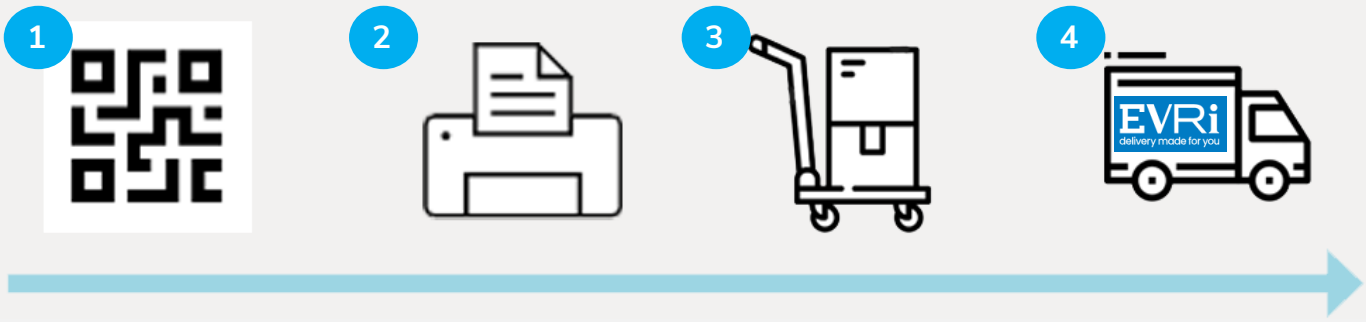
Customers can purchase their Evri postage online, bring their packaged item into branch with the printed label attached or provide a QR to print the label.

How To Process Evri Customer Drop Off With Label



1. Customer arrives to drop off their Evri item with printed label attached
2. Select “Customer Drop Off” and scan the Evri item into the Payzone device
3. Segregate Evri item, ensuring they are stored separately from other carrier items (Royal Mail etc.)
4. Evri items are collected by Evri driver

How To Process Evri Customer Drop Off With QR Code

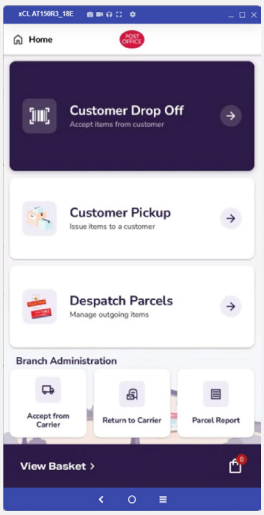


1. Customer arrives to drop off their Evri item with a QR code
2. Select “Customer Drop Off” and scan the QR code to print label, attach this to front of the item
3. Segregate Evri item, ensuring they are stored separately from other carrier items (Royal Mail etc.)
4. Evri items are collected by Evri driver

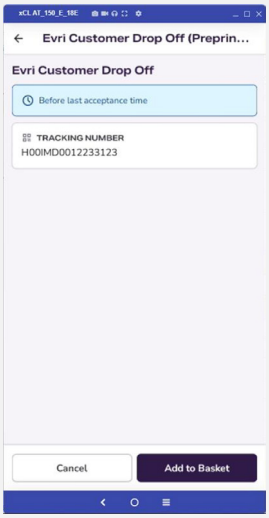
Continue to the next page to see screenshot examples of the Evri customer drop off process...

Customer Drop Off: Evri

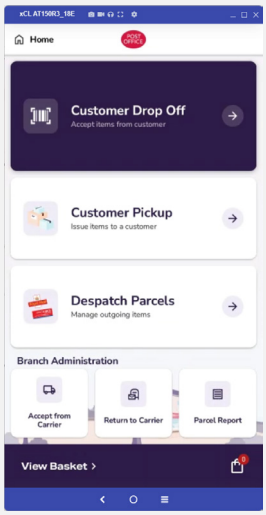
Evri Customer Drop Off With Label journey



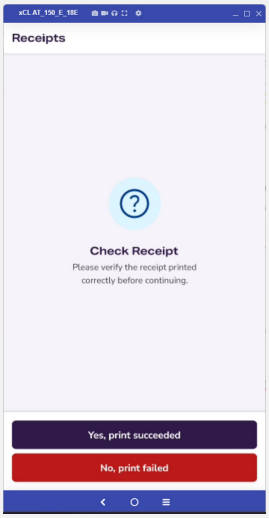
Tap “Customer Drop Off”



Scan the barcode on label then tap “Add to Basket”

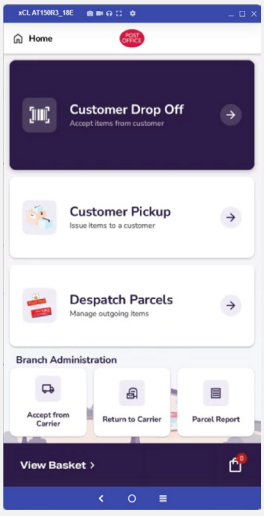


Tap “View Basket” on the home screen then “Complete Basket” to print the COP receipt

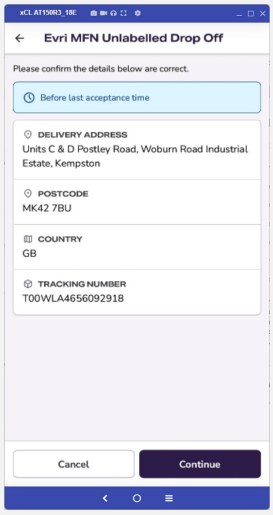


Tap “Yes, print succeeded” to complete the transaction

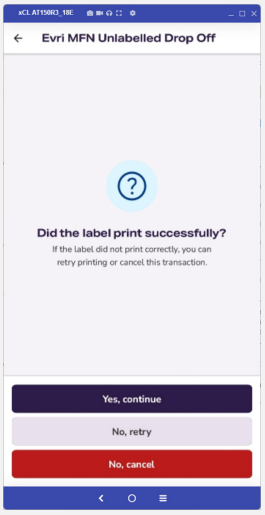
Evri Customer Drop Off With QR Code journey



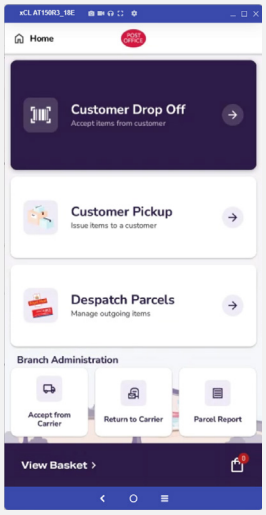
Tap “Customer Drop Off”



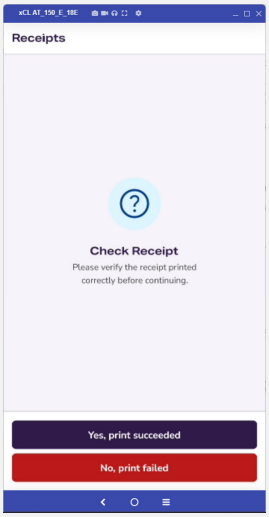
Scan QR code then tap “Continue”



Once label has printed successfully tap “Yes, continue”



Tap “View Basket” on the home screen then “Complete Basket” to print the COP receipt



Tap “Yes, print succeeded” to complete the transaction

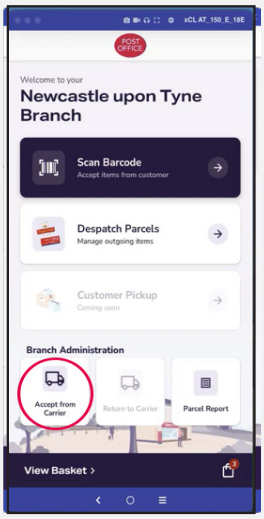
Remember

Segregate Evri items separately from other carrier’s items (Royal Mail etc.)

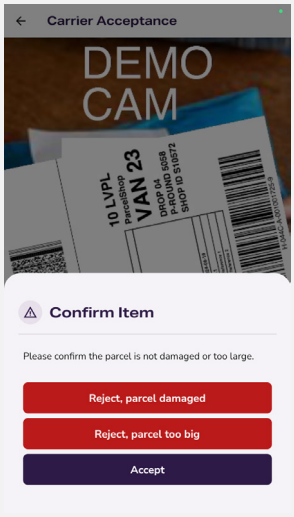
Continue to the next page to see screenshots of the Customer Collection process...

Customer Collection: Evri

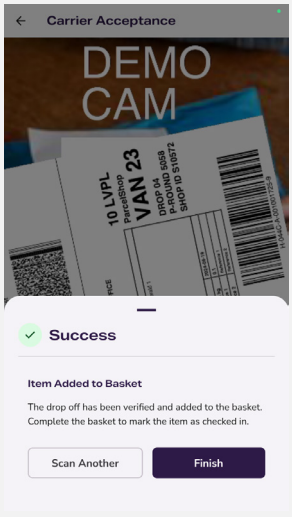
Scan In Items From Carrier



Tap “Accept From Carrier”



Scan the barcode on the item then click “Accept” to confirm that the item is not damaged or too large. Alternatively tap the “Reject” buttons if the item is damaged or too large

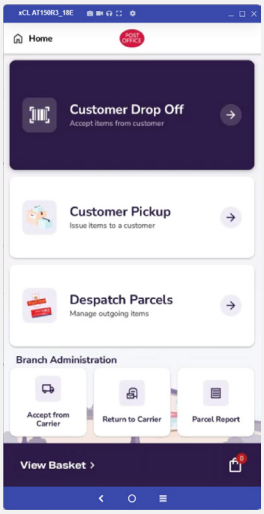


Tap “Scan Another” to accept more items or “Finish” to add to the basket



On the home screen tap “View Basket” then on the screen shown above tap “Complete Basket” to finish scanning parcels in from the carrier

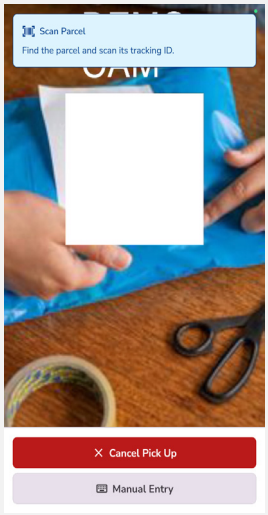
Customer Collection Process



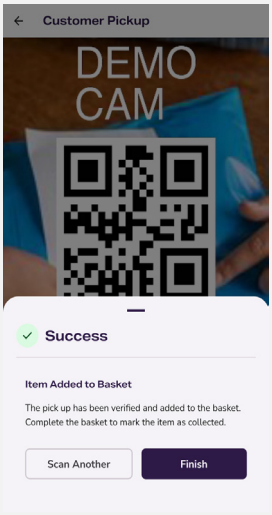
Tap “Customer Pickup”



Scan the customer’s QR code to continue process, alternatively tap “Evri Name Lookup” to use the customer’s name to continue process
(if QR code is unavailable)



Locate the correct parcel and scan the barcode on the label.
This is the step that triggers commission payment for customer collection

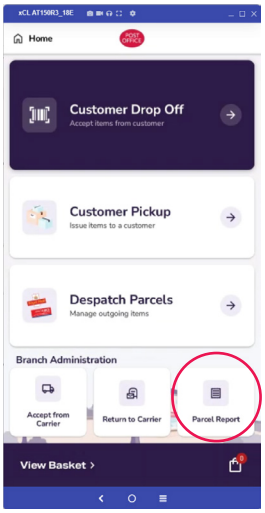


Tap “Scan Another” if the customer is collecting more items or “Finish” to add to the basket. On the home screen tap “View Basket” then “Complete Basket” to complete the transaction

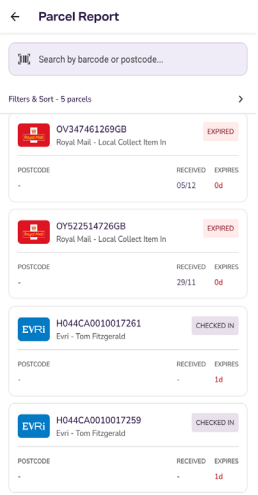
Continue to the next page to see how to use parcel report and how to return expired items...

Parcel Report : Evri

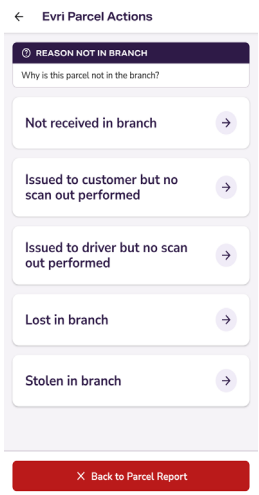
You are able to view the items in your store that are awaiting customer collection



Tap “Parcel Report”



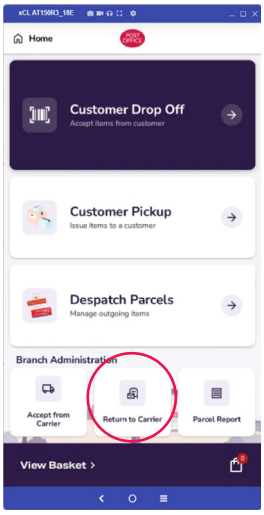
You will then be able to view the items in your branch awaiting customer pick up



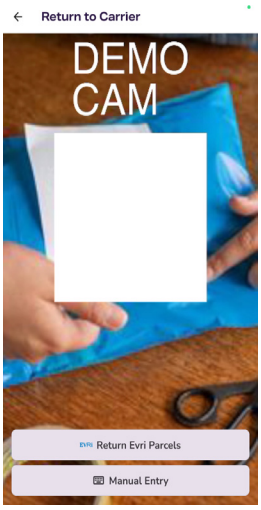
If there are any items listed in the report that are not in your branch you can clear the item by selecting one of the reasons shown in the screenshot above

Returning Expired Evri Items

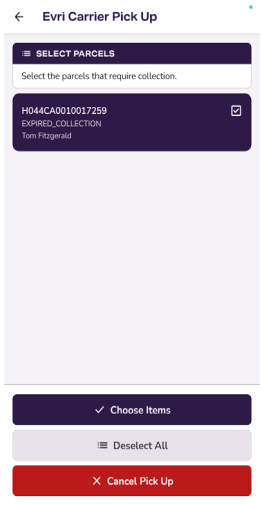
Evri items that are not collected within 10 days will ‘expire’ and need to be returned to the carrier



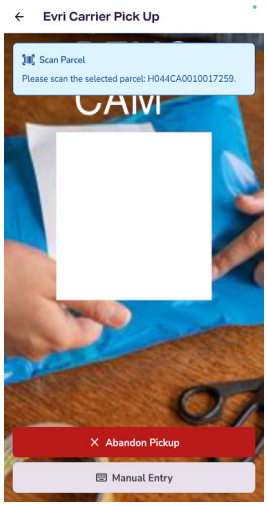
Tap “Return to Carrier”



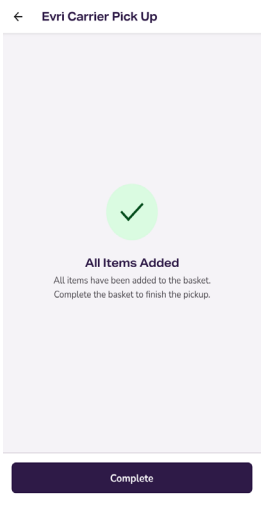
Tap “Return Evri Parcels”



Select the expired item to be returned and then tap “Choose Items”



Scan the label on the expired item



Once all expired parcels have been scanned complete the basket to finish the return and pass the items to the driver

Continue to the next page to see frequently asked questions...

Evri Frequently Asked Questions

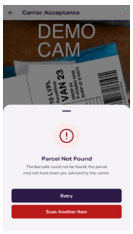
When will parcels be collected?

Collection will be from 12-530pm. If the parcel hasn't been collected by 15:00 the following day, please contact Evri directly on the ParcelShop Helpdesk on **0330 333 4984.** Every store will have an Evri **Store ID** (known as an S Number) for all driver and collection issues you would need to quote your unique **S Number** when contacting Evri ParcelShop

What if the parcel will not scan?

All parcel barcodes can be scanned, if scanning fails, select "manual entry" and type the barcode number into the field

What to do if driver drops off a parcel at your branch in error?



When scanning in items, the app will display ''parcel not found' (right) if the item is for another branch. If the driver is still present, give the parcel directly back to driver. If the driver has left (not present), put the parcel with any other parcels due for next driver collection.

How do I view the items that are currently in store?

You can use the "Parcel Report" to view Evri items that are in store awaiting customer collection.

What ID can the customer or representative use?

The identification that needs to be provided for a parcels collection will differ from parcel to parcel. Please follow prompts on the app to correctly inform the customer.

What do I do with a damaged customer pick up parcel?

A. Do not scan it in, hand it back to the driver immediately. If driver has left branch, place in Evri sack.

B. If the parcel has already been scanned in and marked as damaged, place in Evri sack and return it to the driver. The parcel will appear on the parcels report as status 'Branch checked in' until it expires.

C. If you have accepted the damaged parcel and have not marked it as 'damaged', the customer will arrive to collect. It is then the customer's decision whether to accept the parcel.

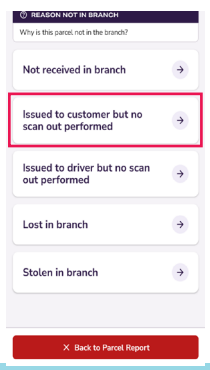
What if a customer refuses their parcel?

If the parcel is damaged and the customer will not accept it, scan the customer's QR code, you will be prompted to record the parcel as open / damaged, please follow the prompts on screen to re-ject it. Inform the customer that their parcel will be returned to the sender. A Driver Pick Up will be scheduled automatically for the Carrier to collect this parcel from your branch.

What do I do if my branch needs to close?

Contact the Payzone helpdesk on **01606 566 399**. This will then be reported to Evri to ensure they do not drop parcels off while you are closed and to let customers know.

What if branch have forgotten to scan parcel out, and the customer has left the store?



Use the "Parcel Report" to clear the item from your report.
Tapping the reason "Issues to customer but no scan out performed" (as shown in screenshot right)Failing to perform a scan out while the customer is in the store as explained on page 3 would result in **no commission being paid** as this is the step that triggers payment.

Continue to the next page to see more frequently asked questions...

Evri Frequently Asked Questions

Who can the branch contact for all driver and collection issues?

Call the Evri ParcelShop Helpdesk on **0330 333 4984** quoting your unique **S Number**

How much commission is paid?

The retailer commission is £0.16 (16p) per parcel. For customer drop off the payment is triggered when the item is scanned in. For collection the payment is triggered when the item is scanned out to the customer or when the item is scanned back to the driver following expiry.

What are the weight and size limits?

Items must weigh less than 15kg. Maximum length is 120cm. Combined length and circumference must be no more than 245cm.

What point of sale material / consumables will I receive?

You will receive an Evri counter mat & window sticker to promote the Evri services.
You will receive a segregation sack, to request more printer rolls or labels call Payzone helpdesk on **01606 566 399.**

What if a customers QR code will not scan?

If the QR code cannot be scanned direct the customer to contact the website / retailer where the label was purchased. If the QR code is for a customer collection you can try to find the parcel using the name search feature detailed on page 3.

What does an Evri label look like?

See example label (right)



What if I don't want to offer Evri in my store?

Call the Payzone helpdesk on **01606 566 399** to discuss