

**The Master Apartments, Inc**  
**Procedure for Incoming Packages**  
**Registration, Notification, and Retrieval**

Master Apartments utilizes a digital package tracking system (Verizon Concierge) to:

- Ensure proper tracking of all deliveries
- Alert residents of deliveries via the digital display monitor and by email notification if a resident opts in for this service.
- Confirm retrieval of items by residents.

**Staff Responsibilities**

1. Staff register all packages, deliveries, dry cleaning, and hand-delivered items.
2. Staff notify residents via the apartment intercom if they receive a delivery that requires refrigeration. If the resident is not at home, the item will be refrigerated, provided the item can fit, and the location will be noted in the system.
3. If space constraints develop at the Front Desk, staff will offload packages and other deliveries as needed to secure storage and log the location of the package into the system.

**Resident Responsibilities**

1. Residents should alert the Front Desk of any packages they anticipate receiving that require special handling/immediate retrieval.
2. Residents should retrieve all packages and other deliveries promptly from the Front Desk.
3. Residents planning to be away for a week or more should notify the Front Desk so that packages may be moved to secure storage.
4. Residents not already signed up to receive email notifications through Verizon Concierge can opt in to by using a Resident Information form if they did not do so on their purchase or sublet applications. That form is available at the Front Desk and on the co-op website.