

Onsite Teams

On-site management teams will be able to quickly find the resources they need, when they need it right at the click of a button on the Fetch Client Portal. Be sure to bookmark the Client Portal for easy access.

Within the client portal, there are direct links to view and download the below crucial pieces of information.

- A direct way to get in touch with your dedicated Account Manager
- Link to submit any resident escalations
- Community collateral pieces to include in your resident move-in packets
- Educational videos and email templates that can be used to educate and communicate specifics about their Fetch service with your residents.
- Fetch Resident App download instructions that shows the three easy steps residents can take to download, register and begin scheduling direct-to-door package delivery.
- Frequently asked questions
- Samples of resident communication sent by Fetch directly to your residents
- Social media posts that can be utilized by the community
- Updates to the portal as new content is developed!

How can the on-site team utilize the Client Portal resources to encourage resident adoption of Fetch Package?

- Include the Fetch Client Portal on property management company's internal Intranet
- Add the Fetch Client Portal to on-site teams onboarding training
- Include resident-facing material, FAQ and How To's to resident portal and new resident packets
- Schedule posts on social media and resident portal monthly to remind residents of Fetch features and benefits

Access to Fetch [Client Portal](#)

Fetch Information Tile in your Resident Facing App (w/ Logo and deeplink to the Fetch Resident App)

To increase resident adoption, and easily educate your Residents on the Fetch service and best practices, place customized tile on resident platform

- Create a customized Tile in your Resident App
 - Enter [URL](#) for deeplink access to the Fetch app so it is easily accessible to your Residents
 - Rename it Fetch Package
 - Update thumbnail image to [Fetch Logo](#)
- Check with current specific property platform for any detailed/technical information needed
- Insert the below suggested language to educate residents on Fetch and access their account:
 - What is Fetch? Fetch is an off-site package delivery service designed specifically for your community. What is the benefit for you as a resident? Fetch has 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.
 - Your packages are our priority. "You choose the day and time for delivery (same-day or any day) and we'll take care of the rest."
 1. We accept and safely store your package from any carrier at our fetch facility.
 2. You get an instant notification when your package arrives at our facility as soon as it is logged
 3. Choose the delivery window that fits your schedule, same-day or any day!
 4. That's it! Sit back and enjoy package delivery straight to your door.