

# Find&Sign



## User Manual

Package tracking and proof of delivery for mailrooms, front desks and offices. Covers the Find and Sign iPad app 2.0 and [findandsign.com](http://findandsign.com).

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[www.findandsign.com](http://www.findandsign.com) · [support@findandsign.com](mailto:support@findandsign.com)

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**Two parts, one account.** Use the iPad app to log, scan and sign for parcels at the desk. Use findandsign.com on any computer for reports, your team and billing. The same username and password work in both.

## SECTION 1

# Getting started

### Create your account

1. On the iPad, open Find and Sign and tap **Create account**, or go to **www.findandsign.com** and choose **Sign up for free**.
2. Choose a username, enter your email address and a password, then submit the form.
3. Open the email titled "**Activate your Find and Sign account**" and tap **Activate my account**.

**No email?** Check your spam folder. On the sign-in screen (app or website) choose "**Didn't get your verification email?**" to send a new one.

### Your free trial

New accounts start with a **14-day free trial** the first time they sign in. The trial is one per email address: a second account created with the same email starts without a trial (the app tells you when this happens).

### Signing in

- Sign in with your **username or your email address**, plus your password.
- If several accounts share your email, Find and Sign asks you to **choose your account**.
- On the iPad you stay signed in; use **Settings** to sign out.

**One iPad per login.** A login can be active on one iPad at a time. If you sign in on a second iPad, the app says the user has an existing session; tap **OK** to move the session to the new iPad.

# The parcel list

The **Parcels** tab shows every parcel you handle, grouped so the desk can find things fast.

## Group and filter

- Group by **Categories**, **Status**, **Delivery Date**, **Added Date**, **Name**, **Carrier** or **Recipient** with the bar under the search box.
- Switch between **All**, **Tracking** (not yet delivered) and **Delivered** at the bottom.
- Search by name, recipient, tracking number or location.

## What each parcel shows

The carrier logo, parcel name, who it is for, the tracking number and its status: **Delivered**, **Signature required** or the carrier's latest update. Signed parcels show where and when they were signed.

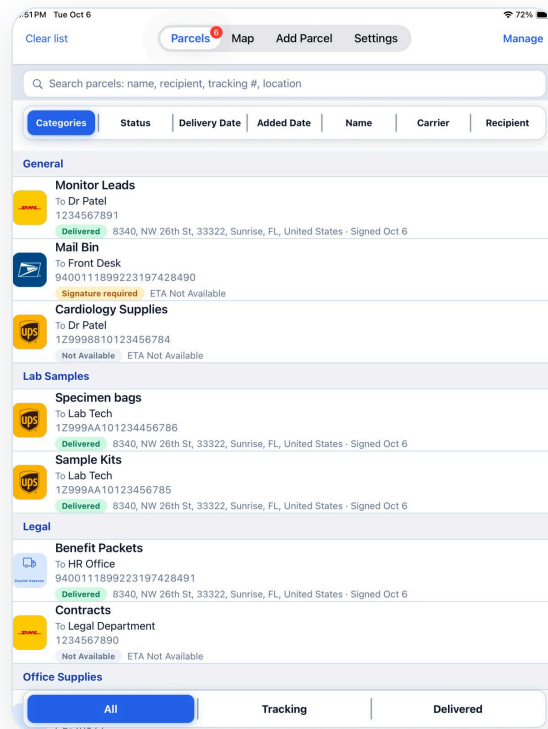
Parcels waiting longer than the number of days set in Settings (3 by default) are marked **Overdue** so nothing sits forgotten.

## Start a fresh day: Clear list

Tap **Clear list** to tidy the iPad. Delivered parcels leave this iPad's list; parcels not yet delivered are hidden and can be brought back in **Settings**. **Nothing is deleted from your account**: every parcel stays in the reports on findandsign.com.

## Manage categories and carriers

Tap **Manage** → **Categories** or **Manage** → **Carriers** to add your own **categories** (for example Pharmacy, Lab Samples, Legal) and **custom carriers** such as a local courier, with an optional website.



Parcels grouped by category

## Adding parcels

1. Open the **Add Parcel** tab.
2. Hold the shipping label **6–10 inches** from the camera. When the barcode is read you'll see **Scanned ✓**. Tap the picture to focus, use the flashlight in low light, or tap **Type it in instead**.
3. The **carrier is detected automatically** from the tracking number: UPS, USPS, FedEx, DHL or one of your custom carriers. Tap a different one if needed.
4. Add a **Name** (for example "Lab supplies, Box 1 of 3"), the **Recipient** and a **Category**. A description is optional.
5. Tap **Add parcel**.

**Lots of boxes?** Turn on "**Stay on Add Parcel after adding**" to scan one label after another.

Find and Sign checks UPS, FedEx and DHL tracking for you and shows the latest status and expected delivery. Select parcels and tap **Update** to refresh them.

The app warns you if a tracking number has **already been added**, with a shortcut to view it.

### Parcel details

Tap any parcel to see everything about it. From there you can **Edit details**, **Make a copy**, **Share** it (**Email (PDF)** or copy the details) or delete it. Once a parcel is signed for, it becomes a **signed record that can no longer be changed**.

**Deleting.** Deleting a parcel that is **not yet signed for** removes it from your account, so use it for mistaken scans. A **signed** parcel you delete leaves the iPad but **stays in your reports** as proof of delivery. To simply tidy the iPad, use **Clear list** instead.

Scan a label; the carrier is filled in

## Delivering and signing

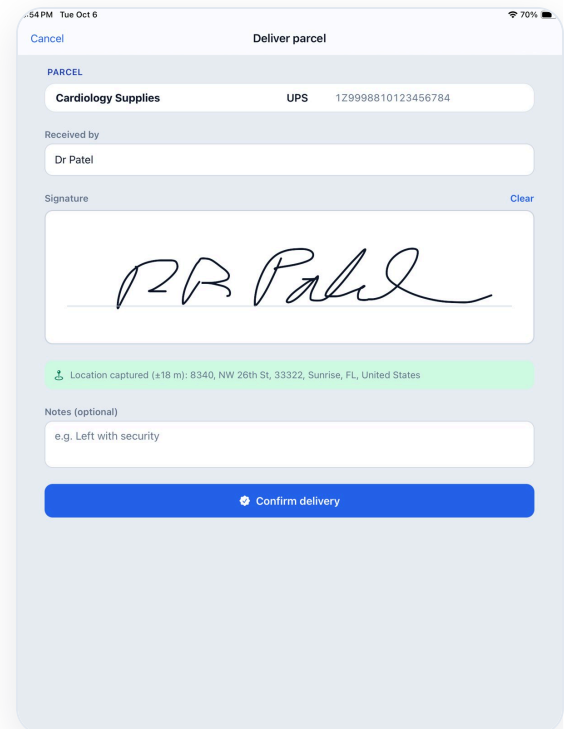
### Sign for one parcel

1. Open the parcel and tap **Deliver & sign**.
2. Enter the full name in **Received by**.
3. Ask the person to sign in the **Signature** box. Tap **Clear** to start over.
4. Add a note if useful, for example "Left with security".
5. Tap **Confirm delivery**.

### GPS proof of delivery

The iPad records **where the parcel was signed** and shows the address before you confirm. If there is no location fix yet, the app waits, or lets you choose **Save without GPS**. Allow location access for Find and Sign so every signature is stamped.

Each delivery stores the signer's name, the signature, the date and time, and the location. Open a delivered parcel to see its **Proof of delivery**.



Signature with the location captured

# Bulk signing

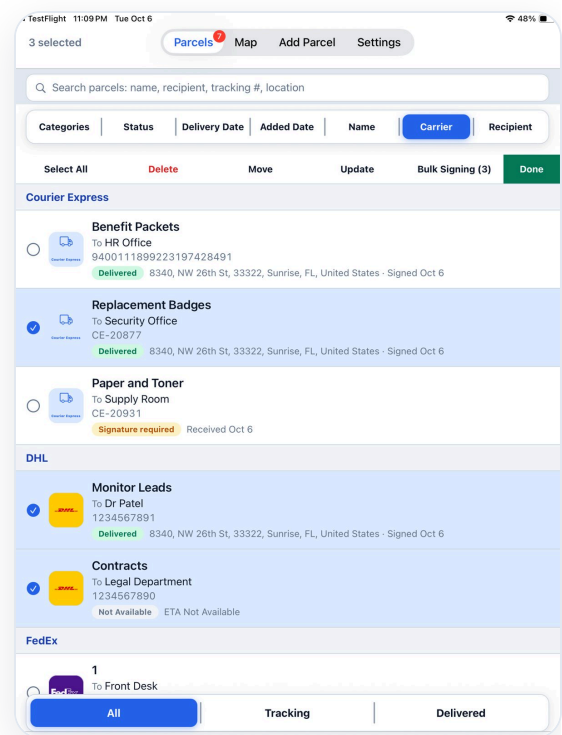
When one person picks up several parcels, sign once for all of them.

- 1. On the **Parcels** tab, tap **Manage** → **Parcels**.
- 2. Tick each parcel being picked up, or use **Select All**.
- 3. Tap **Bulk Signing**; the button shows how many are selected.
- 4. Enter the name, collect one signature and confirm.

Bulk signing only works on parcels that are **not yet delivered**. If any selected parcel is already delivered, the app asks you to remove it from the selection.

## Other actions on selected parcels

| Action | What it does                                                                                                                                          |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Move   | Moves the selected parcels to another category.                                                                                                       |
| Update | Refreshes their carrier tracking status.                                                                                                              |
| Delete | Removes them from the iPad (you are asked to confirm). Parcels not yet signed for are deleted from your account; signed parcels stay in your reports. |



Three parcels selected for one signature

# Map, sync and settings

## The map

The **Map** tab shows delivered parcels at the exact spot they were signed for. Tap a pin to see the parcel, who signed and when. From a parcel's details, **Open in Maps** shows the location in Apple Maps.

## Sync and working offline

Everything you do is saved to your account and shows on findandsign.com. With no signal, the app keeps working and marks changes **"Saved on this device, waiting to sync"**; they upload when you're back online, or tap **Sync now**.

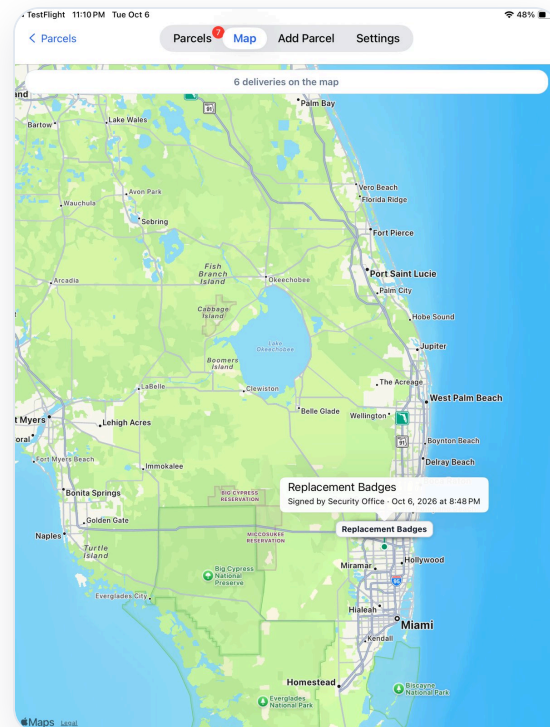
## Settings

- **Account:** your username, email, organization and subscription end date.
- **Defaults:** the carrier preselected when adding a parcel.
- **Overdue** (Mark overdue when waiting): days before an undelivered parcel is marked overdue (1–365).
- **Cleared from list:** bring back parcels you cleared.
- **Delete account** (see section 10) and **About**.

## When a subscription ends

- **Account owner:** the app shows **"Subscription expired"**. Renew at [www.findandsign.com](http://www.findandsign.com), then tap **Check again**.
- **Team member:** the app shows **"Your organization's plan has ended"** with the name of the owner to ask.

Either way, your parcels and signatures are kept safe in the meantime.



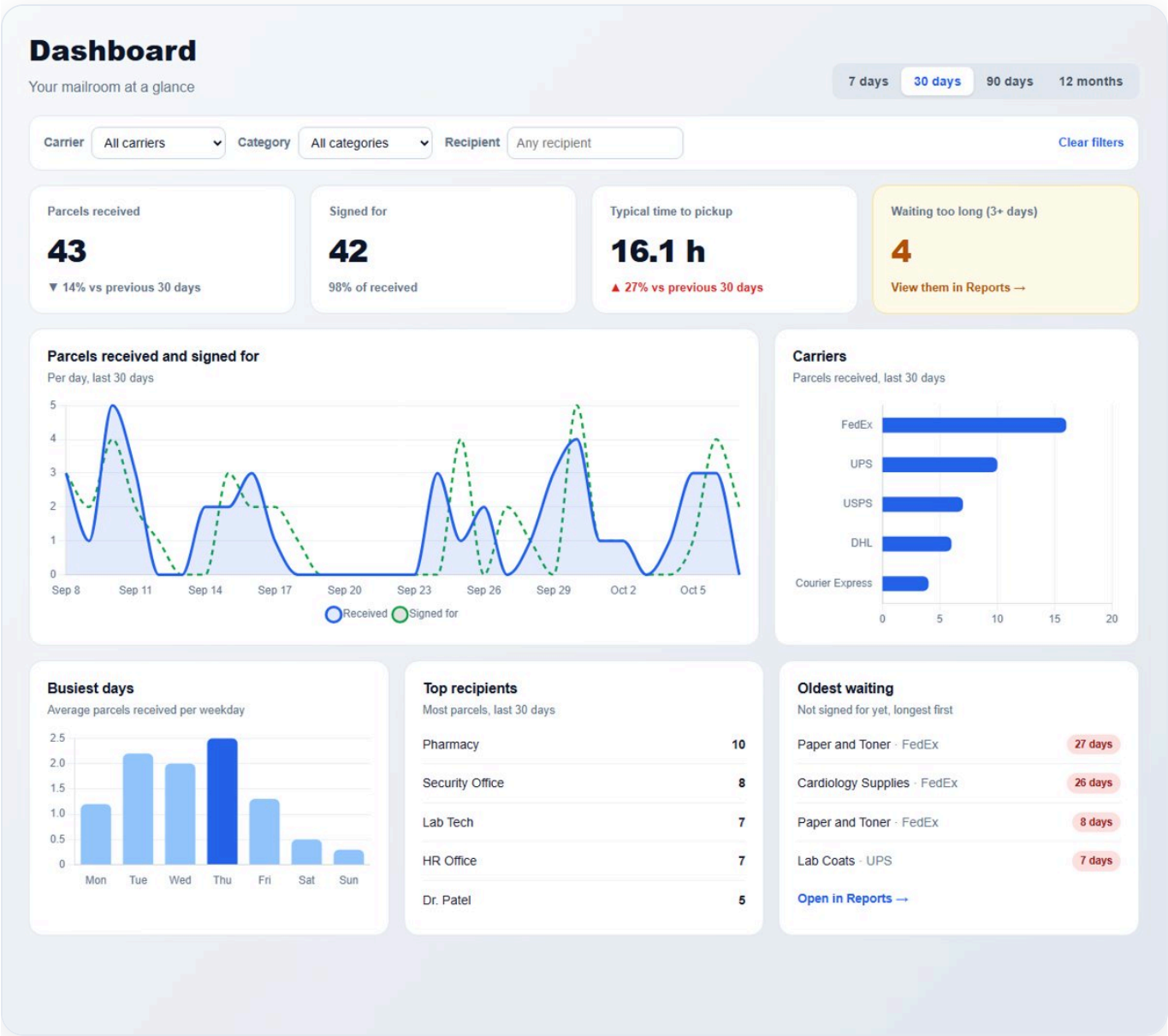
Each pin is a signed delivery

# The website

Sign in at [www.findandsign.com](http://www.findandsign.com) with the same username (or email) and password. The **Account** menu at the top right opens every page.

## Dashboard

Your mailroom at a glance for the last 7 days, 30 days, 90 days or 12 months: parcels received and signed for, the typical time to pickup, **overdue** parcels, a daily chart, carriers, busiest days, top recipients and the oldest parcels still waiting. Filter by carrier, category or recipient.

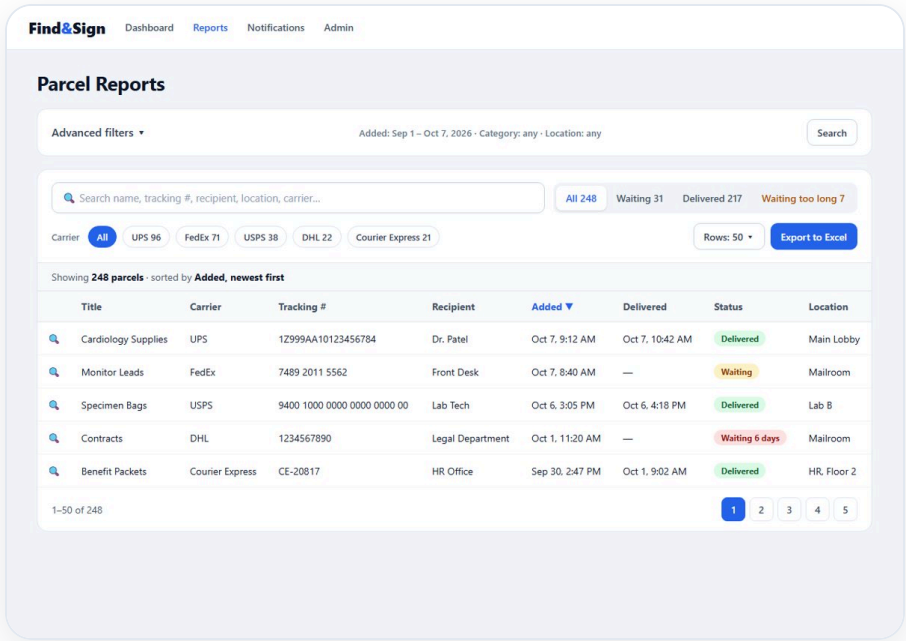


Dashboard

# Reports and proof of delivery

**Parcel Reports** lists every parcel in your organization. Search by name, tracking number, recipient, location or carrier; filter by carrier and status; or open **Advanced filters** for title, recipient, category, location, and added, delivery or signed-for date ranges.

- **Open PDF** on any parcel for a printable proof of delivery with the signature.
- **Export to Excel** to download the list you're looking at.
- Choose 25, 50 or 100 rows per page.



Parcel Reports with filters

## What stays in your reports

Your reports keep your parcel history for as long as your account exists. There is no time limit.

| Parcel                                 | In your reports                                                             |
|----------------------------------------|-----------------------------------------------------------------------------|
| Signed for                             | <b>Always</b> , even if it is later deleted on the iPad                     |
| Not yet signed for                     | <b>Always</b> , including parcels hidden with <b>Clear list</b>             |
| Not signed for and deleted on the iPad | Removed (treated as a mistaken scan)                                        |
| Everything                             | Removed only when the account owner <b>deletes the account</b> (section 10) |

# Pending Parcels & Billing

For desks that charge for holding parcels. Set the **free days**, the charge **per day after the free days**, a **per-parcel** charge and a **flat fee per client**. Choose the period and how to group clients, then see parcels held, billable days and the total due per recipient. Download **Excel** (summary or details) or **PDF statements** with your business name and payment terms.

Find&Sign

Dashboard

Reports

Billing Reports

Notifications

Billing Reports

Storage charges for parcels you hold until they're picked up

Billing period

Oct 1, 2026 – Oct 31, 2026

Bill by

Recipient

Category

Location

Client

All clients

Status

Both

Still waiting

Picked up

Carrier

All carriers

Category

All categories

Charges

Free days

3

Per day after free days

\$ 1.00

Per parcel

\$ 0.00

Monthly fee per client

\$ 25.00

Export PDFs

Export to Excel

Clients

6

Parcels held

84

Billable days

213

Total due

\$363.00

By recipient

Click a client to see their parcels

| Client                              | Parcels | Days held | Billable days | Monthly fee | Day charges | Amount due |
|-------------------------------------|---------|-----------|---------------|-------------|-------------|------------|
| ▼ Pharmacy                          | 22      | 119       | 61            | \$25.00     | \$61.00     | \$86.00    |
| Antibiotics · UPS 1Z999AA1...       |         | 6         | 3             |             | \$3.00      |            |
| Cardiology Supplies · FedEx 7489... |         | 12        | 9             |             | \$9.00      |            |
| + 20 more parcels                   |         |           |               |             |             |            |
| ▶ Legal Department                  | 17      | 88        | 39            | \$25.00     | \$39.00     | \$64.00    |
| ▶ Dr. Patel                         | 15      | 71        | 31            | \$25.00     | \$31.00     | \$56.00    |
| ▶ HR Office                         | 12      | 60        | 29            | \$25.00     | \$29.00     | \$54.00    |
| ▶ Lab Tech                          | 10      | 49        | 27            | \$25.00     | \$27.00     | \$52.00    |
| ▶ Security Office                   | 8       | 33        | 26            | \$25.00     | \$26.00     | \$51.00    |

Storage charges per recipient (sample data)

# Notifications

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Let people know a package has arrived, without anyone at the desk sending a message. Open **Account** → **Notifications**. Nothing needs to change on the iPad: scanning a parcel is enough.

## Tracking number alerts

Expecting an important package? Enter its **tracking number** and one or more **email addresses** (separate them with a comma or semicolon). When that parcel is logged at your desk, each address gets a **"Your package has arrived"** email straight away. Your active alerts are listed below the form; delete any you no longer need.

## People list (account owner)

Add the people your desk receives packages for, with their email address: one at a time, or many at once with a **CSV file** (one per line: *name,email*). When a parcel is scanned with one of these names as the **Recipient**, that person gets an email: **"A package for you has arrived"**.

- The name must match the recipient entered on the iPad. Capital letters and extra spaces don't matter.
- Every email has a **Stop these emails** link. The list then shows that person as stopped.
- Remove a person from the list at any time.

## One email per person, not one per parcel

Find and Sign waits until the desk has finished scanning for someone (about **2 minutes** without a new parcel for them, **10 minutes** at most), then sends **one email**. Ten boxes for Jane means one email: **"10 packages for you have arrived"**, with the totals per carrier and a list of every package. One package gets the familiar single-package email.

**Picked up already?** Parcels signed for during those minutes (one by one or with bulk signing) are left out, so nobody is told to collect a package they already have. Signing for parcels never sends a notification.



## Slack and Microsoft Teams

The account owner can also post new packages to **one team channel**, so the whole office sees what came in. Connect it under **Team channel** on the Notifications page.



### Slack

1. Add the **Incoming Webhooks** app to your Slack workspace.
2. Choose the channel and copy the **Webhook URL**.
3. Paste it under **Channel link** and choose **Connect and send test**.



### Microsoft Teams

1. In the channel, open **Workflows**.
2. Choose **Post to a channel when a webhook request is received** and copy the URL it gives you.
3. Paste it under **Channel link** and choose **Connect and send test**.

A test message appears in the channel straight away. The page then shows **Connected to Slack** (or Microsoft Teams) with the end of the link. Choose **Disconnect** to stop the posts.

### What the channel shows

Like the emails, packages are grouped: one post per batch. A single package shows who it is for, the carrier, the tracking number and the time received. Several packages arrive as one summary, listed person by person:

 14 new packages received  
 FedEx 4 · UPS 4 · Amazon 3 · USPS 3

Bob Lee (3)  
     FedEx 1Z990000001  
     USPS 1Z990000006  
     Amazon 1Z990000011

Jane Smith (3)  
     UPS 1Z990000000  
     ...

For security, only real Slack and Microsoft Teams channel links are accepted. Parcels already signed for are never posted.

# Your organization

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The **Admin Screen** is where the account owner manages the company and the team.

## Company name

Set the name your team and invitations show under **Company Settings**.

## Invite and remove team members

1. Each person first creates their own Find and Sign account.
2. Under **Members & Invitations**, enter their **username** (not their email) and choose **Invite User**.
3. They receive an invitation email and see the invite when they sign in; they accept or decline it on their Admin Screen.

The page shows how many **seats** your plan has and how many are used. Need more people? Add users to your plan (section 9). Remove a member at any time from the same list.

**Shared plan.** Team members use the owner's plan, so there is no need to renew on each iPad. Everyone in the organization appears in the website reports; in the app, each person sees the parcels they handle.

## Change your account email

1. Under **Change account email**, enter your current password and the new email.
2. Enter the **verification code** sent to the new address.

Your current email keeps working until the new one is verified.

## Subscription and billing

Open **Account** → **Subscriptions** on findandsign.com. Payments are handled by Stripe; card numbers never touch Find and Sign.

| To do this                           | Do this                                                                                                                                                               |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start a plan                         | Under <b>Choose a plan</b> , pick <b>Monthly</b> , <b>Quarterly</b> or <b>Annually</b> and the <b>number of users</b> , then pay on Stripe's secure page.             |
| Add or remove users, or switch plans | <b>Change plan or number of users</b> . You can't choose fewer users than people already in your organization; remove members on the Admin Screen first.              |
| Update your card                     | <b>Update card</b> under Payment method.                                                                                                                              |
| See invoices and the next payment    | <b>Payments &amp; invoices</b> and <b>Billing history</b> .                                                                                                           |
| Cancel                               | <b>Cancel subscription</b> . Your plan stops renewing and you keep full access until the end of the paid period; you can choose to <b>keep your plan</b> before then. |

Plans renew automatically. If a plan isn't set to renew, the owner gets reminder emails **7 days** and **1 day** before it ends, and a note once it has ended.

The iPad app shows your plan and end date in Settings, but subscriptions are managed on findandsign.com.

## SECTION 10

# Account help and support

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## Forgot your password

1. Choose **Forgot password?** on the sign-in screen (app or website).
2. Enter your **username or email**. A verification code is emailed to you.
3. Enter the code and your new password. You'll get an email confirming the change.

If your email has more than one account, you'll receive an email listing your usernames instead, each with a **Reset password** button.

## Forgot your username

Choose **Forgot username?** (website) or **Forgot your username?** (app) and enter your email. We'll email the usernames on that address. You can also simply sign in with your email.

## Activation email didn't arrive

On the sign-in screen choose **"Didn't get your verification email?"** and enter your username or email.

## Delete your account

In the iPad app, open **Settings** → **Delete account** and type **DELETE** to confirm.

- **Team member:** your login is removed; the organization's parcels stay.
- **Owner with no team:** the subscription is cancelled and your parcels and signatures are deleted.
- **Owner with team members:** remove the members on the Admin Screen first.

## Contact support

Email **support@findandsign.com**, use the contact form on [www.findandsign.com](http://www.findandsign.com), or open **Support** from the Account menu.

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