

Dear Resident,

We are pleased to announce that **TreeHouse Phase 1** has installed an exciting new amenity - Parcel Pending electronic lockers. You are now able to pick up your packages on your schedule, 24/7! Parcel Pending PLUS lockers are located on the **first floor of the West building.**

**How to sign up:**

- [Click here](#) to register for the service.
- Complete account setup and preferences.

**Set up your password so you can take advantage of this convenient service.**

**How to retrieve a package:**

- You are notified by email and/or text with an access code when you receive a package.
- Enter your 8-digit pick-up code into the touchscreen keypad and retrieve your package.

**Are there fees to use the Parcel Pending PLUS lockers?**

- There is a one-time registration fee of **\$20**.
- Packages need to be retrieved promptly to ensure lockers will be available for all residents' deliveries. A **storage fee** of **\$3** per day will be charged for packages left in the lockers **beyond 3 days**. If you will be out of town for more than 3 days, put your account on vacation mode to avoid storage fees.
- Our **Vacation Mode** feature, which can be set up ahead of time, enables you to set your account on Vacation Mode for up to 30 days and you will not receive the daily reminders for your package, nor will you incur any fees for packages that are delivered during the time you have Vacation Mode enabled. That said, you will still receive the initial delivery notification so that you are aware of packages delivered to you. You will have until 11:59pm on that LAST day to pick up your packages to avoid any fees OR extend your Vacation Mode

If you have any questions, visit the [Parcel Pending PLUS Frequently Asked Questions](#) or contact Parcel Pending directly at 877-689-1584. We welcome all feedback as well on your new Parcel Pending PLUS experience!

Download the new Parcel Pending PLUS app here:

[Android Users](#)

[iOS Users](#)

Sincerely,

**TreeHouse Phase 1**