



LHOST BY PARCELVUE

USER'S GUIDE

Returning **Lost Items** to your guest
has never been so easy and fast.

LOGIN here:

<https://www.parcelvalue.eu/hotel/>

and read the user's guide.
If you have any doubt, read the F.A.Q. too.

USER'S GUIDE TO RETURNING AN ITEM IN EU


Welcome Demo Hotel DO NOT DELETE

Please enter your guest's email address and country

Email *:

Country *:

Please enter the dimensions of the package to be sent

Weight (kg) *: 

Length (cm) *:

Width (cm) *:

Height (cm) *:

DIMENSIONS

After you have entered the customer's email address, select the country from the country's menu, and fill in the details relating to the size of the parcel carefully (make sure to enter the correct measurements as these determine the cost of shipping). Select the range corresponding to the weight of your package from the drop-down menu. Specify the other dimensions (length, width, and height), making sure that the measurements are expressed in centimetres. .

Wait up to 30 seconds after pressing the 'SEND' button. We have to calculate the fares to choose the best one and send an email to your customer!

RETURNING AN OBJECT IN THE REST OF THE WORLD

Welcome Demo Hotel

Please enter the Email and the Country of your Guest

Email *:

Country *:

Please enter the measures of the package to be sent

Important: If you select the goods description from the list, the shipping procedure will be automatic. Instead if you fill out the free description field, the shipment will be subject to verification with the courier which will result in increase processing time.

Description *:

ALTERNATIVES — or

free description (with increased processing time):

Weight (kg) *: ?

Length (cm) *:

Width (cm) *:

Height (cm) *:

After selecting the destination country from the drop-down menu, specify the category of the object contained in the parcel (for customs purposes). You can select it from the "Description" drop-down menu. If the object that you want to return is not listed, you can write it manually in the "free description" field (shipping time will be extended to carry out the necessary checks).

Wait up to 30 seconds after pressing the 'SEND' button. We have to calculate the fares to choose the best one and send an email to your customer!

HOW WE INFORM YOUR GUEST:

When you fill out your item return request, your customer automatically receives an email telling them that their item has been found and providing instructions to proceed with the shipping. You do not need to enter special instructions, just describe the lost object you want to return. You can see an example of the email that your customer will receive with the message you write below (this text will be sent in English, French or German):

Dear Client,

CHTest Hotel Production is contacting you because your personal item has been found and we would like to return it to you.

Here is the message:

Your Passport

Thanks to LHOST you can receive it at home or anywhere you prefer. Just click on "buy this" next to the service level you want to confirm and you'll be transferred to a protected website where you can fill in the delivery address , buy insurance at your choice and pay with either PayPal Account or Credit Card.

The prices below refer to a shipment delivered in **Switzerland** : choose the service and then you will be able to change the "country to" (prices may be different).

Standard service; will be delivered in 24/48 H * at 33.02 CHF ** [buy this](#)

* working days ; transit time are referring to major cities , the final delivery date will be available after you confirm the shipment

** prices are VAT included if applicable

If you are interested in receiving your item please proceed to select the service, otherwise please [click here](#) to notify us and the resort that you are not interested in the shipment.

For issue or questions related to payment and service please contact LHOST by Parcel Value:

Via phone: [+41919666307](tel:+41919666307) or via e-mail: lhost@parcelvalue.eu

For any other issue please contact the Hotel

Thank you

Team LHost

SHIPMENTS AT YOUR CHARGE:

In all resort happens to arrange **shipments on your behalf**.

Many reasons may lead to this:

- forgotten item belongs to a VIP customer and you do not want them to pay for the shipment
- in case of error by the structure (eg failure to return a personal document at the check-out)
- hotel shipments, not related to an item forgotten by a guest.

Even in these cases you can use Lhost, just press on the '**Pay and Ship**' button in the reserved area..

Shipment procedure is very similar to the one used by the guest, you simply need to insert the nation where you want to ship, and the dimensions of the parcel.

In the next step you will see the prices and services available, then you will be able to place an insurance, and finally there is the payment page.

Shipments will be **invoiced and so deductible**, and we apply a **10% discount** on the rates we apply to 'forgotten' customers who forget about the items and are very competitive compared to regular express courier prices.

Billing data is only required for the first shipment 'loaded' and stored in our database

Note: With Lhost you can also send voluminous or fragile items, as well as large luggage and trolleys, some customers ask for this service to travel lighter. If you have any questions or concerns about a shipment, please contact us!

How much does the the guest spend?

Our prices are totally competitive with an equivalent postal service but they save you from queuing up at the Post Office to ship the parcel!

Here is an example of what your customer will pay:

- a small box of 1 kg in Italy will cost 12€ VAT included; delivered in 24h (North and Central Italy) ; 48h (South and Islands)
- a small box of 1 kg in EU (Germany, France, Netherlands, Austria) will cost 16€ VAT included; delivered in 48h

Which countries can I ship to?

All around the world

What can ship?

Within EU, everything except for materials declared dangerous by international regulations such as explosives, flammable liquids etc.

Outside of EU, regulations vary from country to country. You will find pre-set examples of products that can be shipped per each country. If there is something you can't find in the list, tell us and we will check the feasibility and carry out the customs procedures.

Wat are the procedures for any customs requirements?

We provide all the necessary documentation to attach to the parcel.

Who puts the parcel together?

You'll have to pack it yourself. You must have recycled boxes that can be used to send lost items. Why don't we do it? It would cost too much, and time frames would be extended considerably. If possible, remember not to use 50 cm boxes to ship a battery charger, as the size affects the price that the customer will pay.

How should the parcel be prepared?

Make sure that the goods are well protected by using appropriate packaging material such as paper, bubble wrap etc., especially if delicate. You must then print the shipping label you will receive by email and attach it to the outside of the parcel, along with the customs documents. If you send documents or small items, do not use paper envelopes but instead ask the courier for their shipping envelopes. Drivers usually have some ready.

Do I need to pay anything?

No, there is no cost to you. Shipping is charged to the customer only.

When will the courier come to collect?

Depending on the confirmation time, on the same day or the first business subsequent working day.

How do I know if the customer accepts?

If the customer accepts you will receive the shipping label and any documentation. If they do not accept you will receive an email with the provisions provided by the customer.

Contact us for any request or information

Lhost by Parcelvalue:

lhost@parcelvalue.eu

+39.02.87369740

+41.(0)919666307

Watsapp: +41 076 4898640