



CUSTOMERS

USER GUIDE

MOBILE APP



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Welcome Back
Log in & start delivering!





[Login with Mobile](#)

[Forgot Password?](#)

[Login as customer](#)

[Login as agent](#)

Don't have an account? [Create New](#)

(English - EN) [Change Language](#)

Step 1: Sign in you already have an account, if not select “Create New”.

Start your journey by filling out your details first!







☐ Terms & Conditions

☐ I have Read and Agree to the Data Protection Notice

☐ I want to receive promotions by emails.

Step 2: Fill in the necessary details as shown.





☐ Terms & Conditions

☐ I have Read and Agree to the Data Protection Notice

☐ I want to receive promotions by emails.

[Sign up as customer](#)

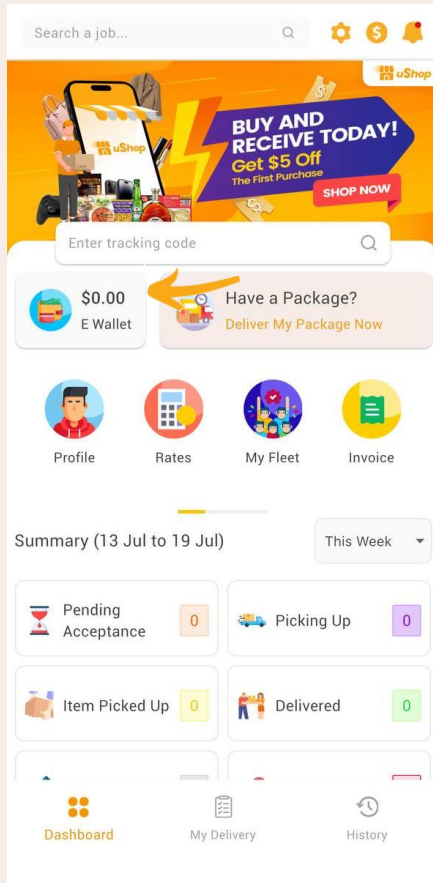
[Sign up as agent](#)

Already have an account? [Login](#)

Step 3: After filling the necessary details, select “Sign up as customer”

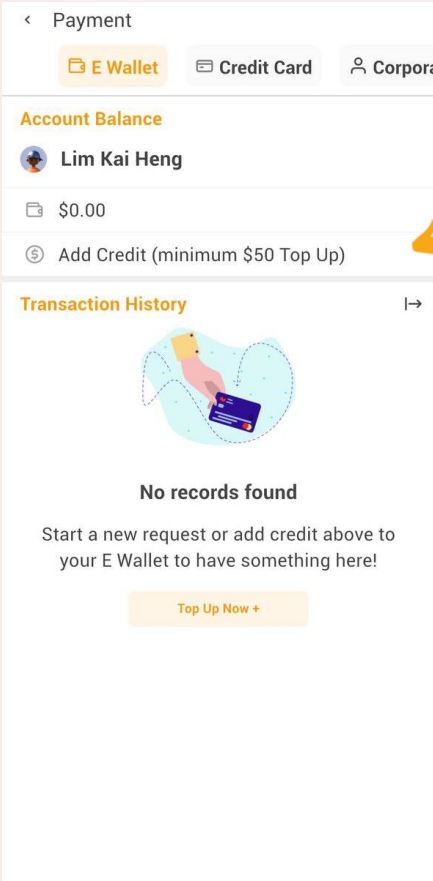


ADD CREDITS



Once logged in, you would be brought to this page

To add credits, select “E-Wallet” to view your E-Wallet



Click on “Add Credit” to top up your E-Wallet



ADD CREDITS

< Add Credit

Current Credit

\$0.00

Add Credit

\$50

+

-

For Credit Card, the total payable will be subjected to credit card charges of $3.5\% + 0.25 = \$52.0$

Payment Mode

(Purchase credit must be greater than \$50)

☒ Credit Cards

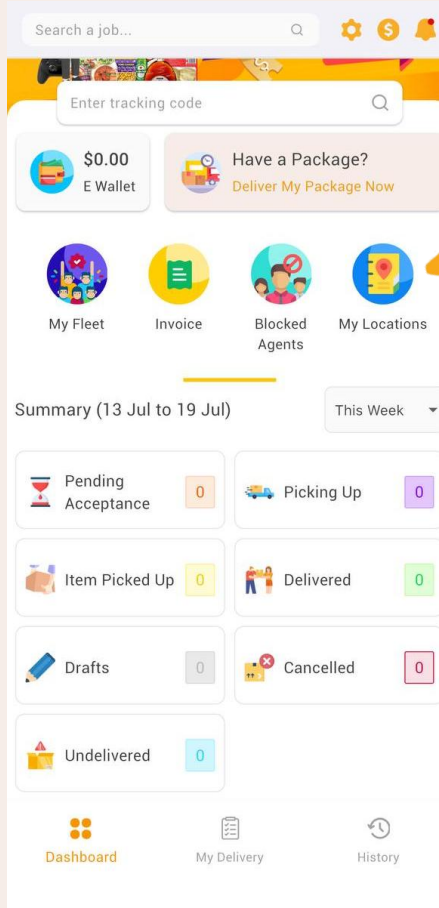
☐ SGQR

Purchase Credit

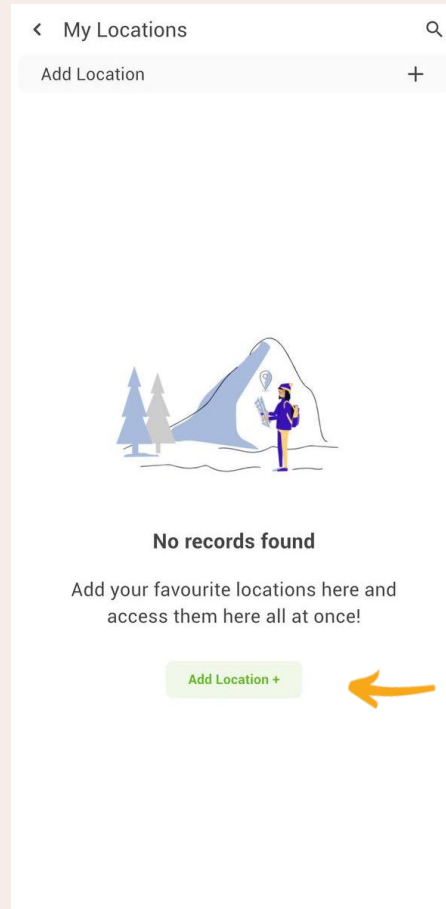
Choose your preferred payment mode.

*Min. \$50 required.

For credit card payment, amount will be deducted immediately and there will be a transaction fee of $3.5\% + \$0.25$

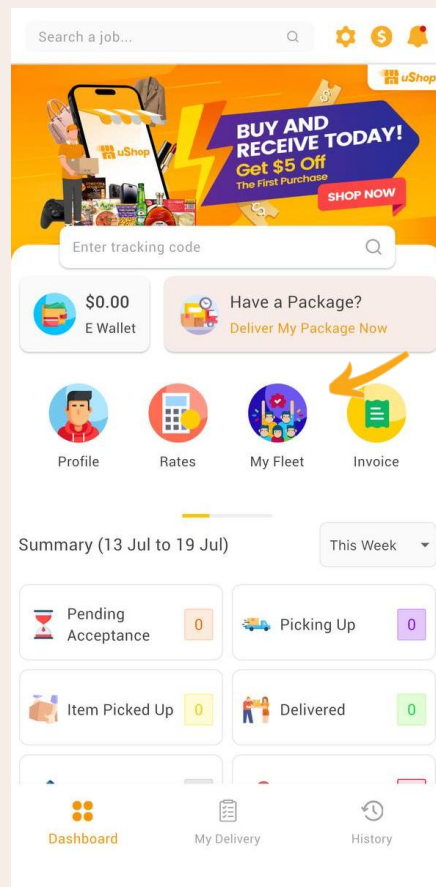


To add a location, first click on “My Locations”

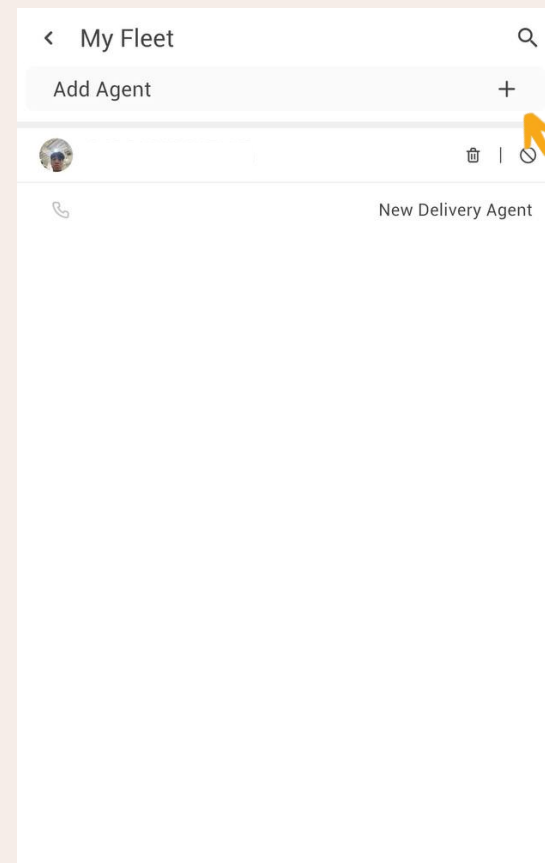


You can then add locations by clicking “Add Location”

After adding the necessary details, you can save the added location



To find your favorite agents, select **“My Fleet”**.

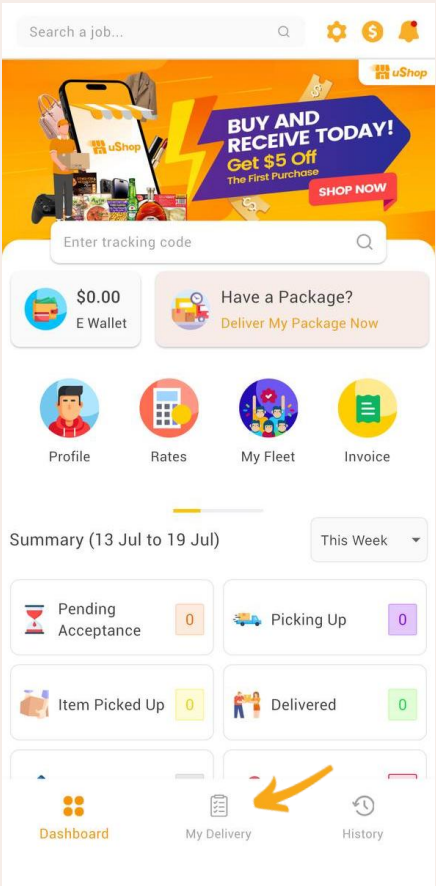


You would be able to view your favourite agents.

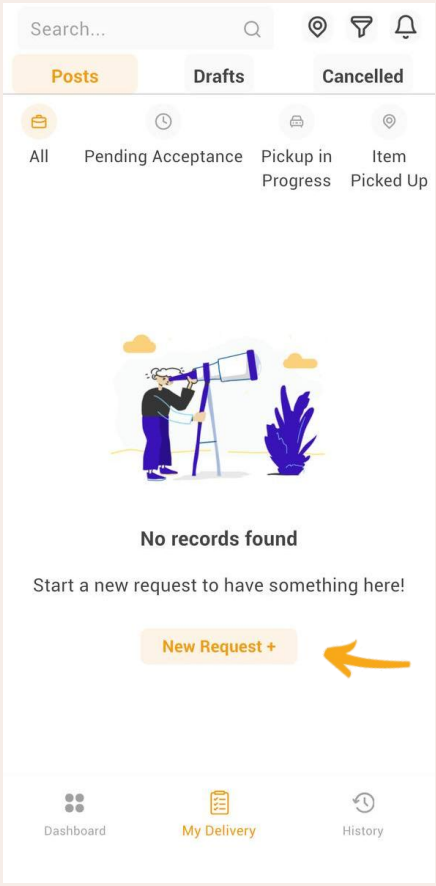
To add favourite agents click on the plus sign to view requests.



DELIVERY ORDER



Step 1: To create a new delivery order, select “My Delivery”



Step 2: Then select “New Request” to make a new delivery order



SENDER'S DETAILS

<

New Request

✓ Next

1 Pick Up

2

3

Contact Details

👤

Contact Person

☎

Mobile Number

Location

📍

Postcode

+

📍

Address

🏠

Unit Number

Vehicles & Others ⓘ

All

🚚

Van/Lorry

👤

My Fleet

👤

All Agents

🔔

SMS Alert

🔕

No SMS Alert

Delivery Type ⓘ

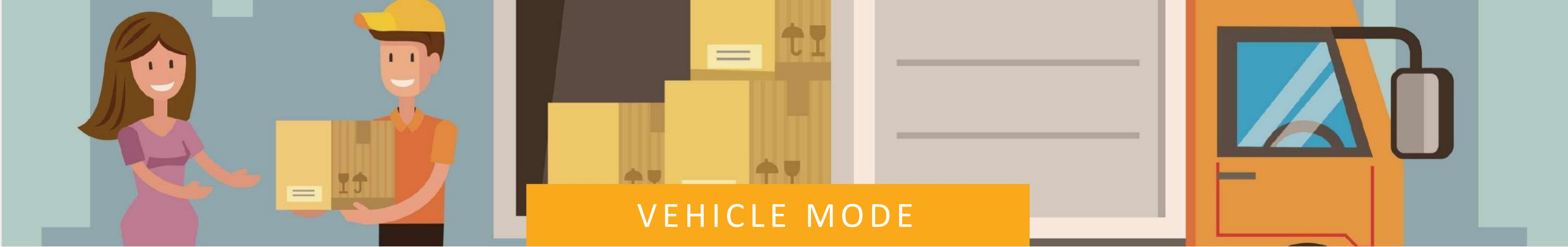
✓

3 hours express

< Back

✓ Next

Step 3: After being brought to this page, you may enter the sender details as shown.



VEHICLE MODE

< New Request ✓ Next

1 Pick Up 2 3

Contact Details

👤 Contact Person

☎ Mobile Number

Location

📍 Postcode +

📍 Address

📄 Unit Number

Vehicles & Others ⓘ

All Van/Lorry

👤 My Fleet 👤 All Agents

🔔 SMS Alert 🔕 No SMS Alert

Delivery Type ⓘ

☑ 3 hours express

< Back ✓ Next

Step 4: You can select your desired vehicle mode.

'All' refers to any mode of transport such as: Car, Bike, Public Transport, Van, etc.

If your delivery strictly requires van, please select 'Van'



< New Request ✓ Next

1 Pick Up 2 3

Contact Details

👤 Contact Person

📞 Mobile Number

Location

📍 Postcode +

📍 Address

📄 Unit Number

Vehicles & Others ⓘ

All 🚚 Van/Lorry

👤 My Fleet 👤 All Agents

🔔 SMS Alert 🔕 No SMS Alert

Delivery Type ⓘ

✓ 3 hours express

< Back ✓ Next

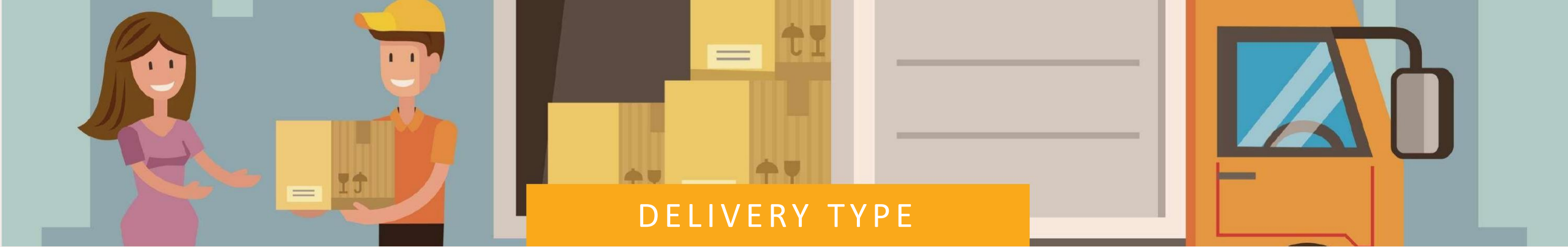
Step 5: Select between “My Fleet” and “All Agents”

All agents' option allows for any agent to accept the job and 'My Fleet' option only allows the job to be accepted by your trusted and favorite agents.

What is my fleet?

A function that allows you to select agents that you like and trust in which you can assign your future deliveries to them

However, this means that **only your selected agents will be notified of your request**. We advise to use 'All Agents' instead if it is an urgent job.



DELIVERY TYPE

< New Request ✓ Next

1 Pick Up 2 3

Delivery Type ⓘ

☒ 3 hours express

☐ Specific Delivery Slot

☐ Next Day Delivery

☐ Same Day Delivery

☐ 2 way round trip (same day)

☐ 1 Hour Rush

Pick Up Date & Time ⓘ

📅 14 July 2026

🕒 Select Time 🕒 Select Time

Delivery Date ⓘ

📅 14 July 2026

Remarks

Write a remark..... (Optional)

< Back ✓ Next

Step 6: Select the delivery type. There are various delivery types that we offer as shown.

You may then specify the delivery pick up date and time.

< New Request ✓ Next

1 Pick Up 2 3

☐ Next Day Delivery

☐ Same Day Delivery

☐ 2 way round trip (same day)

☐ 1 Hour Rush

Pick Up Date & Time ⓘ

📅 14 July 2026

🕒 Select Time 🕒 Select Time

Delivery Date ⓘ

📅 14 July 2026

Remarks

Write a remark..... (Optional)

< Back ✓ Next

Additionally, you may give remarks for your delivery driver to take note

Click next once you have completed filling out the sender details



RECEIVER'S DETAILS

< New Request

✓ Next

1

2 Parcel

3

Contact Details

Receiver's Name

Mobile Number

Email (Optional)

Location

Postcode

Address

Unit Number

Delivery Date & Time

13 July 2026

From 05:00 PM To 08:00 PM

Multiple Parcels To Same Location?

Yes

No

Size & Quantity

< Back

✓ Next

Step 7: After being brought to this page, you may enter the receiver's details



MULTIPLE PARCELS

< New Request ✓ Next

1 **2 Parcel** 3

Contact Details

Receiver's Name

Mobile Number

Email (Optional)

Location

Postcode +

Address

Unit Number

Delivery Date & Time

13 July 2026

From 05:00 PM To 08:00 PM

Multiple Parcels To Same Location?

Yes ☐

No ☒

Size & Quantity

< Back ✓ Next

Step 7: Select 'Yes' to Multiple Parcels if you have more than one parcel going to the same location





< New Request ✓ Next

1 2 Parcel 3

Size & Quantity

☐ Documents

☐ <60 cm (H+L+W) & max 1kg

☐ <80 cm (H+L+W) & max 5kg

☐ <100 cm (H+L+W) & max 8kg

☐ <120 cm (H+L+W) & max 10kg

☐ <140 cm (H+L+W) & max 15kg

☐ <160 cm (H+L+W) & max 20kg

☐ <200 cm (H+L+W) & max 25kg

Additional Services? ⓘ

Additional Services List ▼

Insurance ⓘ

☐ Add Insurance ☒ No Insurance

< Back ✓ Next

Step 8: Select appropriate parcel size

Different parcel size will lead to different delivery fees and the vehicle needed to deliver



ADDITIONAL SERVICES

< New Request ✓ Next

1 2 Parcel 3

Additional Services? ?

Additional Services List ▲

☐ Upload D.O for Digital Signature \$0	\$0.00
☐ Fragile Items	\$3.00
☐ Return Trip (2 Days)	\$7.00
☐ Cold Chain Box	\$8.00
☐ Verify Name and ID	\$1.00
☐ Queue Service (Max.35mins)	\$15.00
☐ Drop in PostBox (ex.stamp)	\$1.50
☐ SMS Pincode to Recipient	\$0.10

Insurance ?

☐ Add Insurance ☒ No Insurance

Attachment Optional

< Back ✓ Next

Step 9: You may add additional services to your delivery

< New Request ✓ Next

1 2 Parcel 3

Additional Services List ▼

Insurance ?

☐ Add Insurance ☒ No Insurance

Attachment Optional

☐ Camera ☒ Gallery

Reference

Reference Number (Optional)

Remarks

Write a remark...(Optional)

< Back ✓ Next

DO's can be uploaded under the attachments



< New Request ✓ Next

1 **2 Parcel** 3

Additional Services List ▼

Insurance ⓘ

☐ Add Insurance ☒ No Insurance

Attachment Optional

Reference

Reference Number (Optional)

Remarks

Write a remark...(Optional)

< Back ✓ Next

Step 10: Select 'Yes' if you would like to add insurance

< New Request ✓ Next

1 **2 Parcel** 3

Insurance ⓘ

☒ Add Insurance ☐ No Insurance

Attachment Optional

Reference

Reference Number (Optional)

Remarks

Write a remark...(Optional)

< Back ✓ Next

Enter your desired coverage amount and the insurance fee will automatically be reflected

Click on "Next" once you have finished entering the receiver's details



< New Request

✓ Post

1

2

3 Summary

Pick Up

13 July 2026

05:00 PM-08:00 PM

3 hours express

Remarks:

Receiver 1

Parcel

1 <60 cm (H+L+W) & max 1kg - \$14.5

Add Another Parcel

+

Bill

Subtotal

\$14.50

Additional Regional Charges ⓘ

\$4.00

✓ Post

Step 11: Select 'Add parcel' if you would like to make another delivery

Check that all the information is correct before making payment





< New Request

✓ Post

1

2

3 Summary

Bill

Subtotal

\$14.50

Additional Regional Charges ⓘ

\$4.00

Tip

\$0.00 +

Promotion

Enter Promocode

Platform Fee

\$0.50

GST Payable (9%) ⓘ

\$0.38

Total

\$19.38

Pay By

Corporate Account

E Wallet

\$0.00

Credit Card (Stripe)

SGQR

✓ Post

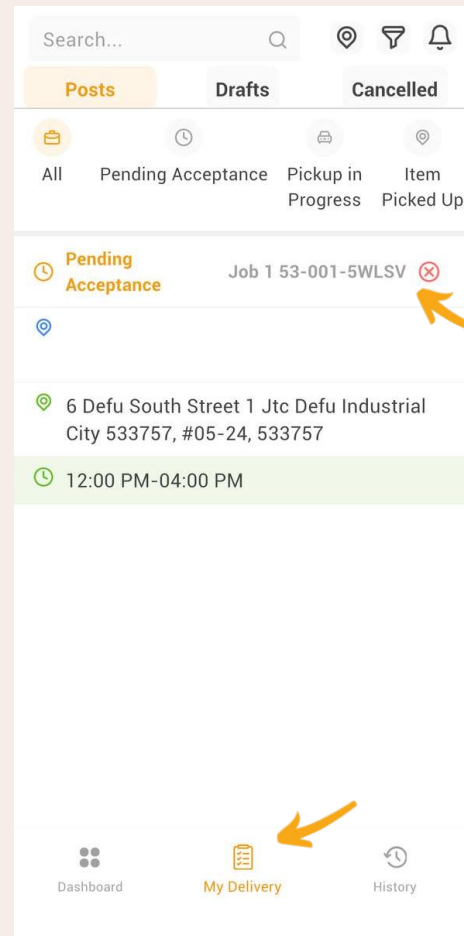
Step 12: You may add tips to increase your chances of getting a delivery agent.

Select your payment method.
Do note that we do not accept cash payment.

After payment, you have successfully created a delivery order.



TRACKING

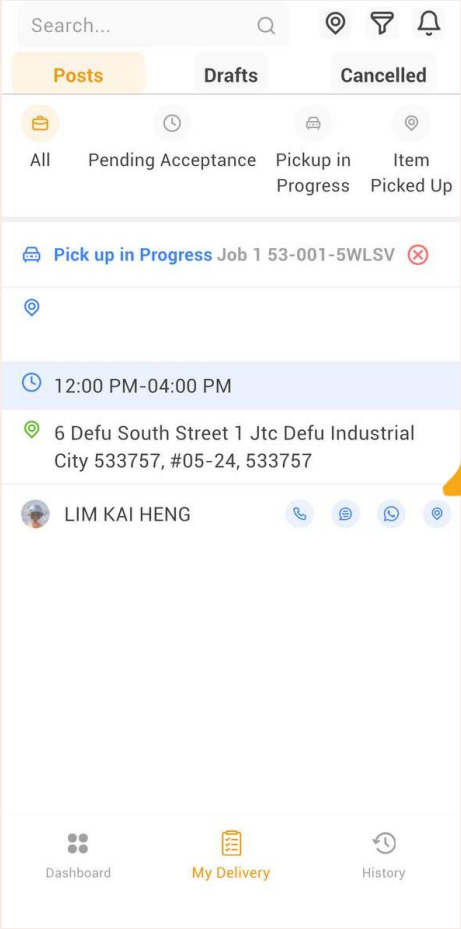


After confirming your order, you can go to **“My Delivery”** to view your order

You can also find your tracking number as shown.



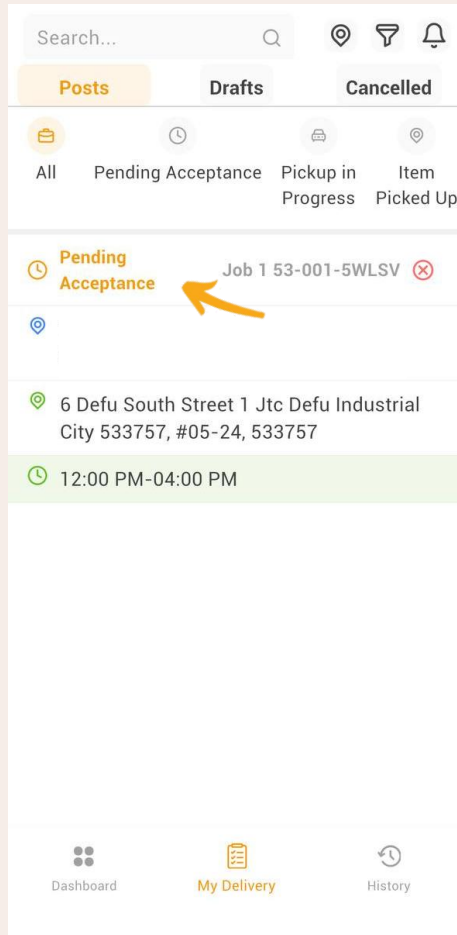
CONTACT AGENT



You may contact your delivery driver by selecting the icons according to which platform you prefer.

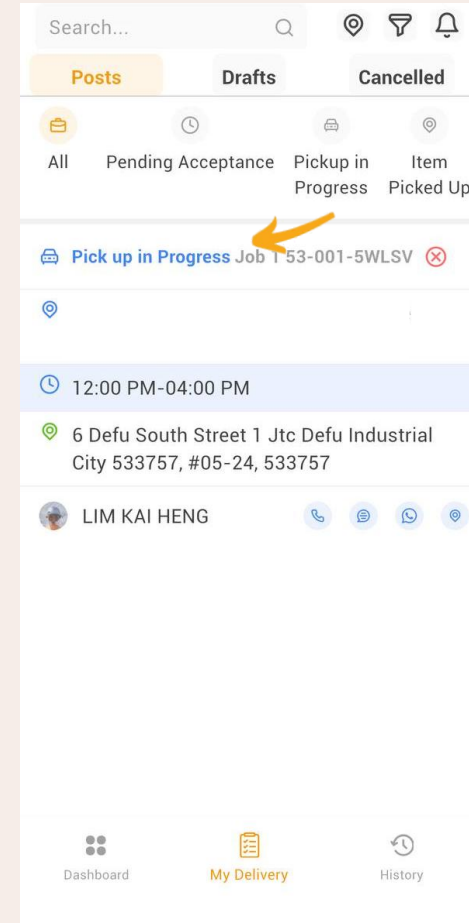


DELIVERY STATUS



Pending Acceptance:

No agents have accepted your job

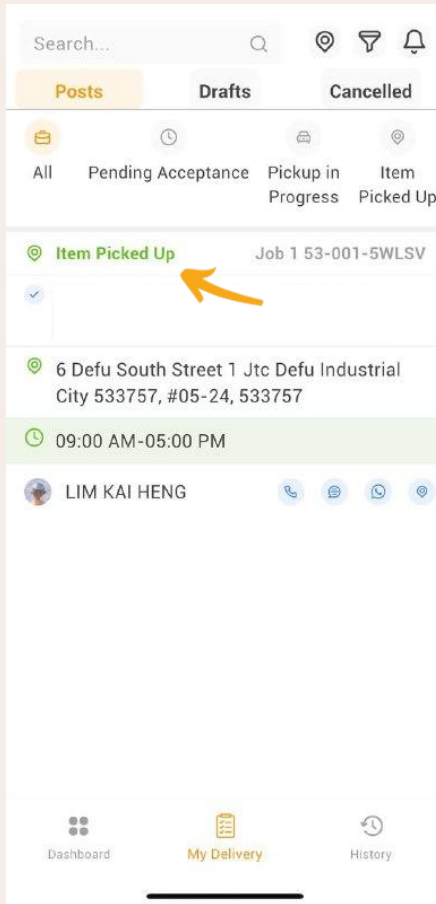


Pick up in progress:

An agent has accepted your job and will be picking up parcel.

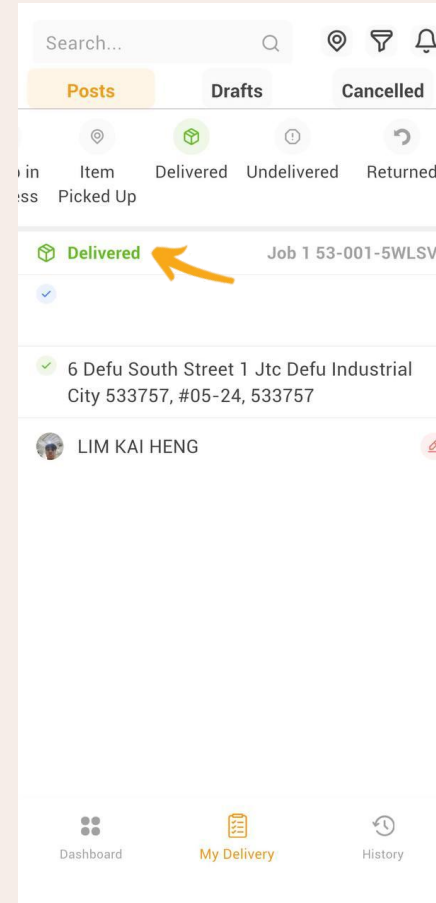


DELIVERY STATUS



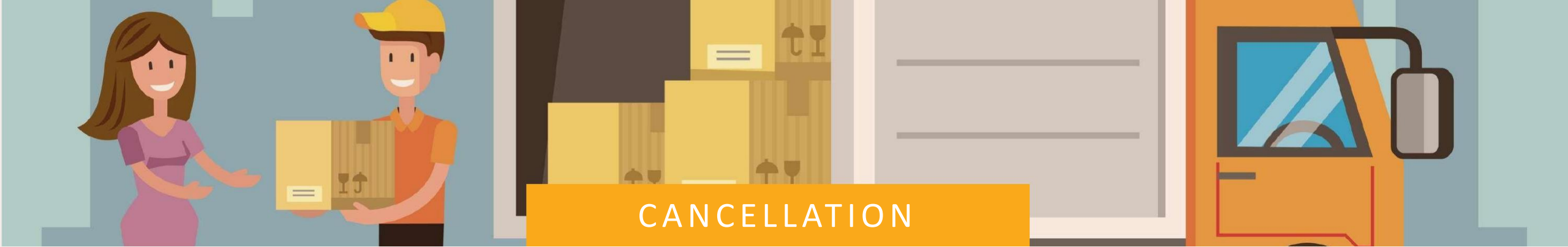
Item Picked Up:

An agent has picked up your item

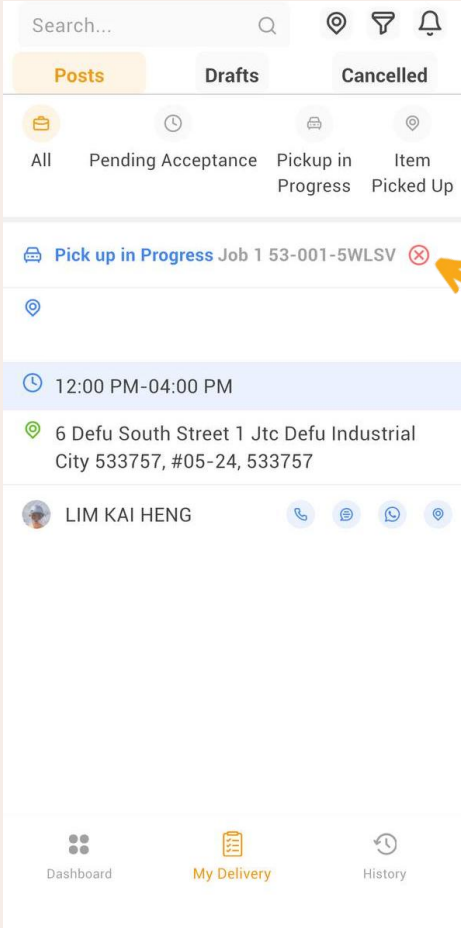


Delivered:

Item has been delivered



CANCELLATION



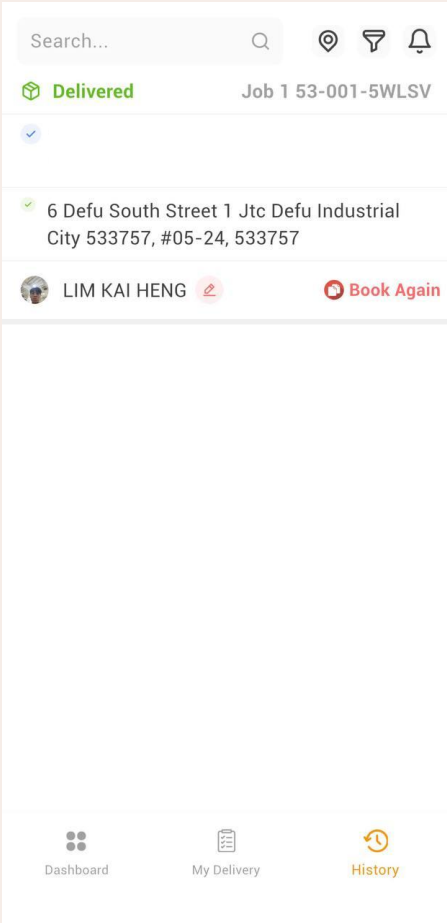
If you would like to cancel the job, click on the “Cancel” icon.

There will be no cancellation if no delivery agent has accepted your job.

However, once a delivery agent has accepted your job, there will be a **cancellation charge of 50% of the delivery fees, with a maximum cap of \$10** if it is cancelled 30 minutes before pickup.



DELIVERY HISTORY



Once a delivery is done, you may find it under “**History**” and the status will be changed to 'Delivered'



CONTACT US

Sales: sales@uparcel.sg
General: enquiry@uparcel.sg



MORE INFORMATION

www.uparcel.sg



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THANK YOU.