



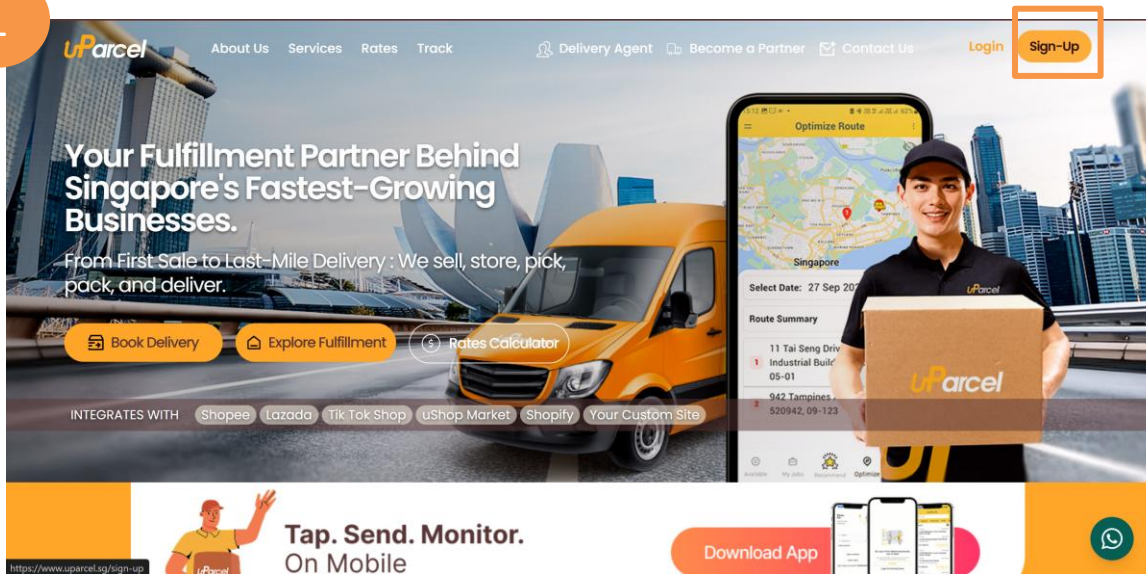
Customer Web User Guide

Table of Contents

A.	Sign Up	3 – 3
B.	Update Profile	4 – 4
C.	Add Credits	5 – 5
D.	Sign up for Corporate Account	6 – 6
E.	Request for API	7 – 7
F.	Save Favourite Locations	8 – 8
G.	Request Delivery	9 – 13
H.	Manage Delivery	14 – 16
I.	Track Delivery	17 – 17
J.	Cancel Delivery	18 – 18
K.	View Completed Delivery	19 – 20
L.	Add a Favourite Agent	21 – 22
M.	Block Agent	23 – 23
N.	Contact Us	24 – 24

Sign up as Customer

1



Click on **Sign-Up** to create a new customer account

2

SIGNUP [Login](#)

Customer Partner Fleet (Drivers)

Full Name

E-mail

Password

How did you find out about uParcel?

+65 Mobile Number

OTP [Get OTP](#)

Referral Code (Who Referred You?)

[How do I get referral code?](#)

☐ I agree with the Terms and Conditions

☐ I have Read and Agree to the [Data Protection Notice](#)

☐ I want to receive promotions by email

Fill your details then select **Register Now**

Update Profile

1

PERSONAL

- Request Delivery
- Bulk Upload
- Manage Delivery List
- Delivery History
- Sub Account Users
- Invoice
- E-Wallet
- Payment Settings
- Favourite
- Block Agent
- Request for API
- My Profile**
- Contact Us

Navigate to **My Profile** to update your profile

2

My Profile Home > My Profile

Name

Contact Number

Reference Number

Referral Information





Download your personal referral QR code



Message us on WhatsApp

Here you can update default information such as your default pickup address, profile picture, etc. You can then select **Save** to update profile

Add Credits

1

Credit Detail: Current Credit: \$0.00

Enter credit Amount

50

The Total payable

For Credit Card, the total payable will be subjected to Stripe's charges of $3.5\% + 0.25 = \$52.00$

Payment Mode

(Purchase Credit)

☒ Credit card Payment ☐ SGQR

Submit

Navigate to **E Wallet** to add credits for easy future bookings.
Enter your desired amount and **Choose** your preferred payment mode and **Submit**. **Min. \$50 is required*

2

Export

Transaction History

Show 10 ▾ entries

No data available in table

Showing 0 to 0 of 0 entries

Previous Next

You can also **Export** your Transaction History in csv. to track your transactions.

3



Payment Settings

To manage your credit card, go to **Payment Settings** from side menu.

Sign up for a Corporate Account

Quick Tip: Sign up for Corporate Account if you have more than 10 Deliveries/month!

 Request Corporate Account

Navigate to **Request for Corporate Account** from side menu.

1

Name of Company :

UEN No. :

Address :

Postal No. :

2 Fill in your company name, UEN, contact details & ACRA/Bizfile as required and **Save**

Email Address :

Email for Monthly Invoice to be Sent (Enter more than one email with comma separated) :

Contact Person :

Contact No. :

Upload ACRA/Bizfile :

No file chosen

☐ Terms & Conditions

3 Please wait 1 – 3 working days while we review your request. Our team will approve or get back to you as soon as possible.

Request for API

 Request for API

Navigate to **Request for API** from side menu.

1

Contact Person :

Contact No. :

Address :

Postal Code :

Estimated Deliveries in a month :

Type of platform for Integration :

Select Platform ▼

Save

2

Fill in the form correctly and **Save** to send your request.

3

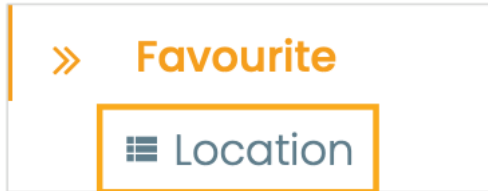
Your request has been submitted.

Please wait 1 – 3 working days while we review your request. Our team will get back to you as soon as possible.

For more details, contact us at sales@uparcel.sg

Save Favourite Locations

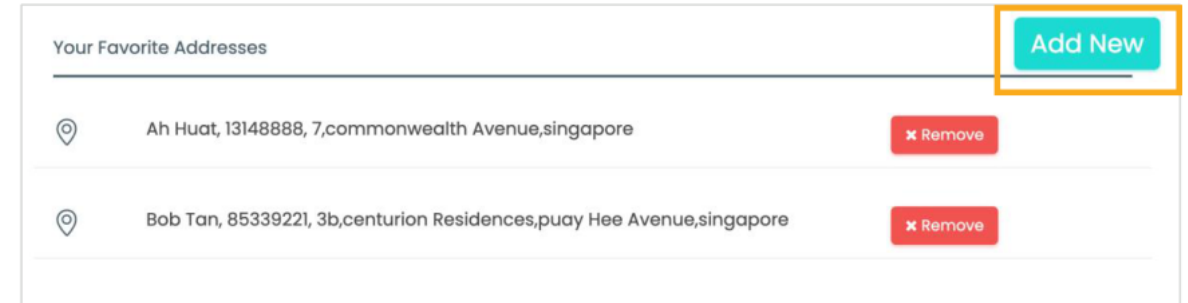
1



Expand the **Favourite** tab on side menu and click **Location**

2

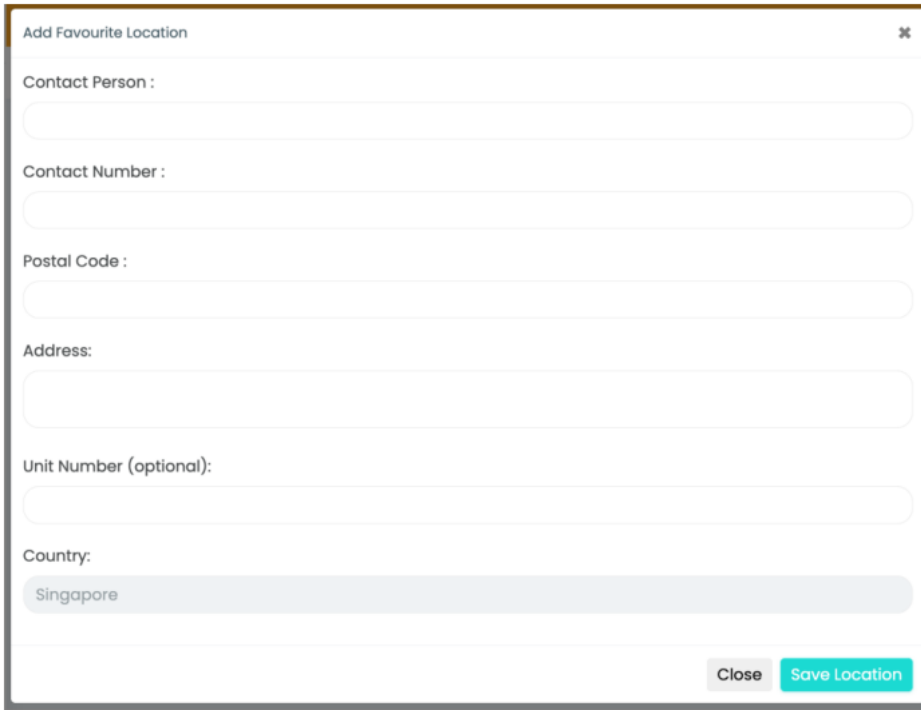
Tap on **Add New**



3

Fill your frequently used pickup/delivery addresses here and **Save Location**

Postal code will populate addresses when keyed in.

A screenshot of the 'Add Favourite Location' form. The form has a title bar with a close icon. It contains several input fields: 'Contact Person', 'Contact Number', 'Postal Code', 'Address', 'Unit Number (optional)', and 'Country'. The 'Country' field is pre-filled with 'Singapore'. At the bottom right, there are 'Close' and 'Save Location' buttons.

Request Delivery (Enter Pickup Details)

PERSONAL

 Request Delivery

1 Click **Request Delivery**

2

1 Pickup Details

2 Parcel Selection

3 Confirm Request

4 Payment

Pickup Details

Contact Person : Bobby

Phone Number : 88888888

Pickup Location

Add Location

23 MARINA WAY SINGAPORE 018979 #123 Singapore 018979

Pick Up Date :

01/07/2022

Vehicle Mode Required:

All

Van

Lorry

Addresses

Search

Or you can add new by clicking here

Bobby, 88888888 23 MARINA WAY SINGAPORE 018979 #123 Singapore 018979

Bob Tan, 85339221 3b,centurion Residences,puay Hee Avenue,singapore

Ah Huat, 13148888 7,commonwealth Avenue,singapore

i Quick Tip: Use the *Select From Favourite Addresses* side bar to quick fill your details!

Fill in all pick up details correctly. Vehicle Mode Note: "All" refers to all types of transport e.g. bike, car etc. Select Van/Lorry/Car according to your delivery needs.

Request Delivery (Post Job to your Favourite Agents)

3

Pick Up Time:

11:00 AM

To :

03:00 PM

☐ I need parcel to be delivered in 1 hour

* If Pick Up Time is not available/visible, please select next date.

Pickup Remarks (Optional):

Default Test

Delivery Mode

☒ All Agents

☐ My Fleet

✓ Allow sms notifications for this delivery request

Next

Fill in all pickup details correctly. Then click **Next**

Delivery Mode

☐ All Agents

☒ My Fleet

Select Agents

Test

Select All

Deselect All

Delivery Mode Note: Selecting **All Agents** will post your jobs to all our delivery agents. **My Fleet** will only post and notify to your Favourite Agents

(Refer to PG20 - Add a Favourite Agent)

Request Delivery (Enter Delivery Details Below)

Multiple Parcels

☐ Yes ☒ No

[How to Calculate Parcel Size?](#)

Select Parcel Size:

Documents

Delivery Type:

3 hours express

Drop off Time: 11:00 AM To: 03:00 PM

Upload Parcel Image (Optional):

Choose file No file chosen

Reference Number (Optional):

Delivery Remarks

4

Fill in delivery details as required.

Choose 'Yes' for Multiple Parcels if you require multiple deliveries to be made to the same location.

You may add insurance for your delivery. (optional)

Add Insurance

☒ Yes ☐ No

Additional Coverage Amount:

Additional Coverage Amount

Insurance Fee:

Insurance Fee

☒ I Agree to the [Terms and Conditions](#) for the Extended Insurance Coverage

***Insurance is unavailable if the delivery is assigned to your fleet.**

5

Select any Extra Services if required. Then click **Next.**

Extra Services:

☐ SMS Pincode to Recipient +\$0.10

☐ Drop in PostBox (ex.stamp) +\$1.50

☐ Fragile Items +\$3

☐ Return Trip (2 Days) +\$7

☐ Verify Name and ID +\$1

☐ Queue Service (Max.35mins) +\$15

☐ Upload D.O for Digital Signature \$0

Request Delivery (Confirm & Bill Summary)

11:00 AM - 02:00 PM

VIEW

	Distance	Drop Off Date Time	Price	Details
80, Singapore,	10.65 KM	01 Jul 11:00 AM-03:00 PM	\$	  View

Subtotal

\$ 14.00

Additional Surcharge

\$ 2.00

Added Insurance

\$ 0.00

Tip (optional)

Promo Code (optional)

Apply Promo Code

Confirm your delivery and click **Next**. You may add **tips** for your agent or enter a **promo code**.

Bill Summary

Subtotal	\$ 14.00
Additional Region Charge	\$ 2.00
Added Insurance	\$ 0.00
Tip (optional)	\$ 0.00
Promo Amount (optional)	\$ 0.00
GST Payable (7%)	\$ 0.22
Total	\$ 16.22

Payment Method

Payment:

Corporate Account

Prev Step

Post Request

Review your Bill Summary, then select your preferred payment method and click **Post Request**

Request Delivery (Bulk Upload)

 Bulk Upload

8

Click **Bulk Upload**

Automatically add your delivery drop-off details via **Bulk Upload** (Download Sample for guide)

1

Order Details

2

Confirm Request

3

Payment

Parcel Selection

Upload details by excel file for multiple deliveries



Drag and drop a file here or click

Allowed file extensions: *.xls and *.xlsx file only

Upload Jobs Excel

Download Sample:



Sample.xlsx

Extra Services:

☐ Fragile Items
+\$3

☐ Verify Name
and ID +\$1

☐ SMS Pincode
to Recipient
+\$0.10

☐ Return Trip
(Documents
or <1kg)

Delivery Mode

☒ All Agents

☐ My Fleet

✓ Allow sms notifications for this delivery request

Next



Request Delivery

11

Manage Delivery

From Pickup Date

To Pickup Date

From pickup date

To pickup date

Download Deliveries

Search

Select All

Print Selected Order(s) Waybill

row 10 entries

Search:

Pickup Date	Sort Code	Tracking Code	Receiver	Pickup	Drop Off	Distance	Status	Amount	Detail
☐ 01 Jul 04:00 PM-07:00 PM	1	4OVNTT	Paul 98765432	10 MARTIN PLACE MODERN SINGAPORE 237963 #12 Singapore 237963	5A MARINA GARDEN S DRIVE SINGAPORE 018910 Singapore 018910	7.96 KM	Pick up in Progress	\$26.36	View Cancel Print Waybill

Status Note:

Pending Acceptance

- Nobody has accepted your delivery yet

Pick up in Progress

- Delivery has been accepted by agent

Item Picked Up

- Agent has picked up your item

Cancelled by Customer

- Job has been cancelled

- 1
- You can view your deliveries here. Navigate using the top menu bar and filters. Click **View** to view more details

Manage Delivery (Pickup Details, Parcels Details)

Back

Print Waybill

Submitted 01-Jul-2022

Pickup Details

Sender	Pickup Location	Pickup Date Time	Delivery Mode	Remark
Test 12345678	10 MARTIN PLACE MARTIN MODERN SINGAPORE 237963 #12 Singapore 237963	01 Jul 04:00 PM-07:00 PM	3 hours express	N.A.

Parcels Details

Parcel Status	Sort Code	Tracking Code	Receiver	Drop Off Location	Distance	Drop Off Date Time	Price	Details
Pick up in Progress	1	4OVNTT	Paul	5A MARINA GARDENS DRIVE SINGAPORE	7.96 KM	01 Jul 04:00	\$22.00	View

2 You can view Job Details and **Print Waybill** here. Use the **View** button again to view more info on Parcels Details etc.

Manage Delivery (Bill Details and Adding Tips)

Bill Details

Payment: Corporate Account

Subtotal	Additional Region Charge	Added Insurance	Transaction Fee	Tip (optional)	Promo Amount (optional)	GST Payable (7%)	Total
\$22.00	\$4.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.36	\$26.36

Add Tip

3 At the Bill Details Section, You may click on Add Tip if you would like to tip your agent.

Add Tips for this order 4OVNTT

Amount:
2

Payment Mode:
Corporate Account

GST Payable (7%):
0.03

7% GST will be charged on 20% platform commission of tip amount

Back Add Tips

3 Input any amount above \$0.50 and **Add Tips**

Track Delivery



1 Click on **Manage Delivery List**

Pickup Date	Sort Code	Tracking Code	Receiver	Pickup	Drop Off	Distance	Status	Amount	Detail
01 Jul 04:00 PM- 07:00 PM	1	4OVNTT	Paul 98765432	10 MARTI N PLACE MARTIN MODERN SINGAPO RE 2379 63 #12 Si ngapore 237963	5A MA RINA G ARDEN S DRIV E SING APORE 018910 Singa pore 0 18910	7.96 KM	Pick up in Progress	\$26.36	View Cancel Print Waybill

3 Click **View** under any job in progress

Driver Details

Contact Person	Mobile Number	Vehicle No.	Rating
Test		123	5.00

Back

Track Agent

3 Scroll down to find your driver details, then click **Track Agent** your agent's exact location **live**.

Cancel Delivery



Last Min. cancellation is subjected to a 50% cancellation fee!

☰ Manage Delivery List

1

Click on **Manage Delivery List**

Pickup Date	Sort Code	Tracking Code	Receiver	Pickup	Drop Off	Distance	Status	Amount	Detail
☐ 01 Jul 04:00 PM-07:00 PM	1	4OVNTT	Paul 98765432	10 MARTIN PLACE MODERN SINGAPORE 237963	5A MARINA GARDEN S DRIVE SINGAPORE 018910	7.96 KM	Pick up in Progress	\$26.36	View Cancel Print Waybill

Click **Cancel** beside the job you wish to cancel.

If your job has been accepted, **no cancellation** is allowed.

If you would like to cancel after your job has been accepted, please inform your driver as soon as possible.

View Completed Delivery

 Delivery History

Navigate to **Delivery History** in menu bar.

Search

Enter search keyword

From Pickup Date

From pickup date

To Pickup Date

To pickup date

Download Delivery History

Search

How 10 entries

Search:

Pickup Date	Sort Code	Tracking Code	Receiver	Pickup	Drop Off	Distance	Status	Amount	Detail
1 Jul	1	4OVNTT	Paul 98765432	10 MARTIN PLACE MARTIN MODERN DRIVE SINGAPORE 237963	5A MARINA GARDENS DRIVE SINGAPORE 018910	7.96 KM	Delivered	\$26.36	View

Filter and search completed deliveries. Click on **View** beside each job to view more details.

View Completed Delivery

Back [Print PDF](#)

Submitted 01-Jul-2022

Pickup Details

Sender	Pickup Location	Pickup Date Time	Delivery Mode	Remark
Test 12345678	10 MARTIN PLACE MARTIN MODERN SINGAPORE 237963 #12 Singapore 237963	01 Jul 04:00 PM-07:00 PM	3 hours express	N.A.

Parcels Details

Parcel Status	Sort Code	Tracking Code	Receiver	Drop Off Location	Distance	Drop Off Date Time	Price	Details
Delivered	1	4OVNTT	Paul	5A MARINA GARDENS DRIVE SINGAPORE 018910 Singapore 018910	7.96 KM	01 Jul 04:00 PM- 08:00 PM	\$22.00	View

Your pickup and delivery details are shown here. You can click **Print PDF** for the job details pdf with P.O.D.

1kg
x1
\$ 22.00

Delivery Type: 3 hours express
Drop Off Date: 01 Jul
Drop Off Time: 04:00 PM-08:00 PM

Reference Number: N.A.

Delivery Remarks: N.A.

Extra Services: N.A.

QR Code:

Package Image: 

Delivered Signature: 

Delivered By: 01 July 2022, 03:57 PM

Click **View** again to view the delivery details and proof of delivery.

Add a Favourite Agent

» Favourite

Location

Agent

Expand the **Favourite** tab
on side menu and click **Agent**



Add your favourite agents to your fleet to dispatch jobs to them again in the future.

Favourite Agent [Home](#) > Favourite Agent

Add Agent

Test

✓ Agent has been added successfully X

Test (_@gmail.com) **Add**

1. TEST
Contact No: 1172XXXX **Remove**

Use the search bar to search for agents who have delivered for you before. Then, tap **Add** to add the agent to your Fleet.

Agents will also be added to your fleet if you choose to add them when leaving them a review.

Add a Favourite Agent (By Reviewing)



Add your favourite agents to your fleet to dispatch jobs to them again in the future.

Delivery
History

Navigate to **Delivery History**

Search: _____				
Drop Off	Distance	Status	Amount	Detail
5A MARINA GARDENS DRIVE SINGAPORE 018910 Singapore 018910	7.96 KM	Delivered	\$26.36	View
Previous 1 Next				

Click **View** on delivered job.

Agent Details



Name: Test

Contact Number: 1172XXXX

Rate: ★★★★★

✓ Marked as Favourite Agent

Remark:

Enter remark

Submit Review

Scroll down to find your Agent Details for the job. Rate your agents 4 stars and above then **Mark as Favourite Agent**. Remember to **Submit Review**.

Block Agent

 Block Agent

Navigate to **Block Agent** from the side menu.

Block Agent Home > Block Agent

Add Agent

Test

✓ Agent has been added successfully X

Test (.....@gmail.com) Add

1. TEST Remove

Contact No: 1172XXXX

Use the search bar to search for agents who have delivered for you before. Then, tap **Add** to **block** the agent.

Use the Remove button to remove them from your block list.

Contact Us

 Contact Us

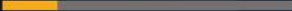
If you require any help:
Click on **Contact Us**

<u>Name</u> Bobby	Express Yourself Delivery Hour 24/7
<u>Email</u> Bobby@gmail.com	Office Hours 10am-6pm daily
<u>Contact Number</u> 12345678	Email: express@uparcel.sg
<u>Message</u> Message	Contact No: 65898763
<input type="submit" value="Submit"/>	Address: Singapore Address : Central Office: 81 Ubi Avenue 4 (S)408830 UB. One Building #06-08 Malaysia Address : Central Office: No. 7, Nomad,1ST Floor, SS 18/1B, 47500 Subang Jaya, Selangor.

Fill in the contact form and **Submit**.
Our Customer Service Team will get
back to you shortly.

In the meantime, you can follow us on
[Facebook](#), [Instagram](#) and [Telegram](#) to
stay updated to our latest promotions!

Thank you



*uP*Parcel

Feel free to reach us!

[+65 6589 8763](tel:+6565898763)



express@uparcel.sg



www.uparcel.sg



Download on the
App Store



GET IT ON
Google Play