Customer Web User Guide

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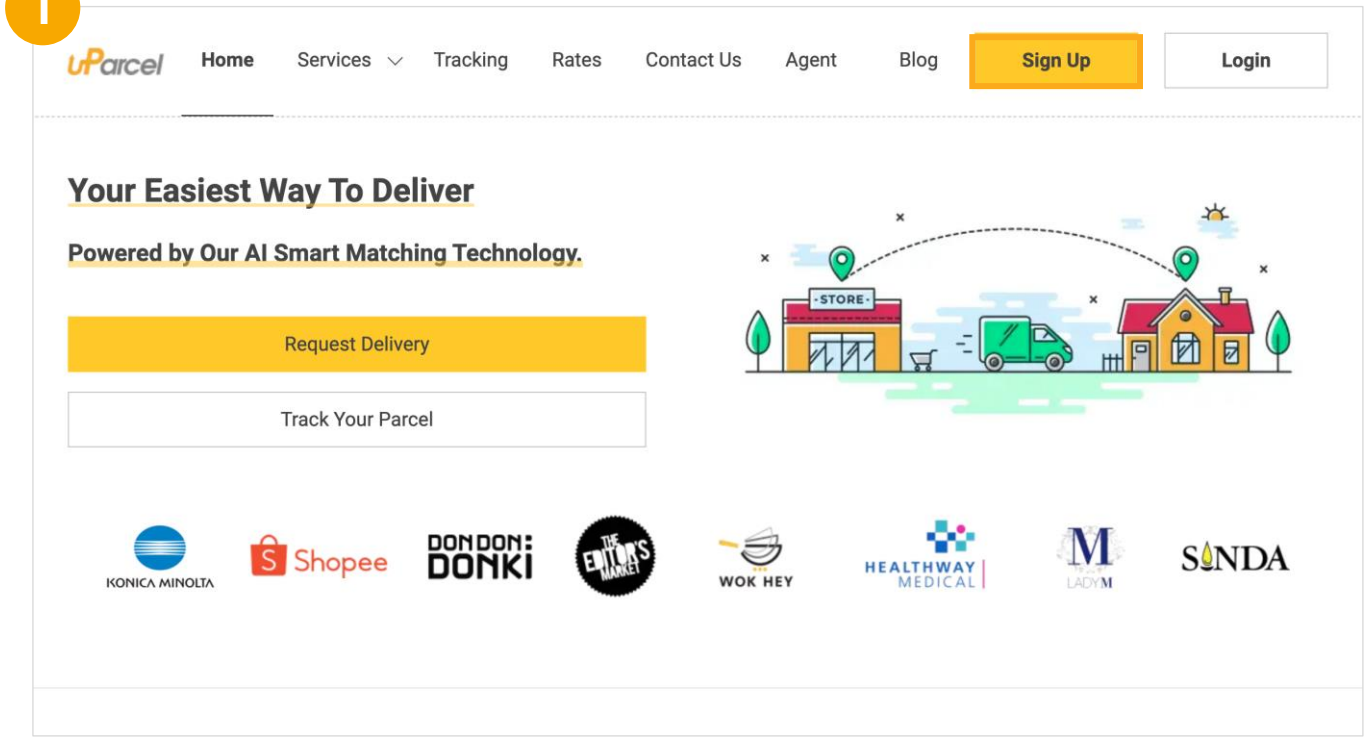
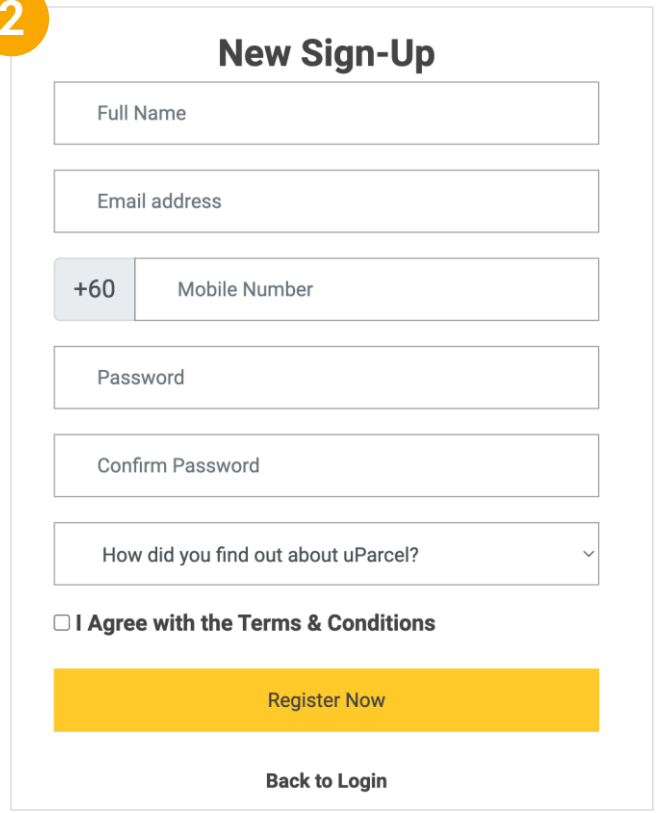
Sign up as Customer

1



Tap on **Sign Up** to create a new customer account.

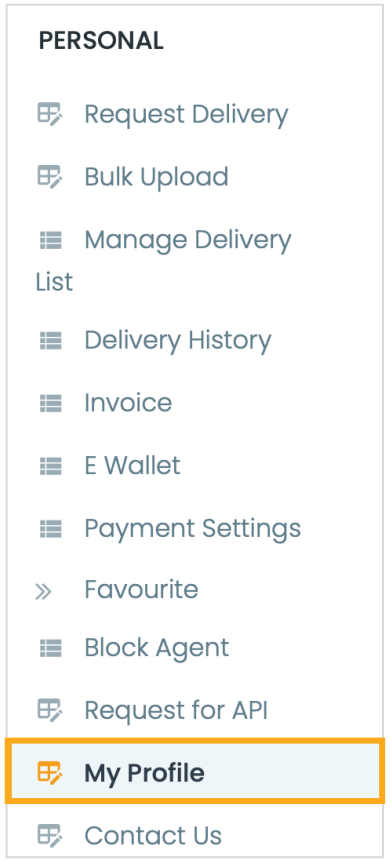
2



Fill in your details and click **Register Now**

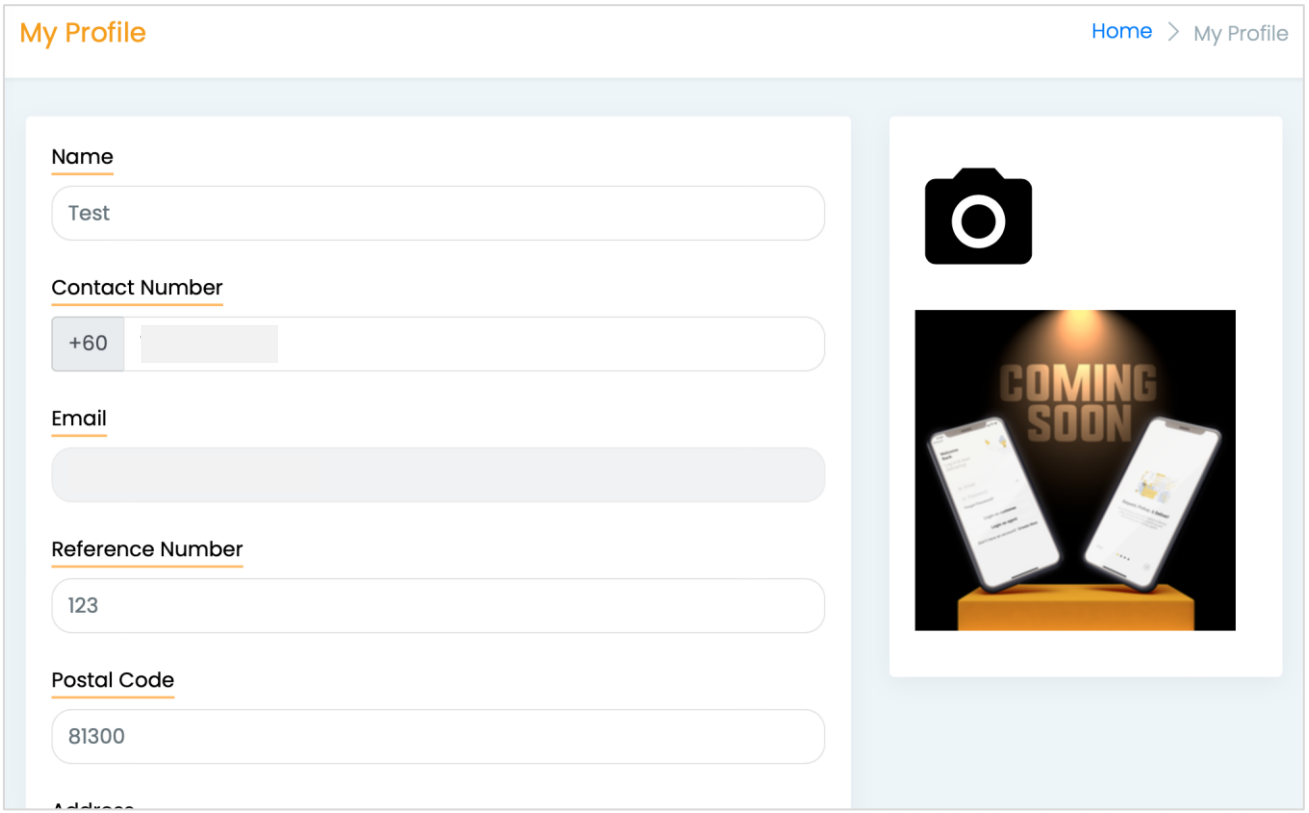
Update Profile

1



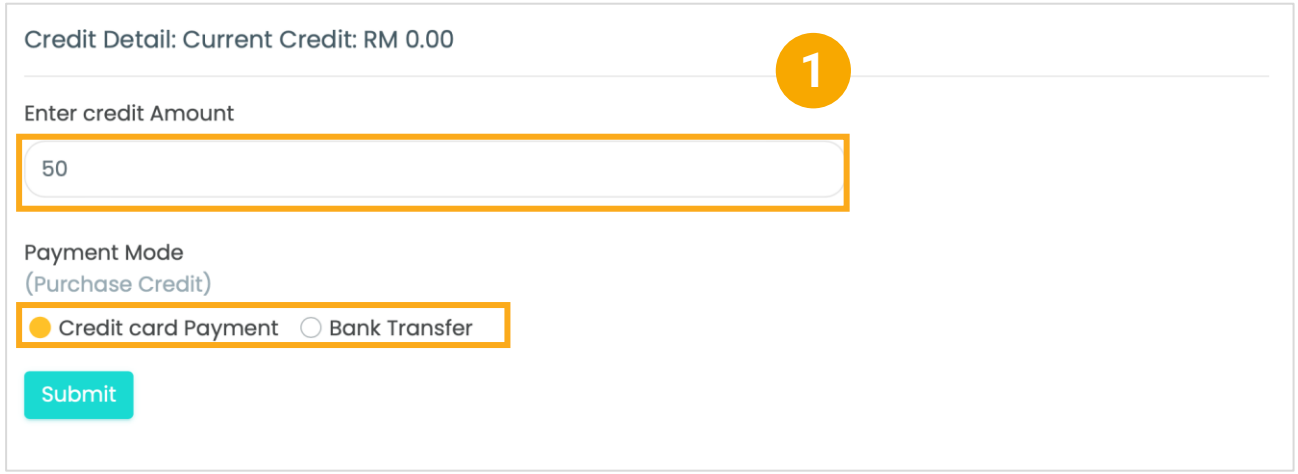
Navigate to **My Profile** to update your profile

2

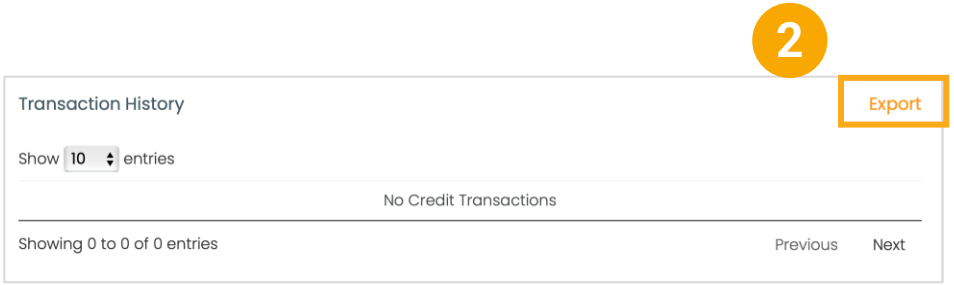


Here you can update your default information such as default pickup address, profile picture etc. Then, click **Save** to update profile.

Add Credits



Navigate to **E Wallet** to add credits for easy future bookings. **Enter** your desired amount and **Choose** your preferred payment mode and **Submit**. **Min. RM50 is required*



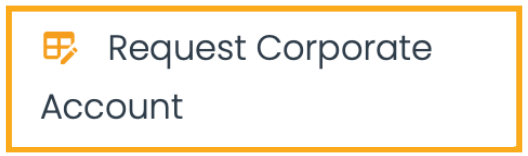
You can also **Export** your Transaction History in csv. to track your transactions.

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

Sign up for a Corporate Account

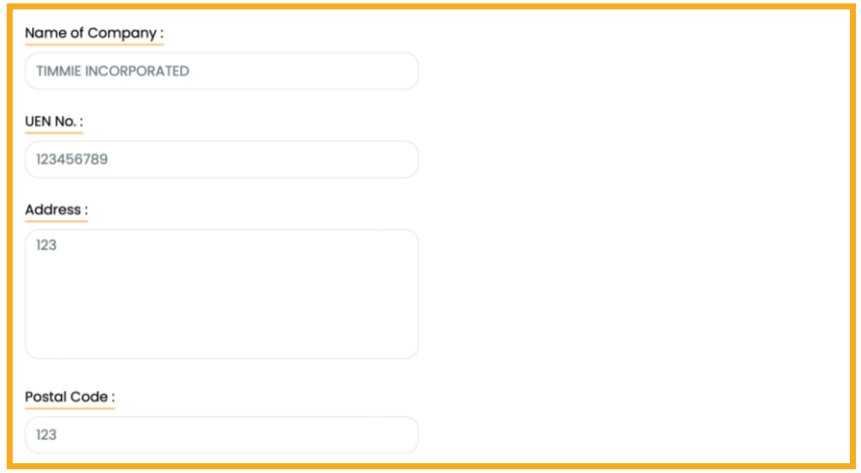
Quick Tip: Sign up for a Corporate Account if you have more than 50 Deliveries/month! If less than 50 deliveries, there will be a $50 admin fee charge.

1

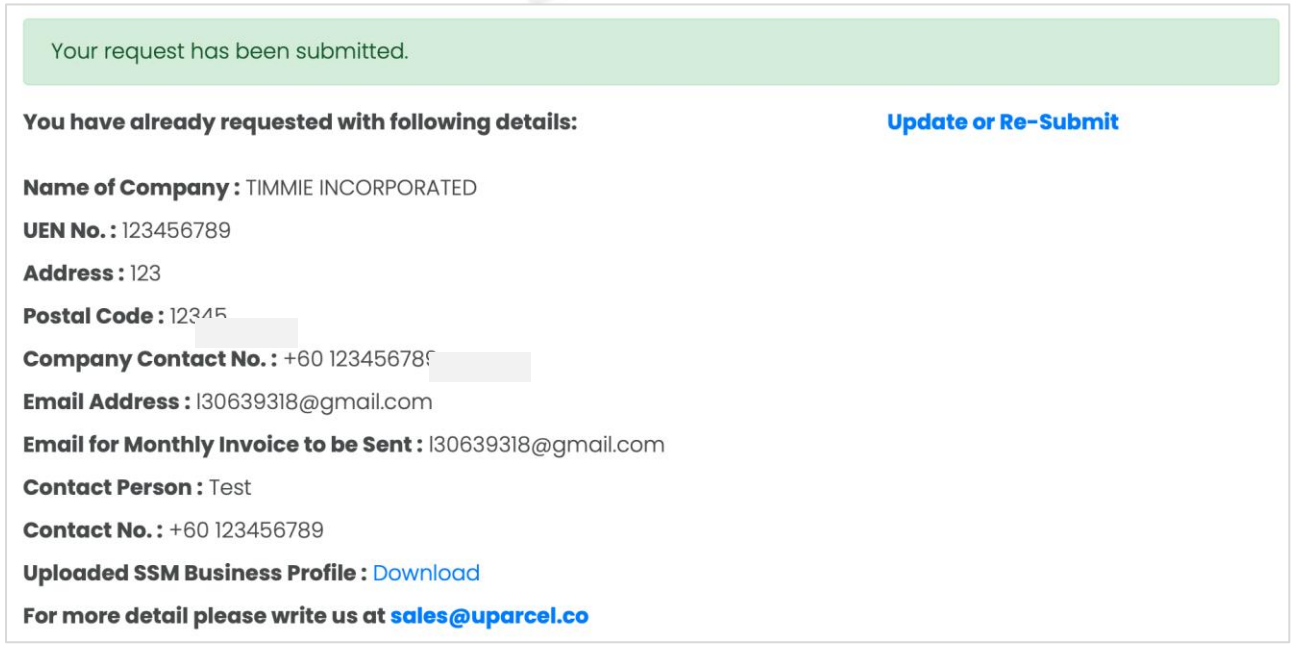


Navigate to **Request for Corporate Account** from side menu.

2



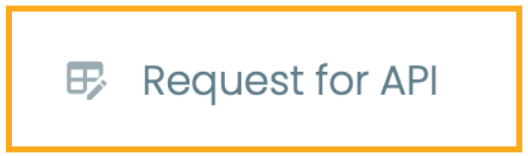
Fill in the form correctly and send your request.



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

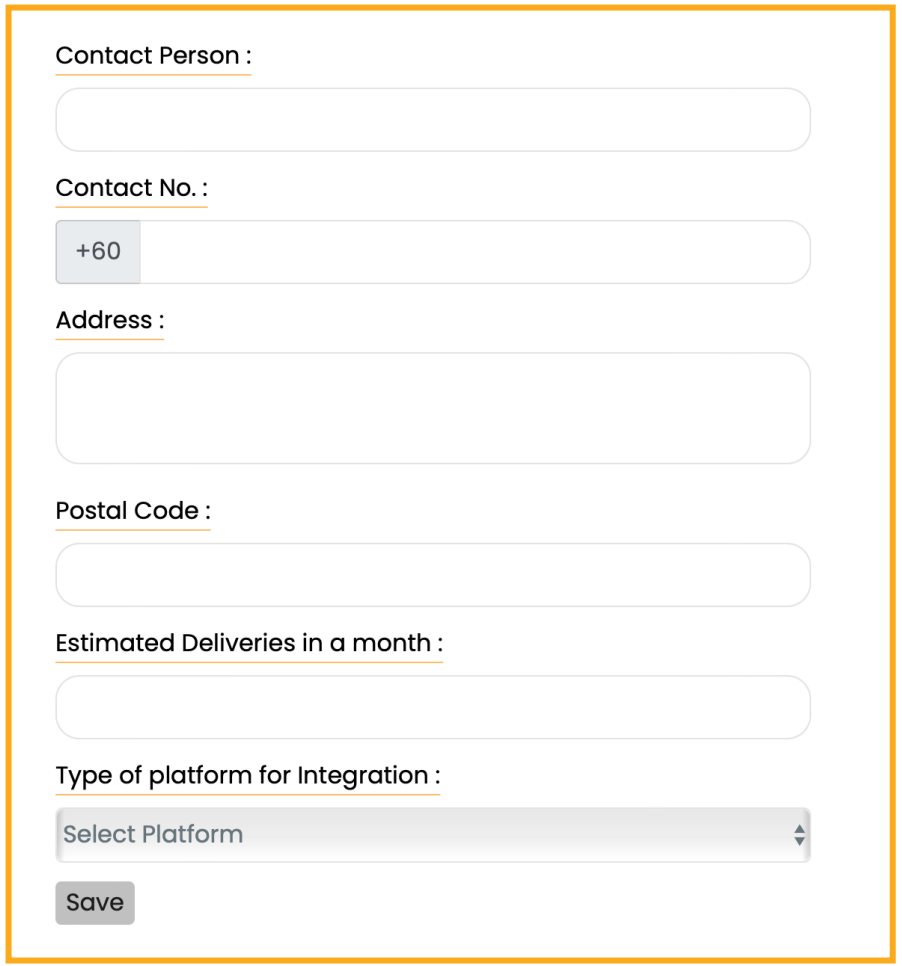
3

Request for API



1

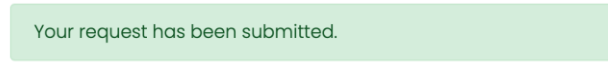
Navigate to **Request for API** from side menu.



2

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

3

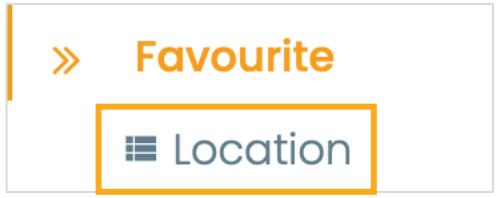


Please wait 1 – 3 working days while we review your request. Our team will get back to you as soon as possible.

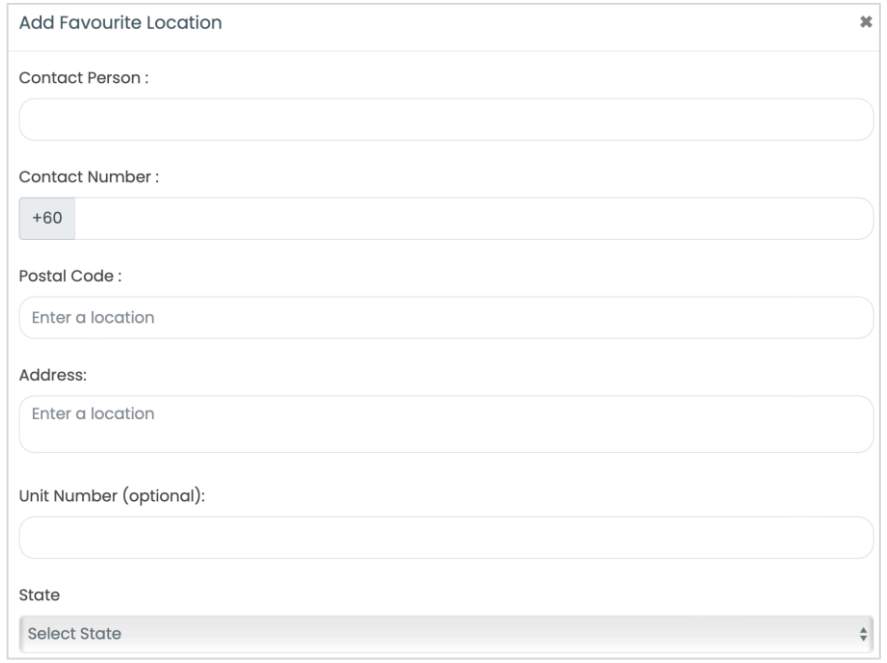
For more details, contact us at sales@uparcel.co

Save Favourite Locations

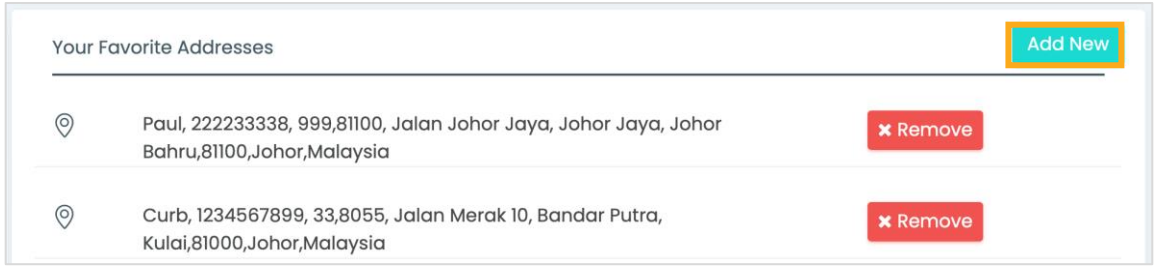
1



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



2 Tap on **Add New**

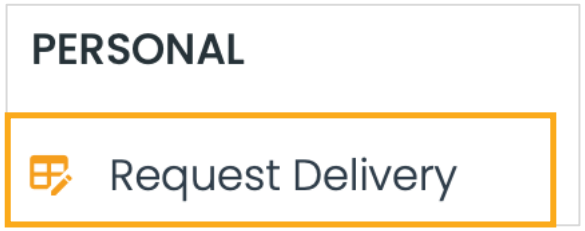


3

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

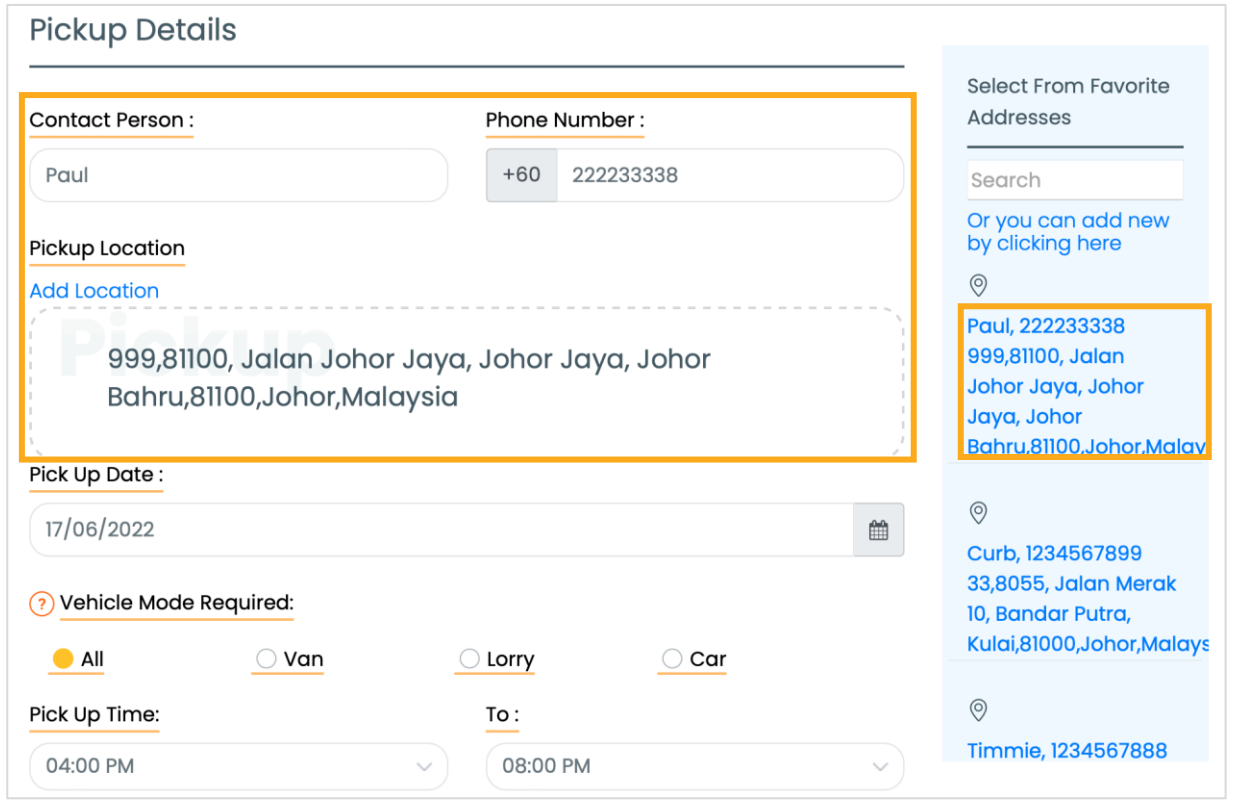
Postal code will populate addresses when keyed in.

Request Delivery (Enter Pickup Details)



1 Click **Request Delivery**

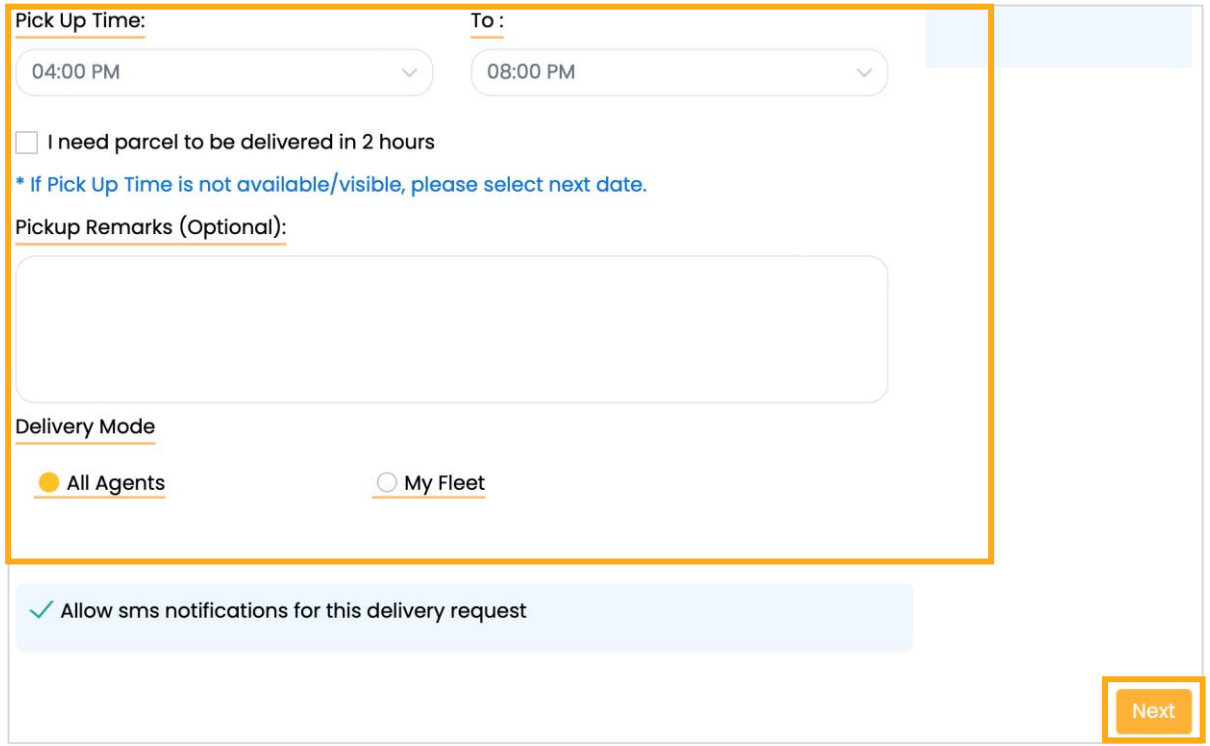
2



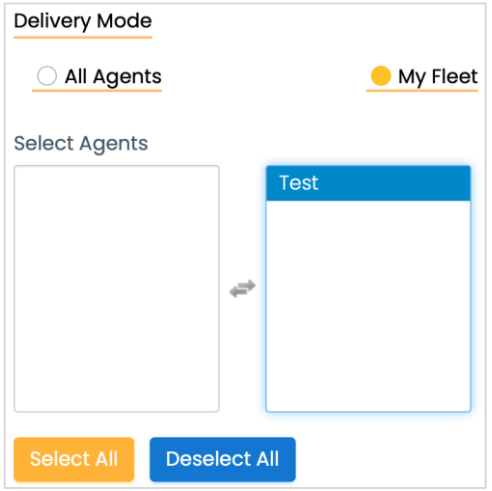
Quick Tip: Use the Select From Favourite Addresses side bar to quick fill your details!

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)



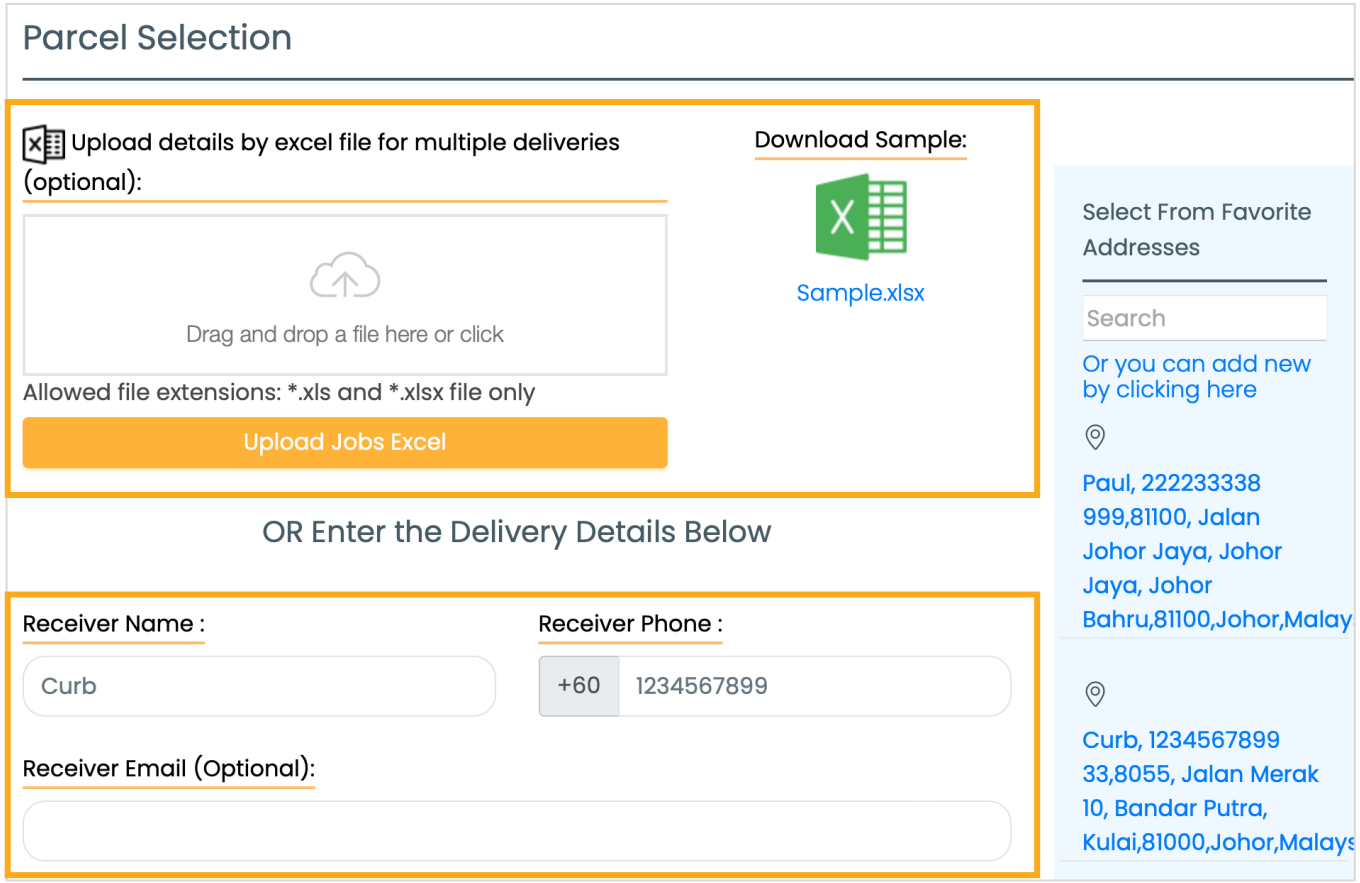
Fill in all pickup details correctly. Then click **Next**



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 (Delivery Details)



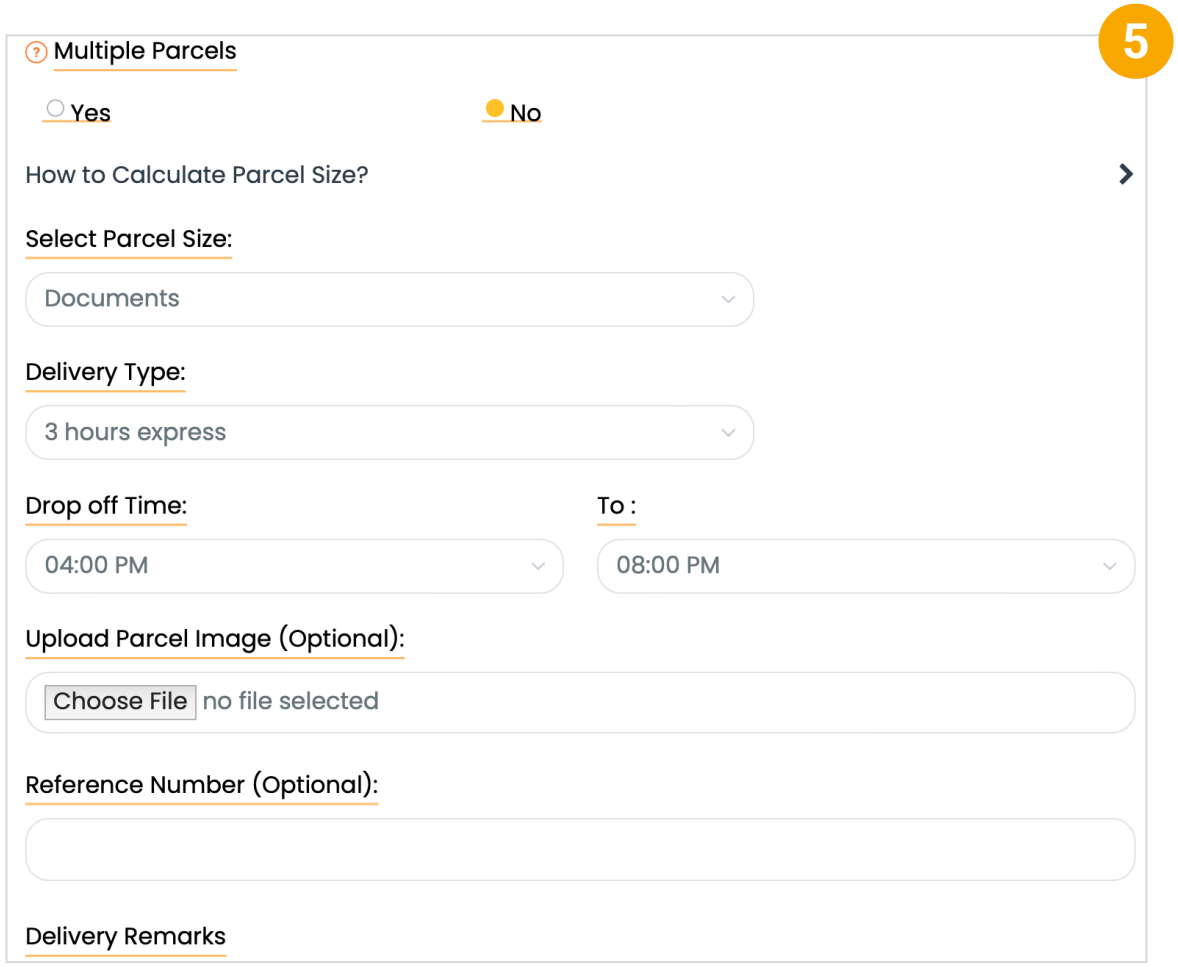
4

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

OR

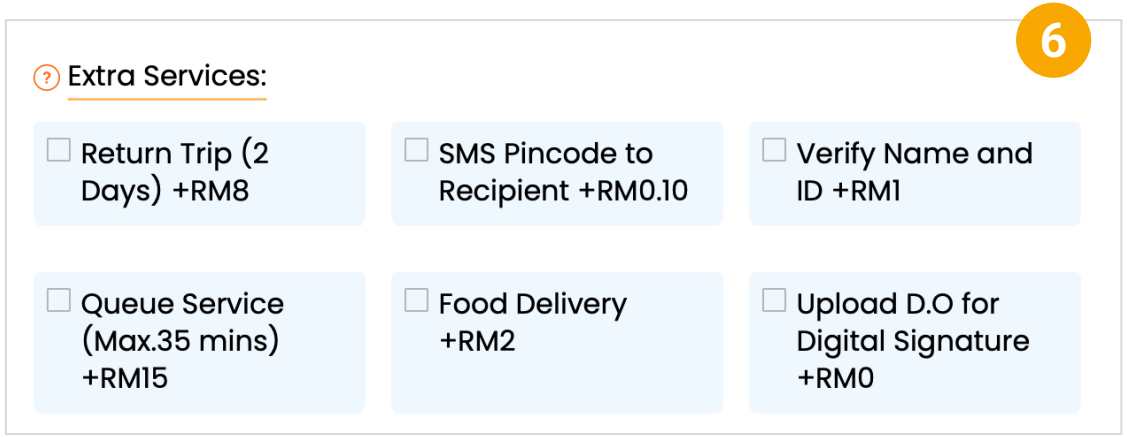
Enter Delivery Details Below

Request Delivery (Enter Delivery Details Below)



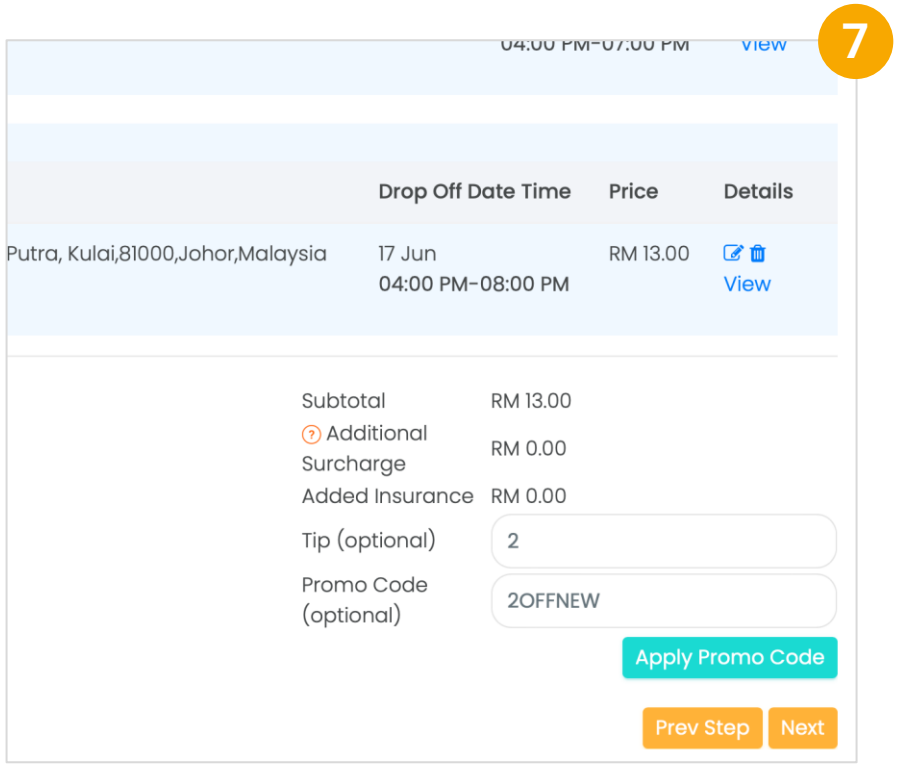
Fill in delivery details as required.

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

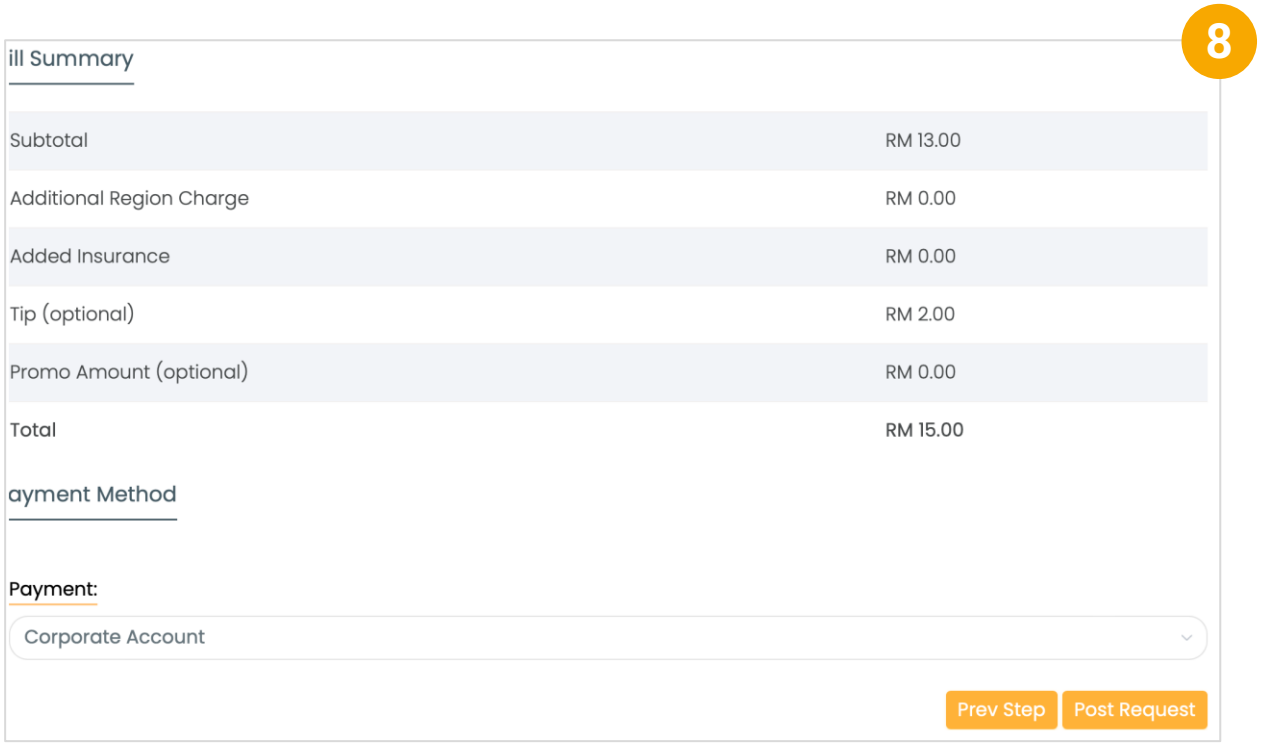


Select any Extra Services if required. Then click **Next**

Request Delivery (Confirm & Bill Summary)

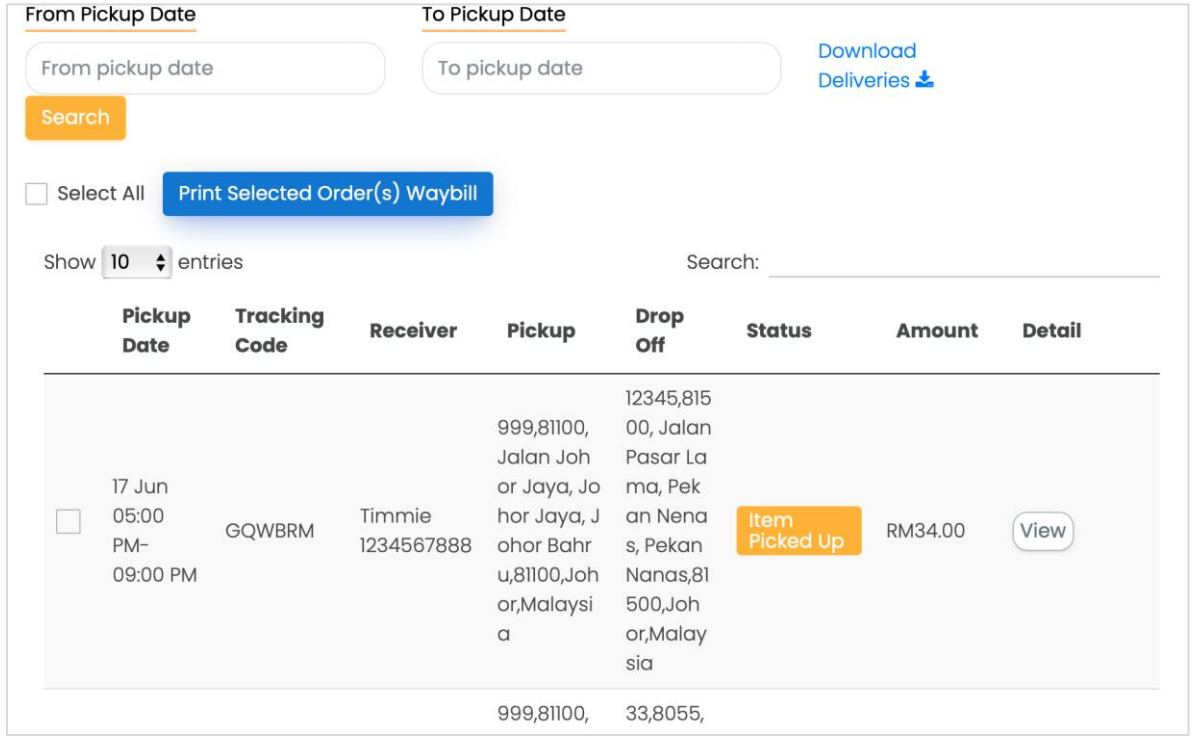


Confirm your delivery and click **Next**. You may add tips for your agent, or enter a promo code



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

Manage Delivery



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. Tap on **View** to view more details

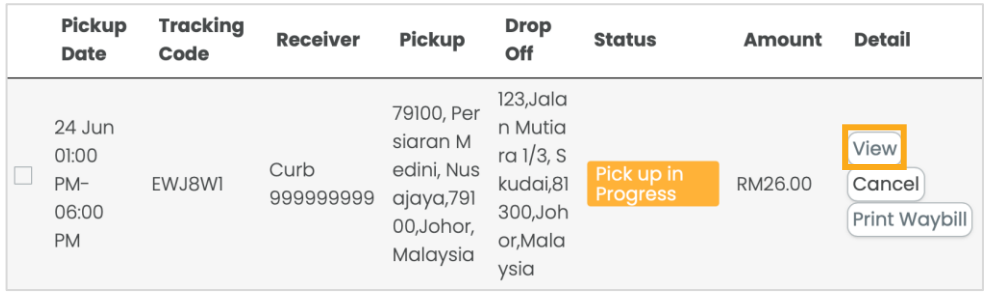
Manage Delivery

You an view Job Details and **Print Waybill** here.

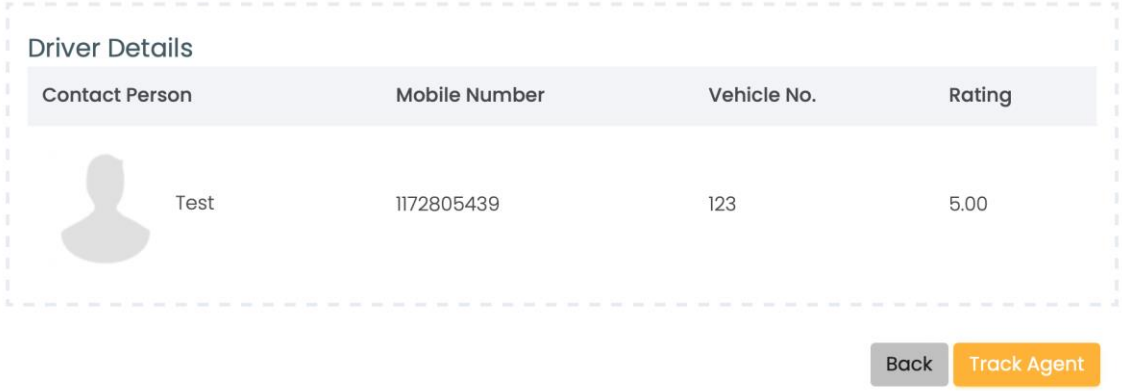
You can also scroll down to find your agent's details once they accept the job and **Track** their location.

Track Delivery

1 Click on **Manage Delivery List**



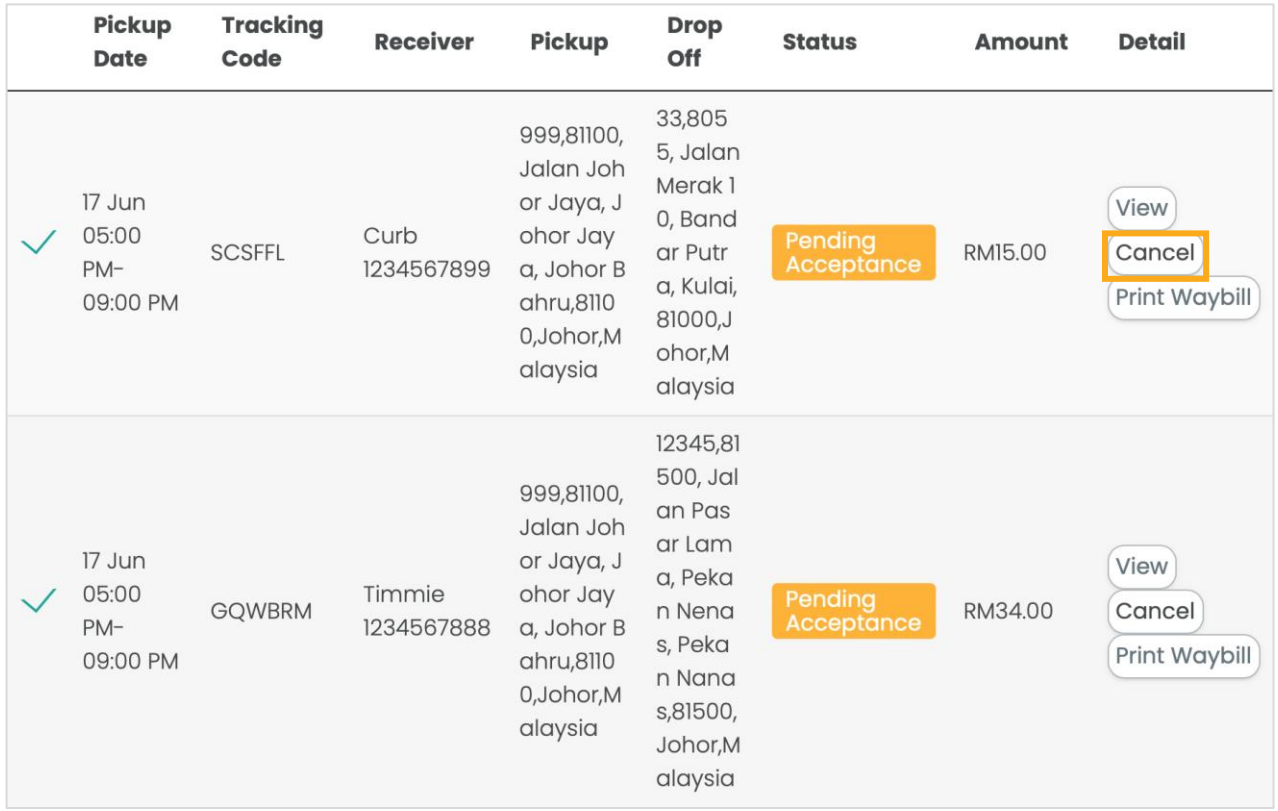
3 Click **View** under any job in progress



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!



	Pickup Date	Tracking Code	Receiver	Pickup	Drop Off	Status	Amount	Detail
✓	17 Jun 05:00 PM- 09:00 PM	SCSFFL	Curb 1234567899	999,81100, Jalan Johor Jaya, Johor Jaya, Johor Bahru,81100,Johor,Malaysia	33,8055, Jalan Merak 10, Bandar Putra, Kulai, 81000,Johor,Malaysia	Pending Acceptance	RM15.00	View Cancel Print Waybill
✓	17 Jun 05:00 PM- 09:00 PM	GQWBRM	Timmie 1234567888	999,81100, Jalan Johor Jaya, Johor Jaya, Johor Bahru,81100,Johor,Malaysia	12345,81500, Jalan Pasar Lama, Pekan Nenas, Pekan Nanas,81500, Johor,Malaysia	Pending Acceptance	RM34.00	View Cancel Print Waybill

In Manage Delivery List, tap on **Cancel** beside the job you wish to cancel.

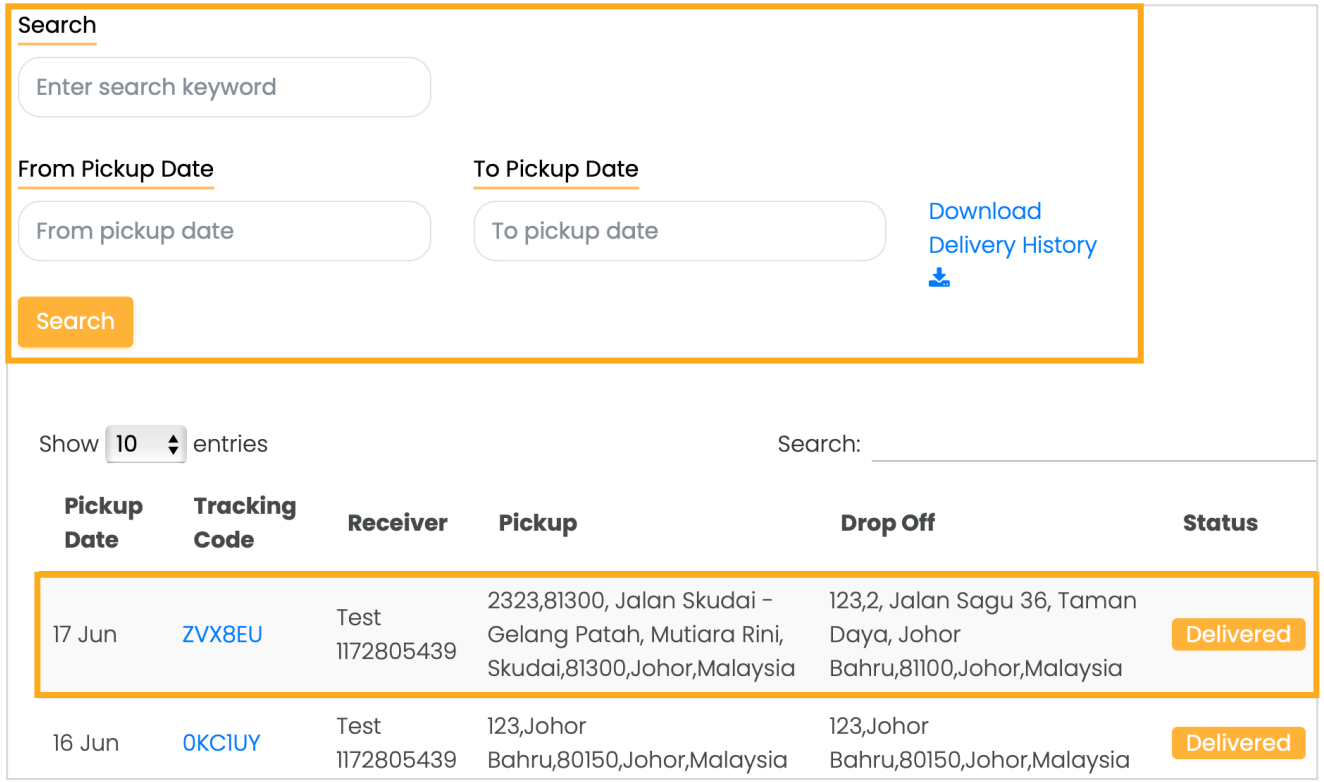
If your job has been accepted, **no cancellation** is allowed.

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

View Completed Delivery

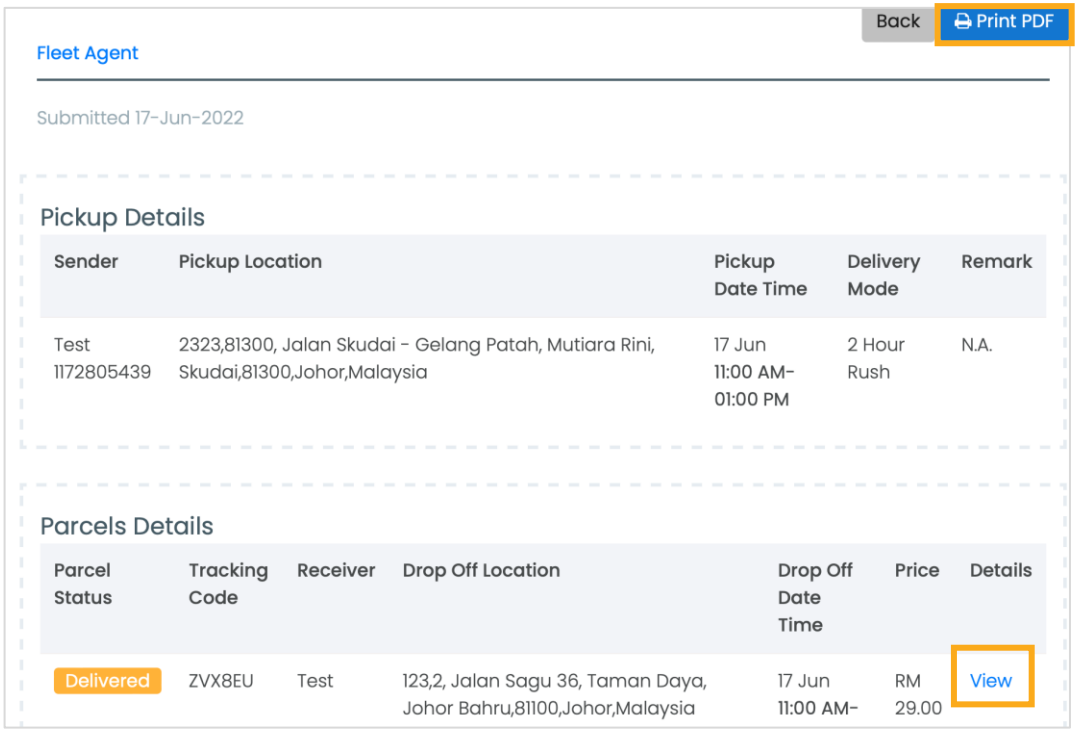
Delivery History

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

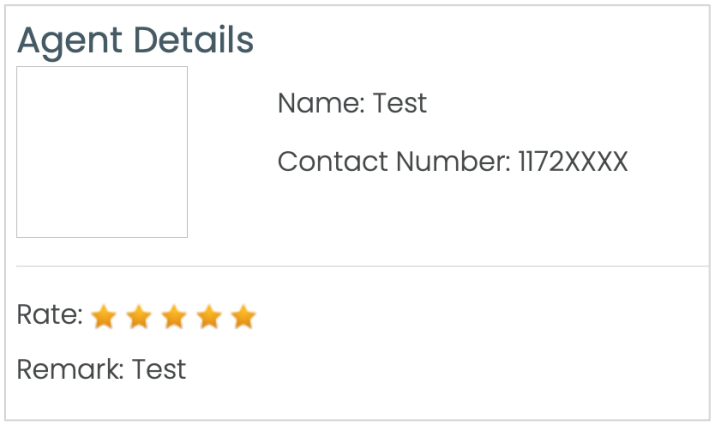


Filter and search completed deliveries. Click on **View** beside each job to view more details.

View Completed Delivery



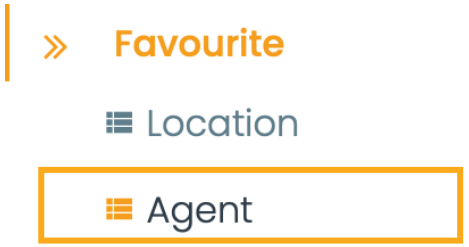
Your pickup and delivery details are shown here. You can click **Print PDF** for the job details pdf with P.O.D.



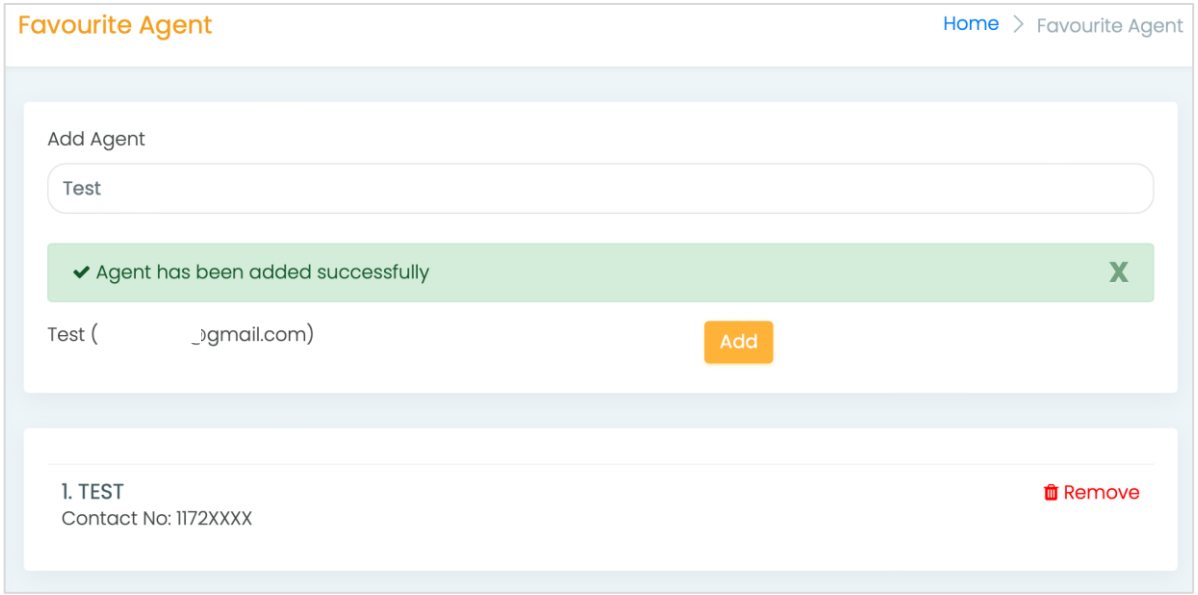
Click **View** to view the delivery details and proof of delivery. You can scroll down to find your agent's details and leave them a review.

Add a Favourite Agent

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



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



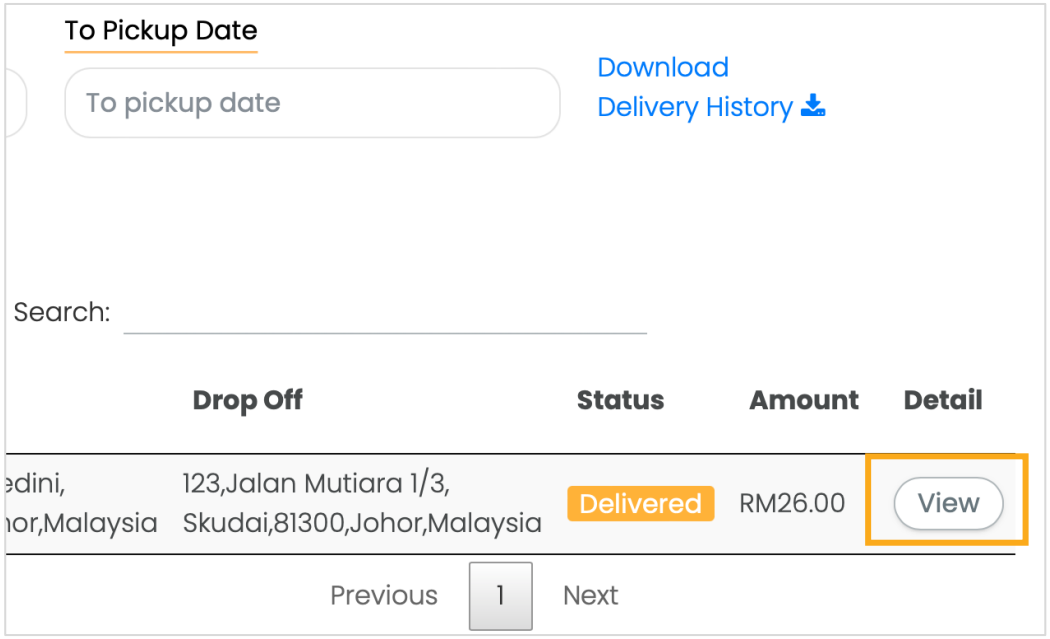
Use the search bar to search for agents who have delivered for you before. Then, tap **Add** to add the agent to your Fleet.

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

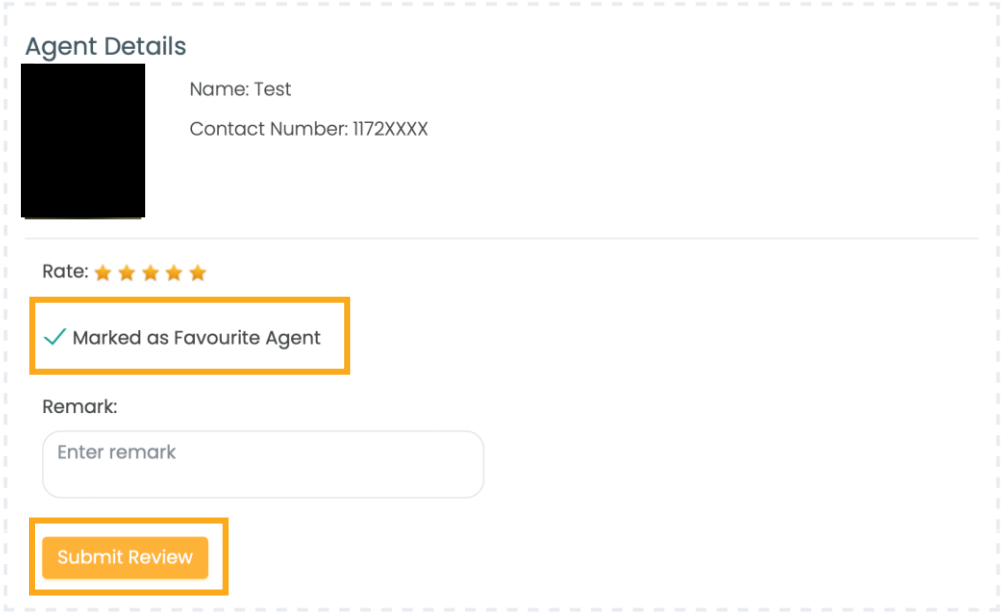
Add a Favourite Agent (By Reviewing)

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

Navigate to **Delivery History**



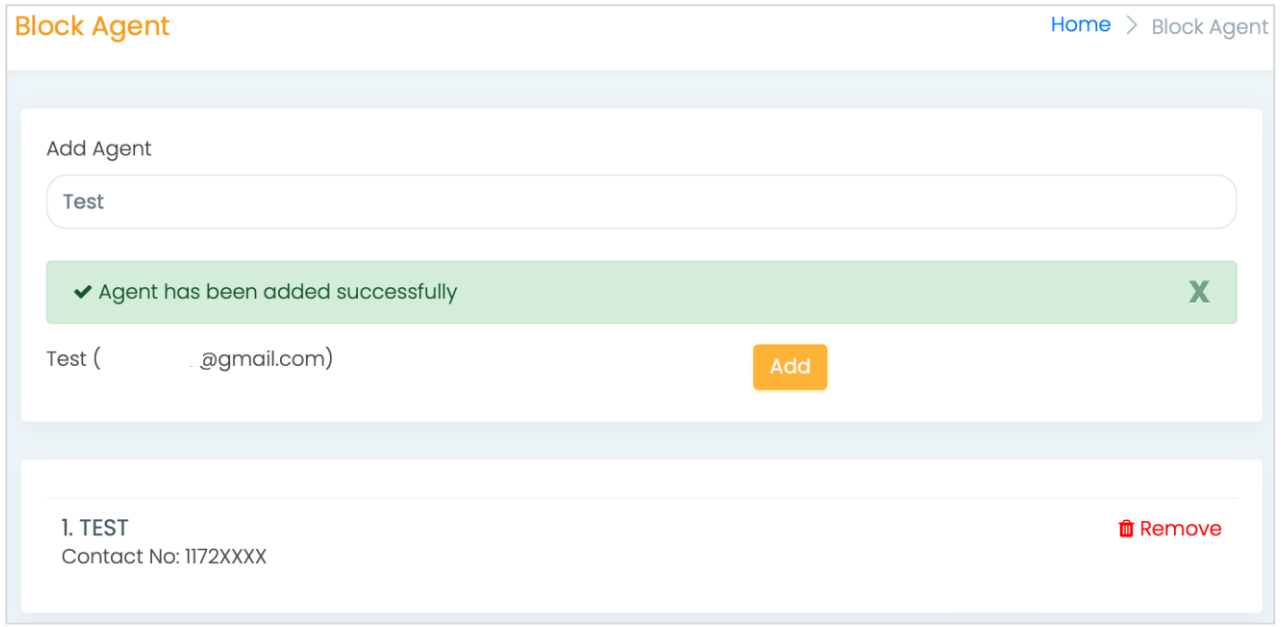
Click **View** on delivered job.



Scroll down to find your Agent Details for the job. **Rate your agents 4 stars and above to mark them as your Favourite Agent.** Remember to submit review.

Block Agent

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

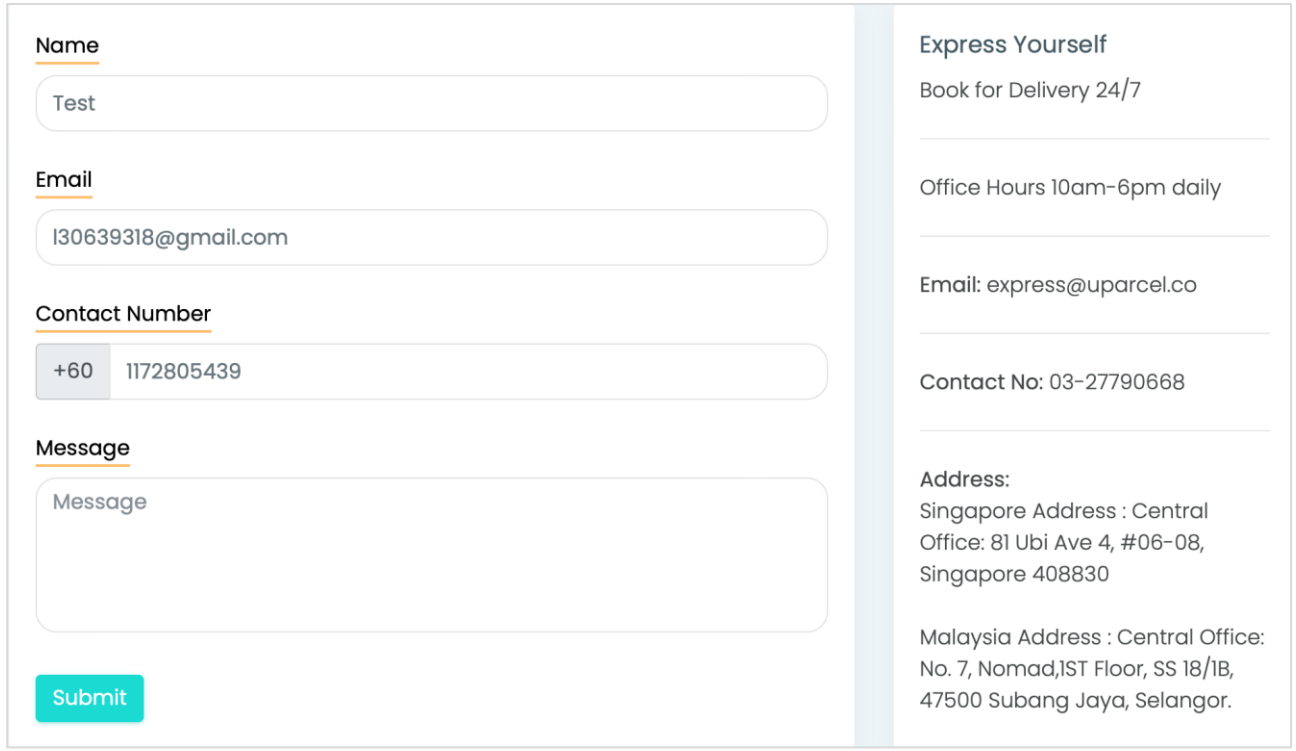


Use the search bar to search for agents who have delivered for you before. Then, tap **Add** to **block** the agent.

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

Contact Us

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



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 and Instagram to stay updated to our latest promotions!

Need a quote? Check out our rates here or contact us at sales@uparcel.co

Thank you

uParcel

Feel free to reach us!

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express@uparcel.co

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