



## **Customer Web User Guide**

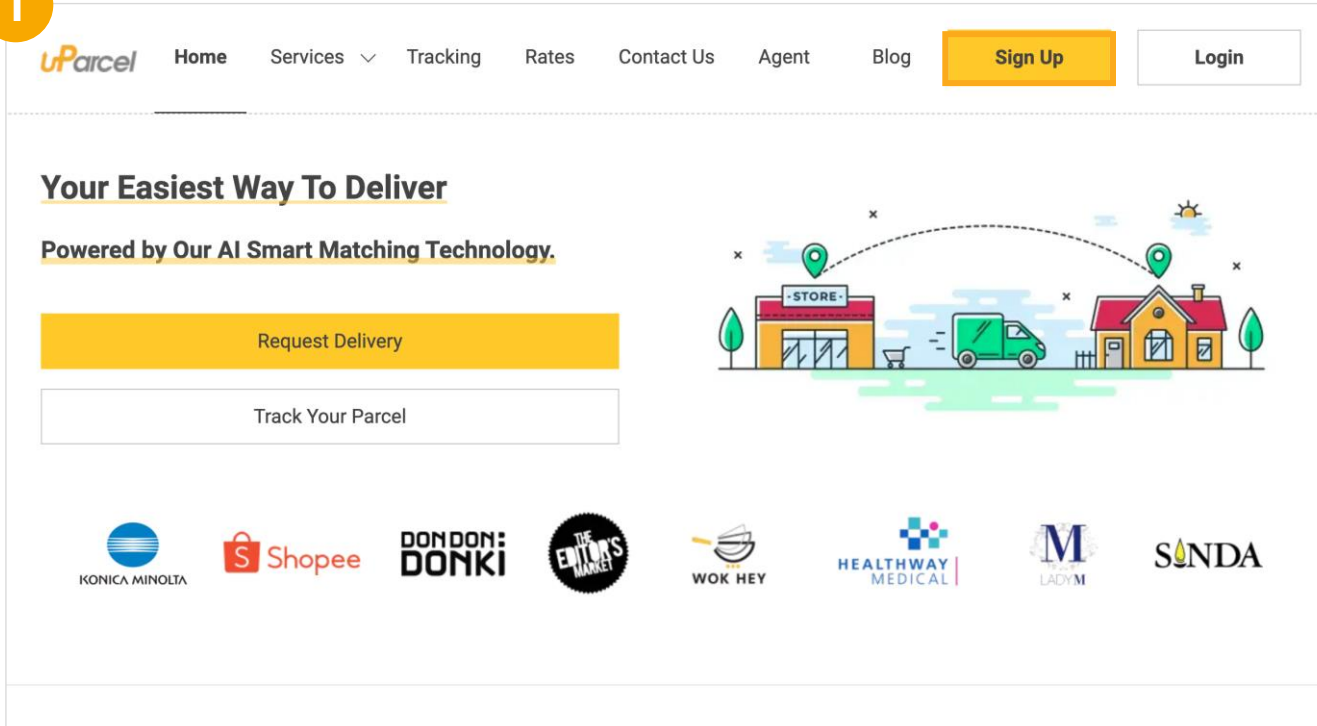
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# Sign up as Customer

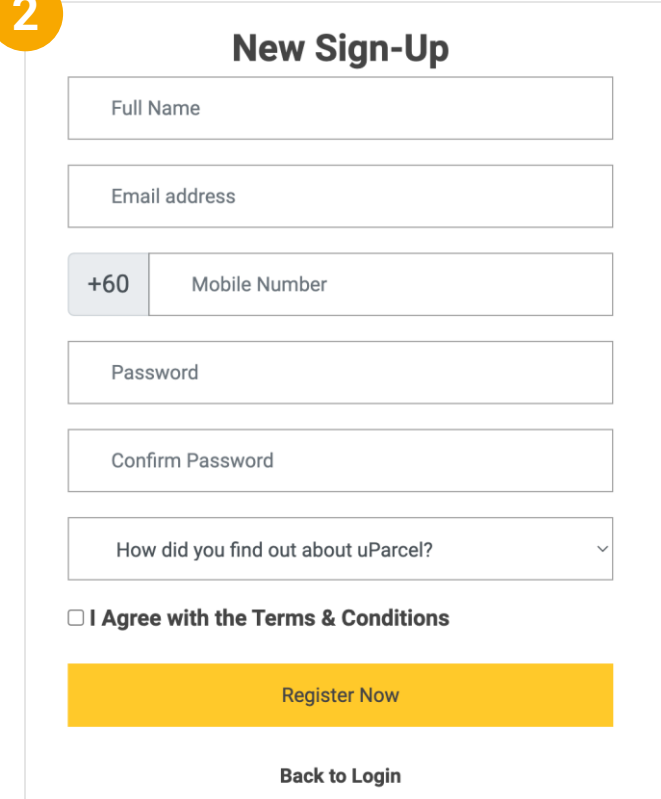
1



The image shows the uParcel website homepage. At the top, there is a navigation bar with the uParcel logo and links for Home, Services, Tracking, Rates, Contact Us, Agent, Blog, Sign Up, and Login. The Sign Up button is highlighted in orange. Below the navigation bar, there is a section titled "Your Easiest Way To Deliver" with the subtitle "Powered by Our AI Smart Matching Technology." Below this, there are two buttons: "Request Delivery" (orange) and "Track Your Parcel" (white). To the right of these buttons is an illustration of a delivery truck moving from a store to a house. At the bottom of the page, there is a row of logos for various partner brands: Konica Minolta, Shopee, Don Don Donki, The Editor's Market, Wok Hey, Healthway Medical, Lady M, and Sunda.

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

2



The image shows the "New Sign-Up" form. It has a title "New Sign-Up" at the top. Below the title, there are several input fields: "Full Name", "Email address", "Mobile Number" (with a "+60" prefix), "Password", and "Confirm Password". Below these fields is a dropdown menu labeled "How did you find out about uParcel?". Below the dropdown menu is a checkbox labeled "I Agree with the Terms & Conditions". At the bottom of the form, there is an orange "Register Now" button and a "Back to Login" link.

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

# Update Profile

1

**PERSONAL**

- Request Delivery
- Bulk Upload
- Manage Delivery List
- Delivery History
- 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**

Test

**Contact Number**

+60

**Email**


**Reference Number**


123

**Postal Code**

81300

**Address**





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

# Add Credits

Credit Detail: Current Credit: RM 0.00

1

Enter credit Amount

50

Payment Mode  
(Purchase Credit)

☒ Credit card Payment ☐ Bank Transfer

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. RM50 is required*

2

Transaction History

Export

Show 10 entries

No Credit Transactions

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

 Request Corporate Account

1

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

**Name of Company :**  
TIMMIE INCORPORATED

**UEN No. :**  
123456789

**Address :**  
123

**Postal Code :**  
123

2

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



**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.

Your request has been submitted.

You have already requested with following details:

[Update or Re-Submit](#)

**Name of Company :** TIMMIE INCORPORATED

**UEN No. :** 123456789

**Address :** 123

**Postal Code :** 12345

**Company Contact No. :** +60 123456789

**Email Address :** l30639318@gmail.com

**Email for Monthly Invoice to be Sent :** l30639318@gmail.com

**Contact Person :** Test

**Contact No. :** +60 123456789

**Uploaded SSM Business Profile :** [Download](#)

For more detail please write us at [sales@uparcel.co](mailto:sales@uparcel.co)

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

 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 :

Save

2

3

Your request has been submitted.

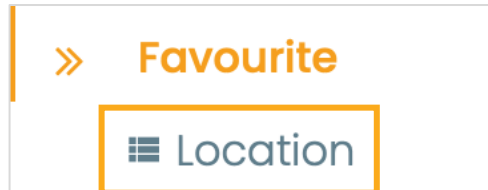
*Please wait 1 – 3 working days while we review your request. Our team will get back to you as soon as possible.*

*For more details, contact us at [sales@uparcel.co](mailto:sales@uparcel.co)*

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

# Save Favourite Locations

1



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

Add Favourite Location

Contact Person :

Contact Number :  

+60

Postal Code :

Address:

Unit Number (optional):

State  

Select State

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)

## PERSONAL

 Request Delivery

1 Click **Request Delivery**

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

2

### Pickup Details

Contact Person :

Paul

Phone Number :

+60 222233338

Pickup Location

[Add Location](#)

999,81100, Jalan Johor Jaya, Johor Jaya, Johor Bahru,81100,Johor,Malaysia

Pick Up Date :

17/06/2022

Vehicle Mode Required:

☒ All

☐ Van

☐ Lorry

☐ Car

Pick Up Time:

04:00 PM

To :

08:00 PM

Select From Favorite Addresses

Search

Or you can add new by clicking here

Paul, 222233338  
999,81100, Jalan  
Johor Jaya, Johor  
Jaya, Johor  
Bahru,81100,Johor,Malays

Curb, 1234567899  
33,8055, Jalan Merak  
10, Bandar Putra,  
Kulai,81000,Johor,Malays

Timmie, 1234567888

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)

Pick Up Time:

04:00 PM

To :

08:00 PM

☐ I need parcel to be delivered in 2 hours

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

Pickup Remarks (Optional):

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)*



4

OR

### Enter Delivery Details Below

## Request Delivery (Enter Delivery Details Below)

5

Multiple Parcels

☐ Yes

☒ No

How to Calculate Parcel Size?

Select Parcel Size:

Documents

Delivery Type:

3 hours express

Drop off Time:

04:00 PM

To :

08:00 PM

Upload Parcel Image (Optional):

Choose File no file selected

Reference Number (Optional):

Delivery Remarks

Fill in delivery details as required.

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

6

Extra Services:

☐ Return Trip (2 Days) +RM8

☐ SMS Pincode to Recipient +RM0.10

☐ Verify Name and ID +RM1

☐ Queue Service (Max.35 mins) +RM15

☐ Food Delivery +RM2

☐ Upload D.O for Digital Signature +RM0

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

# Request Delivery (Confirm & Bill Summary)

04:00 PM-07:00 PM

view

7

	Drop Off Date Time	Price	Details
Putra, Kulai,81000,Johor,Malaysia	17 Jun 04:00 PM-08:00 PM	RM 13.00	<a href="#">View</a>

Subtotal

RM 13.00

Additional Surchage

RM 0.00

Added Insurance

RM 0.00

Tip (optional)

2

Promo Code (optional)

2OFFNEW

Apply Promo Code

Prev Step

Next

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

8

Bill Summary

Subtotal	RM 13.00
Additional Region Charge	RM 0.00
Added Insurance	RM 0.00
Tip (optional)	RM 2.00
Promo Amount (optional)	RM 0.00
Total	RM 15.00

Payment Method

Payment:

Corporate Account

Prev Step

Post Request

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

# Manage Delivery

From Pickup Date

To Pickup Date

From pickup date

To pickup date

Download Deliveries

Search

☐ Select All

Print Selected Order(s) Waybill

Show 10 entries

Search:

Pickup Date	Tracking Code	Receiver	Pickup	Drop Off	Status	Amount	Detail
<input type="checkbox"/> 17 Jun 05:00 PM-09:00 PM	GQWBRM	Timmie 1234567888	999,81100, Jalan Joh or Jaya, Johor Jaya, Johor Bahru, 81100, Johor, Malaysia	12345,815 00, Jalan Pasar Lama, Pekan Nenas, 81500, Johor, Malaysia	Item Picked Up	RM34.00	View
			999,81100,	33,8055,			

## 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

Job Details

Home > Job Details

Back

Print Waybill

Submitted 17-Jun-2022

Pickup Details

Sender	Pickup Location	Pickup Date Time	Delivery Mode	Remark
Paul 222233338	999,81100, Jalan Johor Jaya, Johor Jaya, Johor Bahru,81100,Johor,Malaysia	17 Jun 05:00 PM- 09:00 PM	Specific Delivery Slot	N.A.

Parcels Details

Parcel	Tracking	Receiver	Drop Off Location	Drop Off	Price	Details
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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**

Pickup Date	Tracking Code	Receiver	Pickup	Drop Off	Status	Amount	Detail
24 Jun 01:00 PM-06:00 PM	EWJ8W1	Curb 999999999	79100, Persiaran Medini, Nusantara, 79100, Johor, Malaysia	123, Jalan Mutiara 1/3, Skudai, 81300, Johor, Malaysia	Pick up in Progress	RM26.00	<div>View</div> <div>Cancel</div> <div>Print Waybill</div>

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

Driver Details			
Contact Person	Mobile Number	Vehicle No.	Rating
 Test	1172805439	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!**

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 Joh or Jaya, J ohor Jay a, Johor B ahru,8110 0,Johor,M alaysia	33,805 5, Jalan Merak 1 0, Band ar Putr a, Kulai, 81000,J ohor,M alaysia	Pending Acceptance	RM15.00	<a href="#">View</a> <a href="#">Cancel</a> <a href="#">Print Waybill</a>
✓ 17 Jun 05:00 PM-09:00 PM	GQWBRM	Timmie 1234567888	999,81100, Jalan Joh or Jaya, J ohor Jay a, Johor B ahru,8110 0,Johor,M alaysia	12345,81 500, Jal an Pas ar Lam a, Peka n Nena s, Peka n Nana s,81500, Johor,M alaysia	Pending Acceptance	RM34.00	<a href="#">View</a> <a href="#">Cancel</a> <a href="#">Print Waybill</a>

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.

Search

Enter search keyword

From Pickup Date

From pickup date

To Pickup Date

To pickup date

Download Delivery History

Search

Show 10 entries

Search:

Pickup Date	Tracking Code	Receiver	Pickup	Drop Off	Status
17 Jun	ZVX8EU	Test 1172805439	2323,81300, Jalan Skudai – Gelang Patah, Mutiara Rini, Skudai,81300,Johor,Malaysia	123,2, Jalan Sagu 36, Taman Daya, Johor Bahru,81100,Johor,Malaysia	Delivered
16 Jun	OKCIUY	Test 1172805439	123,Johor Bahru,80150,Johor,Malaysia	123,Johor Bahru,80150,Johor,Malaysia	Delivered

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

# View Completed Delivery

Back

Print PDF

Fleet Agent

Submitted 17-Jun-2022

Pickup Details

Sender	Pickup Location	Pickup Date Time	Delivery Mode	Remark
Test 1172805439	2323,81300, Jalan Skudai - Gelang Patah, Mutiara Rini, Skudai,81300,Johor,Malaysia	17 Jun 11:00 AM- 01:00 PM	2 Hour Rush	N.A.

Parcels Details

Parcel Status	Tracking Code	Receiver	Drop Off Location	Drop Off Date Time	Price	Details
Delivered	ZVX8EU	Test	123,2, Jalan Sagu 36, Taman Daya, Johor Bahru,81100,Johor,Malaysia	17 Jun 11:00 AM-	RM 29.00	View

Agent Details

Name: Test  
Contact Number: 1172XXXX

Rate: ★★★★★  
Remark: Test

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.

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

# 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**

To Pickup Date

To pickup date

Download  
Delivery History

Search: \_\_\_\_\_

Drop Off	Status	Amount	Detail
edini, nor,Malaysia	123,Jalan Mutiara 1/3, Skudai,81300,Johor,Malaysia	<b>Delivered</b> RM26.00	<b>View</b>

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 to mark them as your 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  
Contact No: 1172XXXX Remove

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**

<p><u>Name</u></p> <input type="text" value="Test"/>	<p><u>Express Yourself</u></p> <p>Book for Delivery 24/7</p>
<p><u>Email</u></p> <input type="text" value="l30639318@gmail.com"/>	<p>Office Hours 10am-6pm daily</p>
<p><u>Contact Number</u></p> <input type="text" value="+60 1172805439"/>	<p>Email: <a href="mailto:express@uparcel.co">express@uparcel.co</a></p>
<p><u>Message</u></p> <input type="text" value="Message"/>	<p>Contact No: 03-27790668</p>
<input type="submit" value="Submit"/>	<p><u>Address:</u></p> <p>Singapore Address : Central Office: 81 Ubi Ave 4, #06-08, Singapore 408830</p> <p>Malaysia Address : Central Office: No. 7, Nomad,IST Floor, SS 18/1B, 47500 Subang Jaya, Selangor.</p>

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](mailto:sales@uparcel.co)

# Thank you



**Feel free to reach us!**

+60 3-2779 0668



[express@uparcel.co](mailto:express@uparcel.co)



[www.uparcel.co](http://www.uparcel.co)



Download on the  
**App Store**



GET IT ON  
**Google Play**