



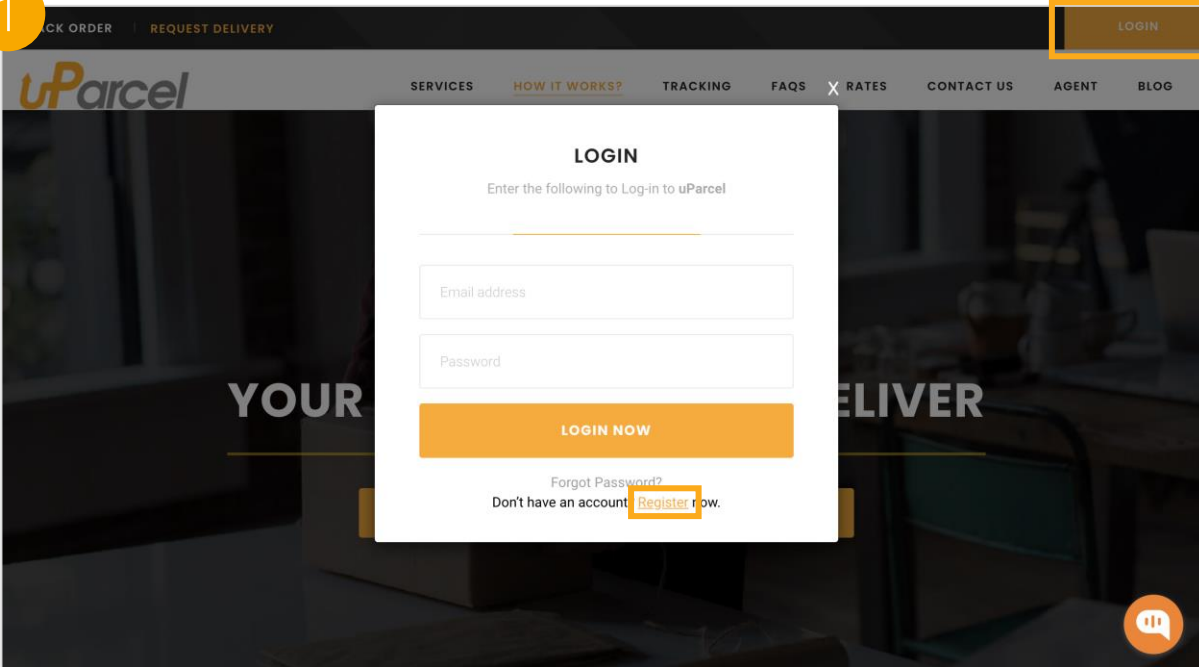
Customer Web User Guide

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



uParcel

SERVICES HOW IT WORKS? TRACKING FAQs X RATES CONTACT US AGENT BLOG

LOGIN

Enter the following to Log-in to uParcel

Email address

Password

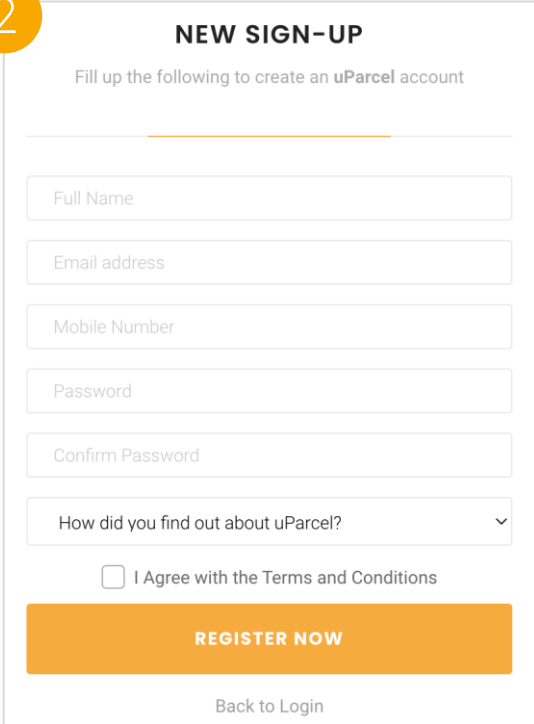
LOGIN NOW

Forgot Password?

Don't have an account [Register now.](#)

Click on **LOGIN**, then **Register** to create a new customer account.

2



NEW SIGN-UP

Fill up the following to create an uParcel account

Full Name

Email address

Mobile Number

Password

Confirm Password

How did you find out about uParcel?

☐ I Agree with the Terms and Conditions

REGISTER NOW













[Back to Login](#)

Fill 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

85339221



Reference Number

123

Postal Code

510151

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: \$0.00

1

Enter credit Amount

50

Payment Mode
(Purchase Credit)

☐ Credit card Payment ☐ Bank Transfer

☐ 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

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

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

Name of Company :

UEN No. :

Address :

Postal No. :

1

2

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



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

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 :

Save

2

3

Your request has been submitted.

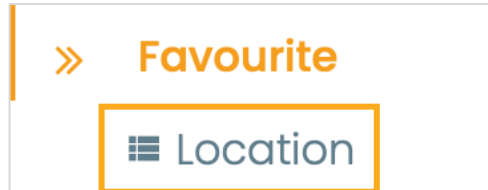
Please wait 1 – 3 working days while we review your request. Our team will get back to you as soon as possible.

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

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

Save Favourite Locations

1

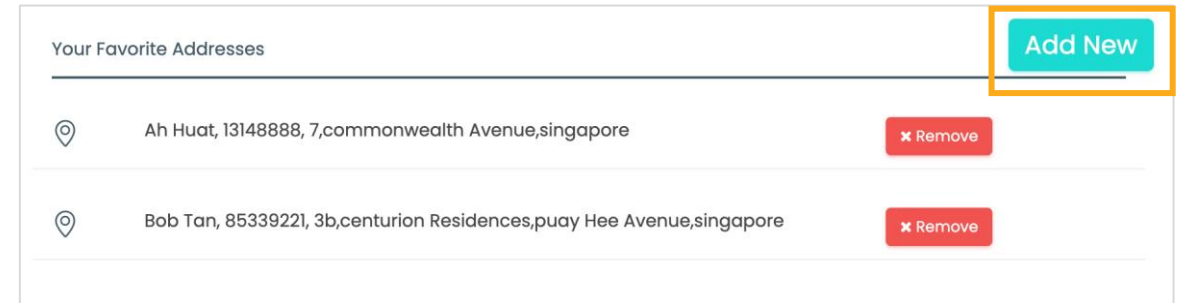


Expand the **Favourite** tab on side menu and click **Location**

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', and 'Unit Number (optional)'. The 'Country' field is a dropdown menu with 'Singapore' selected. At the bottom right, there are 'Close' and 'Save Location' buttons.

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

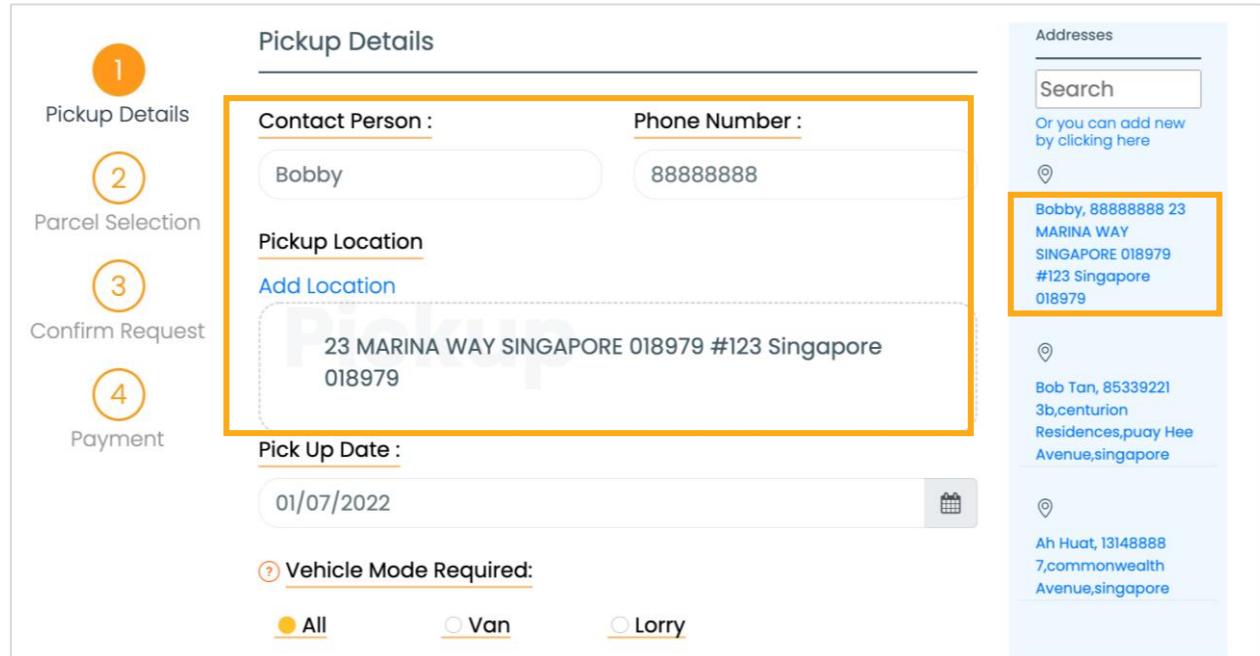
 Request Delivery

1 Click **Request Delivery**

i

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

2



Pickup Details

1 Pickup Details

2 Parcel Selection

3 Confirm Request

4 Payment

Contact Person : Bobby

Phone Number : 88888888

Pickup Location

[Add Location](#)

23 MARINA WAY SINGAPORE 018979 #123 Singapore

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](#)

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 (Delivery Details)

Parcel Selection

 Upload details by excel file for multiple deliveries (optional):



Drag and drop a file here or click

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

Upload Jobs Excel

Download Sample:



Sample.xlsx

Select From Favorite 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



4

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

OR

Enter Delivery Details Below

Receiver Name :

Receiver Phone :

Receiver Email (Optional):

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

5 Fill in delivery details as required.

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

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

You may add insurance for your delivery. (optional)

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



6

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

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**

Manage Delivery

From Pickup Date

To Pickup Date

From pickup date

To pickup date

Search

Download Deliveries

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
<div><div><div>01 Jul 04:00 PM-07:00 PM</div><div></div></div></div>	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	<div><div>View</div><div>Cancel</div><div>Print Waybill</div></div>

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
<input type="checkbox"/> 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	<div>View Cancel Print Waybill</div>

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

Driver Details

Contact Person	Mobile Number	Vehicle No.	Rating
Test		123	5.00

BackTrack 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
<input type="checkbox"/> 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	<div>View</div> <div>Cancel</div> <div>Print Waybill</div>

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

From Pickup Date

To Pickup Date

Search

[Download Delivery History](#) 

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.

10kg
x1
\$ 22.00

Delivery Type

Drop Off Date

Drop Off Time

3 hours express

01 Jul

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 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
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="Bobby"/>	<p>Express Yourself</p> <p>Delivery Hour 24/7</p>
<p><u>Email</u></p> <input type="text" value="Bobby@gmail.com"/>	<p>Office Hours 10am-6pm daily</p>
<p><u>Contact Number</u></p> <input type="text" value="12345678"/>	<p>Email: express@uparcel.sg</p>
<p><u>Message</u></p> <div><p>Message</p></div> <p><input type="button" value="Submit"/></p>	<p>Contact No: 65898763</p> <p>Address:</p> <p>Singapore Address : Central Office: 81 Ubi Avenue 4 (S)408830 UB. One Building #06-08</p> <p>Malaysia Address : Central Office: No. 7, Nomad,1ST 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](#), [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



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