

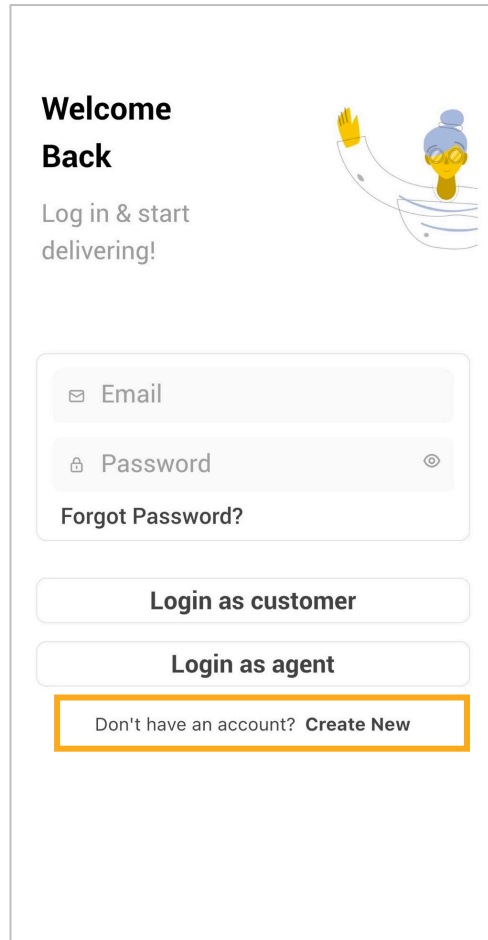


Agent App User Guide

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Sign up as Agent



Welcome
Back

Log in & start delivering!

Email

Password

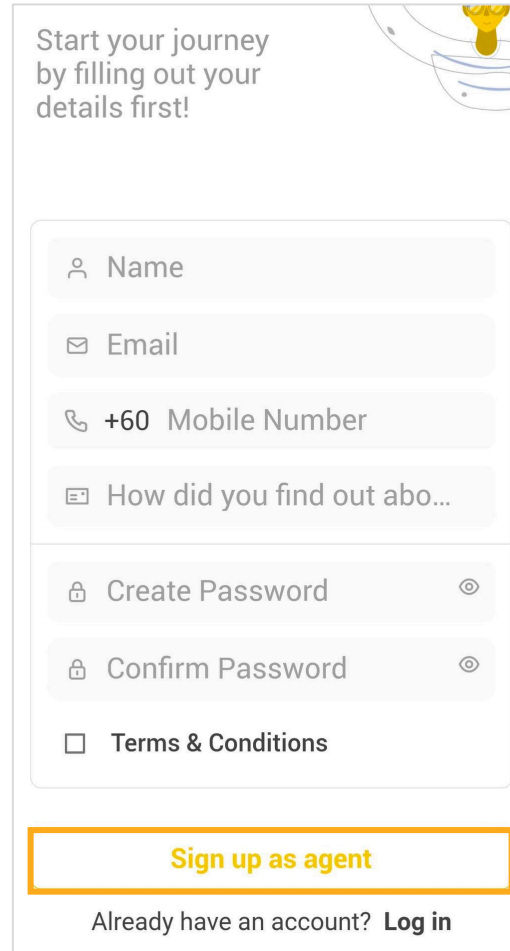
Forgot Password?

Login as customer

Login as agent

Don't have an account? **Create New**

Tap on **Create New** to sign up for a new agent account.



Start your journey by filling out your details first!

Name

Email

+60 Mobile Number

How did you find out abo...

Create Password

Confirm Password

☐ Terms & Conditions

Sign up as agent

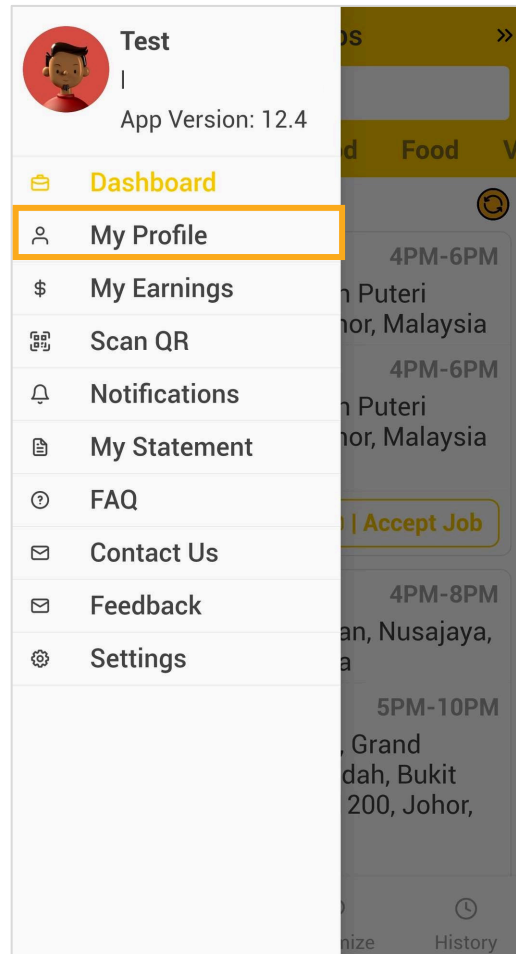
Already have an account? **Log in**

Fill in your details.

Then, tap on **Sign up as agent**

Please allow the app to access your camera and location for the best experience.

Sign up as Agent



Once logged in, you'll need to complete your profile.

Navigate to **My Profile** from the side menu

A screenshot of the 'My Profile' form in the application. The form has a yellow header with the title 'My Profile'. Below the header is a profile icon with a red background and a yellow star, showing '0.00'. The form contains several input fields: 'Test' (name), 'Surname', an email field, a dropdown menu for 'Johor', a text field for '991111123456', an 'Upload NRIC' section with 'Front' and 'Back' buttons, a 'My Referral Code' field with a red question mark icon, and a 'Referred By' field with a red question mark icon. At the bottom of the form, there are two buttons: 'Open Quiz' and 'Save' (highlighted with an orange border).

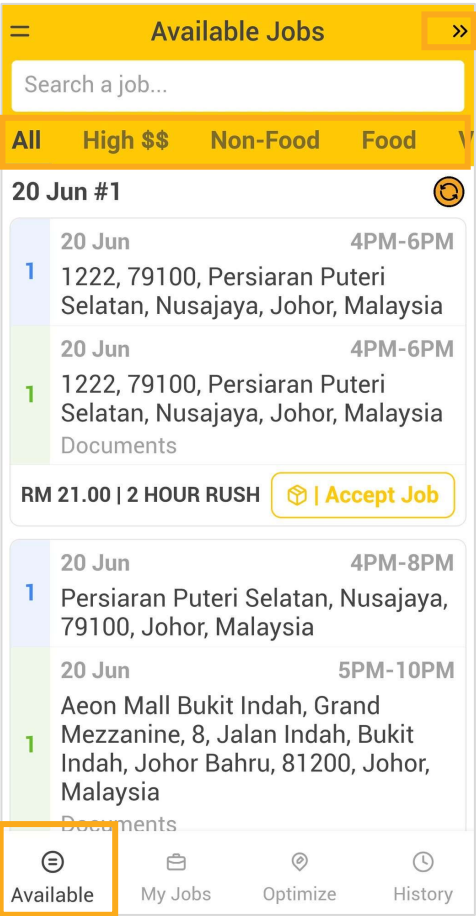
Tap on the **profile icon** and take a selfie.

Fill in your details and upload your **NRIC**.

Remember to tap on **Open Quiz** to complete a short agent quiz and tap **Save**.

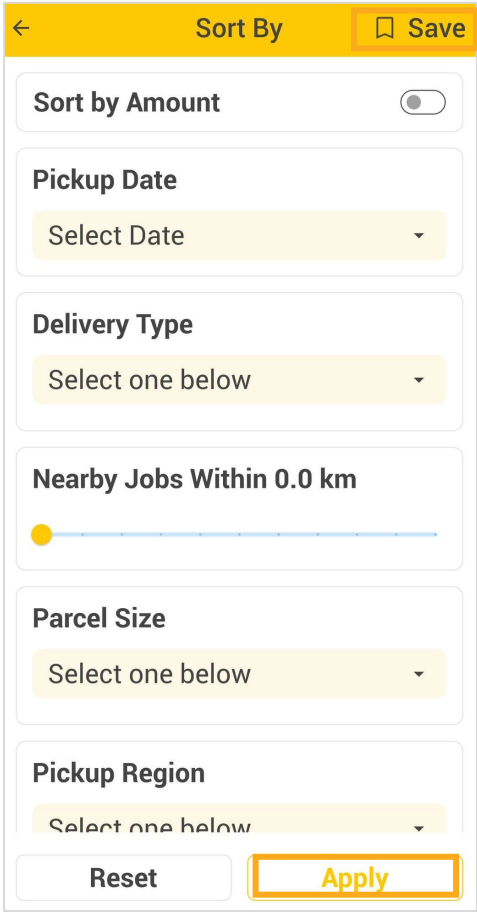
Please wait 1 – 3 days for your profile to be verified to start delivering.

Essential Guide to Accepting Jobs



To find jobs to accept, go to the **Dashboard** and tap on **Available**

Tap on the >> icon at the top right to sort jobs according to your preferences, or use the **quick filter bar** below search.



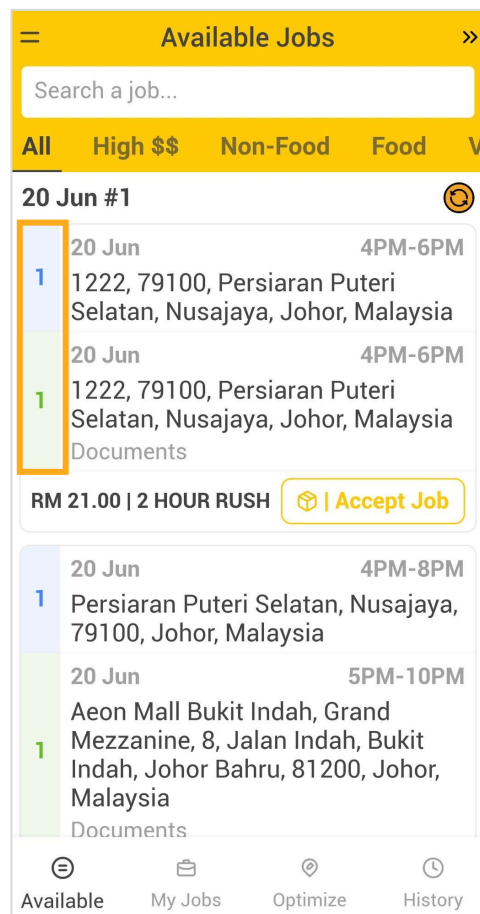
After tapping on >>, you can use the various filters to find the best jobs to accept.

To permanently filter your job list: Use the **Save** button to bookmark as default location.

To filter your job list once: Tap **Apply** to sort.

i Quick Tip: Navigate to High \$\$ for jobs with higher earnings!

Essential Guide to Accepting Jobs



Pickup and Drop off details are **color-coded**.

E.g. No. of Pickup and Drop off locations for the job is shown as:

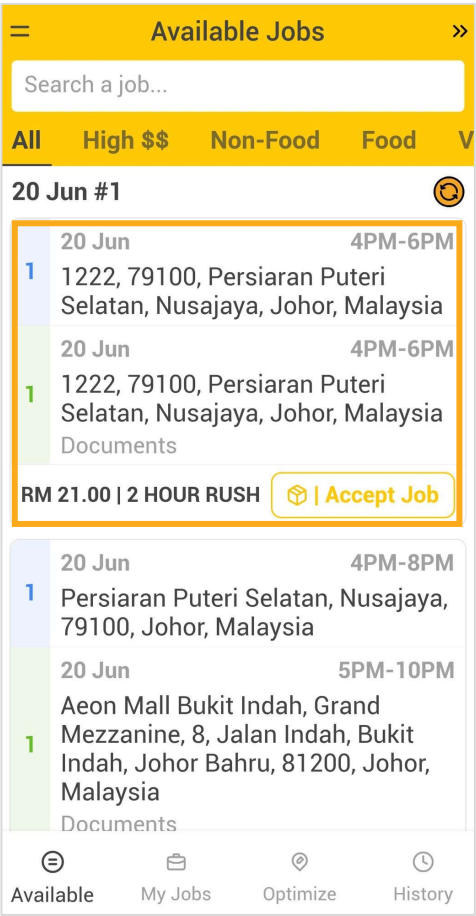
1 Pickup Location(s)

1 Dropoff Location(s)



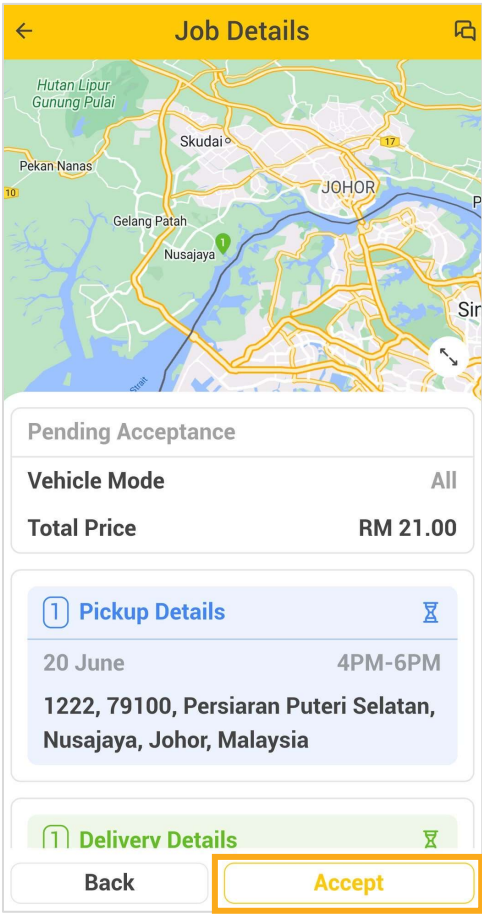
Only agents with **Car/Van/Lorry** transport mode set in profile can accept **Car/Van/Lorry** jobs respectively.

Essential Guide to Accepting Jobs



Tap on **any job** to view more details.

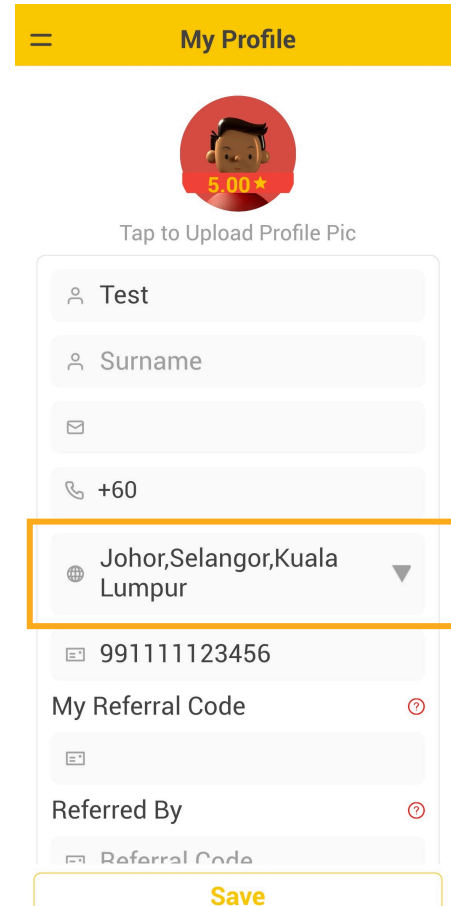
Prices shown here are before 20% commission.



Here, you can view more details under Job Details. You can also tap on the addresses to open up Map Navigation.

To accept the job, tap on **Accept**

Viewing Jobs By Region



My Profile

Tap to Upload Profile Pic

Test

Surname

+60

Johor,Selangor,Kuala Lumpur

991111123456

My Referral Code

Referred By

Referral Code

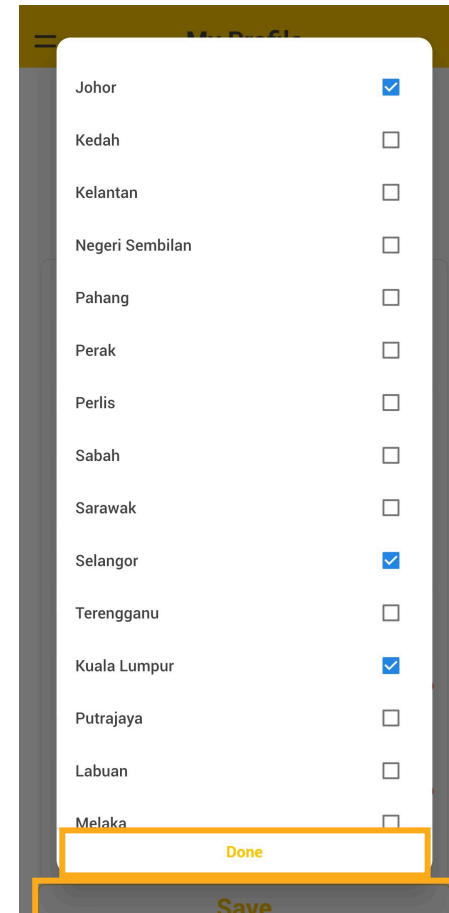
Save

To view jobs for specific regions, you will have to set the region under your profile.

Navigate to **My Profile** and tap on the **region dropdown**



Please note that you will not be able to view jobs >45km from your current location.



Johor

Kedah

Kelantan

Negeri Sembilan

Pahang

Perak

Perlis

Sabah

Sarawak

Selangor

Terengganu

Kuala Lumpur

Putrajaya

Labuan

Melaka

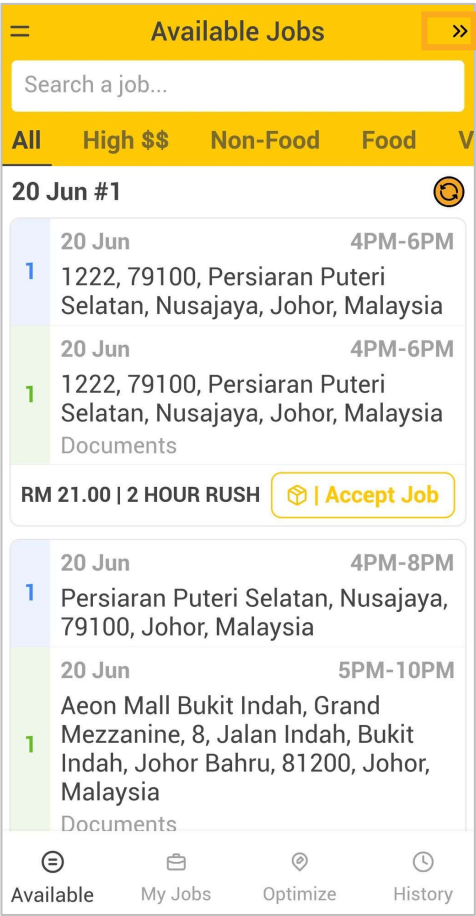
Done

Save

Select your desired regions to pickup and deliver jobs.

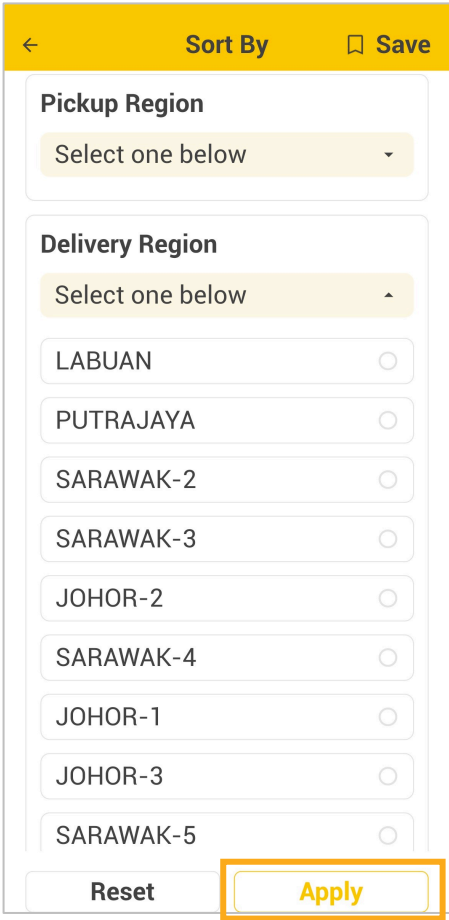
Then tap **Done** and **Save** your profile.

Viewing Jobs By Region



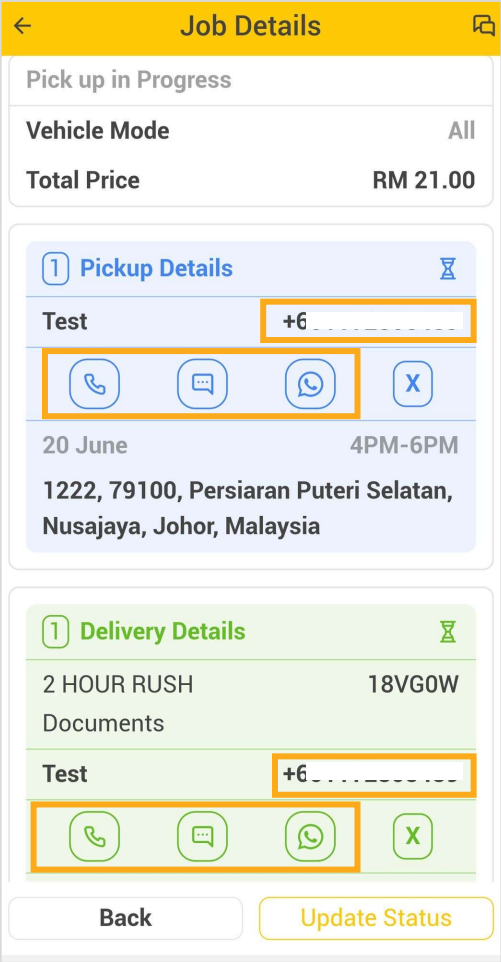
You will now be able to see jobs posted in your chosen regions under the **Available** jobs tab.

You can also use the filter button at the top right corner to quickly find jobs in specific regions.



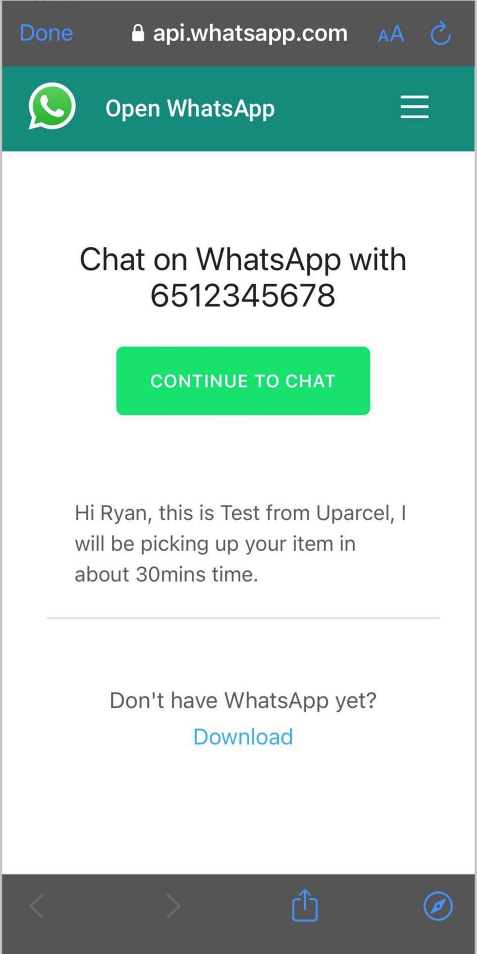
Use the dropdown to sort **Pickup Region** and **Delivery Region** then tap **Apply**.

Contact Customer



Under Job Details, you can contact the customer during pickup and delivery.

Tap on their **contact number** to show the contact icons.



Use the icons to phone the customer or send our auto-generated delivery messages.

Contact Customer Service

←

Job Details

Pick up in Progress

Vehicle Mode

All

Total Price

RM 21.00

1

Pickup Details

Test

+6

20 June

4PM-6PM

1222, 79100, Persiaran Puteri Selatan,

Nusajaya, Johor, Malaysia

1

Delivery Details

2 HOUR RUSH

18VG0W

Documents

Test

+6

Back

Update Status

If you encounter any issues, You can tap on the **contact icon** at the top of the job details page.

≡

Contact Us

Our customer service will be available 9am-7pm on weekdays, 9am-6pm on weekends.

Tap here to chat with our chatbot!

Test

Type your message here...

Attach Photo

Submit

Alternatively, open up the Side Menu and tap on **Contact Us**.

Tap on chatbot to start a **live chat** or **Submit** a contact form (attach photos if needed) to reach our Customer Service Team.

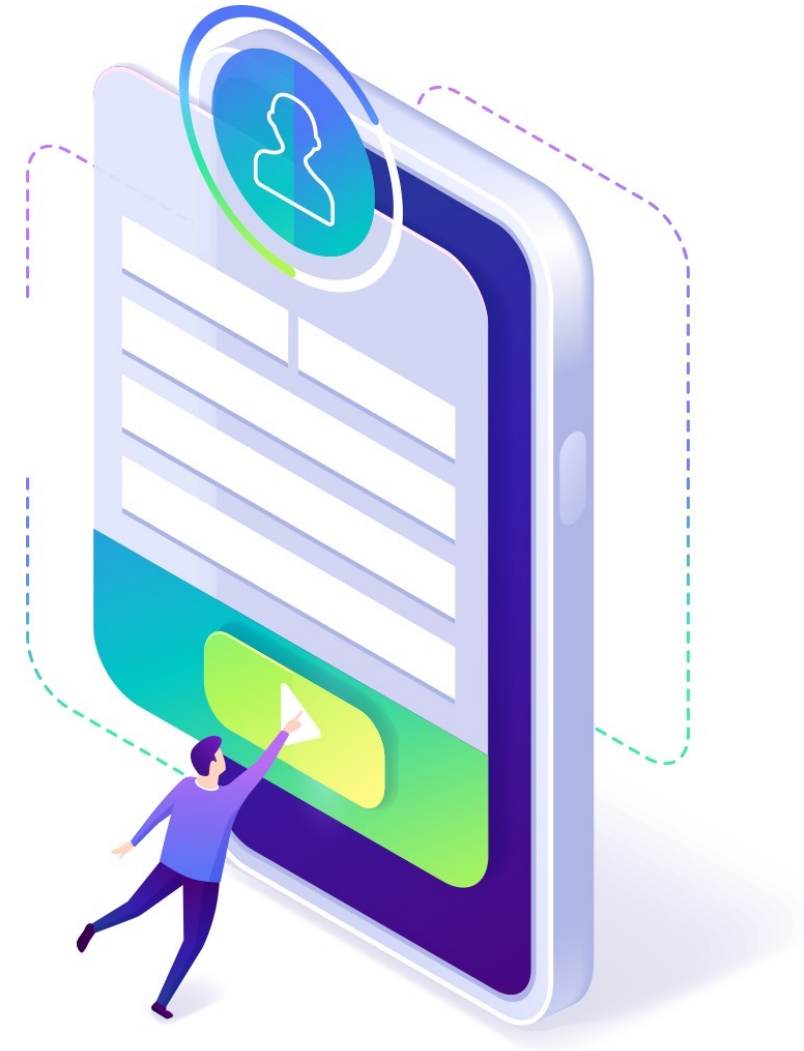
Contact Customer Service

REASONS FOR ACCOUNT SUSPENSION

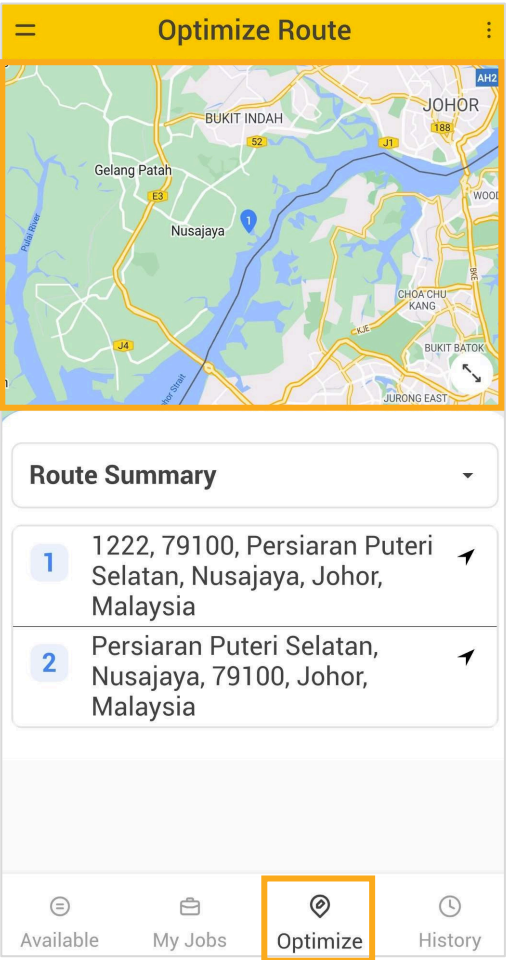
- JOB CANCELLATION WITHOUT VALID REASON (MORE THAN 2 TIMES)
- MISSING AND UNCONTACTABLE
- LATE FOR PICKUP AND DELIVERY (MORE THAN 3 TIMES)
- DIRECTLY APPROACHING UPARCEL USERS FOR JOBS

In the event that your account is suspended, you will no longer be able to accept jobs

An option will be available for you to **appeal to admin** to unblock your account.



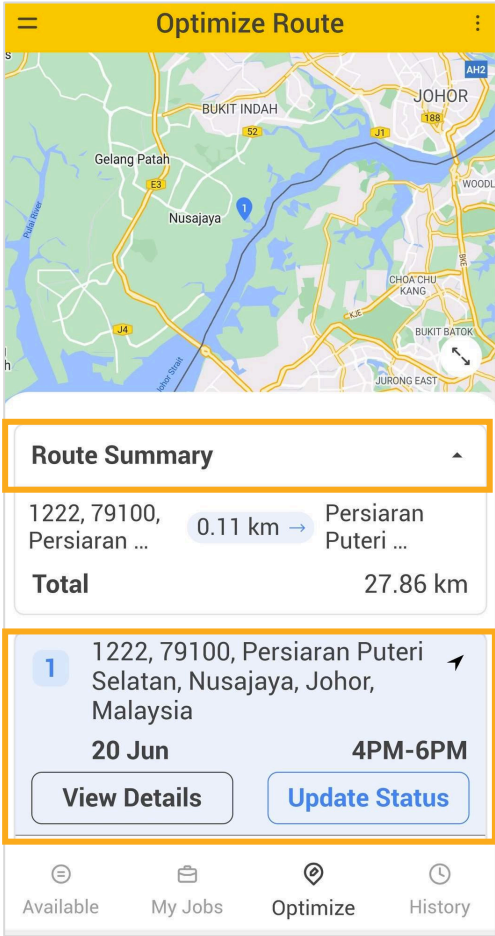
Route Optimizer



Tap **Optimize** from menu bar.

Your accepted jobs will be automatically sorted based on the best route here.

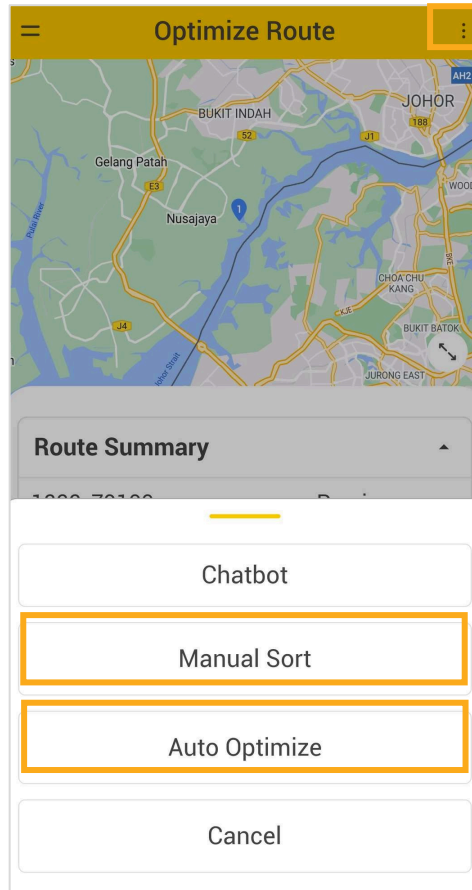
You can zoom in and interact with the mini-map.



Tap on **Route Summary** to expand or minimize your delivery route overview.

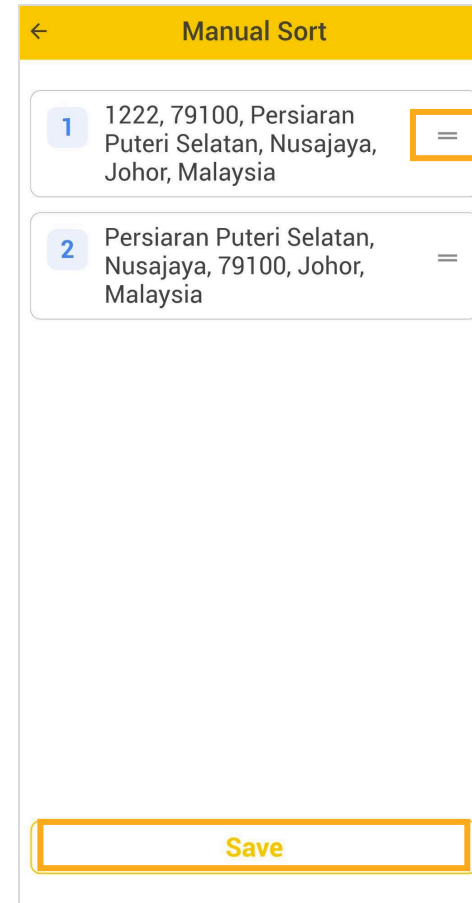
From Optimize, you can also **tap** on jobs to **View Details** and **Update Status**.

Route Optimizer



At **Optimize**, Click the **three dots** at the top right corner.

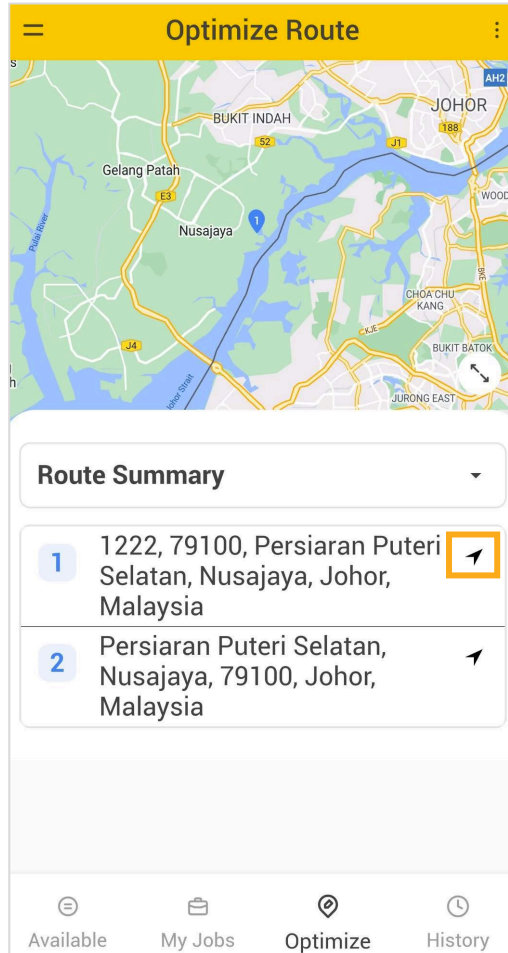
You can choose **Auto Optimize** or tap **Manual Sort** to manually sort them.



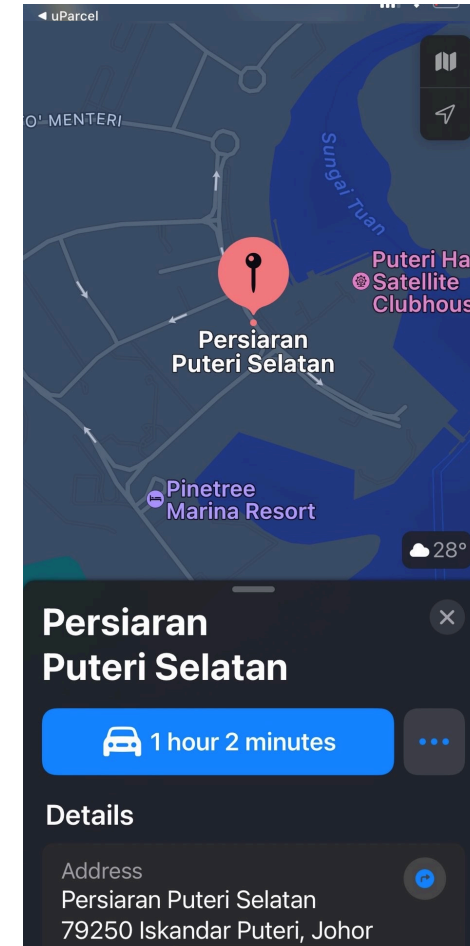
Drag jobs according to your desired sequence. (Manual Sort)

Then tap **Save**

Route Optimizer



Tap on the **location arrow icon** beside any job to start navigation.



You will be automatically redirected to your Maps app with your chosen destination.

Use the app buttons to start navigating from your current location.

Update Delivery Status



Please note that multiple cancellations will lead to account suspension*

My Jobs

Search a job...

20 Jun #1

Pick up in Progress - IRGRNY

20 Jun 4PM-8PM
1 Persiaran Puteri Selatan, Nusajaya, 79100, Johor, Malaysia

20 Jun 5PM-10PM
1 Aeon Mall Bukit Indah, Grand Mezzanine, 8, Jalan Indah 15/2, Bukit Indah, Johor Bahru, 81200, Johor, Malaysia
Documents

RM 9.00 | SAME DAY **Cancel Job**

Update Status

Pick up in Progress - 18VG0W

20 Jun 4PM-6PM
1 1222, 79100, Persiaran Puteri Selatan, Nusajaya, Johor, Malaysia

Available My Jobs Optimize History

To Cancel Jobs

Go to **My Jobs** from the bottom menu bar and tap on **Cancel Job**

You can only cancel jobs that have not been updated to Item Picked Up

My Jobs

Search a job...

20 Jun #1

Pick up in Progress - IRGRNY

20 Jun 4PM-8PM
1 Persiaran Puteri Selatan, Nusajaya, 79100, Johor, Malaysia

20 Jun 5PM-10PM
1 Aeon Mall Bukit Indah, Grand Mezzanine, 8, Jalan Indah 15/2, Bukit Indah, Johor Bahru, 81200, Johor, Malaysia

Select Cancel Reason

Arrived but seller closed - Take photo of the parcel or location ☐

Arrived - Parcel size underdeclared and unable to deliver - Take photo of the parcel or location ☐

Wrong Address Given by Sender - Take photo of the parcel or location ☐

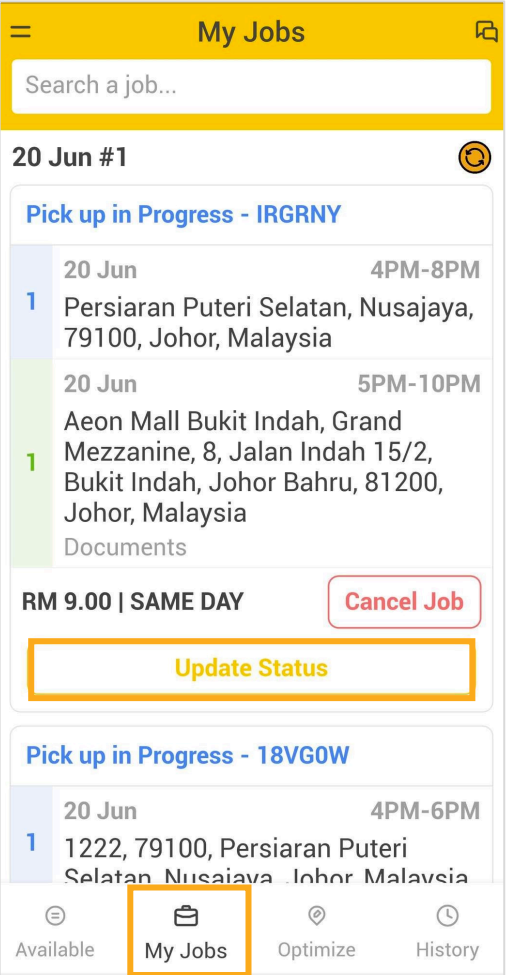
Arrived on time. Parcel not ready for

Cancel **Submit**

Select your reason for cancelling, enter remarks and tap **Submit**

If you have chosen a reason tagged with – “Take photo of the parcel or location”, please do so as proof to support your cancellation.

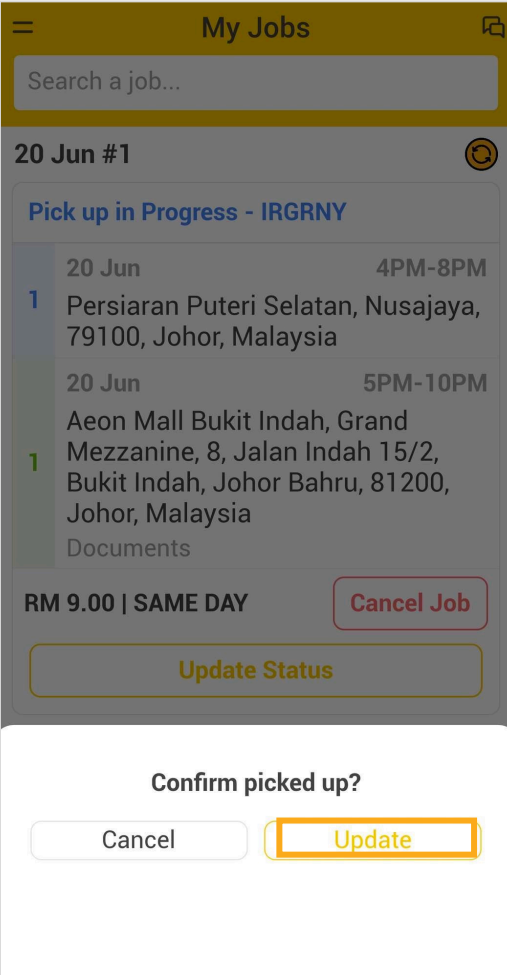
Update Delivery Status



For Single Deliveries

Go to **My Jobs/View Details**

Once you have picked up the delivery, please tap **Update Status**



Tap **Update** to item picked up

You can also **Update Status** directly while navigating under **Optimize** tab

Delivered Jobs

The screenshot shows the 'Job Details' screen with the following information:

- Test +601172805439
- 20 June 4PM-6PM
- 1222, 79100, Persiaran Puteri Selatan, Nusajaya, Johor, Malaysia
- 1 Delivery Details (with a clock icon)
- 2 HOUR RUSH 18V60W

A modal titled 'Update Parcel To?' is displayed with two options:

- Delivered ☒
- Undelivered ☐

At the bottom of the modal are 'Cancel' and 'Update' buttons.

Under My Jobs/Optimizer

Upon delivery, **Update** Parcel to **Delivered**

The screenshot shows the 'Confirm Delivery' screen with the following fields and buttons:

- Tracking Code: 8EOZE7
- Received By: Curb
- Receiver's Signature (with a signature icon)
- Delivery Unit Photo (with three box icons, the first of which is highlighted)
- Enter your remarks here (text input field)
- Back and Submit buttons

Remember to get your receiver's signature, photo of the delivery unit door as proof of delivery. Then, tap **Submit**.

If given permission to leave item at doorstep, please update the receiver/sender via SMS/WhatsApp

Undelivered Jobs


←Undelivered


Tracking Code: GAWUP1


Select Reason

Enter your remarks here...

Upload Photo







Back

Submit

If undelivered, please update parcel to **Undelivered**, select the reason, leave a remark and photo proof.

←Job Details

2 HOUR RUSH18VG0W

Documents

Test+601172805439

20 June4PM-6PM

1222, 79100, Persiaran Puteri Selatan,
Nusajaya, Johor, Malaysia

Additional Services:
-Verifv Name and ID +RM1

Update Parcel To?

Delivered☐

Undelivered☐

Returned☐

Returned Fail☐

Cancel

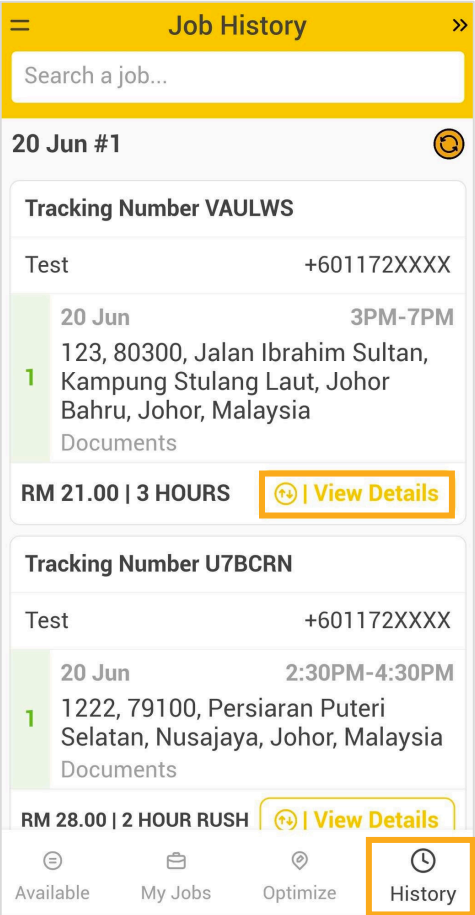
Update

Upon successful delivery, update Parcel to **Delivered**

If returned to sender, update to **Returned**.

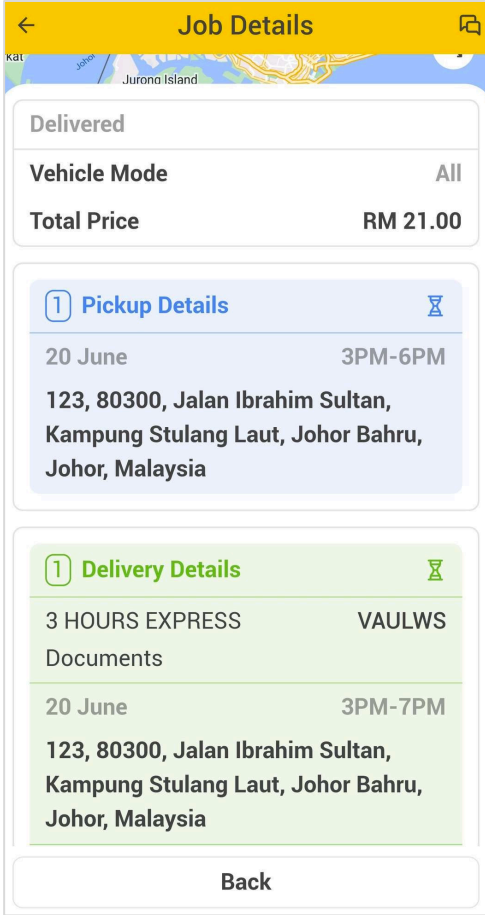
If you attempted to return the item, but was unable to do so, please update to **Returned Failed**.

Delivery History



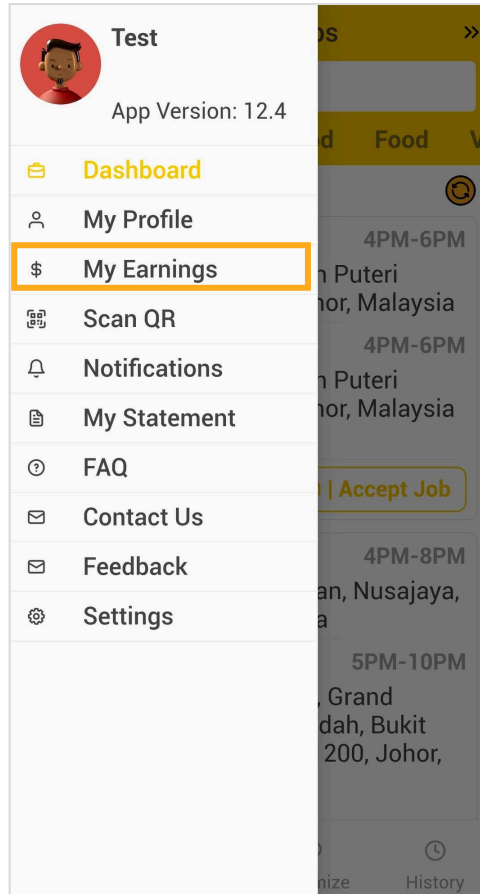
To view your completed jobs, tap on **History** from the menu bar.

Search jobs and tap on **View Details**

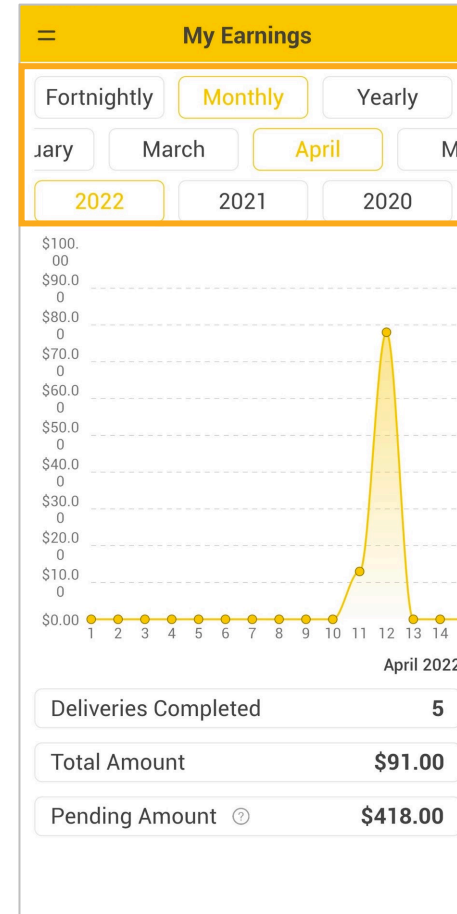


You can view the details of your completed job, and proof of delivery here.

Earnings



To track your earnings, navigate to **My Earnings** from the side menu.

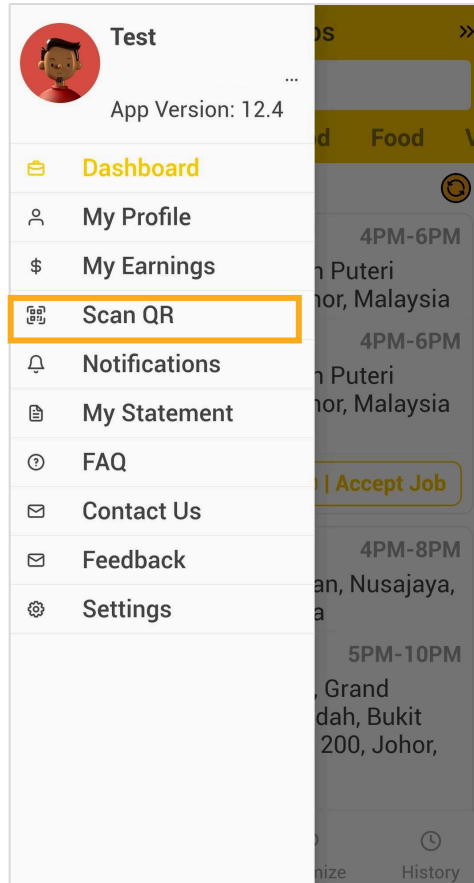


You can use the top filters to view your total earnings for the period.

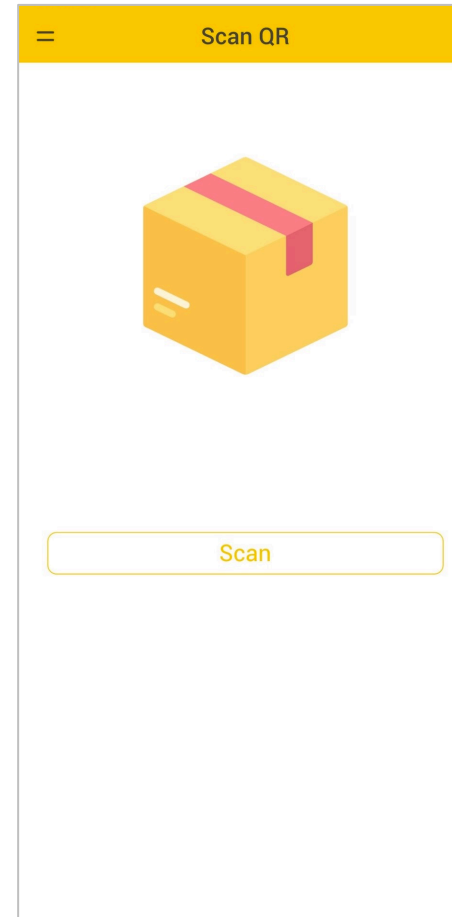
Earnings will be paid to you via GIRO bank transfer.

Agents will earn 80% of the rate that was shown on the jobs.

Scan QR

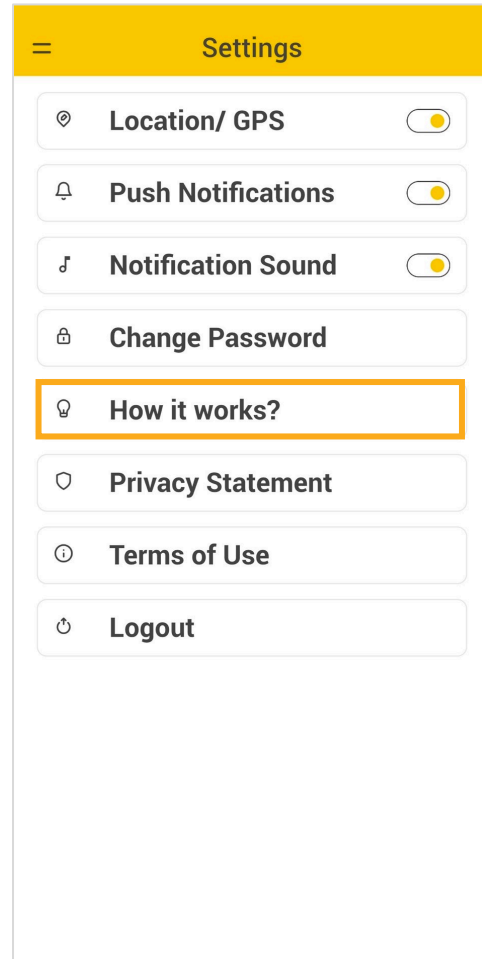


To scan waybill QR, navigate to **Scan QR** from the side menu.

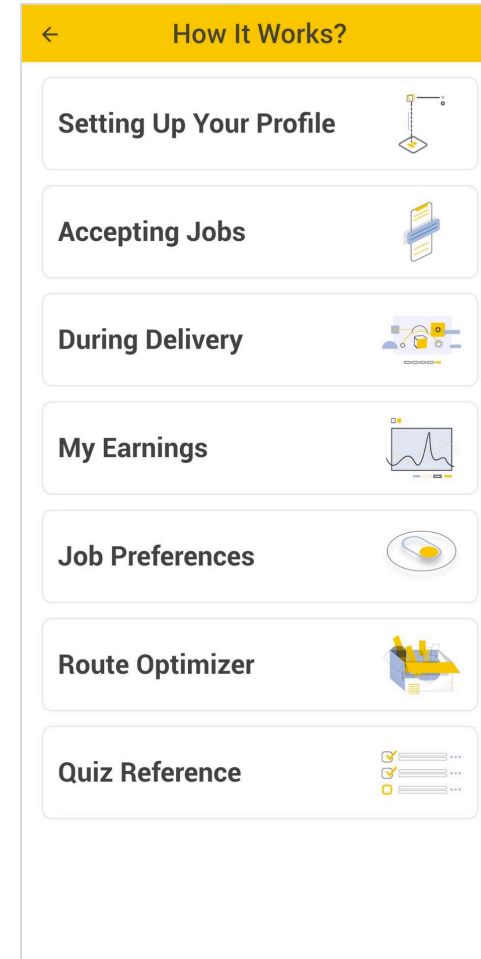


For customers with a printed waybill, you may scan the QR code to directly Update Status

How it works?



For a step-by-step screen guide on our agent app, go to **Settings** from side menu and tap on **How it works?**



Learn how to use our various features here.

Remember to follow us on [Facebook](#) and [Instagram](#) to stay updated to our latest agent campaigns!

Thank you



*uP*Parcel

Feel free to reach us!

[+60 3-2779 0668](tel:+60327790668)



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