



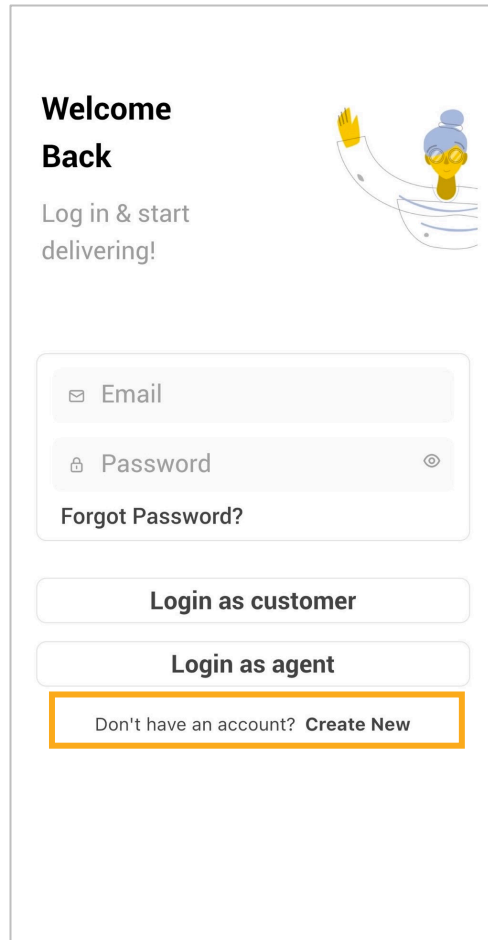
## **Customer App User Guide**

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# Sign up as Customer



Wellcome  
Back

Log in & start delivering!

Email

Password

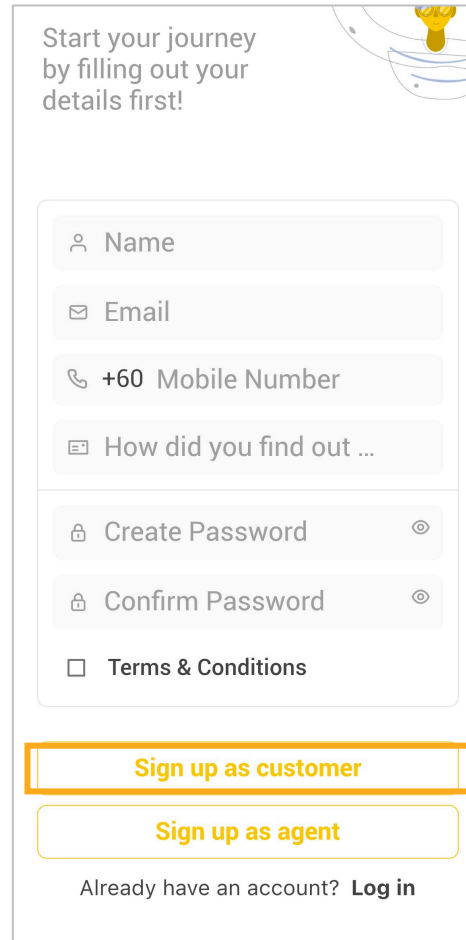
Forgot Password?

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 ...

Create Password

Confirm Password

☐ Terms & Conditions

**Sign up as customer**

Sign up as agent

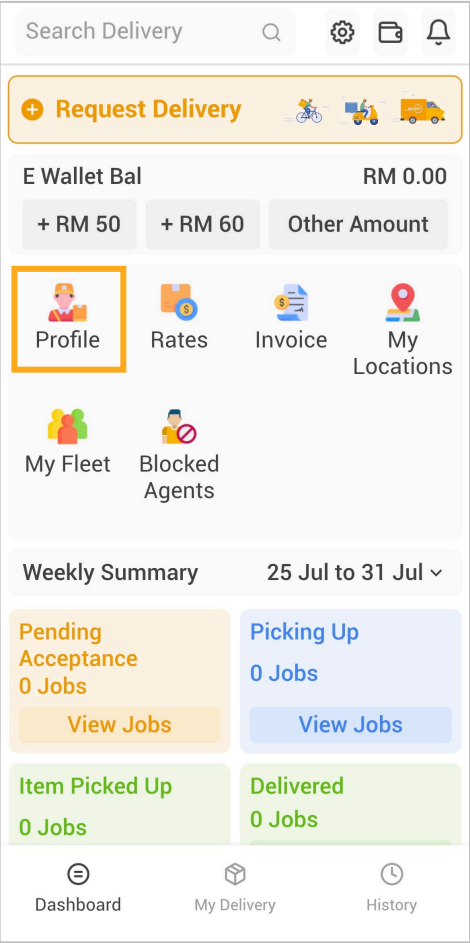
Already have an account? **Log in**

Fill in your details.

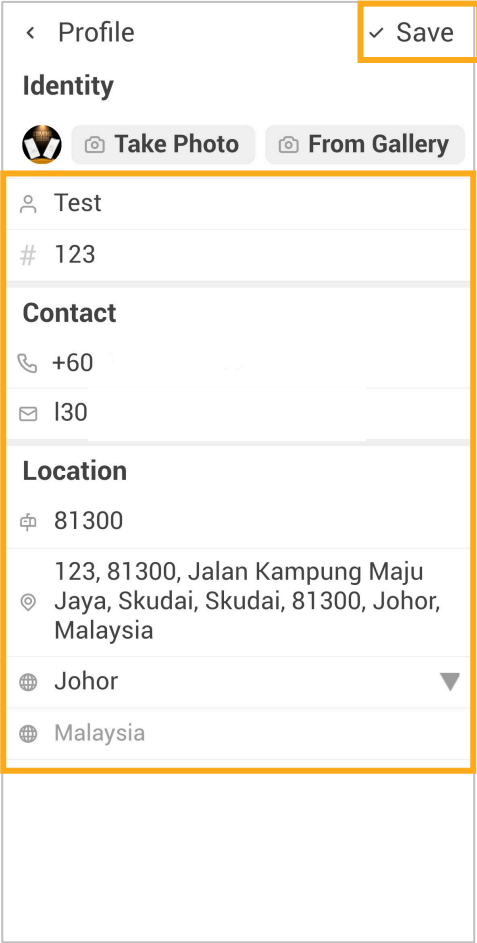
Then, tap on **Sign up as customer**

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

# Update Profile



Tap **Profile** to update your profile



Fill in contact details and location and tap **Save**

# Add Credits

The screenshot shows the app's main dashboard. At the top, there's a 'Search Delivery' bar with icons for settings, a folder, and a bell. Below this is a 'Request Delivery' button with icons for a bicycle, a person with a box, and a truck. The 'E Wallet Bal' section is highlighted with an orange border, showing 'RM 0.00' and three buttons: '+ RM 50', '+ RM 60', and 'Other Amount'. Below the wallet section are icons for 'Profile', 'Rates', 'Invoice', 'My Locations', 'My Fleet', and 'Blocked Agents'. At the bottom, there's a 'Weekly Summary' for '25 Jul to 31 Jul' with four job status cards: 'Pending Acceptance 0 Jobs', 'Picking Up 0 Jobs', 'Item Picked Up 0 Jobs', and 'Delivered 0 Jobs'. Each card has a 'View Jobs' button. The bottom navigation bar has three icons: a minus sign for 'Dashboard', a box for 'My Delivery', and a clock for 'History'.

Tap on **+ RM 50, + RM 60** or **Other Amount** on the dashboard to top up your e-wallet.

Choose your preferred payment mode.  
*\*Min. RM 50 is required*

The screenshot shows the 'Add Credit' screen. At the top, there's a back arrow and the title 'Add Credit'. Below this, 'Current Credit' is shown as 'RM 0.00'. The 'Add Credit' section shows 'RM 50' with '+' and '-' buttons. A note states: 'For Credit Card, the total payable will be subjected to credit card charges of 3.5% + 0.25 = RM 52.0'. The 'Payment Mode' section has a note: '(Purchase credit must be greater than RM 50)'. There are two radio buttons: 'Credit Card' (unselected) and 'Bank Transfer' (selected). Below this, it says 'Please transfer to Maybank Current Account 501011706558'. There are input fields for 'Enter Company Name' and 'Enter Note (Optional)'. At the bottom, there's a large orange button labeled 'Purchase Credit'.

Use the **+/- buttons** to modify the amount of credit you would like to add.

For credit card payment, The amount will be deducted immediately and there will be a transaction fee of 3.5% + RM 0.25.

For bank transfers, the amount will take 1 - 3 days to be deducted.

# Add Credits

< Add Credit

Current Credit **RM 0.00**

Add Credit RM 50 + -

For Credit Card, the total payable will be subjected to credit card charges of 3.5% + 0.25 = RM 52.0

**Payment Mode**  
(Purchase credit must be greater than RM 50)

☒ Credit Card ☐ Bank Transfer

Purchase Credit

Proceed to Pay?

Proceed Cancel

Our credit card payments are supported by ipay88.

Tap **Proceed**

< Payment

Summary Of Transaction

Net Charges MYR 1.00

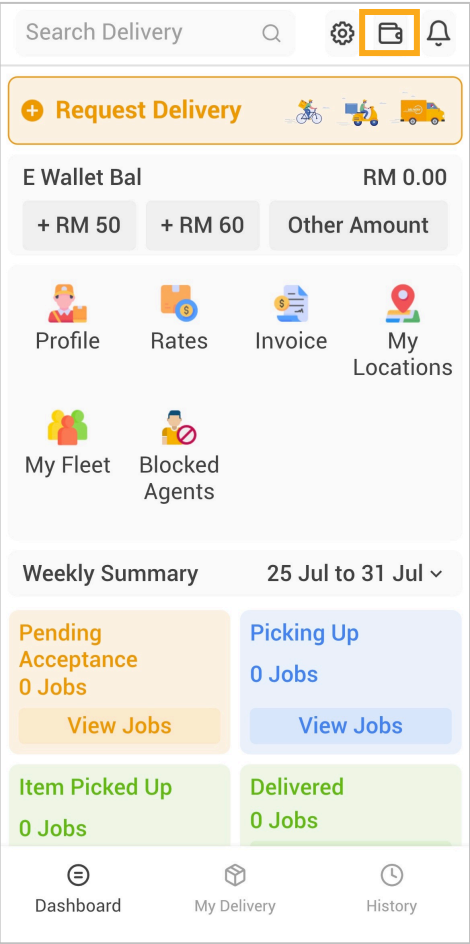
Payment Option

- GrabPay
- Hong Leong Bank
- HSBC
- KFH
- Maybank
- OCBC Bank
- Public Bank
- RHB Bank
- ShopeePay
- Standard Chartered Bank
- Touch 'n Go eWallet
- UOB

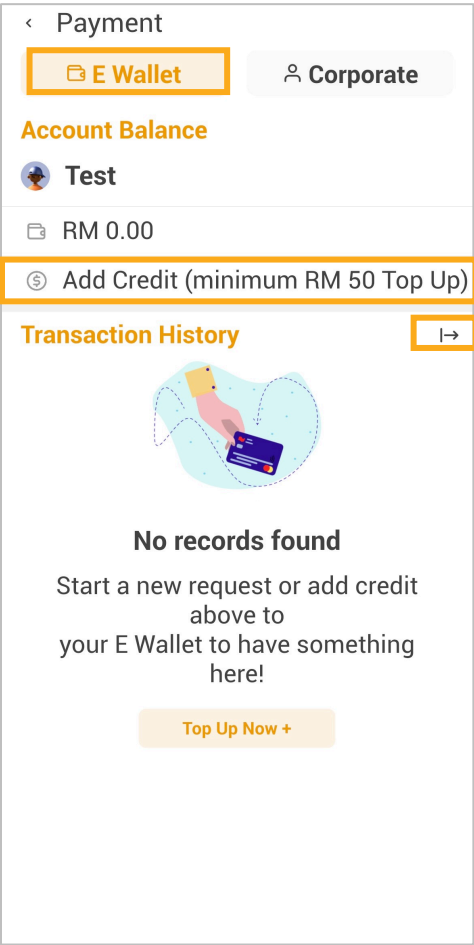


Apart from Credit Card, you can also choose other payment methods such as **ShopeePay** and **GrabPay**.

# Manage Payment



Tap on the **wallet icon** at the top right corner.



View your transaction history under **E Wallet**

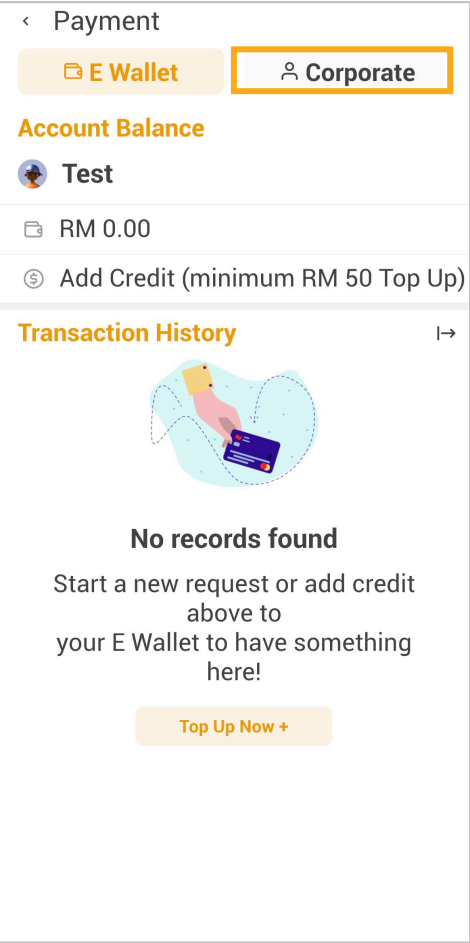
**Add Credit/ Top Up Now** to top up your E-wallet.

Tap on the **export arrow icon** to download your transactions in pdf.



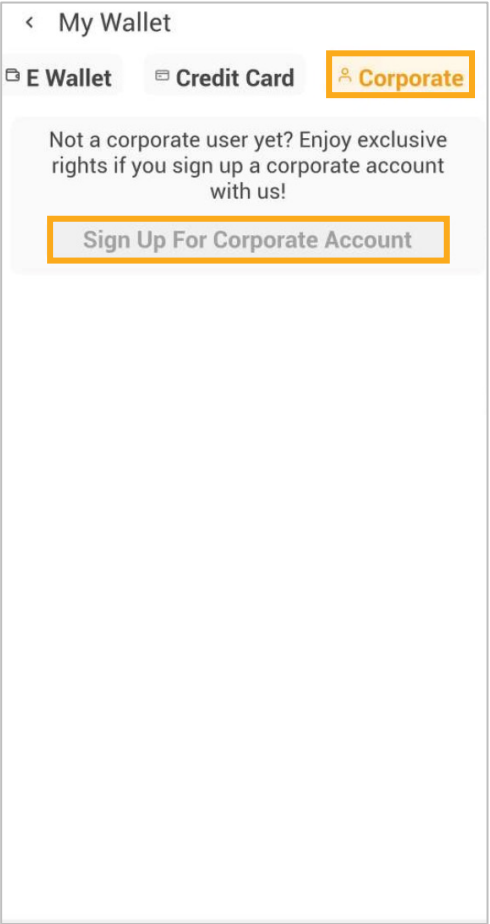
*Quick Tip: Sign up for Corporate Account if you have more than 10 Deliveries/month!*

# Manage Payment



Add and remove Credit Cards here.

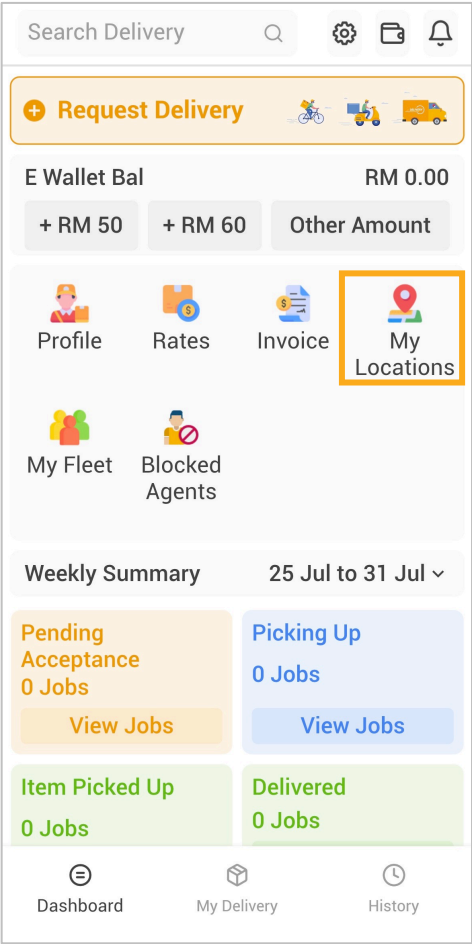
Tap **Corporate** for Corporate Account



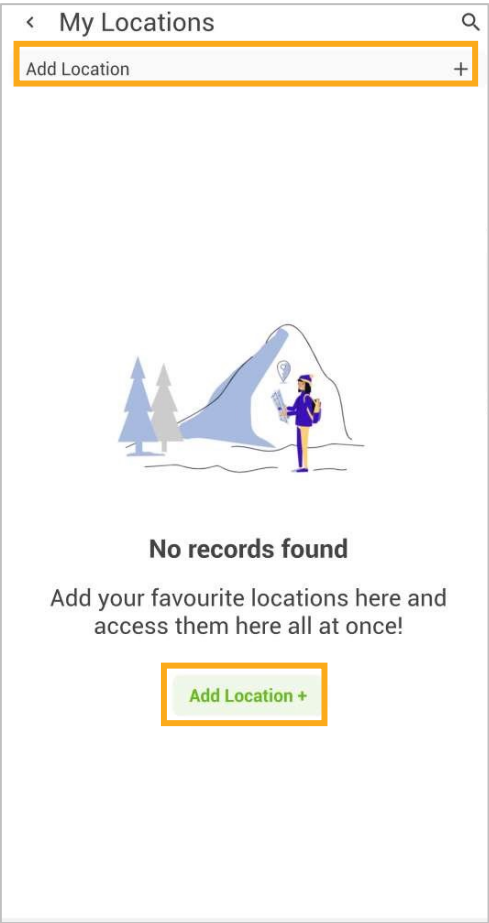
Sign up or manage corporate account here.



# Add Locations



Tap on **My Locations**



Tap on **Add Location +**

# Add Locations

< Add Location

✓ Save

Contact Details

👤

Name

☎

+60 Phone Number

Location

📮

Postcode

📍

Location

🏠

Unit Number

🌐

Malaysia

Fill in contact details and location

< New Request

✓ Next

1 Pick Up

2

3

Contact Details

👤

Timmie

☎

12345678

Location

📮

408830

📍

81,UB. ONE,UBI AVENUE 4,SINGAPORE

🏠

06-08

+

Vehicles &amp; Others ?

Location

Load Favourites

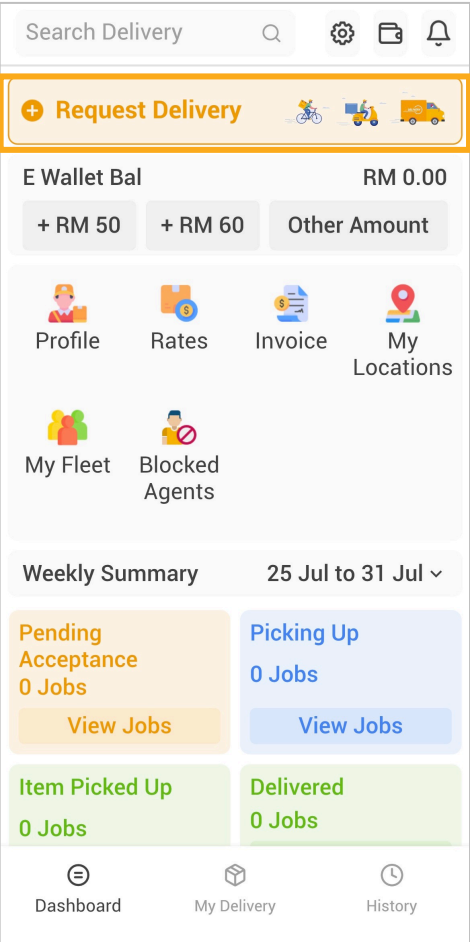
Add to Favourites

Close

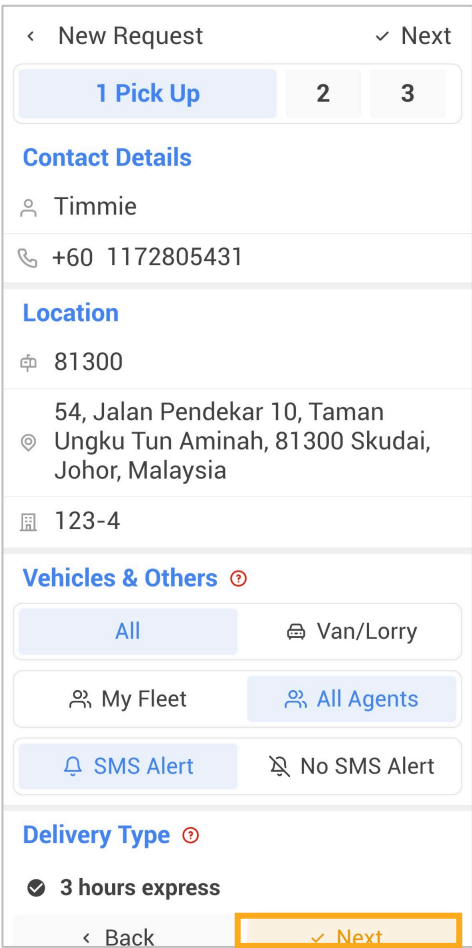
Click on the **+ icon** when booking to instantly fill your location.

Tap on **Load Favourites** to fill.

# Request Delivery



Tap on + Request Delivery



Fill in all pick up details correctly and Tap **Next**

Under Vehicles & Others:

Selecting **“All”** allows all agents delivering via all types of transport. (Car, van, bike etc.) to accept your job.

Select **“My Fleet”** to post your job specifically to your favourite agents. (Refer to PG 22 on how to add agents)

# Request Delivery

< New Request ✓ Save

1

2 Parcel

3

**Contact Details**

Bobby

+60 177812425

Email (Optional)

**Location**

81300

54, Jalan Pendekar 10, Taman Ungku Tun Aminah, 81300 Skudai, Johor, Malaysia

12-34

**Delivery Date & Time**

25 July 2022

From 10:00 AM To 01:00 PM

**Multiple Parcels To Same Location?**

Yes ☐

No ☒

**Size & Quantity**

< Back ✓ Save

Fill in all delivery details correctly.

Tap **Yes** on Multiple Parcels to enjoy discounts on multiple parcels to the same location

< New Request ✓ Save

1

2 Parcel

3

☐ <150 cm (H+L+W) & max 15kg

☐ <160 cm (H+L+W) & max 20kg

☐ <200 cm (H+L+W) & max 25kg

**Additional Services? ?**

Additional Services List

☐ Upload D.O for Digital Signature

RM0.00

☐ SMS Pincode to Recipient

RM0.10

☐ Queue Service (Max.35 mins)

RM15.00

☐ Verify Name and ID

RM1.00

☐ Return Trip (2 Days)

RM8.00

☐ Food Delivery

RM2.00

**Insurance**

☐ Add Insurance

☒ No Insurance

< Back ✓ Save

Select any Additional Services if required.

Tap on the **? Icon** to view more details on the additional services.

*\*Extra charges will apply as indicated*



*‘Pending Acceptance’ refers to posted deliveries that are not yet accepted by an agent*

# Request Delivery

< New Request

✓ Post

1

2

3 Summary

Receiver 1

Parcel

Bobby

1 Documents

Add Another Parcel

Bill

Subtotal

RM13.00

Additional Regional Charges

RM0.00

Tip

RM0.00 +

Promotion

Enter Promocode

Total

RM13.00

Pay By

Credit Card - IPay88

Corporate Account

E-Wallet

RM 0.00

< Back

✓ Post

At Summary, you can tap on the **edit** Icon to edit your parcel details.

Select your desired payment method and tap **Post**

Search...

Posts

Drafts

Cancelled

Pending Acceptance

Pickup in Progress

Item Picked Up

Delivered

Pending Acceptance

Job 1 RULX99

54, Jalan Pendekar 10, Taman Ungku Tun Aminah, 81300 Skudai, Johor, Malaysia, #123-4, 81300

54, Jalan Pendekar 10, Taman Ungku Tun Aminah, 81300 Skudai, Johor, Malaysia, #12-34, 81300

10:00 AM-01:00 PM

Dashboard

My Delivery

History

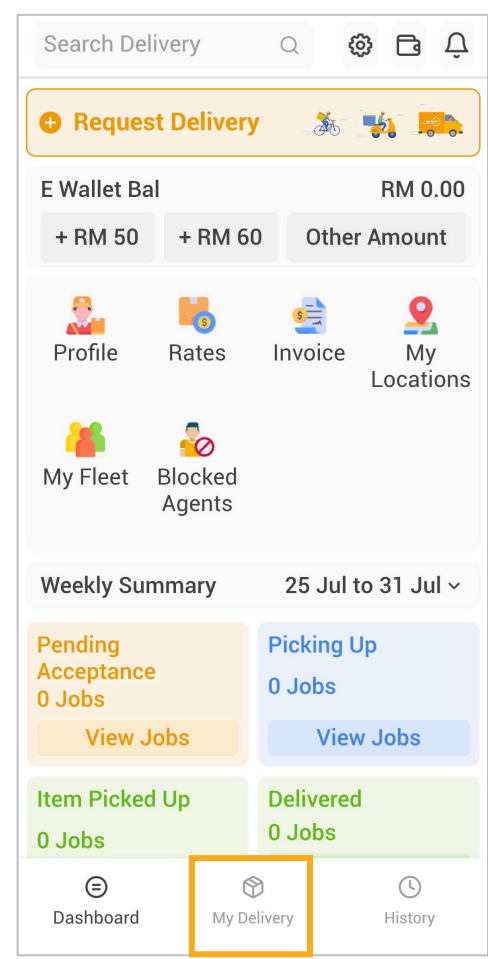
Your posted job will now appear under **Pending Acceptance**.



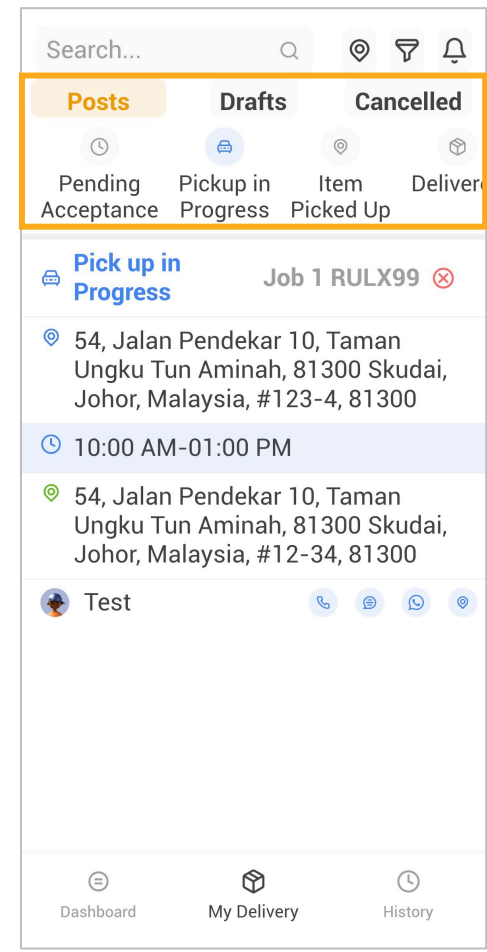


*'Pickup in Progress' refers to deliveries accepted by agents*

# View Delivery



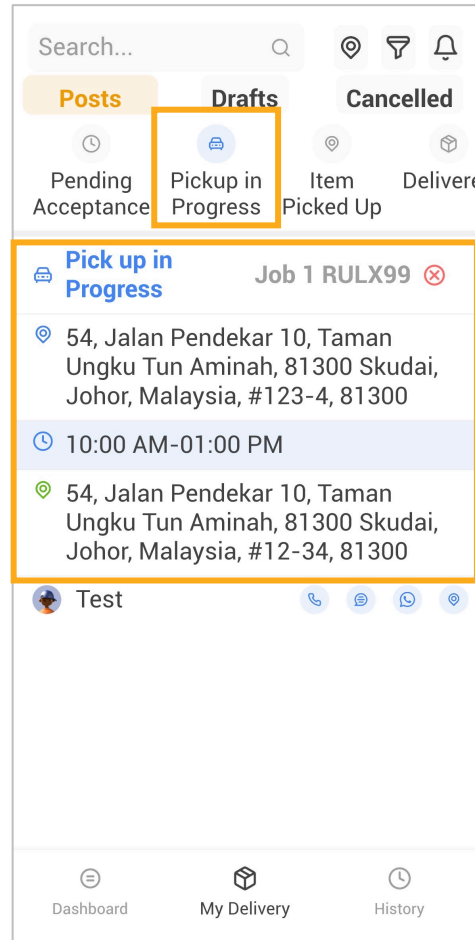
Navigate to **My Delivery** in menu bar



- You can view all your deliveries here.
- Navigate using the top menu bar.



# View Delivery

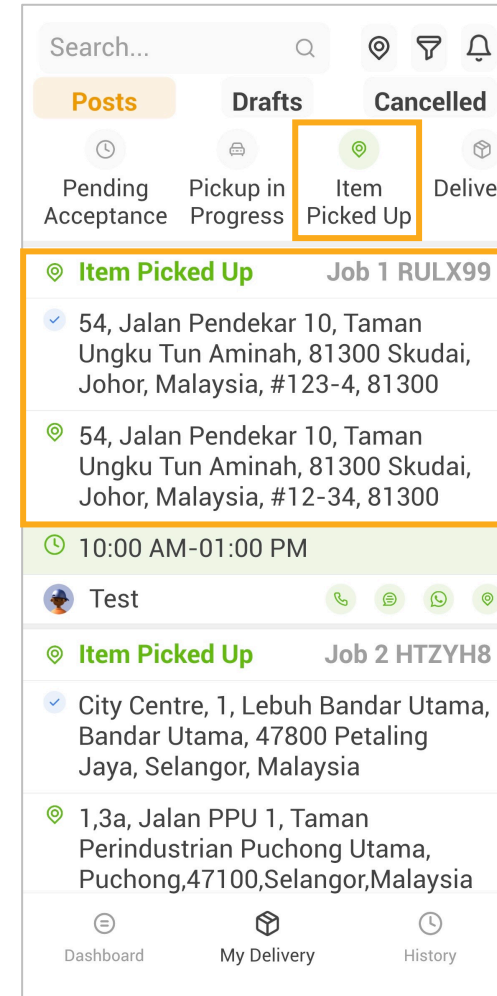


View your **Pickup in Progress** jobs here.

Tap on the delivery to view more job details.



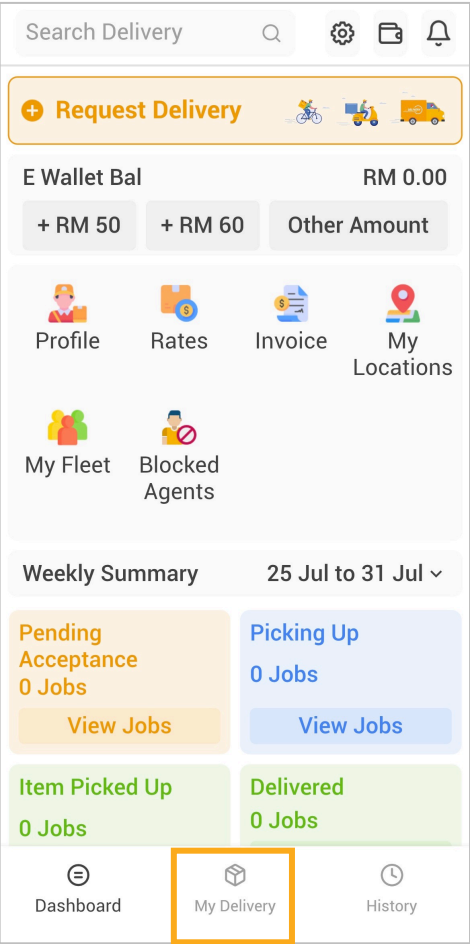
*'Item Picked Up' refers to items already picked up by an agent*



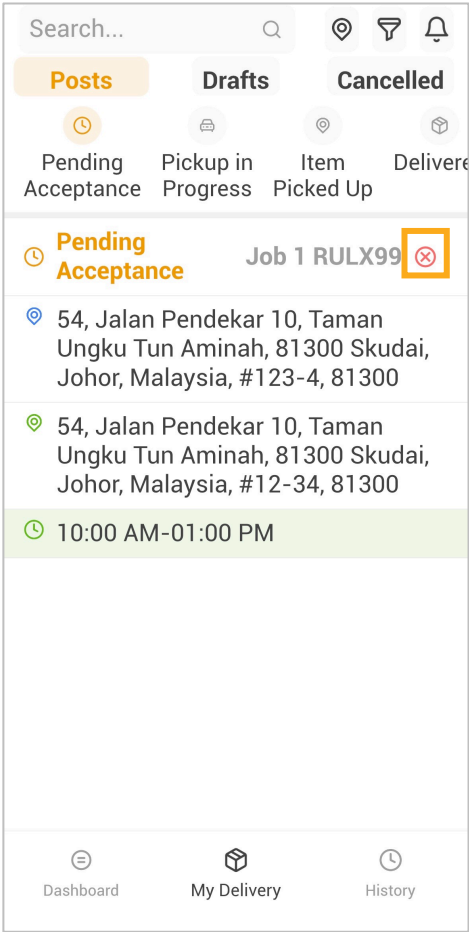
To view your picked up deliveries, tap on the **Item Picked Up** icon.

Tap on the delivery to view more job details.

# Cancel Delivery



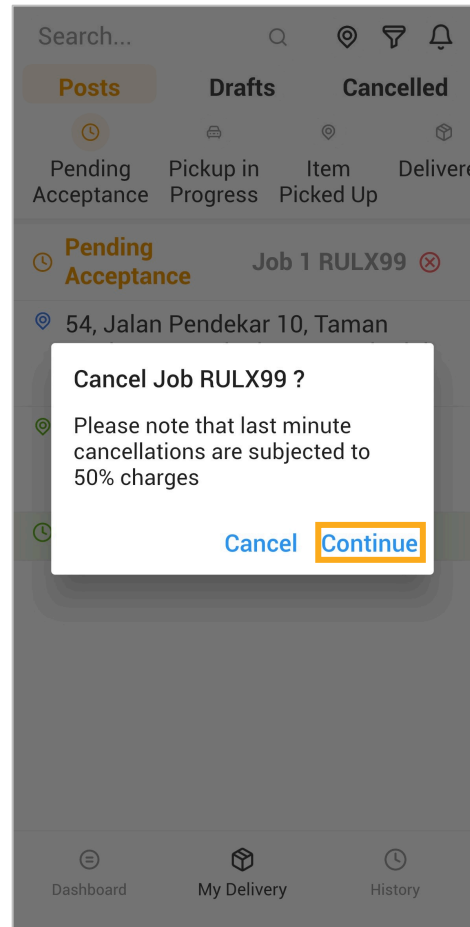
Navigate to **My Delivery** in menu bar.



Tap on **X** beside your posted job.



# Cancel Delivery

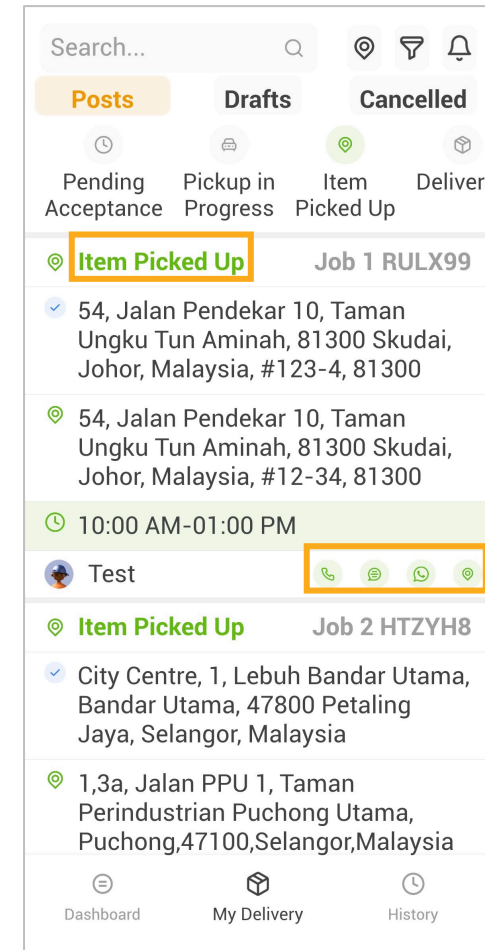


Tap to **Continue** to confirm.

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



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



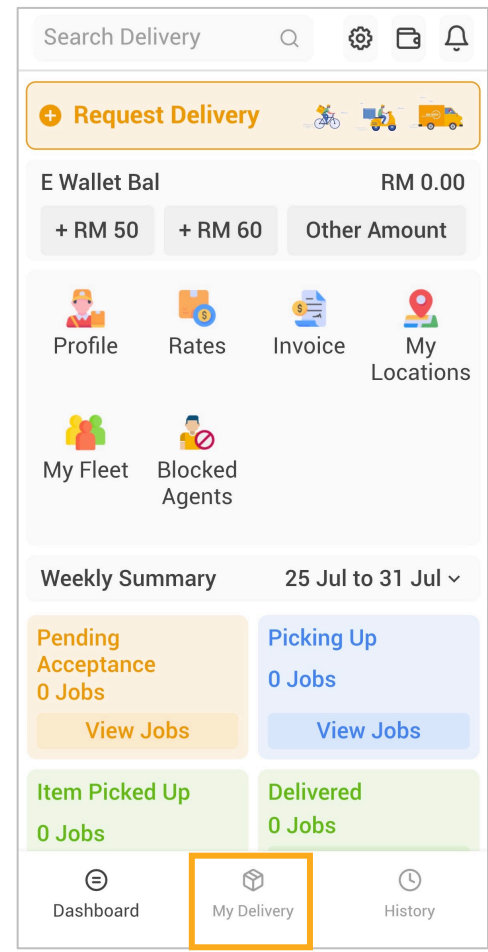
If your job has been updated to “Item Picked Up”, then **no cancellation** is allowed.

Use the contact buttons to inform the driver of any changes.

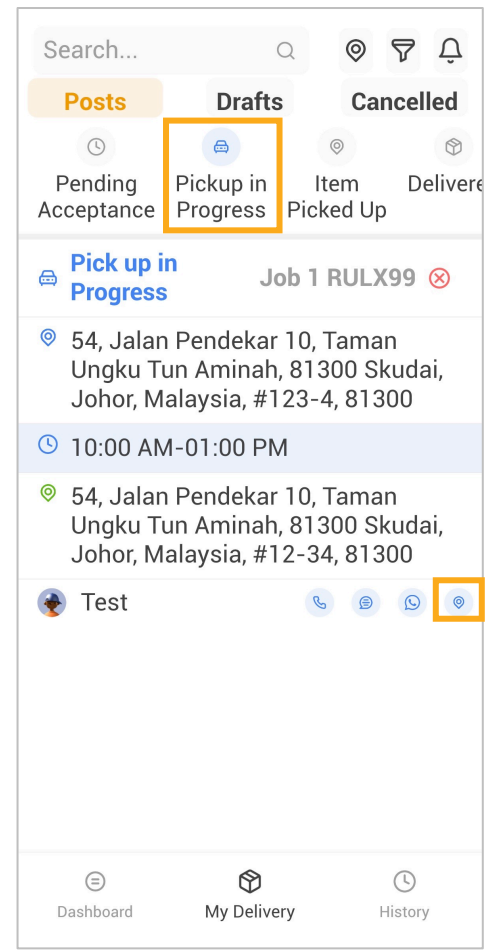


*'Pickup in Progress' refers to deliveries accepted by agents*

# Track Delivery



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



Tap on **Pickup in Progress**.

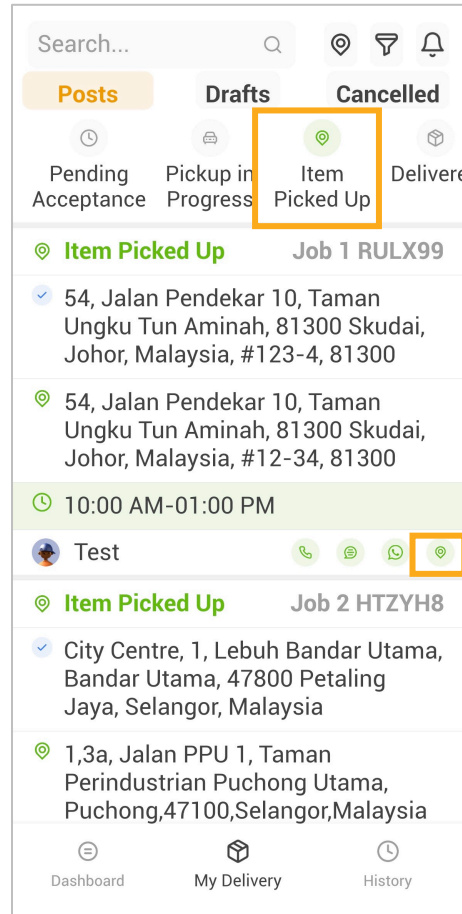
Tap on the **location pin icon** to track your agent's exact location.



# Track Delivery



You can also use the contact icons beside your agent to easily contact them if needed.



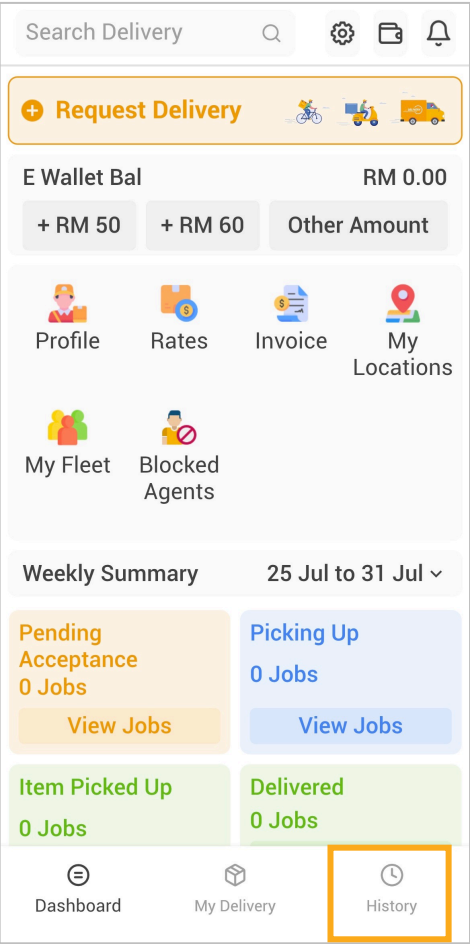
Tap on **Item Picked Up**.

Tap on the location **pin icon**.

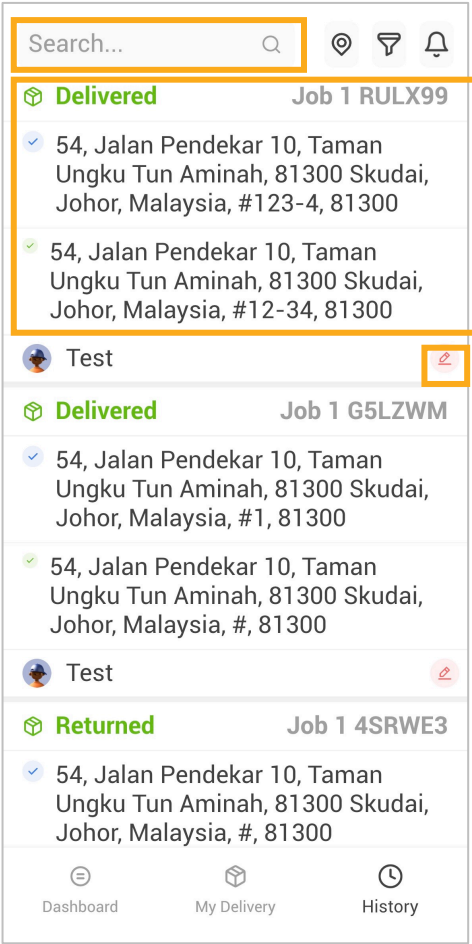


Track your agent's location **live**

# View Completed Delivery



Navigate to **History** in menu bar.



View and search completed delivery.

Tap on the **edit icon** to review agent.

**Tap** on the job to expand job details.

# View Completed Delivery

< Job Details

Pickup

Packages

Pickup Details

Delivered

Person

 Timmie

Phone

 +601172805431

Truck

 all

Location

 54, Jalan Pendekar 10, Taman Ungku Tun Aminah, 81300 Skudai, Johor, Malaysia, #123-4, 81300

Calendar

 25-07-2022

Clock

 10:00 AM-01:00 PM

Agent

Person

 Test

Phone

 +601172XXXX

Stars

 ★★★★★

Track Agent

Subtotal

 RM13.00

Additional Regional Charges

 RM0.00

Tip

 RM0.00

Promotion

 RM0.00

Total

 RM13.00

View your pickup details here.

Tap on **Packages** for delivery details.

< Job Details

Pickup

Packages

Delivery Details

Delivered

Parcel 1: RULX99

Person

 Bobby

Phone

 +60177812425

Location

 54, Jalan Pendekar 10, Taman Ungku Tun Aminah, 81300 Skudai, Johor, Malaysia, #12-34, 81300

Delivery Type

 3 hours express

Calendar

 2022-07-25

Clock

 10:00 AM-01:00 PM

Documents

Price

Price: RM13.00

Payment Mode

 Corporate Account

Receiver Name

 Bobby

Signature

Signature

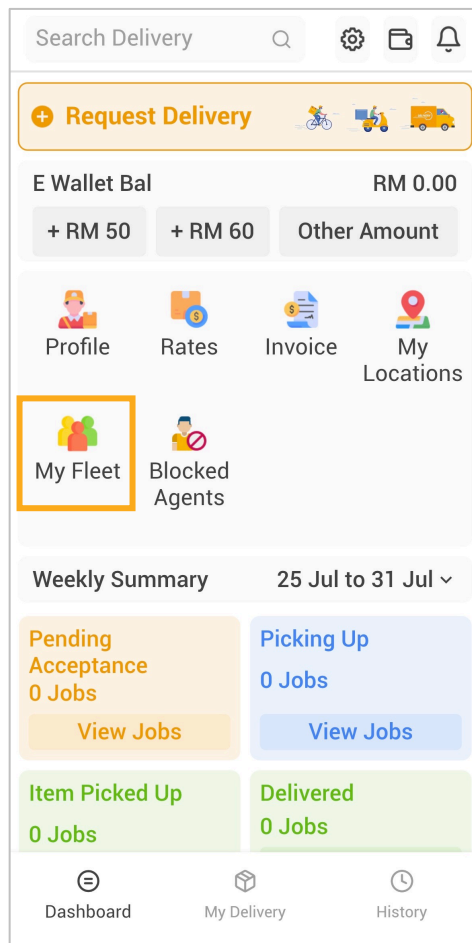
Delivered Parcel Image

View Completed delivery details and P.O.D.

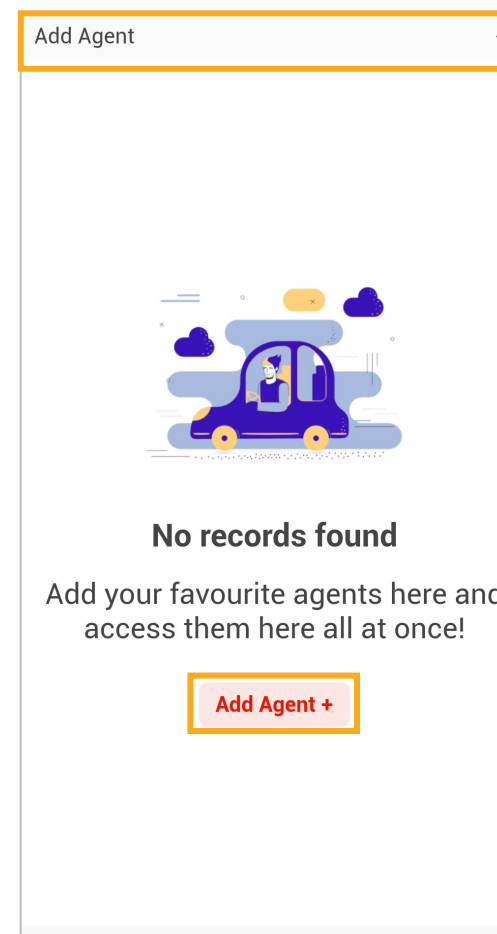
# Add Agent



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

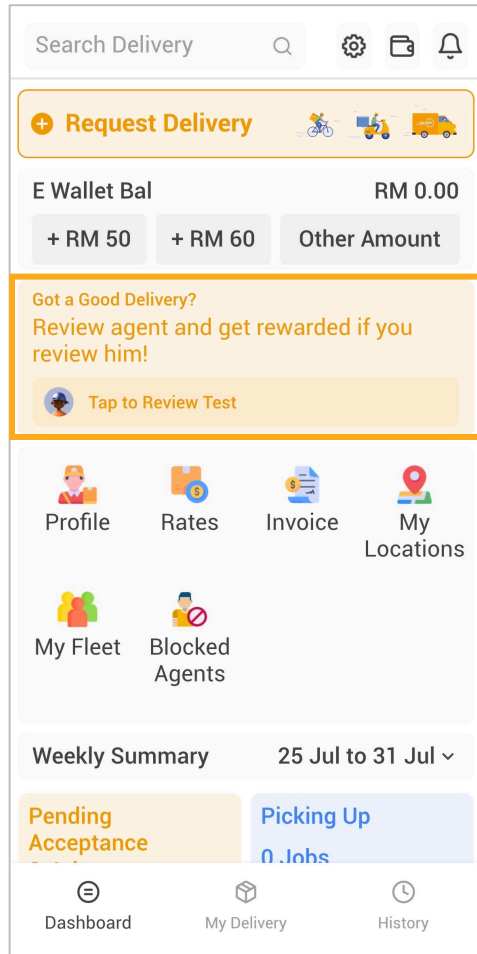


Tap on **My Fleet**.

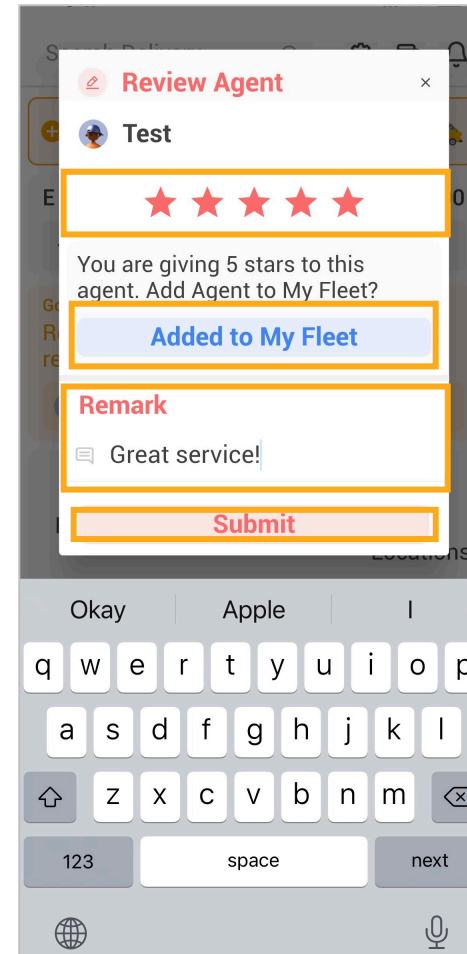


Tap on **Add Agent** to review and add an agent

# Add Agent



You can also add agents by tapping the **review popup** on your dashboard once they have completed a delivery for you.

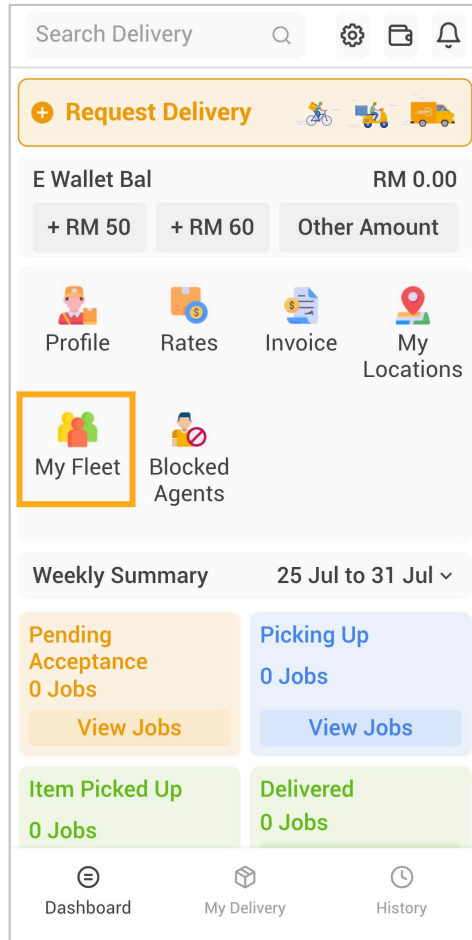


**Select** a star rating for your agent.

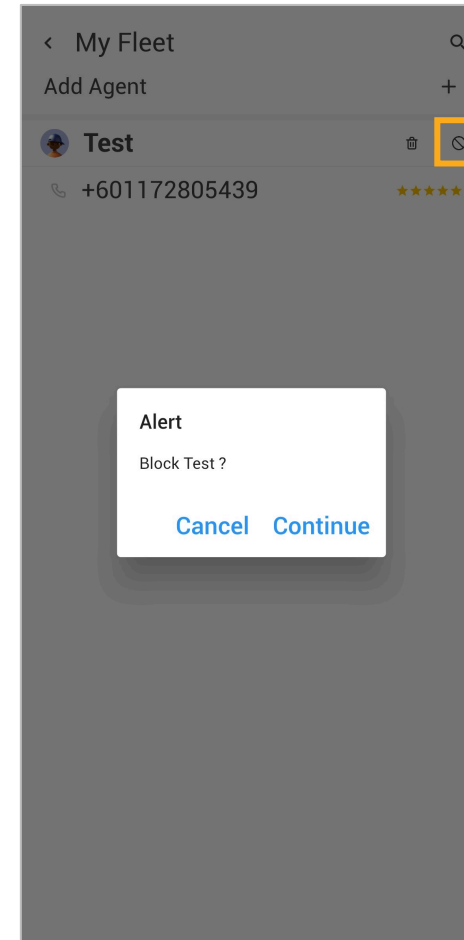
Tap on Add to **My Fleet**

Add a remark and tap **Submit**.

# Block Agent



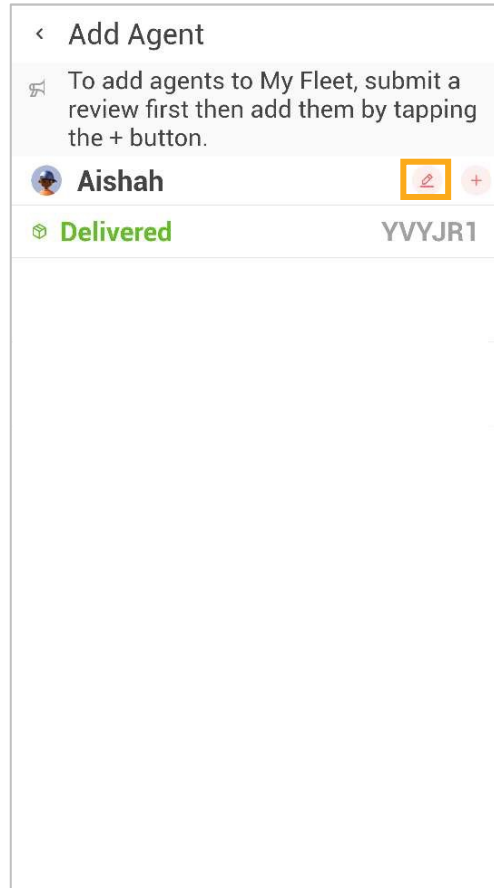
Tap on **My Fleet**.



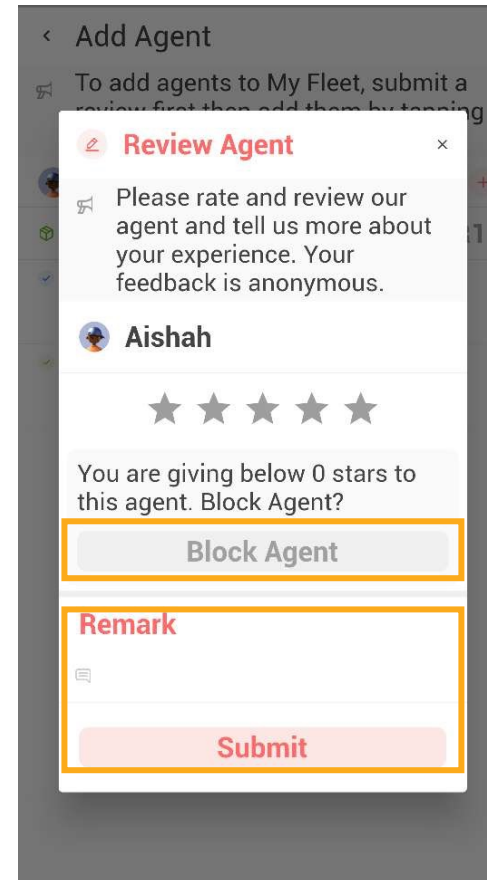
Tap on the **cancel icon** beside your agent's name to block them.



# Block Agent



Alternatively, you can block agents by leaving them a review.

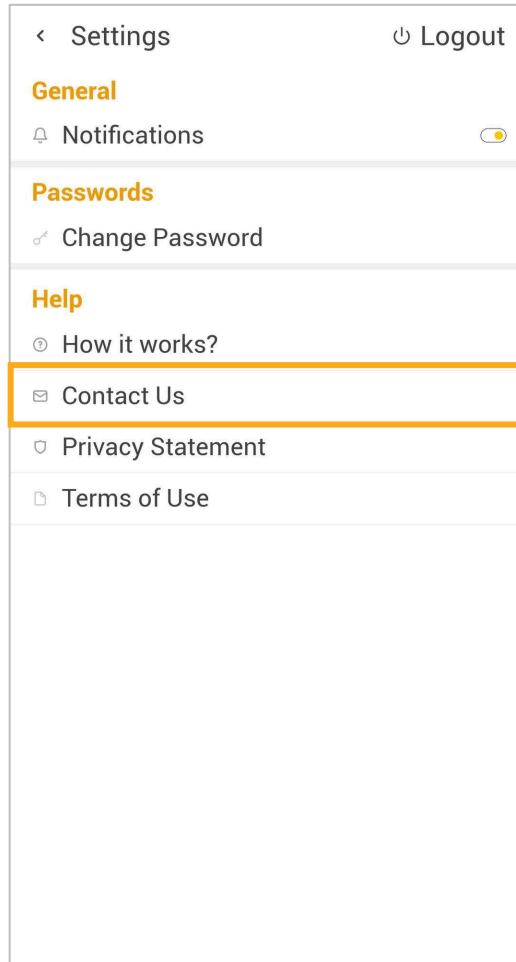


Give a rating of below 0 stars

Tap on **Block Agent**.

Leave a remark (if any) and **Submit**.

# Contact Us

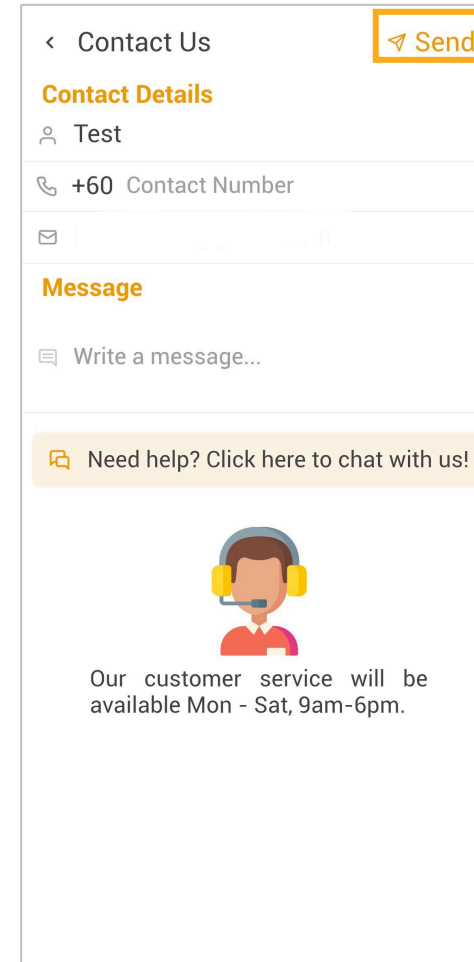


If you require any help:

Tap on the **Settings** (Icon) at the top right from Dashboard.

Then tap on **Contact Us**

\*You can also check out the screen guide on how to use our app via **How it Works?**



Fill in the contact form and tap **Send**. 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!

# Thank you



**Feel free to reach us!**

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



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



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

