



AGENT

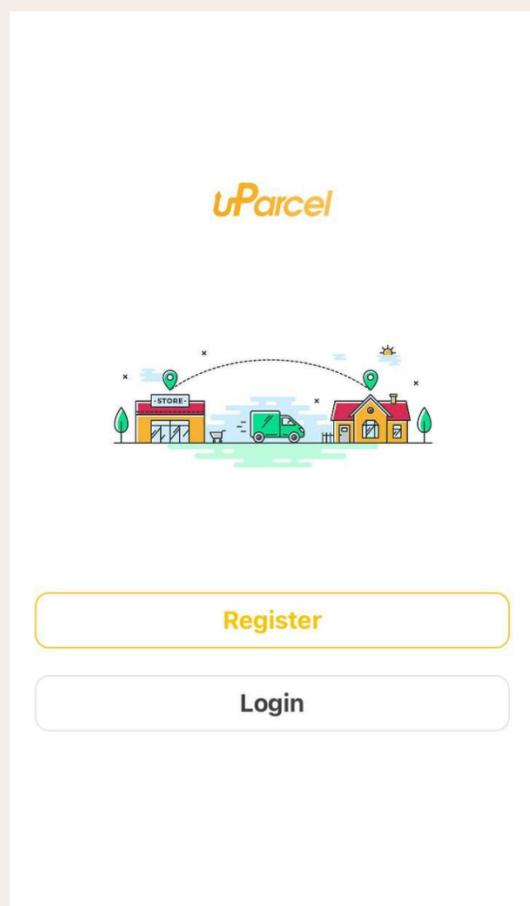
USER GUIDE

MOBILE APP

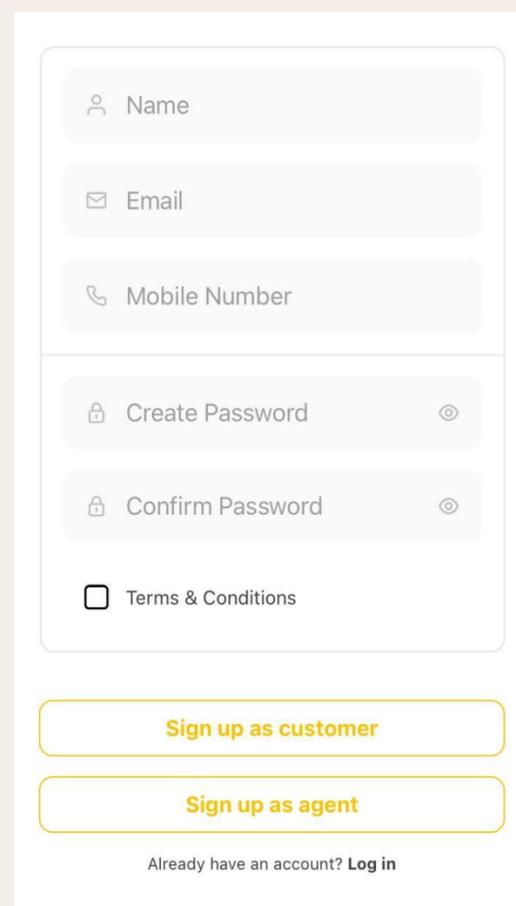


Content

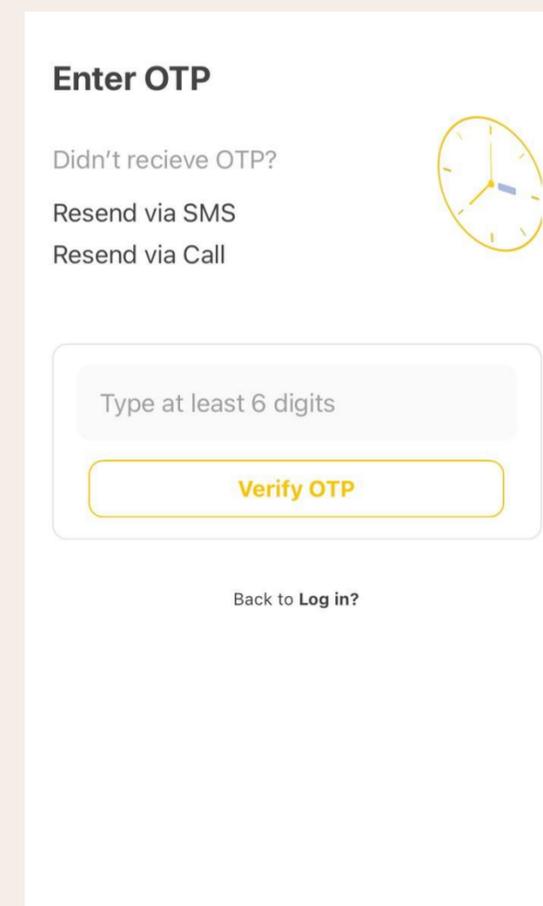
1. SIGN UP AN ACCOUNT	2
2. COMPLETE PROFILE	3
3. SEARCH FOR JOBS	4
4. ACCEPTING JOBS	5
5. CONTACT CUSTOMERS	6
6. CONTACT CUSTOMER SERVICE	7
7. ROUTE PLANNER & OPTIMIZATION	8-10
8. UPDATE STATUS	11-12
9. DELIVERED JOBS	13
10. UNDELIVERED JOBS	14
11. DELIVERY HISTORY	15
12. EARNINGS	16
13. SCAN QR	17



Step 1: Click 'Register' if you do not have an account.



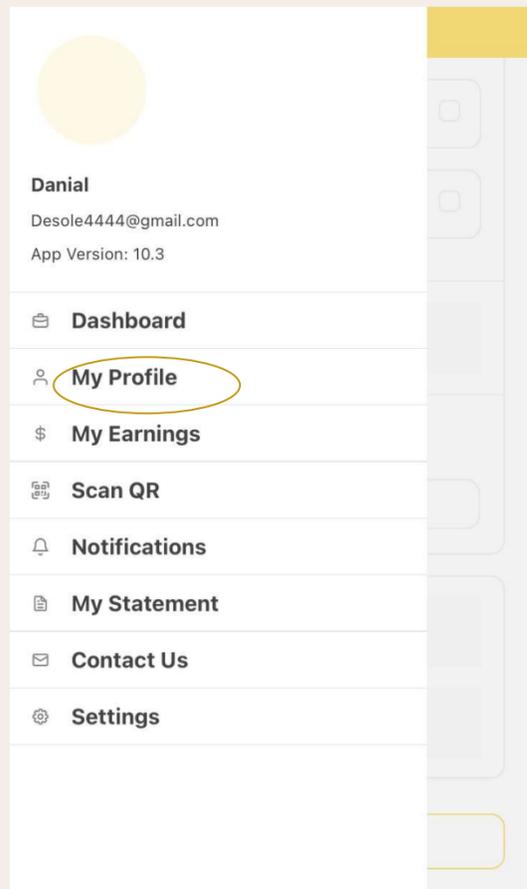
Step 2: Fill in your details to register as 'delivery agent'.



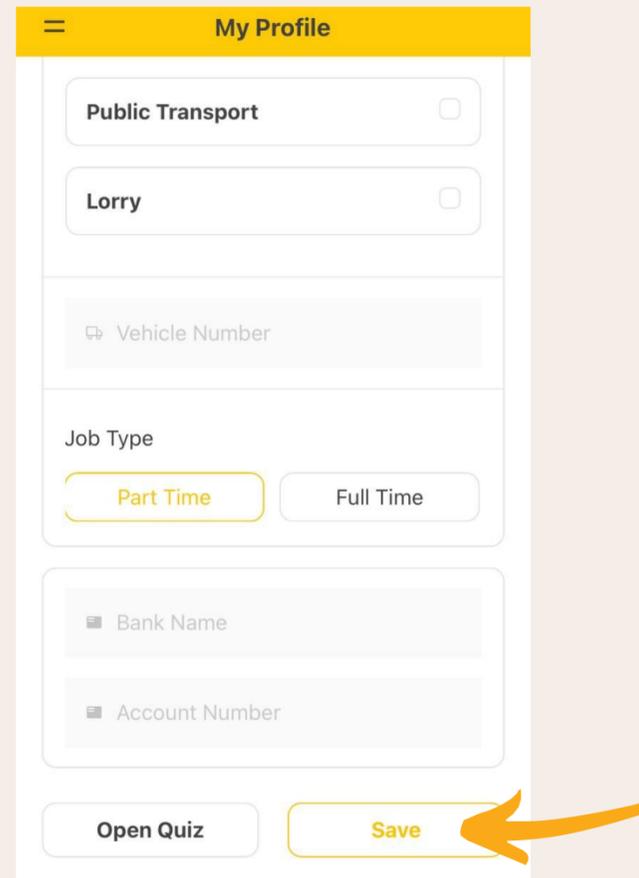
Step 3: Enter the one time password that is send to the number you have registered with.



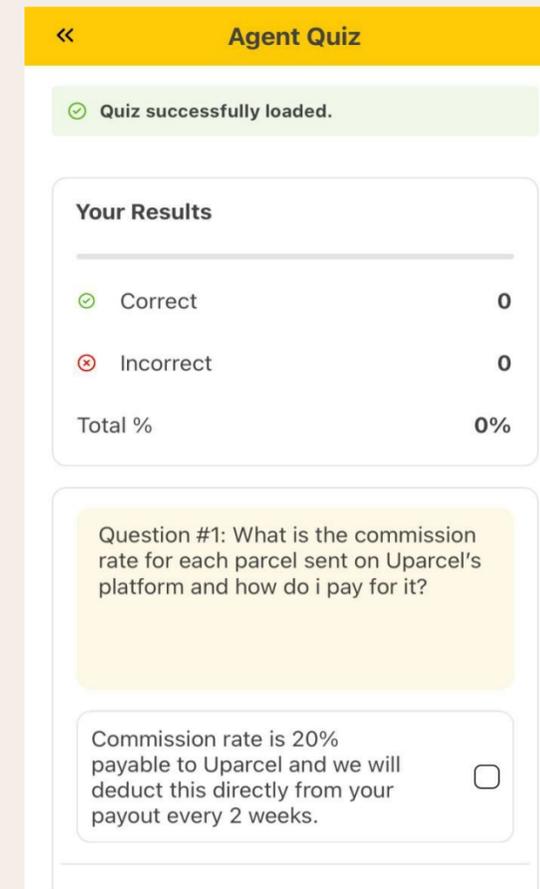
COMPLETE PROFILE



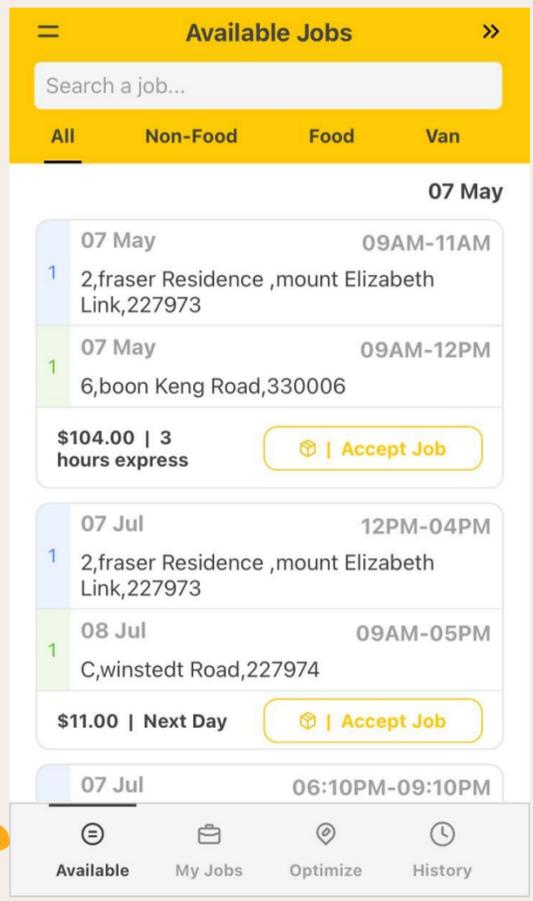
Step 4: Select 'My Profile' to fill in details.



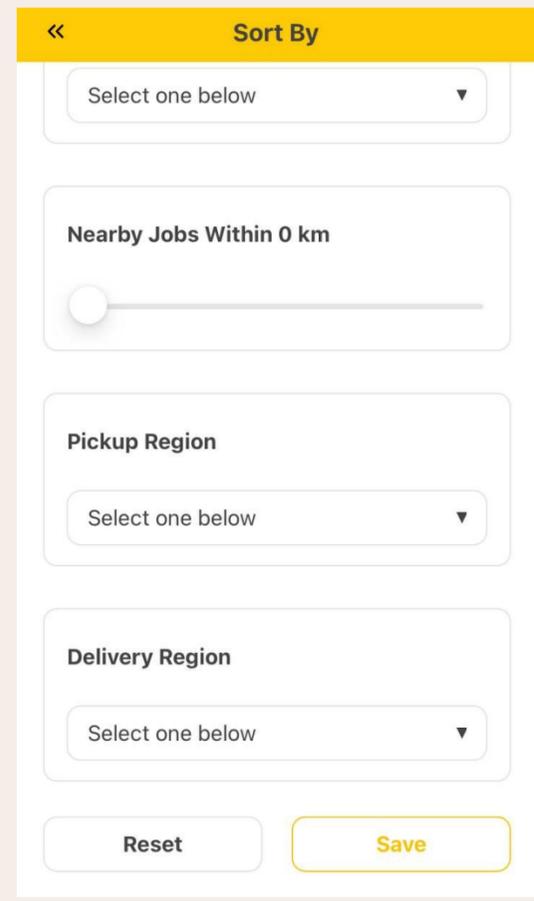
Step 5: Complete your profile by filling in the details, uploading your NRIC, Upload a selfie (against a background) as your profile picture.



Step 6: You must complete the agent quiz before you can start delivering.



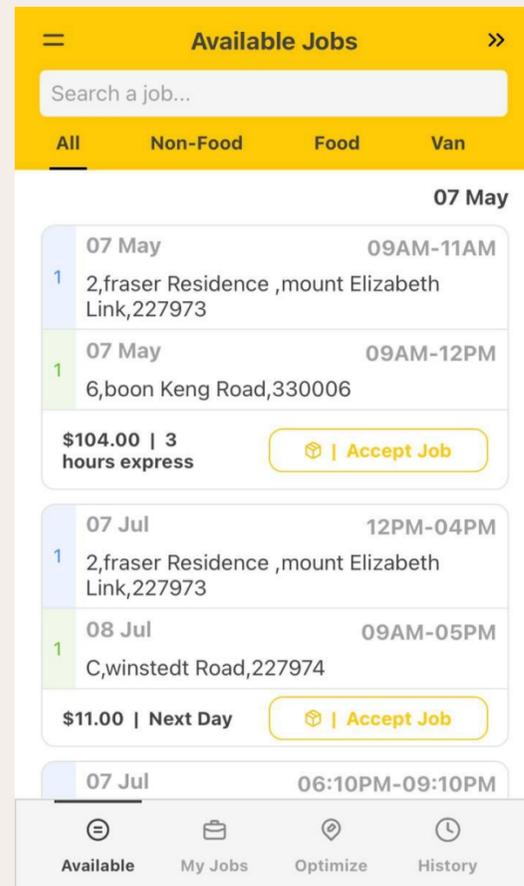
You may start searching for jobs under 'Available'



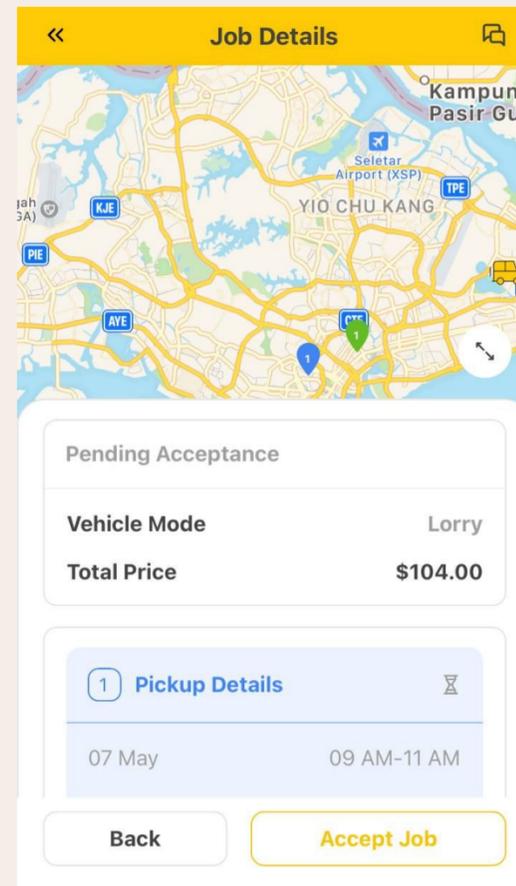
Filter the jobs according to your preference by clicking on the top right hand corner.



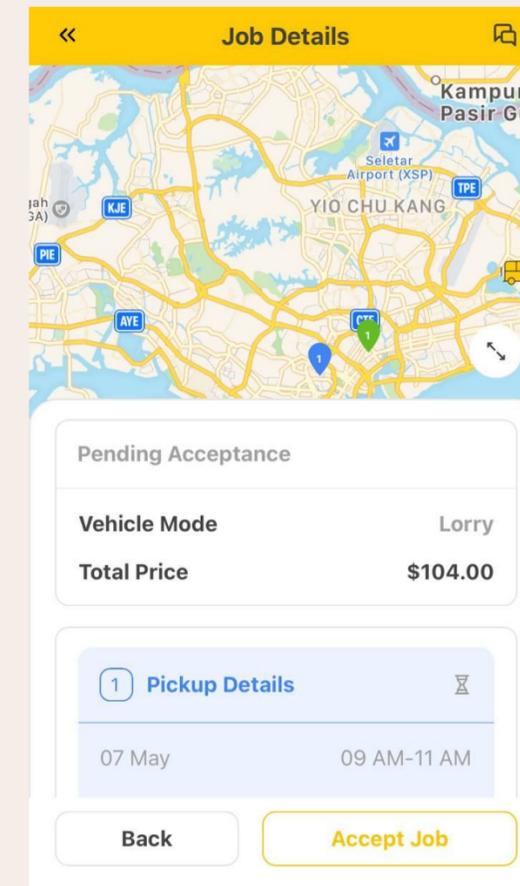
ACCEPTING JOBS



Click on the job to view more details. Prices are shown before 20% commission.



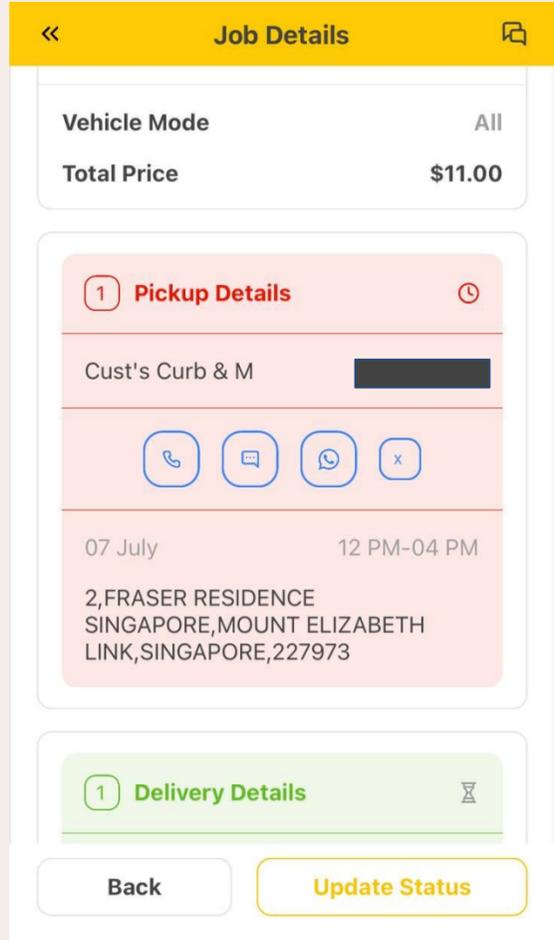
Here you can view more information about the delivery job.



Accept the job by tapping this.



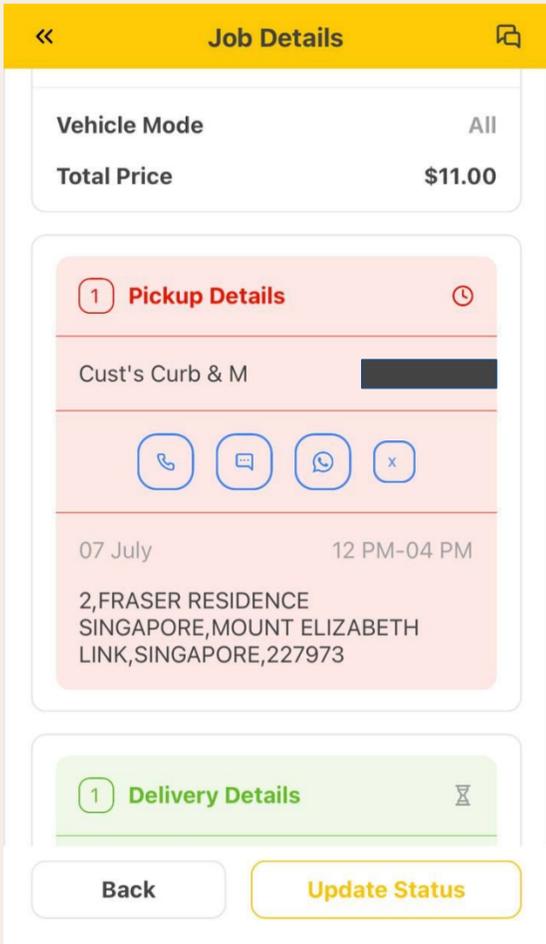
CONTACT CUSTOMER



Upon accepting the job, you may contact the customer directly. There are 3 ways to contact the sender/receiver. You may choose to call, SMS and Whatsapp.

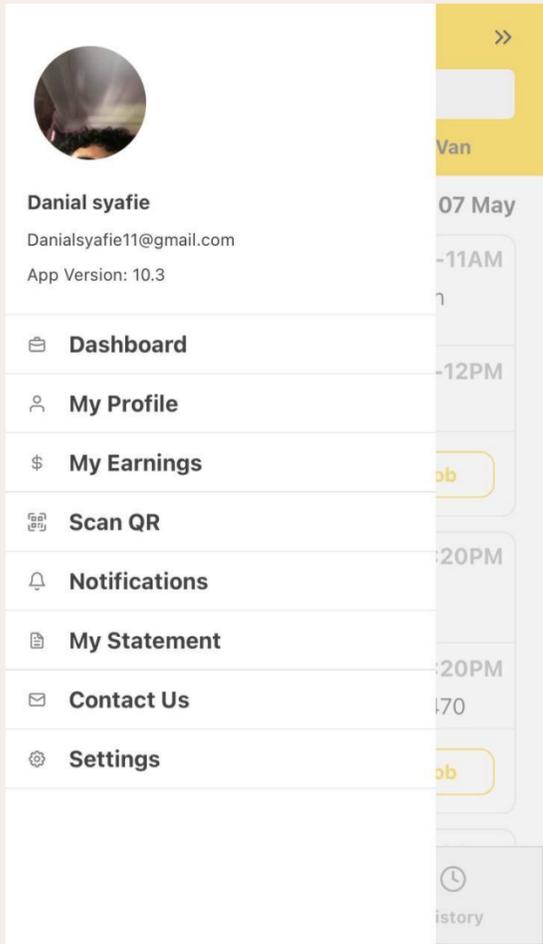


CONTACT CUSTOMER SERVICE



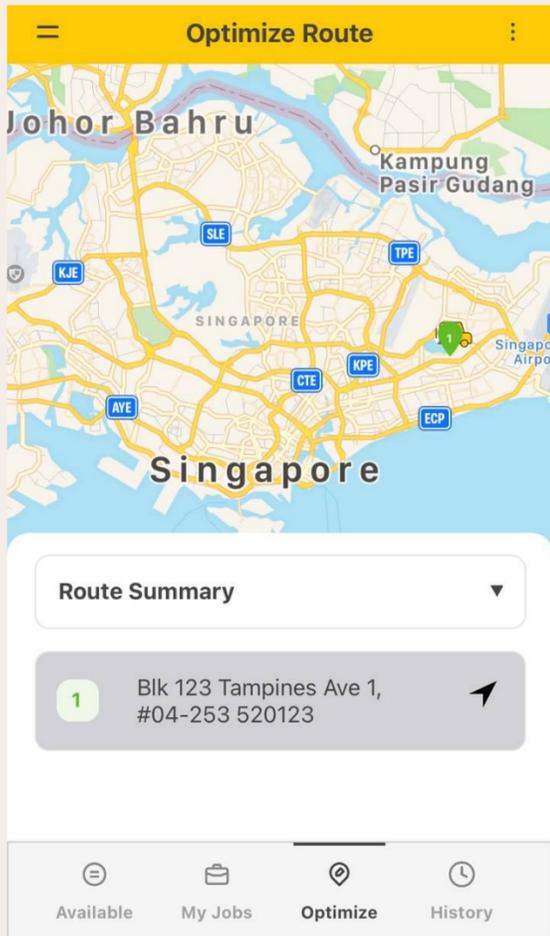
To ask for any assistance from customer service, agents can click on the chat icon on the top right of the page to start chatting.

Users can navigate to the menu and select 'Contact Us' to email any issues to our customer service team.

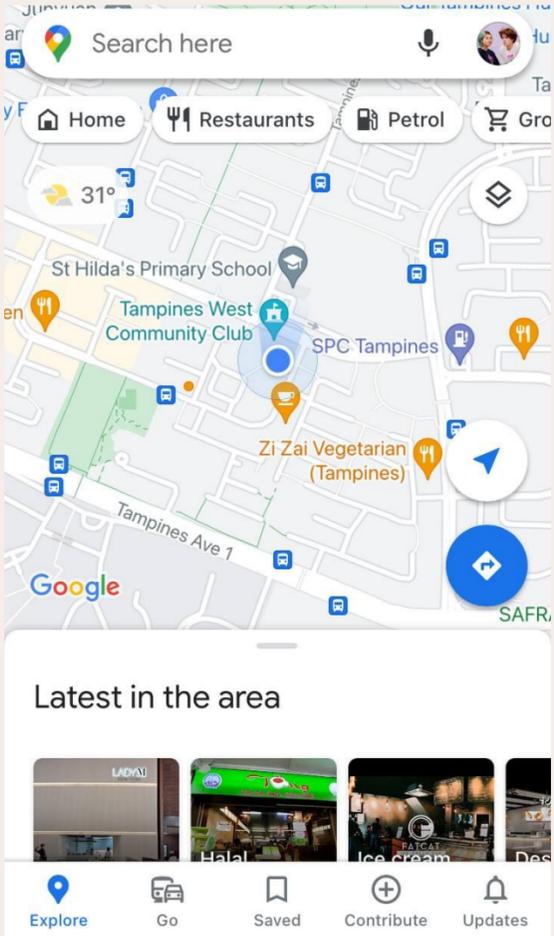




ROUTE PLANNER & OPTIMIZATION



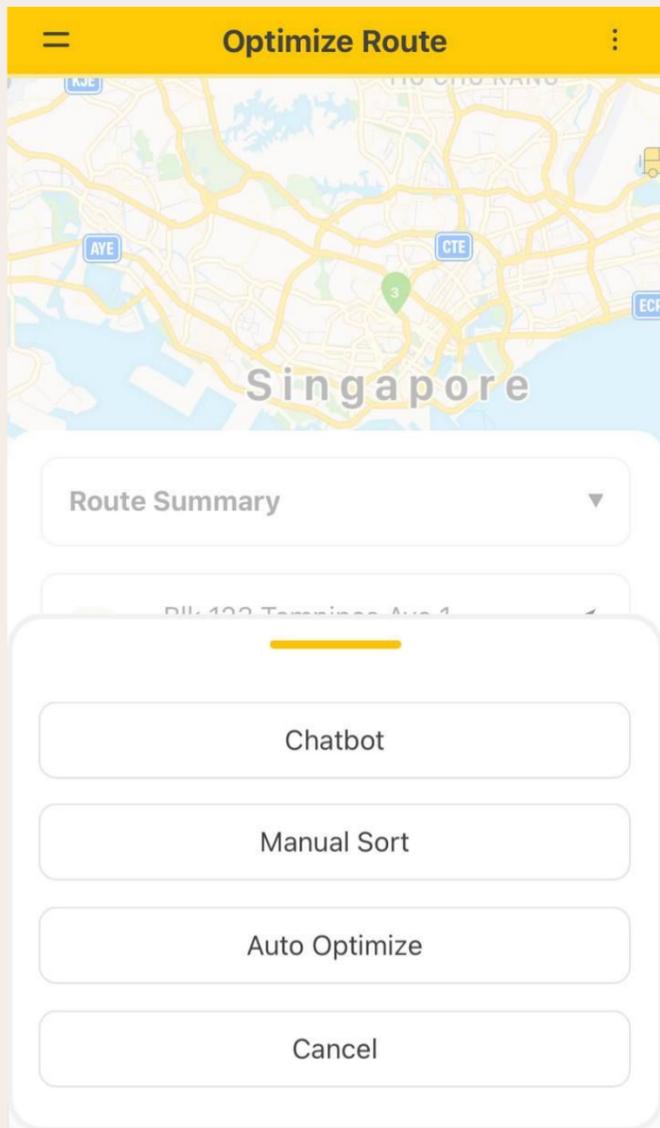
Click on the black arrow to show the exact location on google map



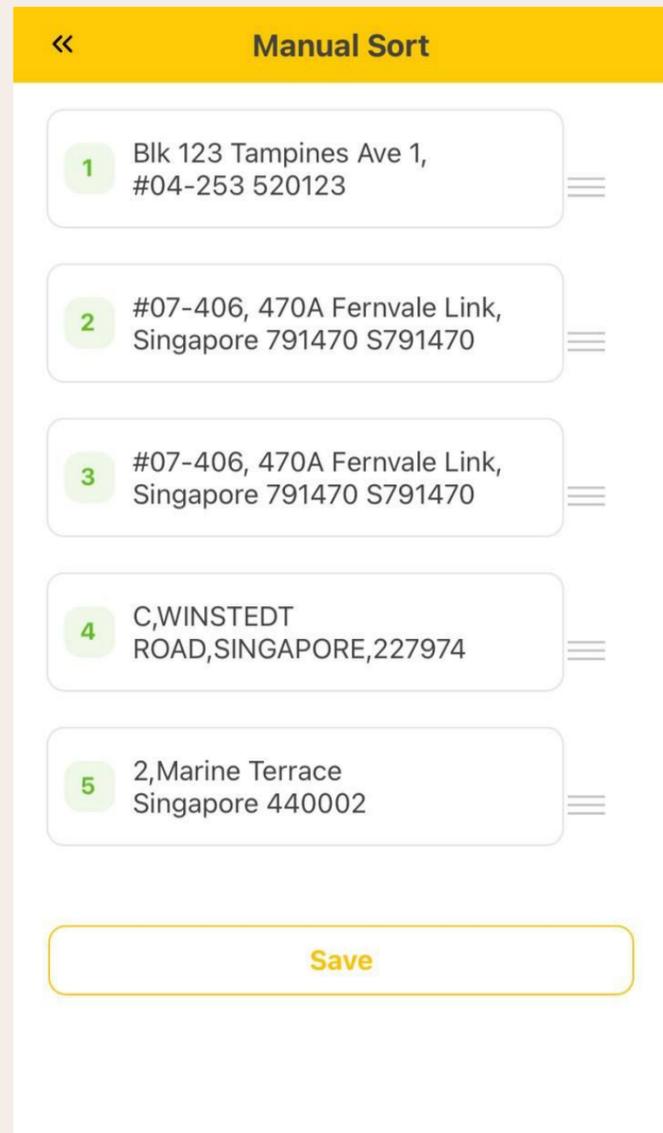
Click on the blue button to navigate from your current location.



ROUTE PLANNER & OPTIMIZATION



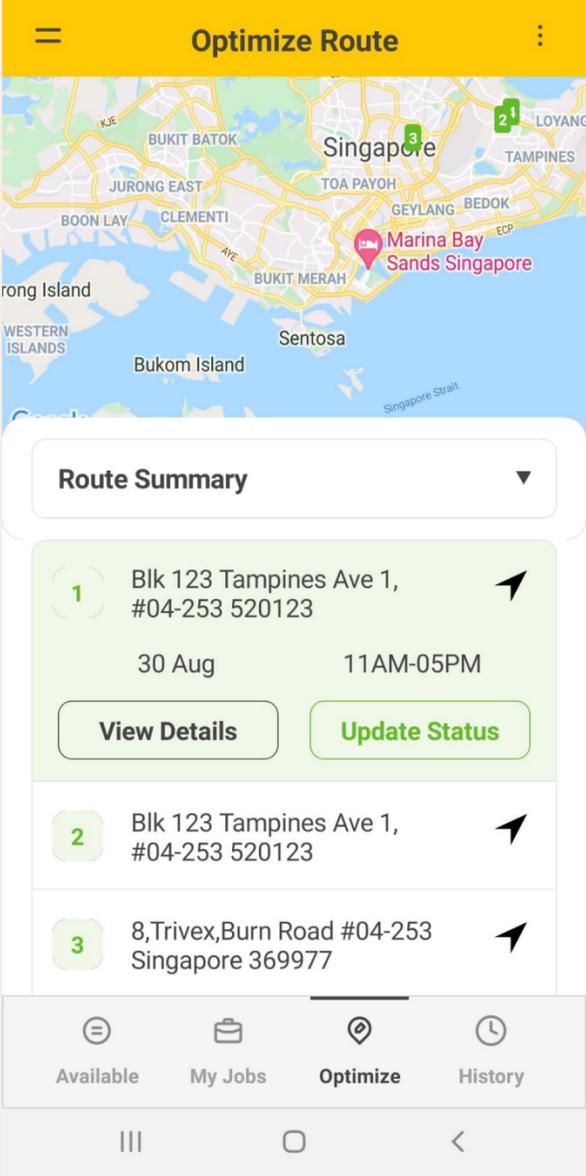
← Click on the top right hand corner on the optimize page and agents can choose to auto optimize their route or manual sorting on their own.



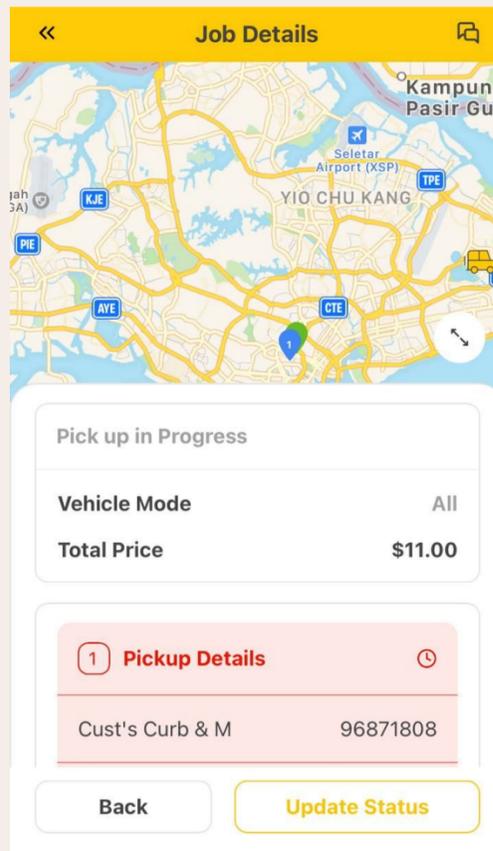
Agents can manually sort by holding and dragging each job to his/her desired sequence.



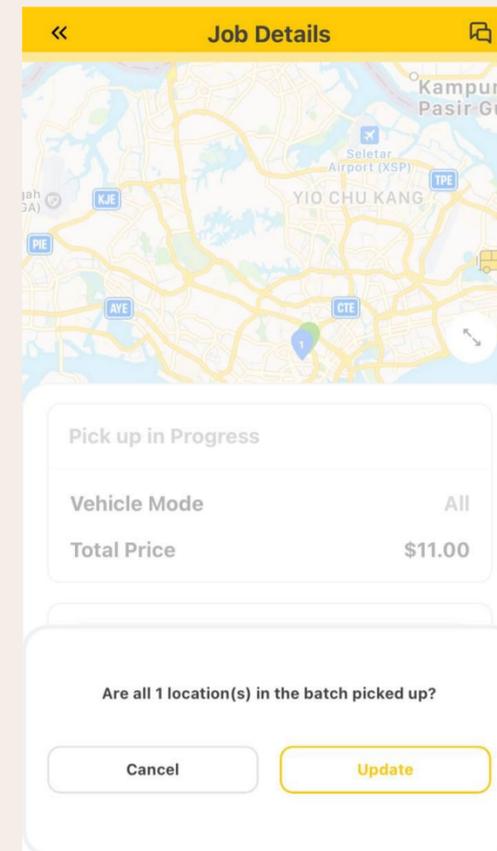
ROUTE PLANNER & OPTIMIZATION



Agents are also able to update and view the details of each of their deliveries on the optimize page



Upon picking up the parcel, please update delivery status.

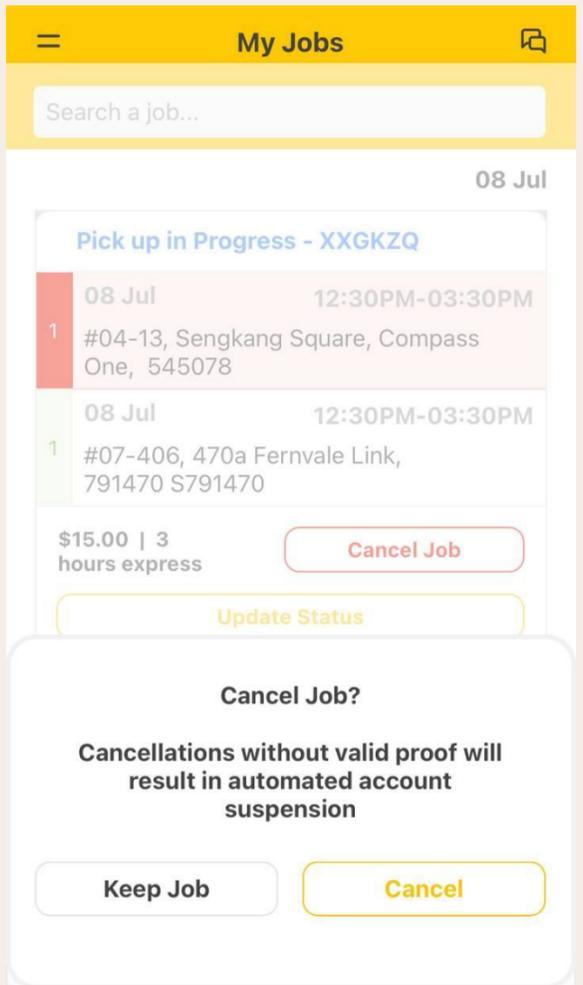


Update status to item 'Item Picked Up', once you have collected the items.

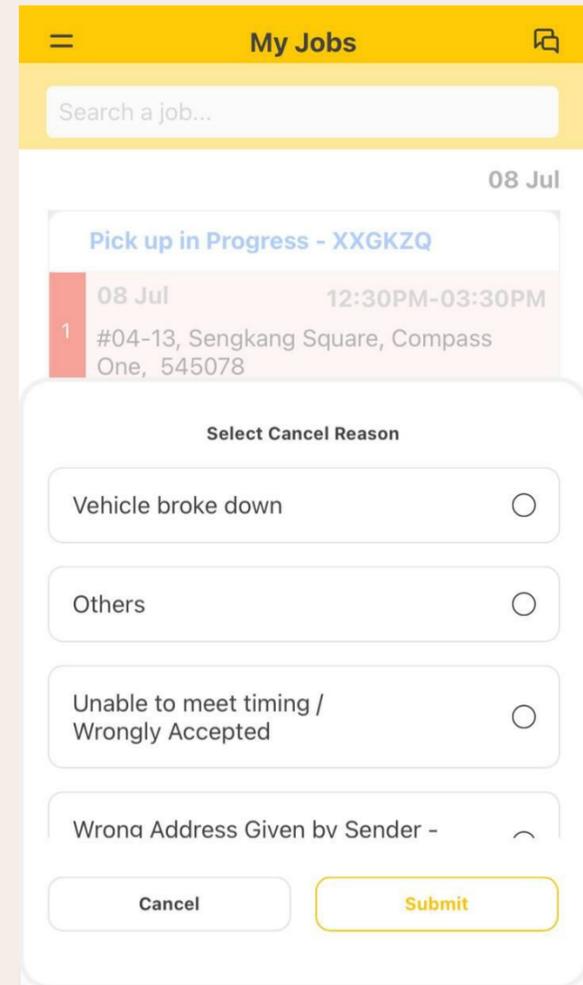
*Agents can also update status from the optimizer directly



UPDATE STATUS



If you were unable to pick up the item when arrived at the pick-up point, you can cancel the job.



If you have cancelled the job under reasons such as 'Wrong Address', 'Under Declared Weight' or Parcel Not Ready for Pick Up, please upload a photo of the location and package as a proof to support the reason for the cancellation.





DELIVERED JOBS

A screenshot of a mobile application interface for confirming a delivery. The screen has a yellow header with a back arrow, the text 'Confirm Delivery', and a share icon. Below the header, there are several input fields: 'Received By' with a dropdown menu showing 'curb' and a text field with '12345678'; 'Pincode' with a lock icon and a help icon; a signature field containing a handwritten signature; 'Delivery Unit Photo' with three placeholder icons of boxes; and a text area for 'Enter your remarks here'. At the bottom, there are two buttons: 'Back' and 'Submit'.

Do update as 'Delivered', get the signature of the receiver and upload a photo of the location door unit as proof of delivery.

If you are given permission by receiver/sender to leave the item at the doorstep, pls upload the image via SMS/Whatsapp as proof.



UNDELIVERED JOBS

Undelivered

Job successfully listed.

Enter reason for failed delivery and new delivery date (if any)

Upload Proof

[Three placeholder icons for proof photos]

If undelivered, please state the reason.

Upon successful delivery, please update status to 'Delivered' again

Job Details

Curb 12345678

08 July 12:30 PM-03:30 PM

#07-406, 470A Fernvale Link, Singapore 791470 S791470

Update Parcel To?

Delivered

Undelivered

Return

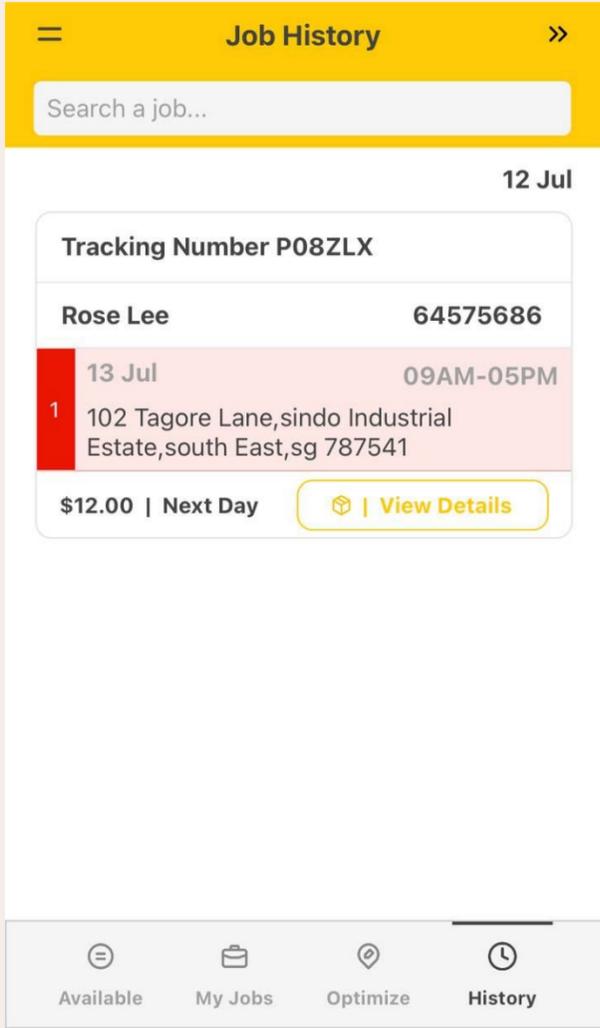
Return Failed

Cancel Update

If an item is Returned, please do update status to 'Returned', if you attempted to return the item, but unable to do so, please update to 'Return Failed'



DELIVERED HISTORY



You may search for the jobs you have done under 'History'



EARNINGS

A screenshot of a mobile application interface. On the left is a navigation menu with options: Dashboard, My Profile, My Earnings (highlighted with a yellow arrow), Scan QR, Notifications, My Statement, Contact Us, and Settings. The user's name is 'Danial syafie' and the app version is '10.3'. On the right is the 'My Earnings' screen, which has a yellow header. It features three tabs: 'Fortnightly' (selected), 'Monthly', and 'Yearly'. Below the tabs are two filters: 'First 15 days' and 'Last 15 days'. A line graph shows earnings over 8 days in September 2021, with a peak of S\$ 12.00 on day 7. A summary box at the bottom shows 'Total S\$ 12.00'.

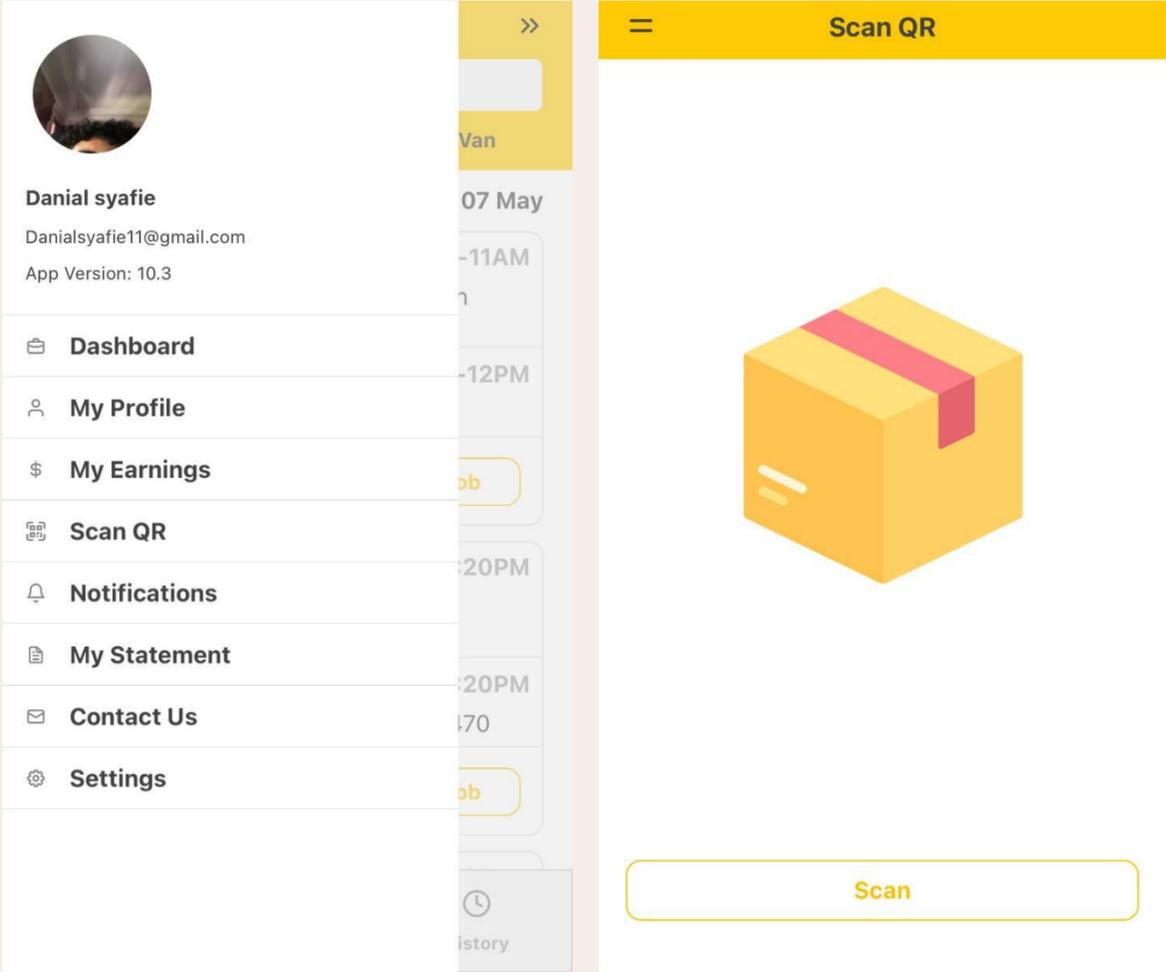
You may track your earnings by selecting 'My Earnings'.

Earnings will be paid to you by Inter-bank GIRO

Agents only earn 80% of the rate that was shown from the jobs.



SCAN QR



For customers with printed waybill, you may scan the QR code to directly update status .

CONTACT US

Sales: sales@uparcel.sg

General: express@uparcel.sg

MORE INFORMATION

<https://www.uparcel.sg/>

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