Agent App User Guide

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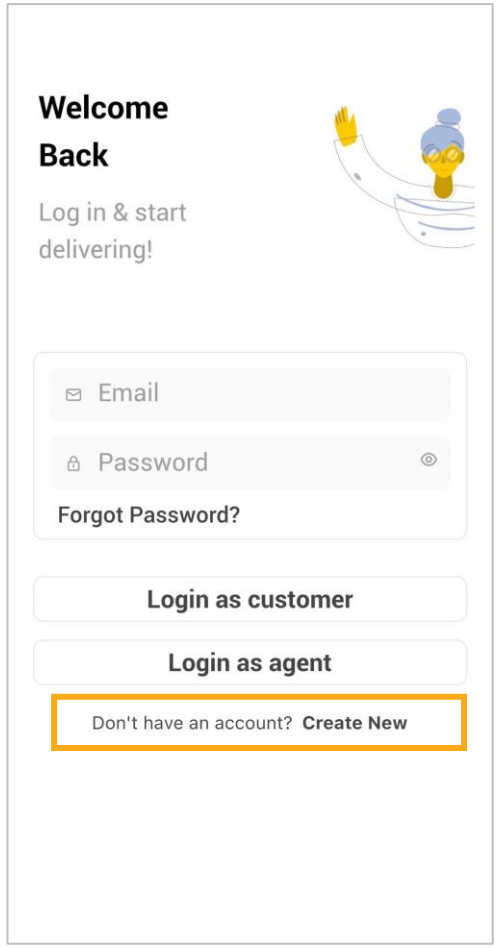
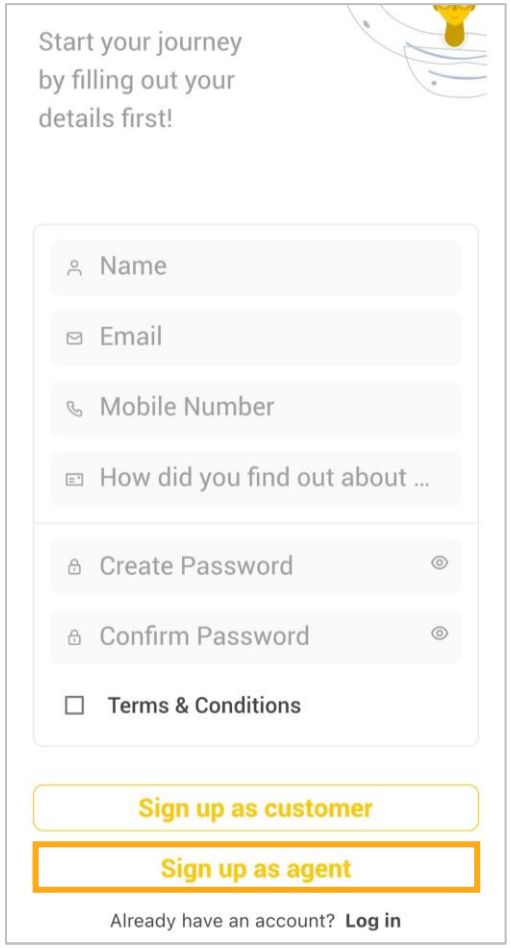
Sign up as Agent



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

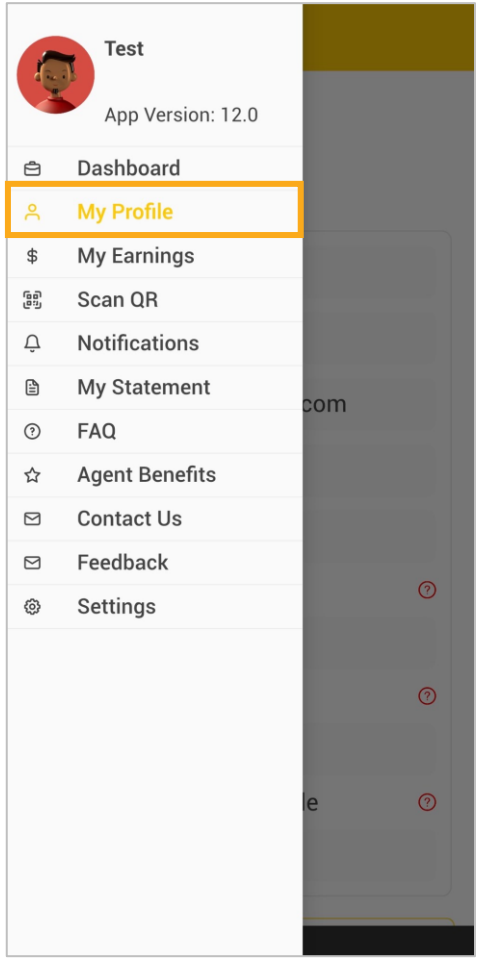


Fill in your details.

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

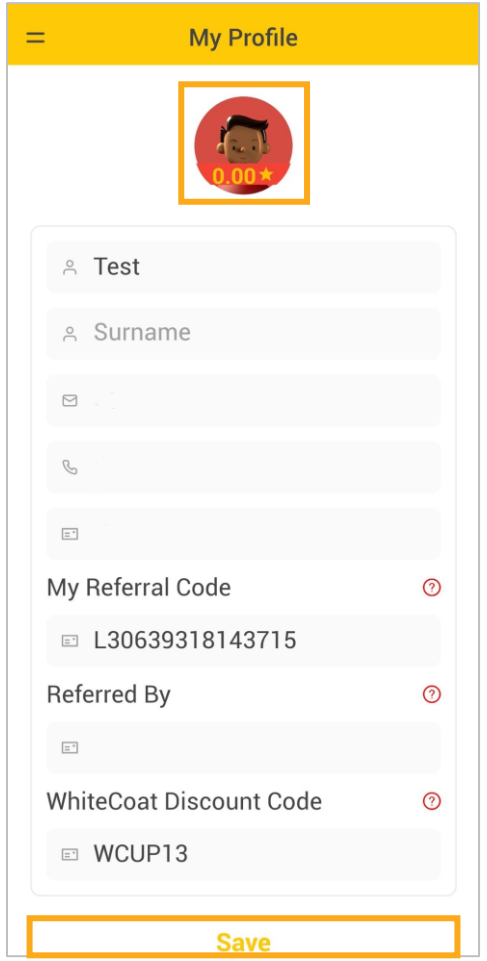
Please allow the app to access your camera and location for the best experience.

Sign up as Agent



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

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



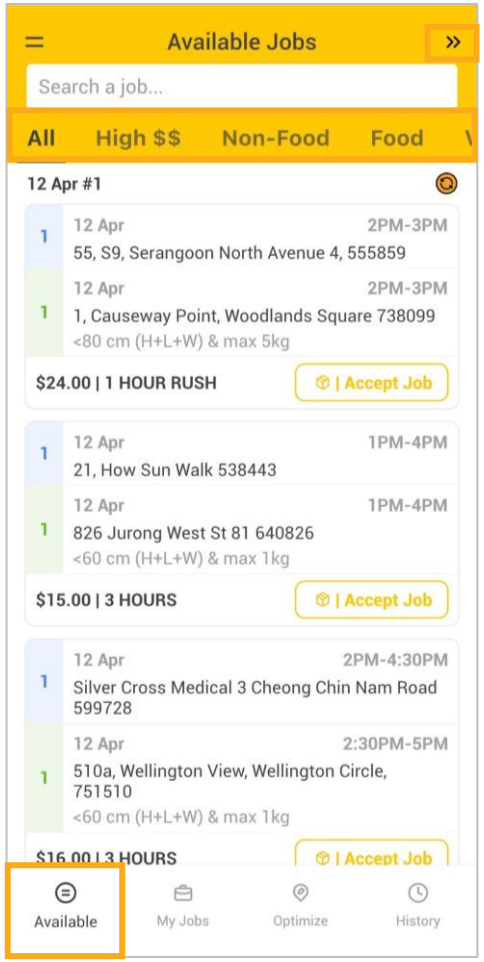
Tap on the **profile icon** and take a selfie.

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

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

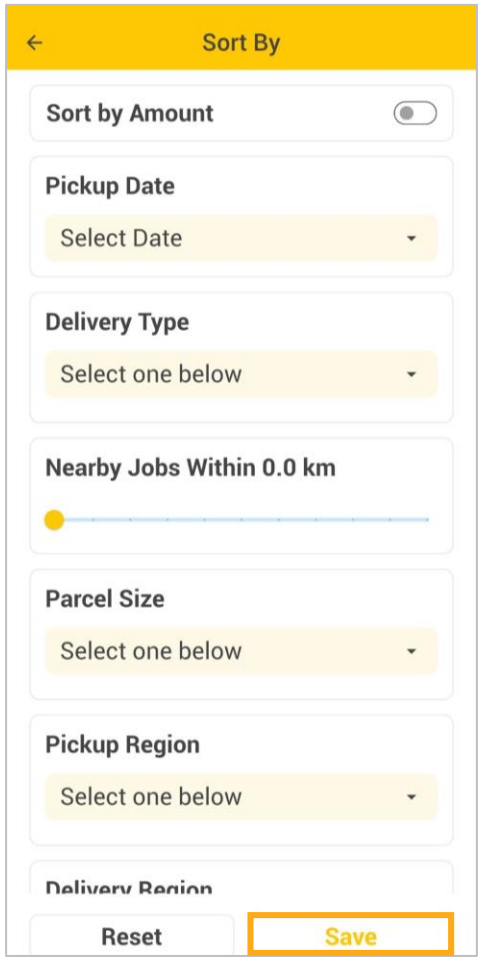
Please wait 1 – 3 days for your profile to be verified to start delivering.

Essential Guide to Accepting Jobs



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

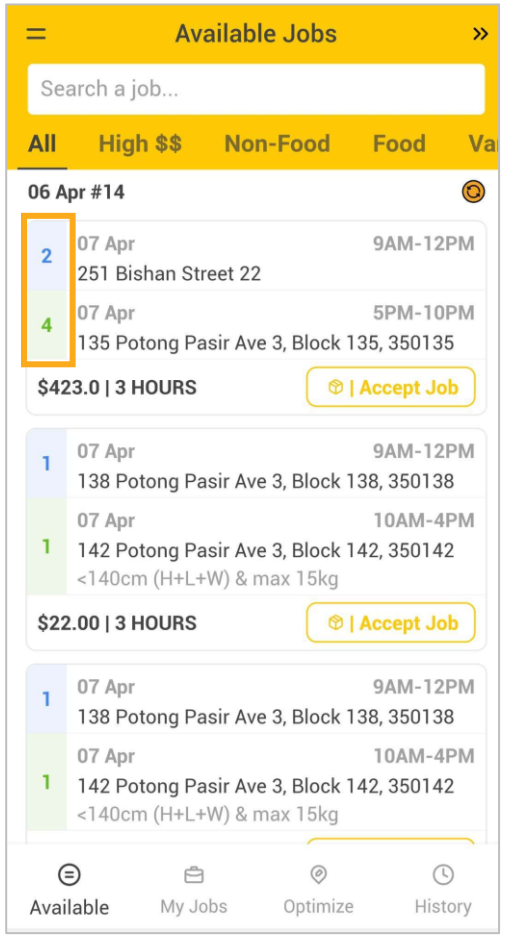
Tap on the **>>** icon at the top right to sort jobs according to your preferences, or use the **quick filter bar** below search.



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

Essential Guide to Accepting Jobs

Quick Tip: Look out for batch drops and navigate to High $$ for higher earnings!

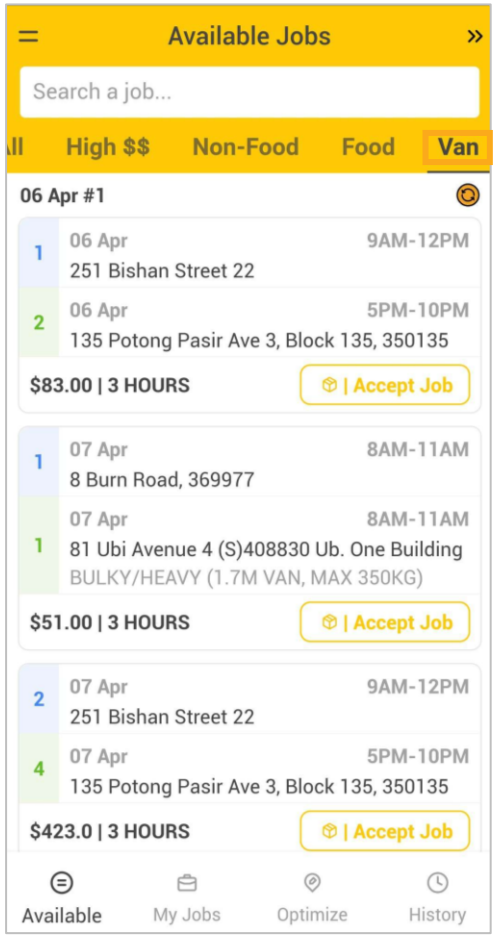


Pickup and Drop off details are **color-coded.**

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

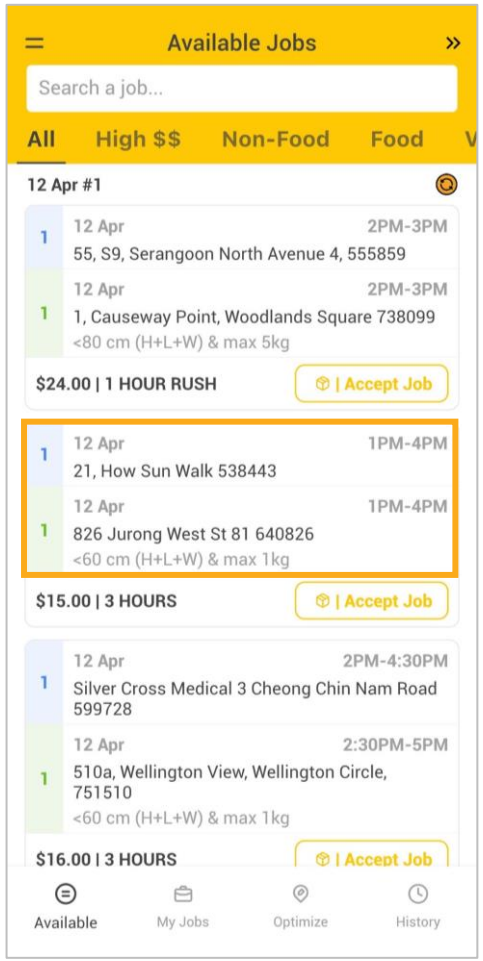
2 Pickup Locations

4 Dropoff Locations



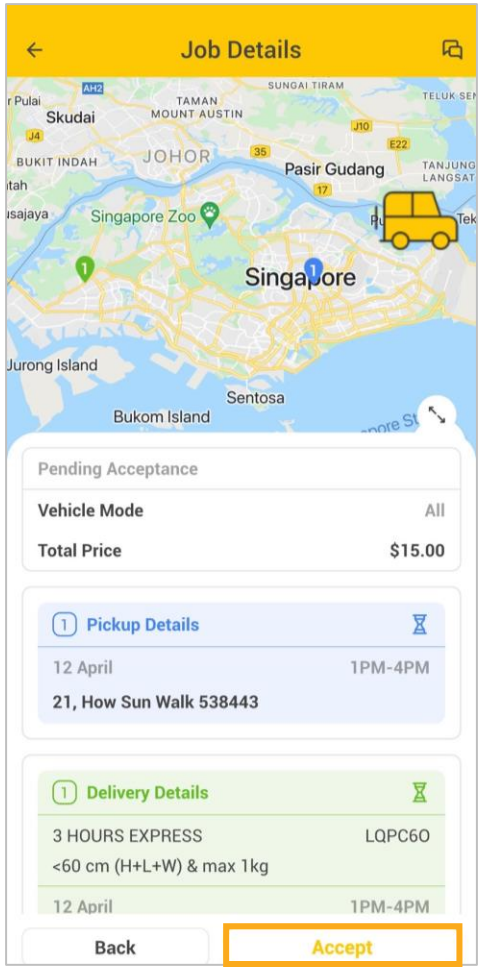
Only agents with **Van/Lorry** transport mode set in profile can accept **Van** jobs.

Essential Guide to Accepting Jobs



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

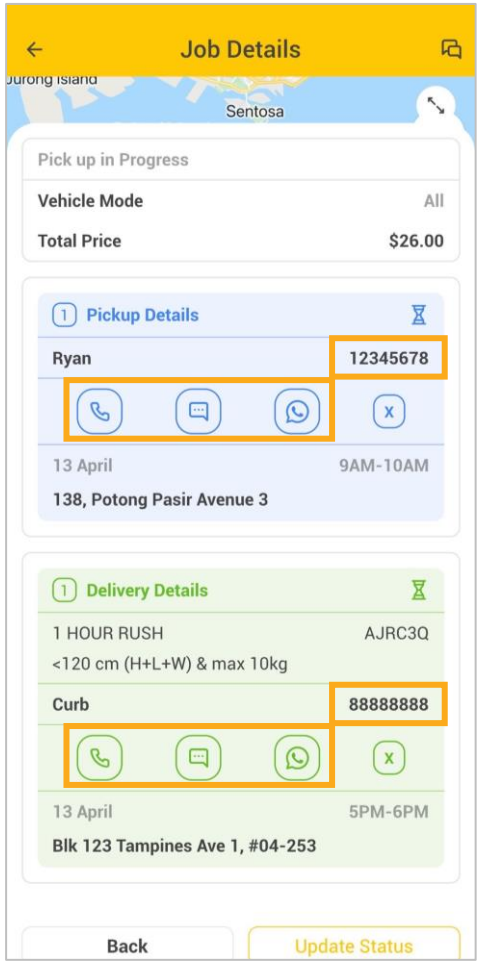
Prices shown here are before 20% commission.



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

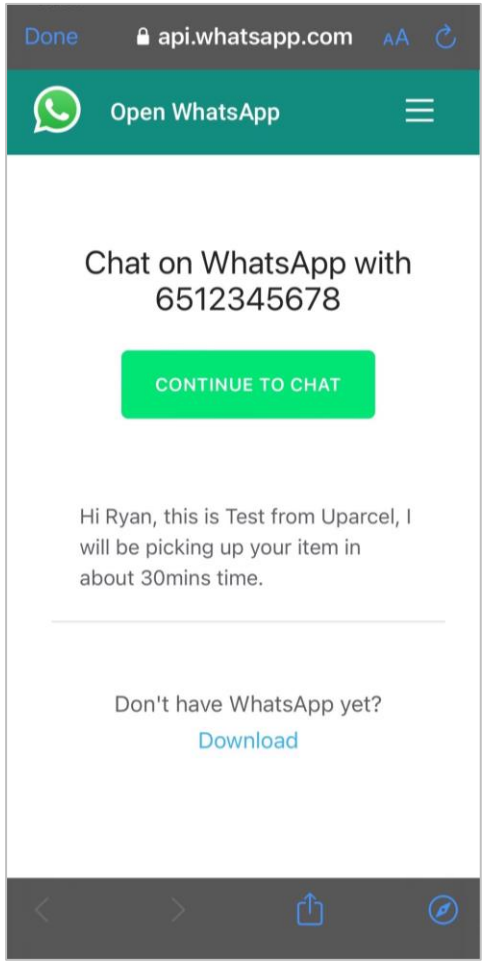
To accept the job, tap on **Accept**

Contact Customer



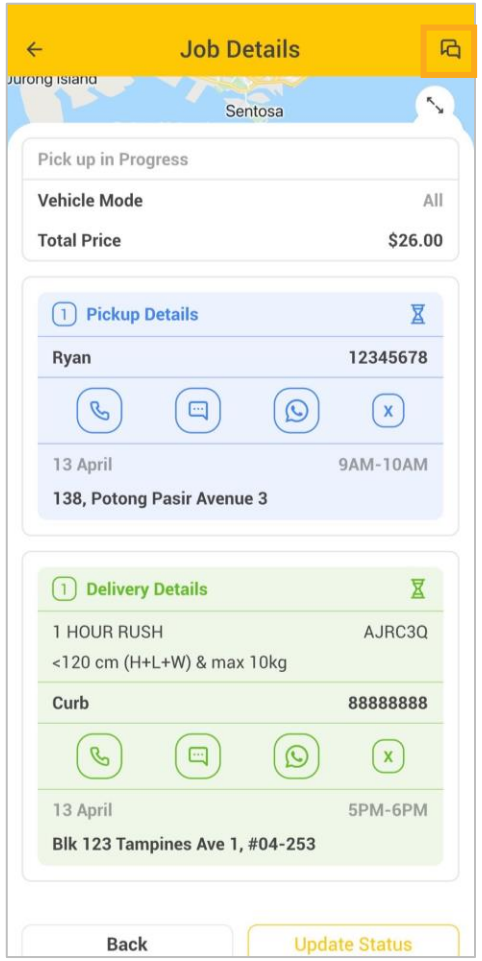
Under Job Details, you can contact the customer during pickup and delivery.

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

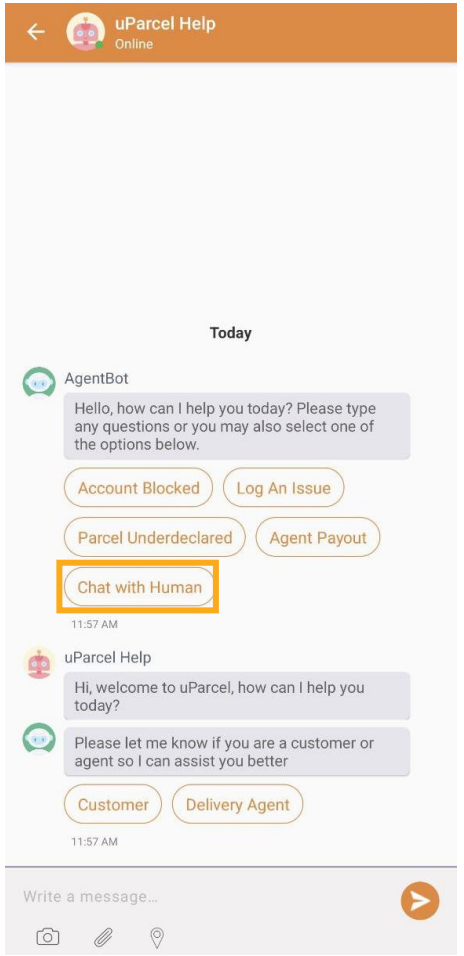


Use the icons to phone the customer or send our auto-generated delivery messages.

Contact Customer Service



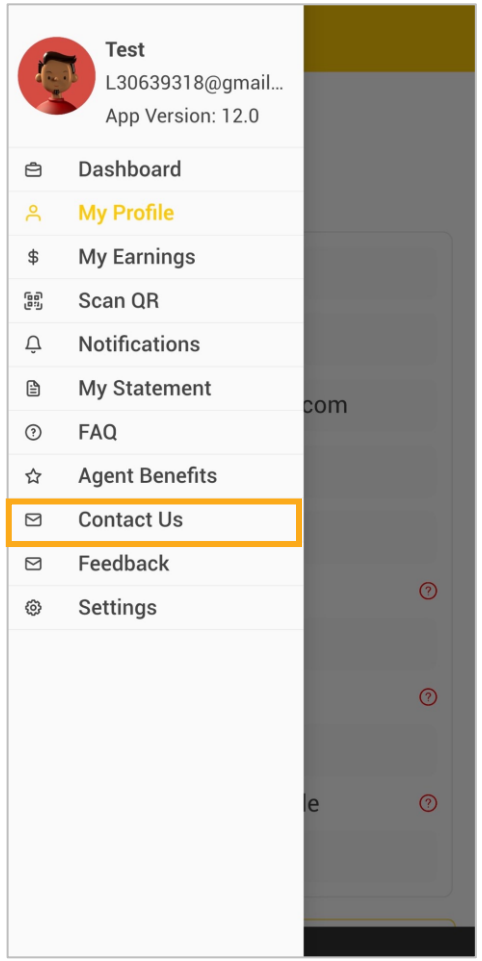
If you encounter any issues, You can tap on the **contact icon** at the top of the job details page.



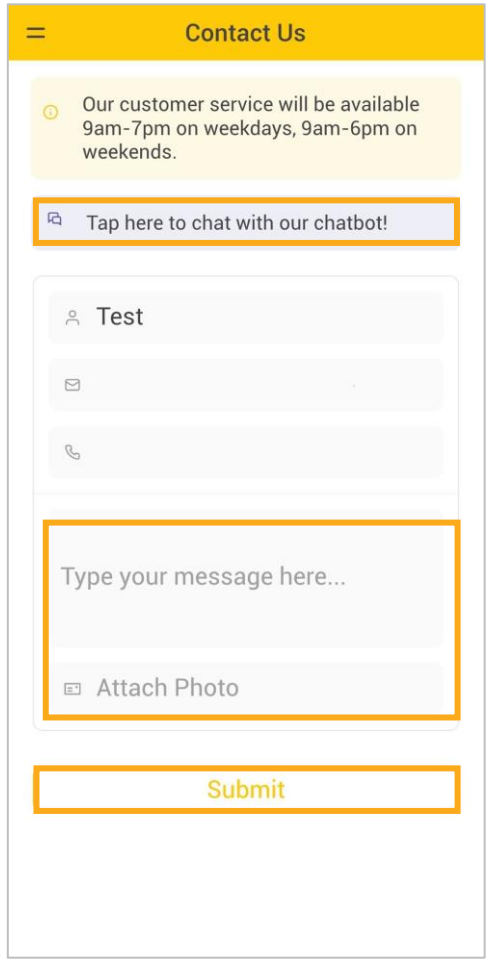
You will be redirected AgentBot, where it will answer any of your queries.

You can select any of the options displayed, or select **Chat with Human** to be redirected to our Customer Service Team.

Contact Customer Service



Alternatively, open up the side menu and tap on **Contact Us**



Chat with our **live chatbot** or **Submit** a contact form (attach photos if needed) to reach our Customer Service Team.

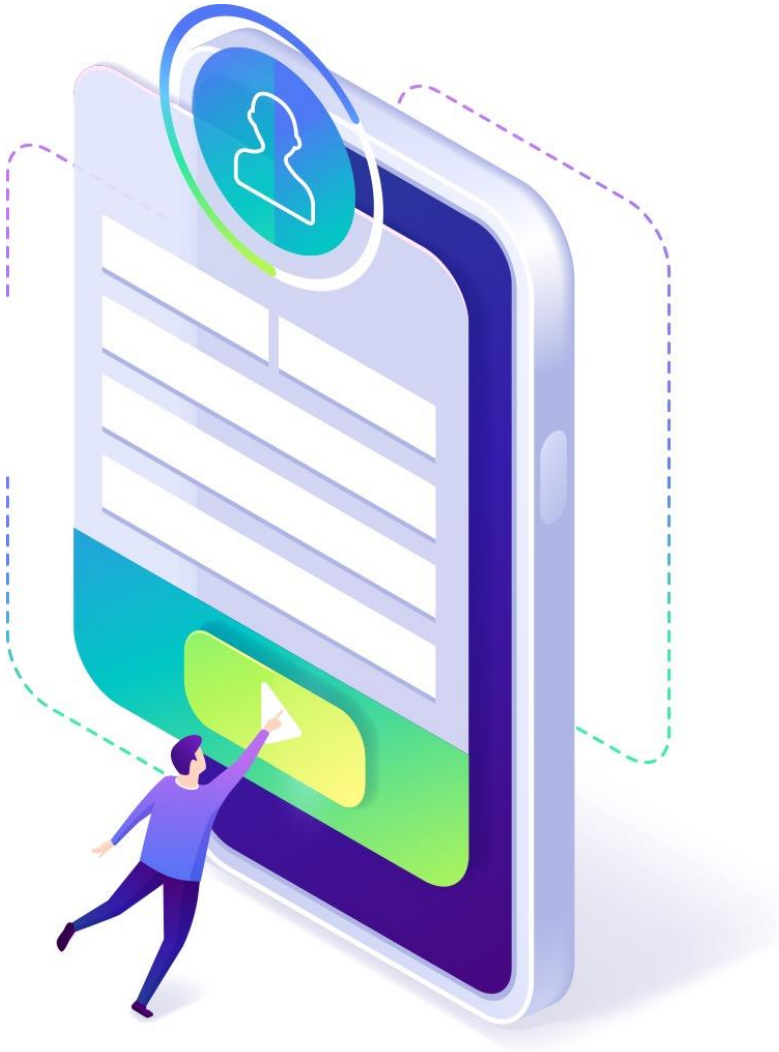
Contact Customer Service

REASONS FOR ACCOUNT SUSPENSION

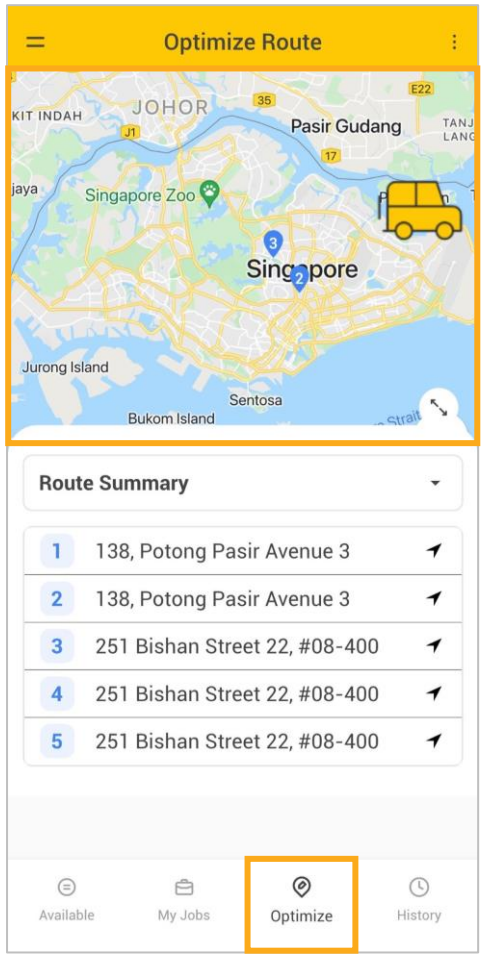
- JOB CANCELLATION WITHOUT VALID REASON (MORE THAN 2 TIMES)
- MISSING AND UNCONTACTABLE
- LATE FOR PICKUP AND DELIVERY (MORE THAN 3 TIMES)
- DIRECTLY APPROACHING UPARCEL USERS FOR JOBS

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.



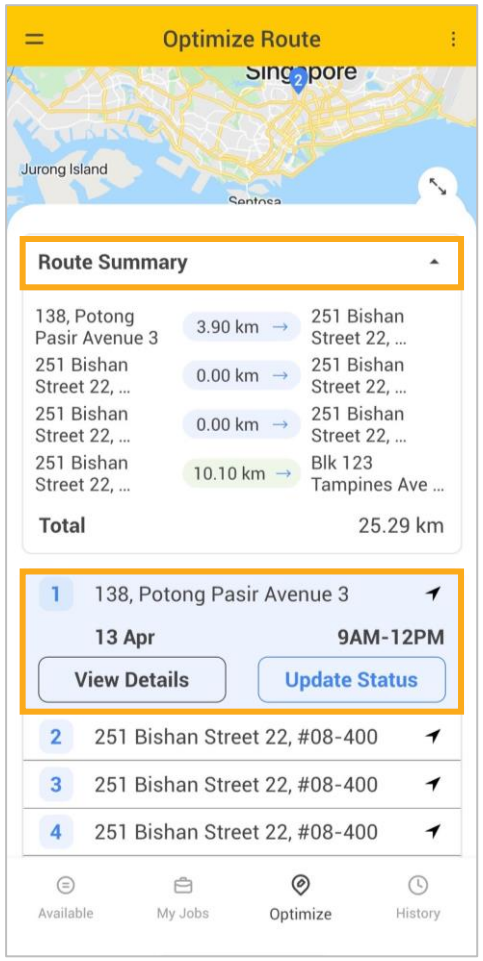
Route Optimizer



Tap **Optimize** from menu bar.

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

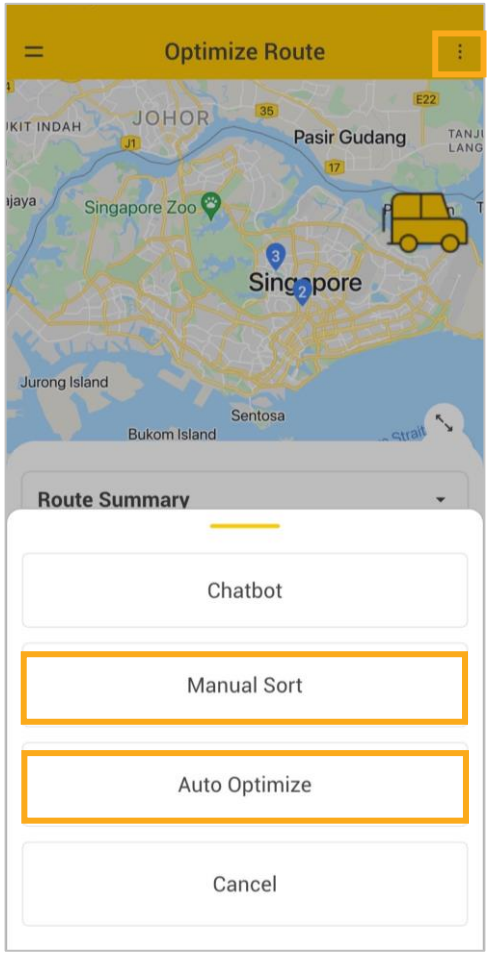
You can zoom in and interact with the mini-map.



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

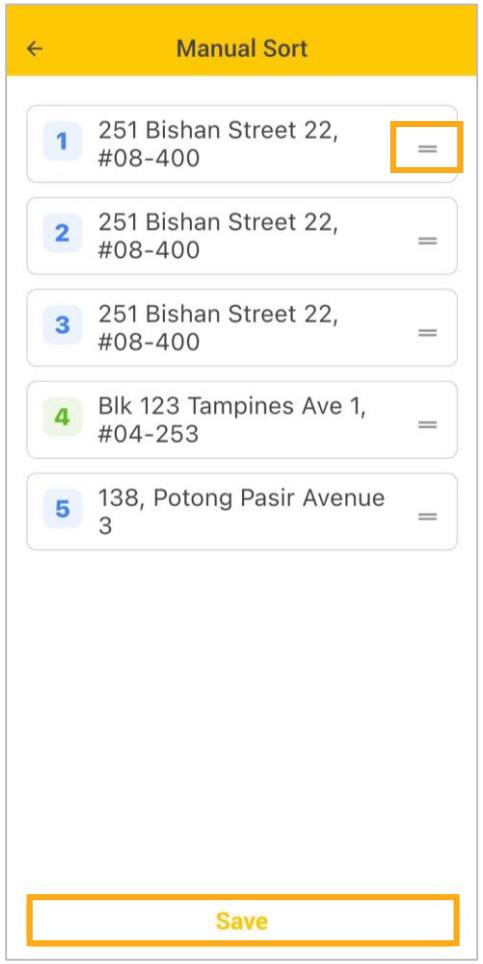
From Optimize, you can also **tap** on jobs to **View Details** and **Update Status**.

Route Optimizer



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

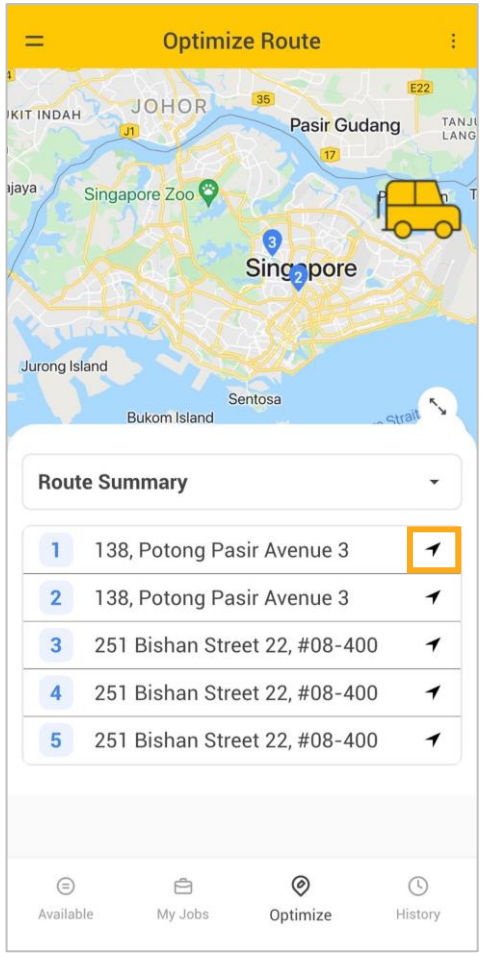
You can choose **Auto Optimize** or tap **Manual Sort** to manually sort them.



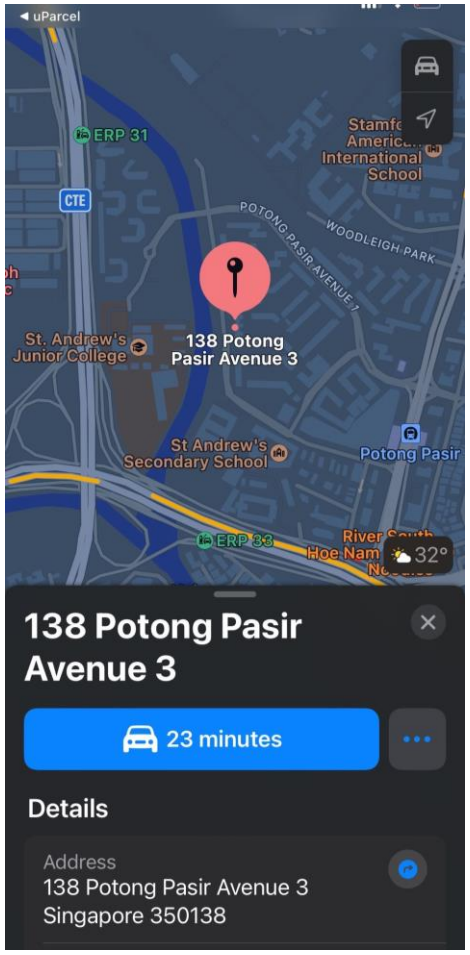
Drag jobs according to your desired sequence. (Manual Sort)

Then tap **Save**

Route Optimizer



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

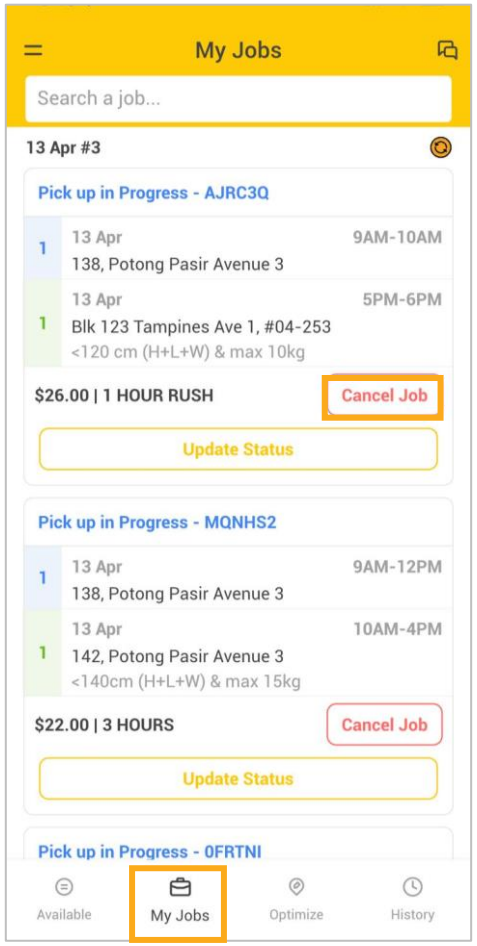


You will be automatically redirected to your Maps app with your chosen destination.

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

Update Delivery Status

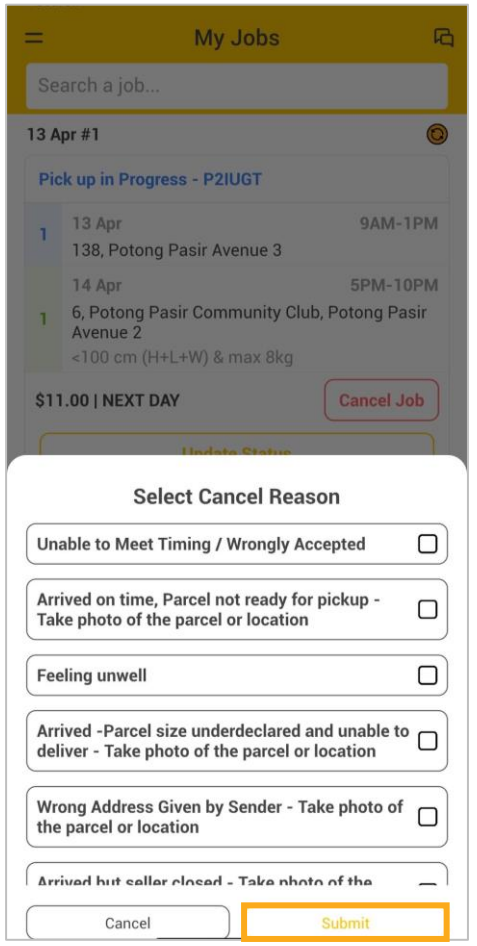
Please note that multiple cancellations will lead to account suspension*



To Cancel Jobs

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

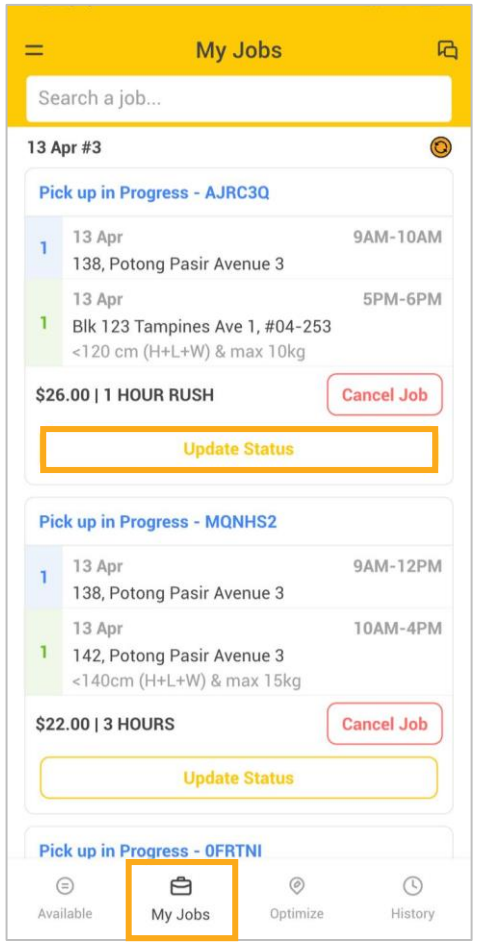
You can only cancel jobs that have not been updated to Item Picked Up



Select your reason for cancelling 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.

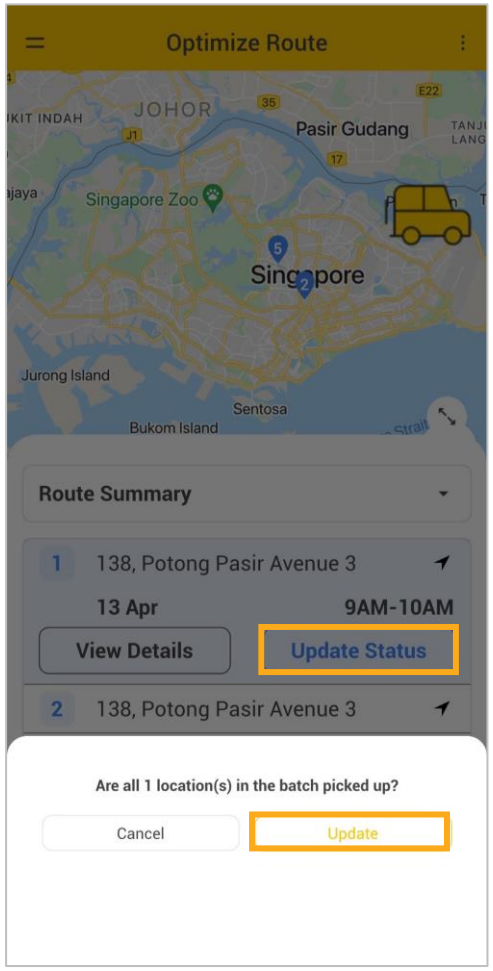
Update Delivery Status



For Single Deliveries

Go to **My Jobs/View Details**

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

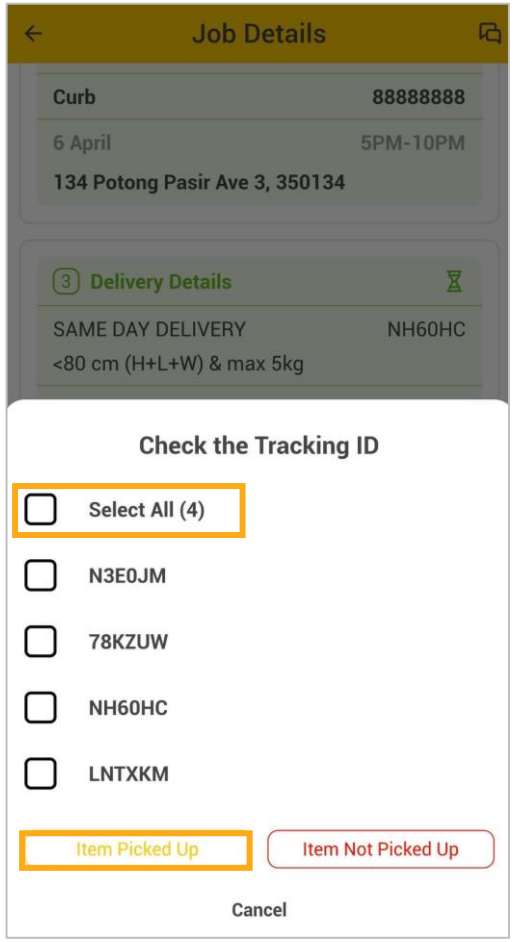


Under **Optimize Route**

You can also **Update** Status directly while navigating

Update Delivery Status

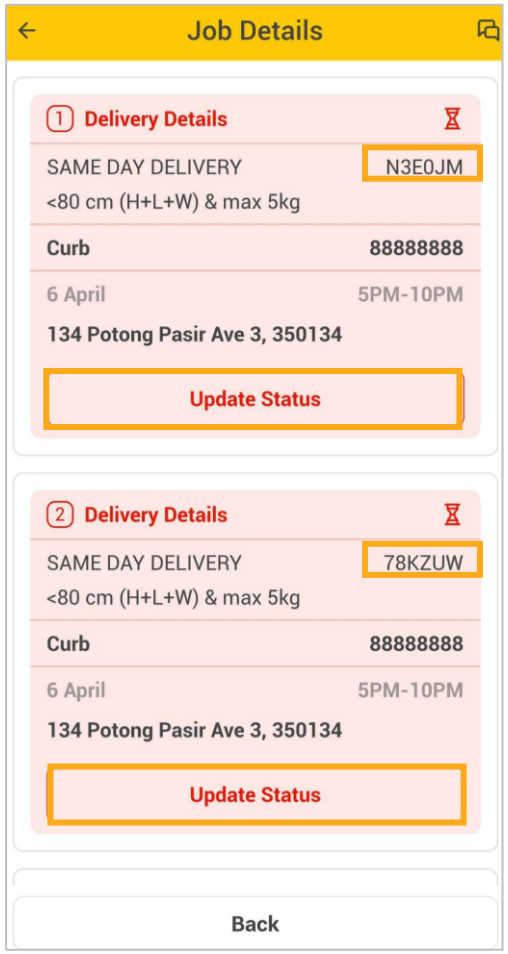
If you are late, job details will be highlighted in red



For Batch Deliveries

Go to **My Jobs/Job Details**

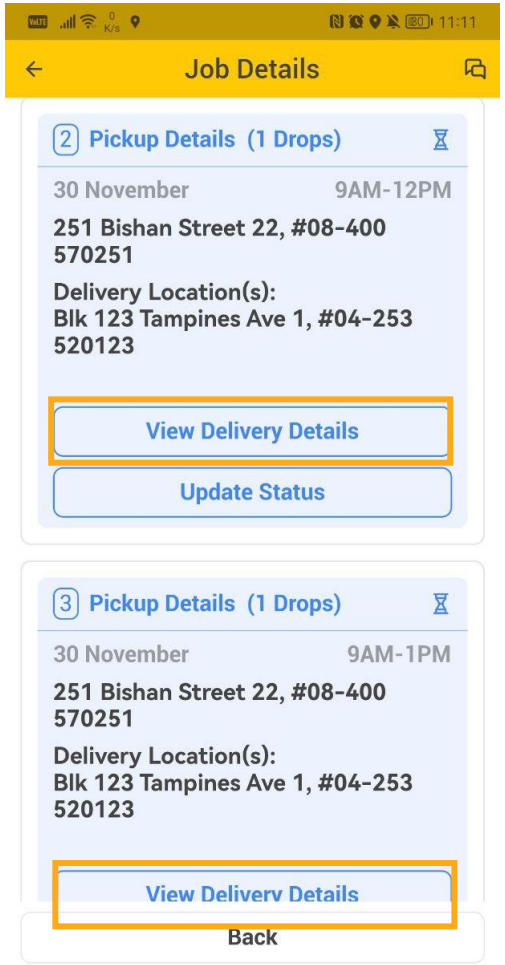
Once picked up, please tap **Update Status** and check the tracking ID of each parcel and **Update** to item picked up



Under **Optimize Route/Job Details**

You can view the details of the job to **Update Status** of each parcel in the batch with reference to Tracking No.

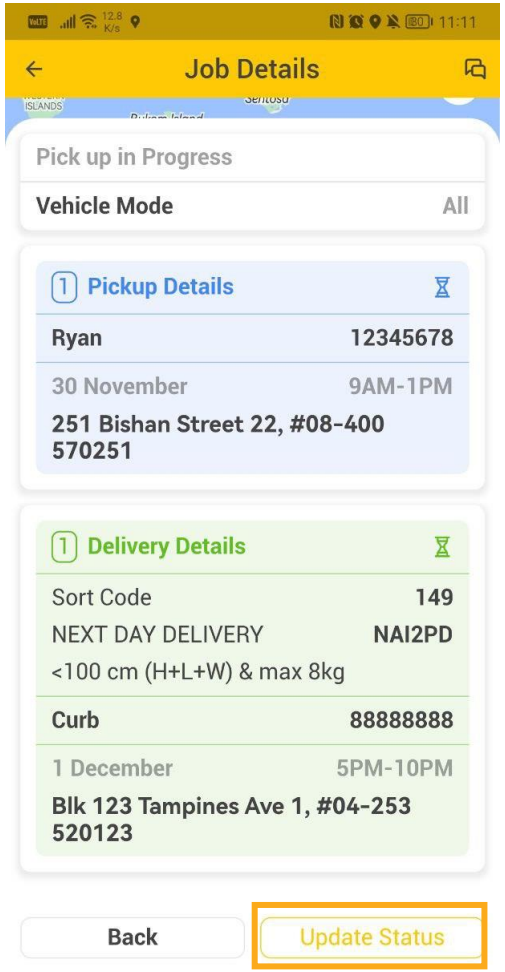
Cancel Clustered Job

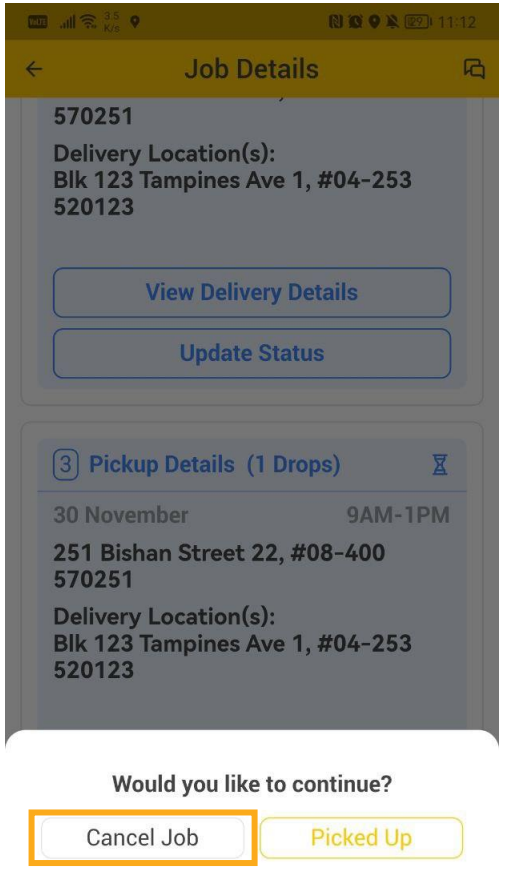


To Cancel Clustered Job Deliveries

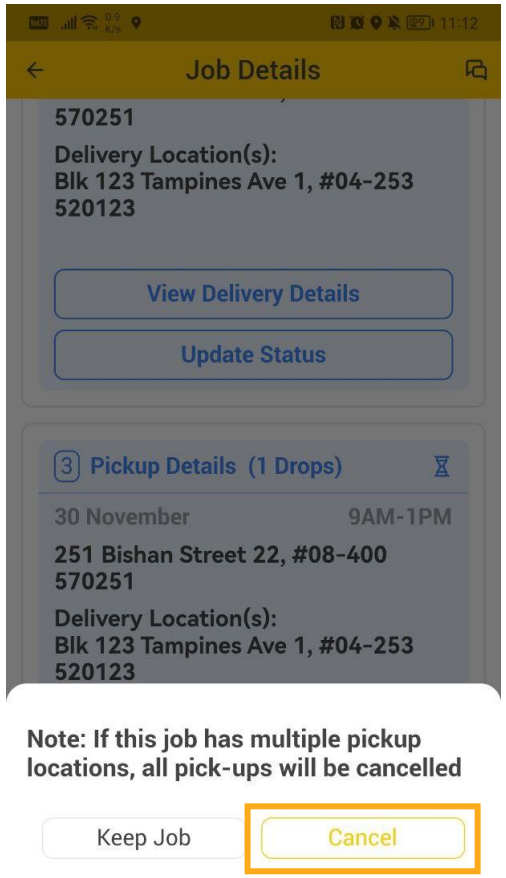
1. Go to **My Jobs/Job Details**

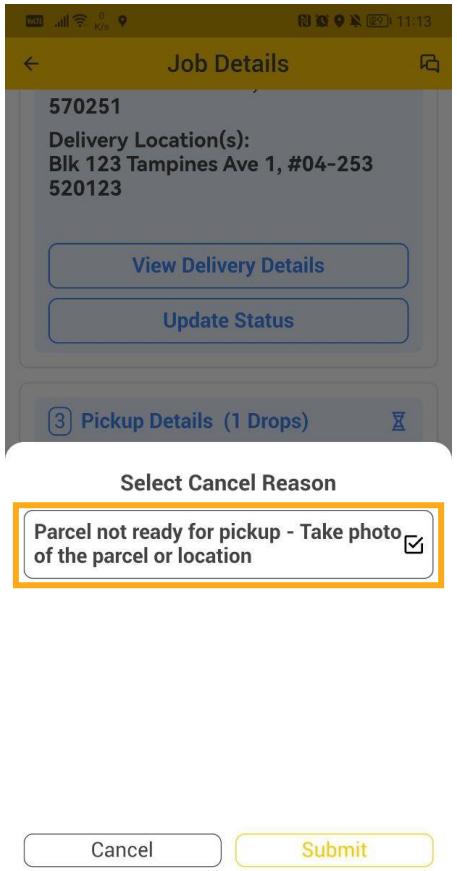
2. Tap **View Delivery Details** and **Update Status** to **Cancel Job**





Cancel Clustered Job



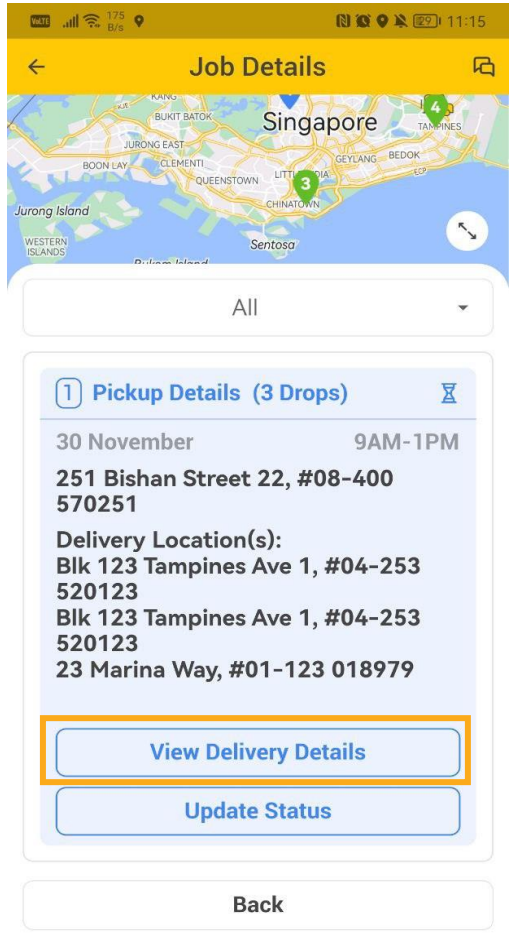


If the job has multiple pickup locations, all pick-ups will be cancelled

3. **Select Cancel Reason -** Proceed to **Take a Photo** for Proof of Cancellation and Click **Submit**

The selected clustered job will be cancelled and removed.

Cancel Batch Job

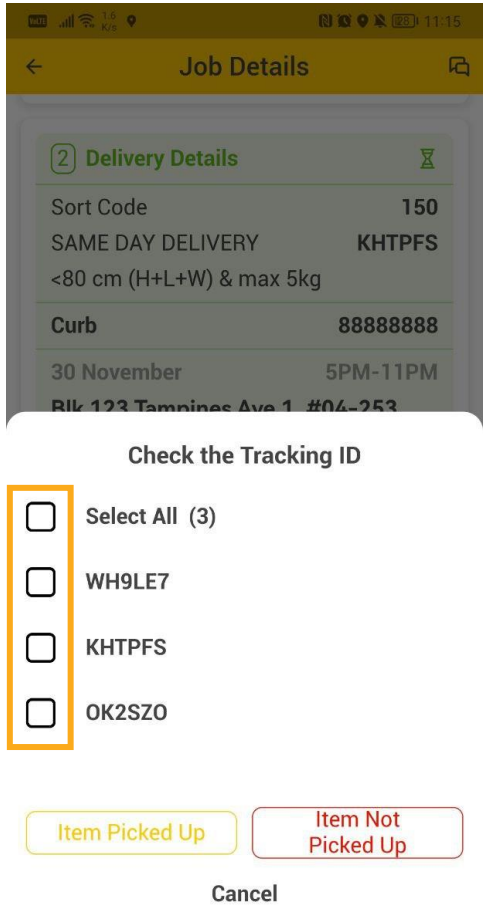


For Batch Deliveries Cancellation

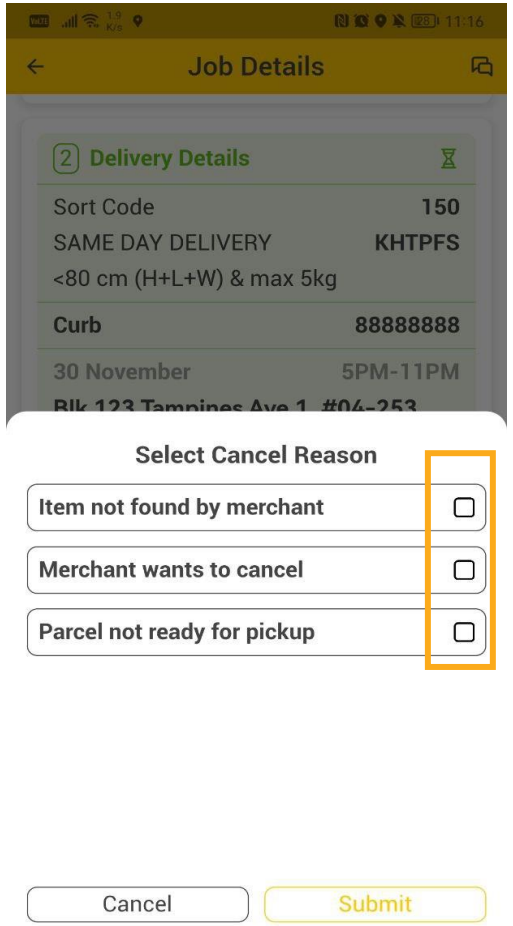
1. Go to **My Jobs/Job Details**

2. Tap on **View Delivery Details**

3. Tap **Update Status** and check the tracking ID that you want to cancel from the batch and **Update** to **Item Not Picked Up**



Cancel Batch Job

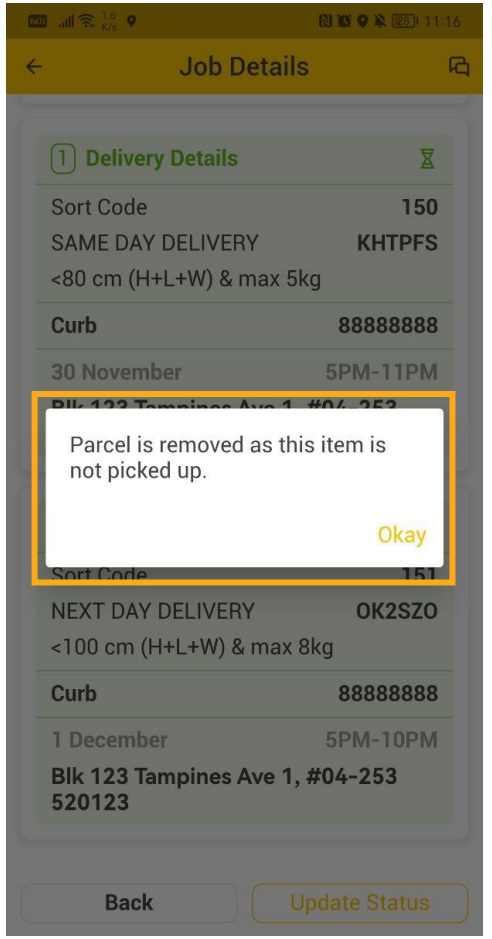


For Batch Deliveries Cancellation

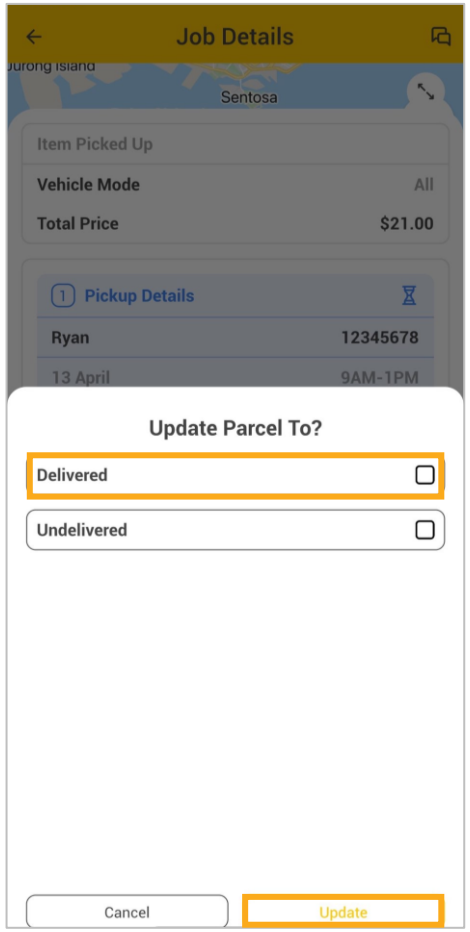
4. Check the Cancellation reason from the list

5. Click submit.

The selected job will be removed from the batch job.

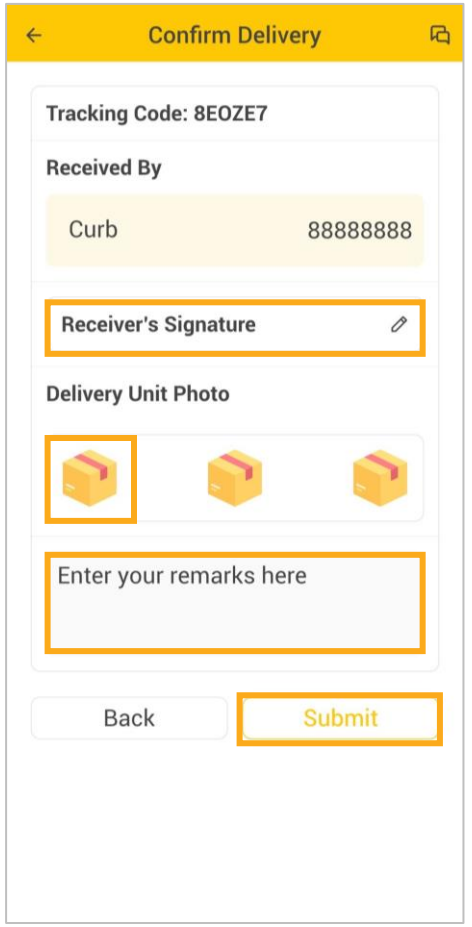


Delivered Jobs



Under My Jobs/Optimizer

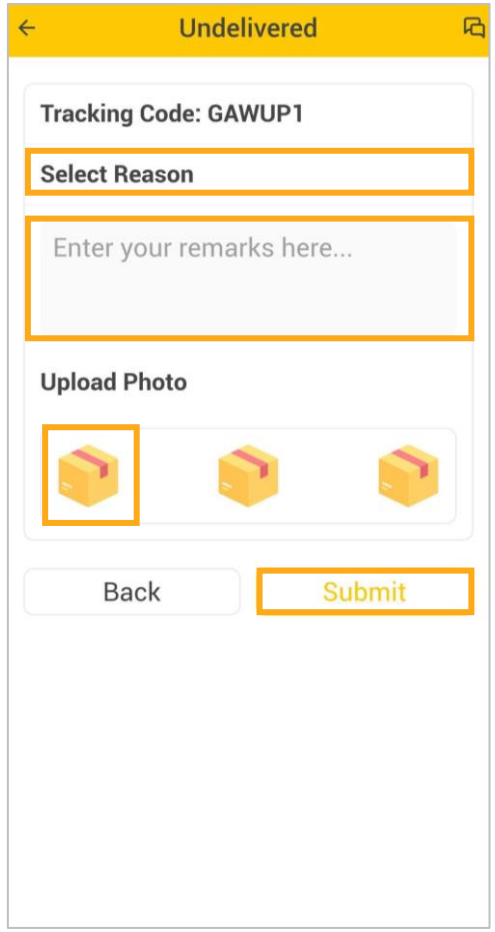
Upon delivery, **Update** Parcel to **Delivered**



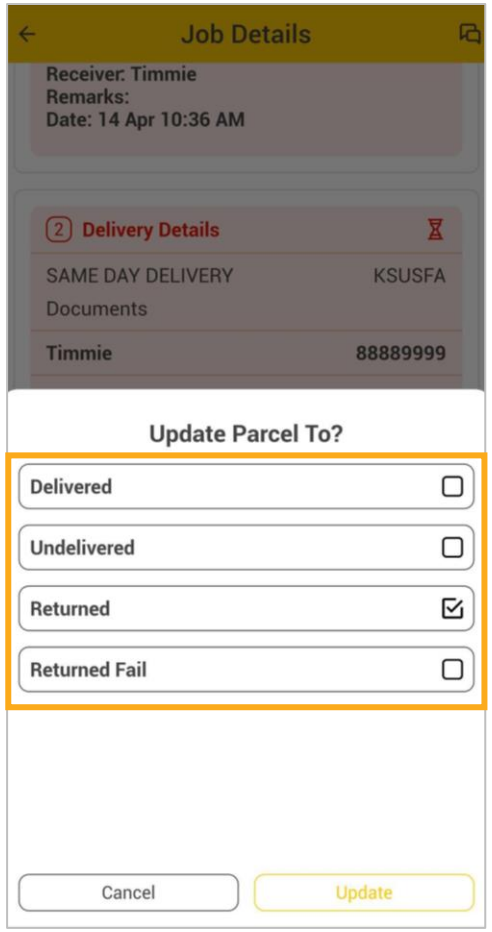
Remember to get your receiver's signature, photo of the delivery unit door as proof of delivery. Then, tap **Submit**.

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

Undelivered Jobs



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

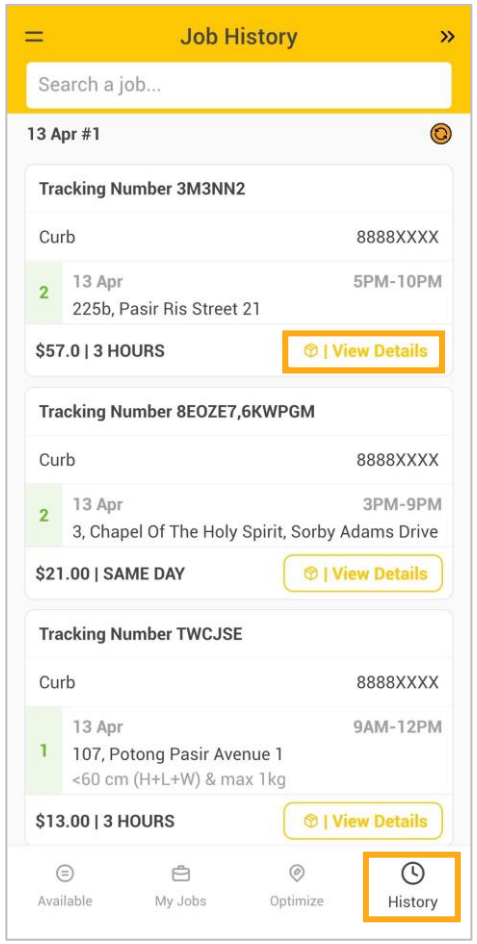


Upon successful delivery, update Parcel to **Delivered**

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

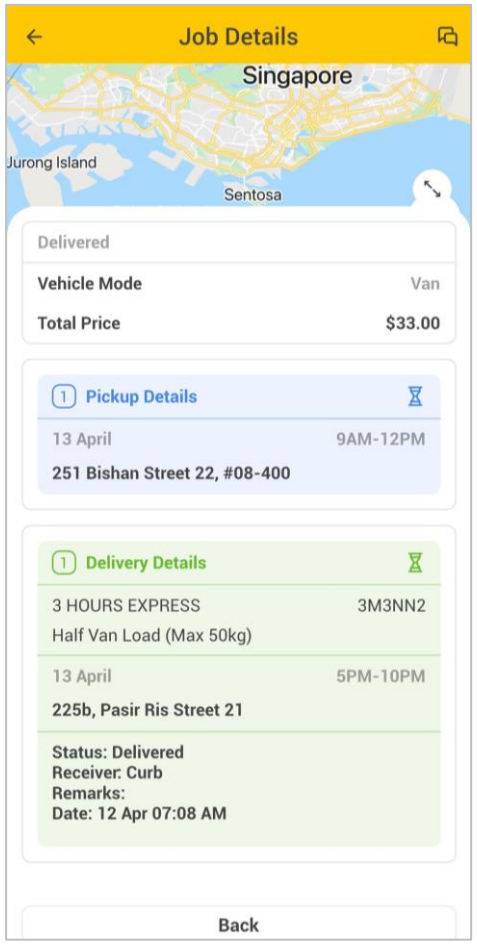
If you attempted to return the item, but was unable to do so, please update to **Returned Failed**.

Delivery History



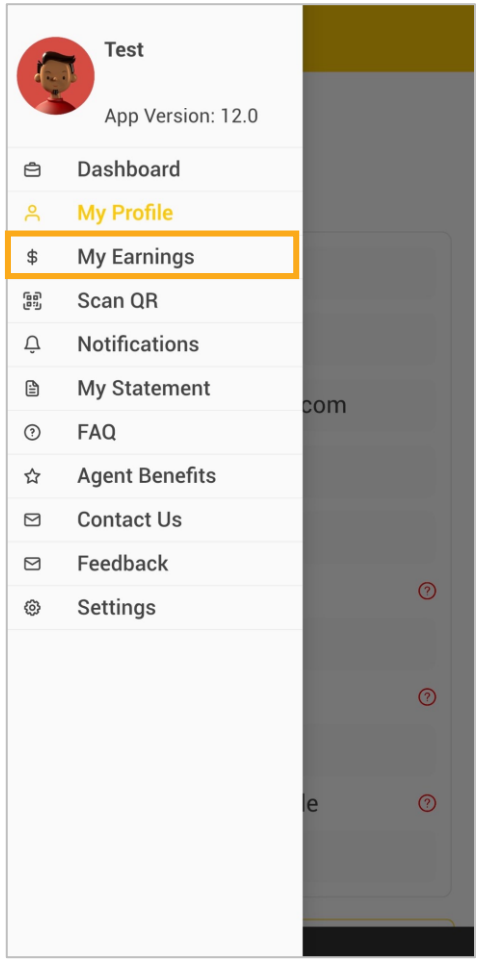
To view your completed jobs, tap on **History** from the menu bar.

Search jobs and tap on **View Details**



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

Earnings



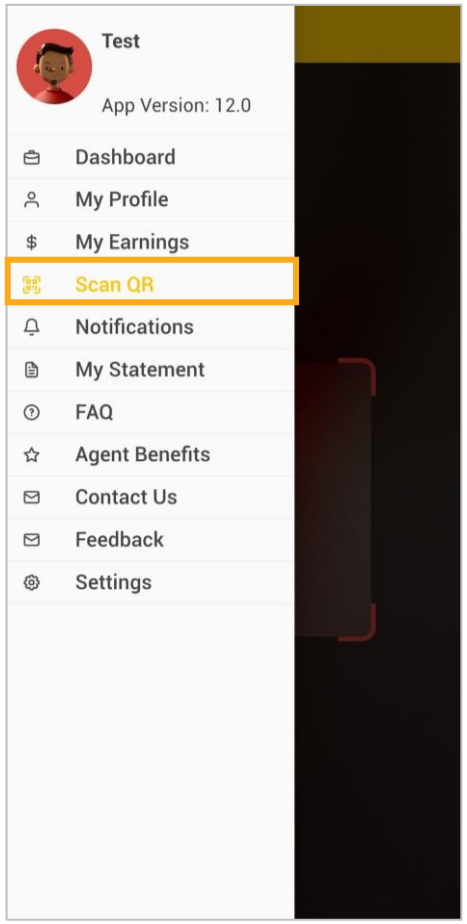
To track your earnings, navigate to **My Earnings** from the side menu.

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.

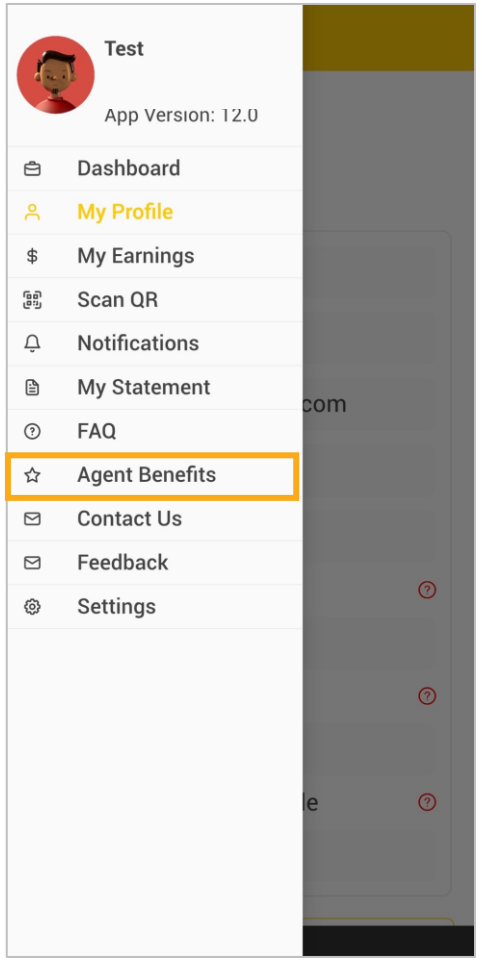
Scan QR



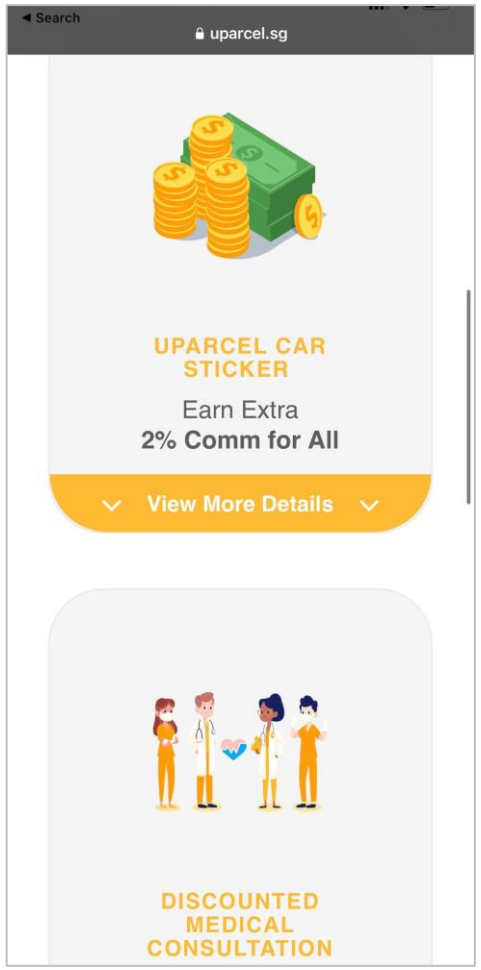
To scan waybill QR, navigate to **Scan QR** from the side menu.

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

Agent Benefits



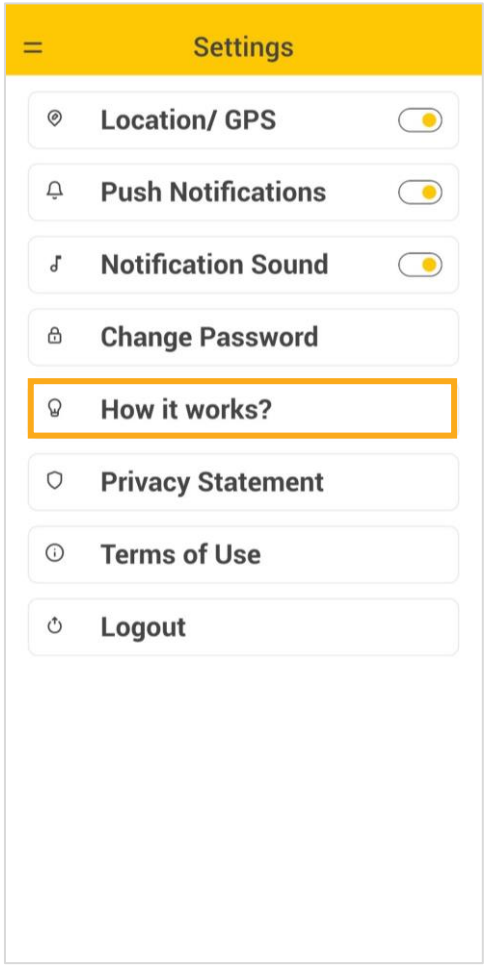
To discover all agent benefits, navigate to **Agent Benefits**



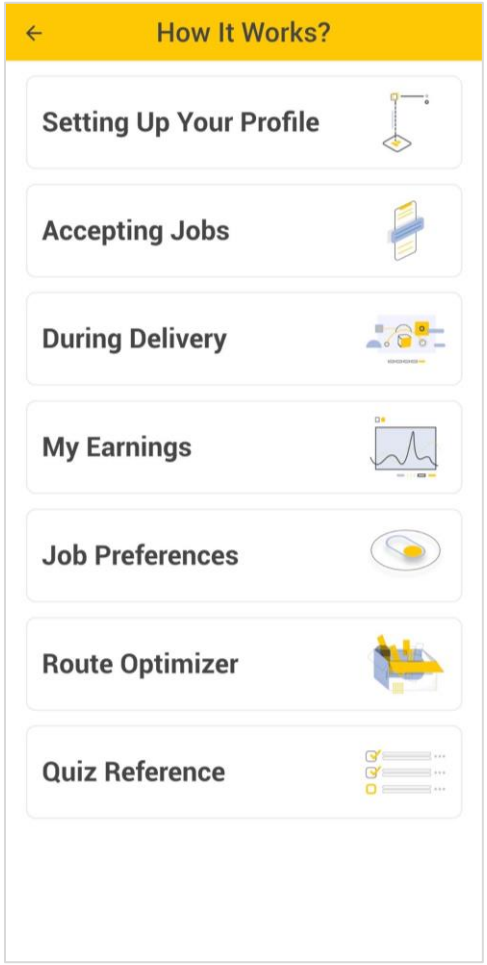
Enjoy various agent benefits from discounted medical consultations to petrol savings.

You can also follow us on Facebook, Instagram and Telegram to stay in the loop!

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

Feel free to reach us!

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