

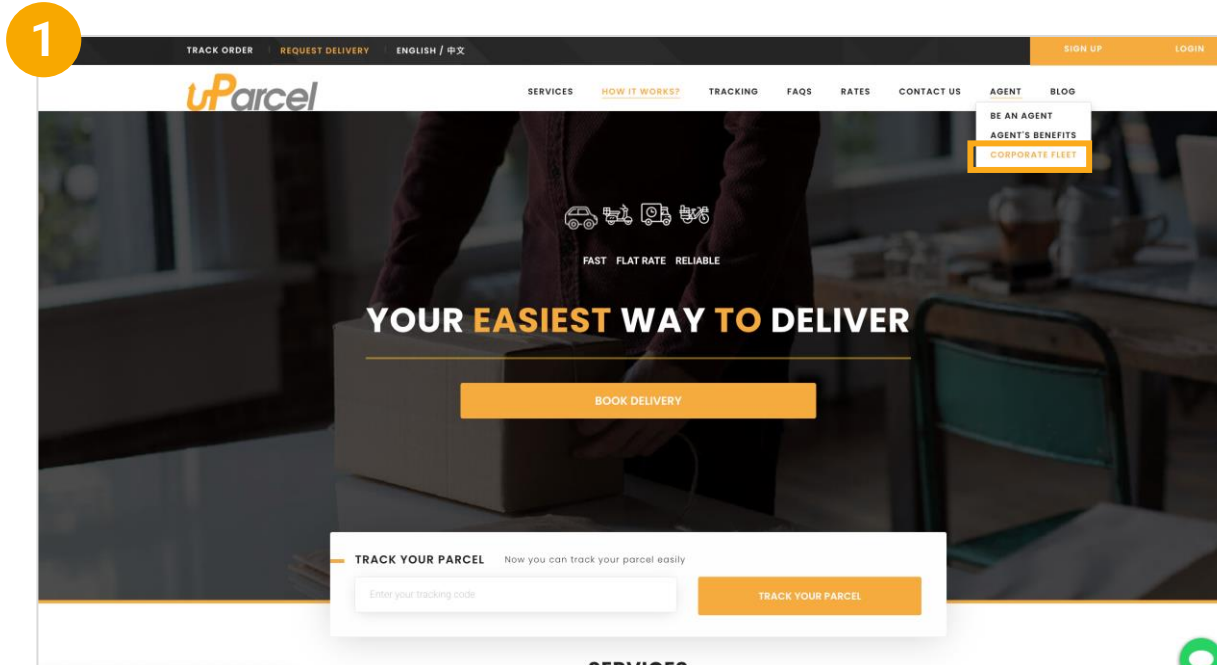


Partner Fleet User Guide

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Sign up as Partner Fleet



2

REGISTER

Sign up for a Corporate Fleet Partner account

Company Name

Email address

Mobile Number

Password

Confirm Password

How did you find out about uParcel?

☐ I Agree with the Terms and Conditions

☐ I have Read and Agree to the **Data Protection Notice**

REGISTER NOW

[Back to Login](#)

Click on **Agent**, then **Partner Fleet** to register for a Partner Fleet Account.

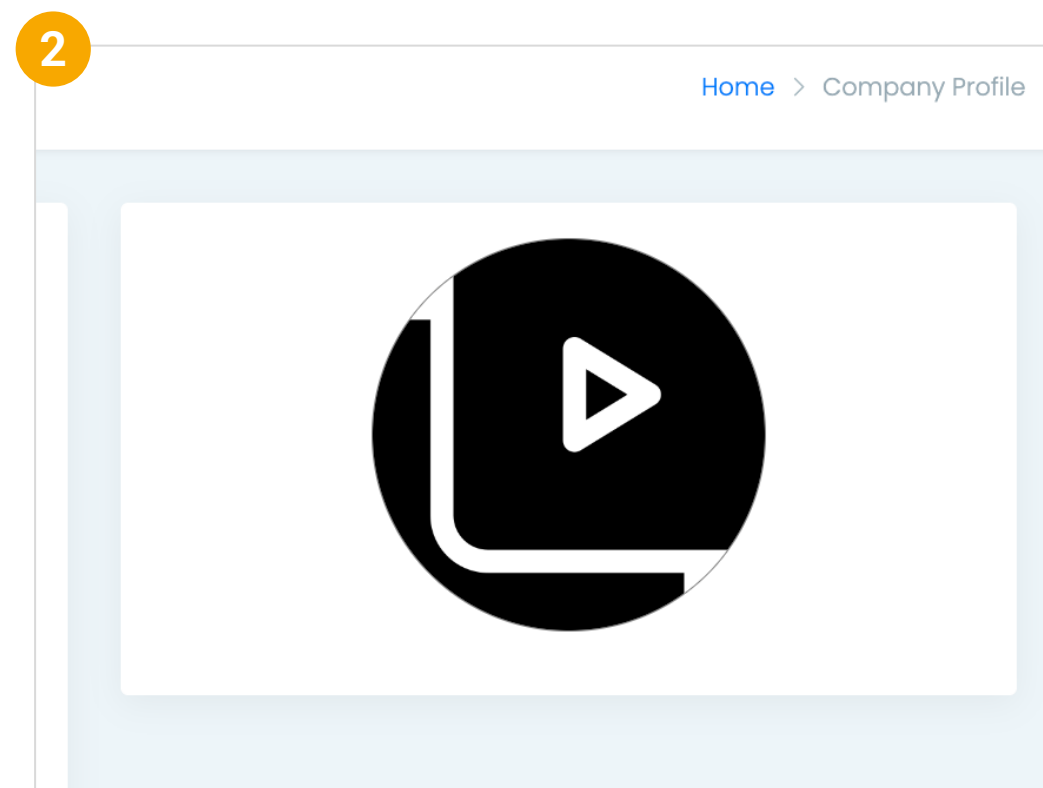
Fill your details and click **Register Now**

Update Profile

1

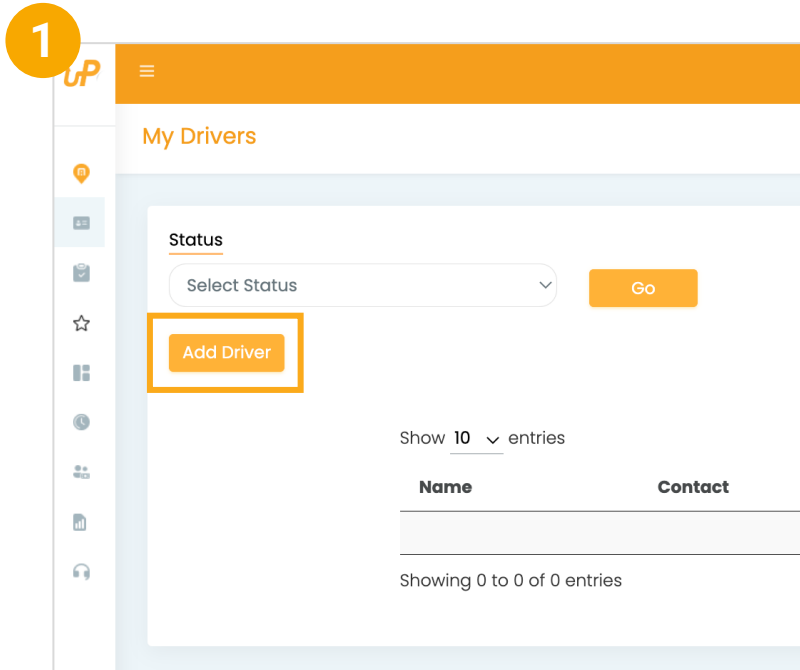


Once logged in, provide your Company Profile details such as postal code, address, UEN, ACRA and bank information (for payment)



On the right side, you can also upload your company logo. Click **Submit** and **complete a short quiz**. Our team will verify your account in 1 – 3 working days.

Add Drivers



Navigate to **My Drivers** from the side menu. Then, click **Add Driver** to start registering your drivers.



You can hide delivery prices from drivers using the “Hide..” Toggle!

A screenshot of the driver registration form titled 'My Drivers'. The form includes fields for Name, Surname, Contact Number, Email, and Vehicle Number. A 'Mode of Transport' section lists various options with checkboxes: MPV, Van, Bike, Car, Lorry, 14 Ft Truck, Public Transport, 10 Ft Truck, Bus, and Foot. To the right of the form is a section for 'Upload Driver Picture' with a placeholder image and a red warning message: 'Photo must be clear and Driver face must be taken at full frontal view.' At the bottom of the form, there is a toggle switch for 'Hide delivery prices from driver's in-app view?' and a 'Save' button, which is highlighted with an orange box.

Fill in your driver details correctly and click **Save**. Your drivers will receive an SMS to activate their account via the uParcel app.

Add Drivers

i After your driver is approved, they can start delivering!

1

My Drivers

Home > My Drivers

Agent is created. Please ask your driver to reset password via "Forgot password" on the uParcel Agent App.

Status

Select Status

Go

Add Driver

Show 10 entries

Search:

Name	Contact	Email	Status	Rating	Action
Test Driver		N.A.	Pending Approval	0	View Edit

Showing 1 to 1 of 1 entries

Previous 1 Next

View and edit
driver details here

- 2

After adding your driver, they will have to download the uParcel app and login via **Forget Password** to activate their account. Then, they will have to **complete the agent quiz and their account will be automatically approved.**

Manage Drivers

1

My Drivers

Status

Select Status

Go

Add Driver

Hide delivery prices from driver's in-app view?



Save

Suspend

3

Suspend drivers and they will not be able to accept jobs/do deliveries

Show 10 entries

Search: _____

Name	Contact	Email	Status	Rating	Action
Test Driver		N.A.	Active	0	View Edit Track

2

Showing 1 to 1 of 1 entries

Previous 1 Next

Hide delivery prices from driver's in-app view?



Save

Active

4

You will be able to activate the driver



Available Jobs

i Available Jobs reflects the same view as what your driver sees on the app!

1

Expires: 10:23

Available Jobs

Set Filters:

Pickup Date: 10:00 PM 12:00 PM All

Pickup Region: Delivery Region: Delivery Type: Parcel Size:

Go Reset ☐ Sort by Amount

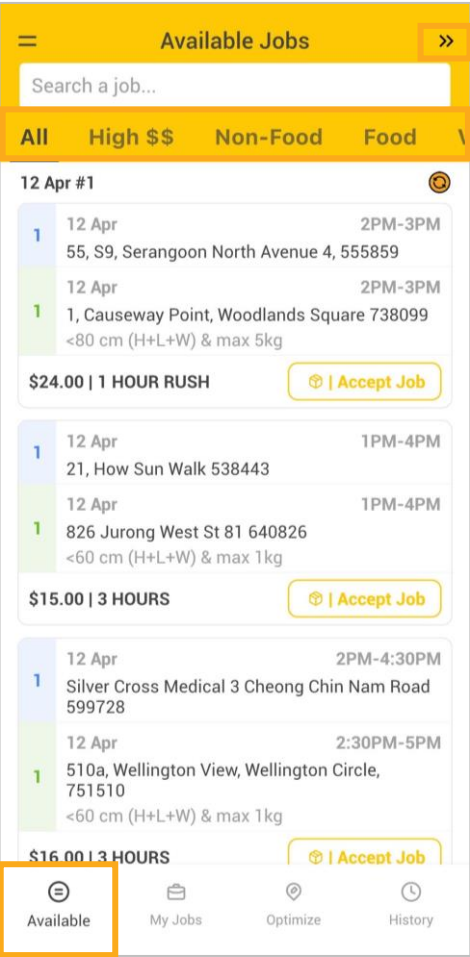
Show 30 entries Search:

Pickup Date/Time	Delivery Type/Time	Pickup Address	Delivery Address	Parcel Size	Price	Action
14 Mar 9 AM - 12 PM	14 Mar 10 AM - 2 PM Same Day Delivery	11, M.I Building, Serangoon North Avenue 5, *** Singapore 554809	454, Race Course Road, *** Singapore 218697	<80 cm (H+L+W) & max 5kg	\$7.00	<button>View</button> <button>Accept</button>
14 Mar 10 AM - 2 PM	15 Mar 10 AM - 2 PM 3 hours express	251 Bishan Street 22, *** Singapore 570251	523 Bukit Batok Street 52 Hdb-Bukit Batok, *** Singapore 650523	<80 cm (H+L+W) & max 5kg	\$28.00	<button>View</button> <button>Accept</button>

2 You can **View** and **Accept** uParcel jobs here to assign your drivers.

*Your drivers may also choose their own jobs via the **Available Jobs** tab on the uParcel app.*

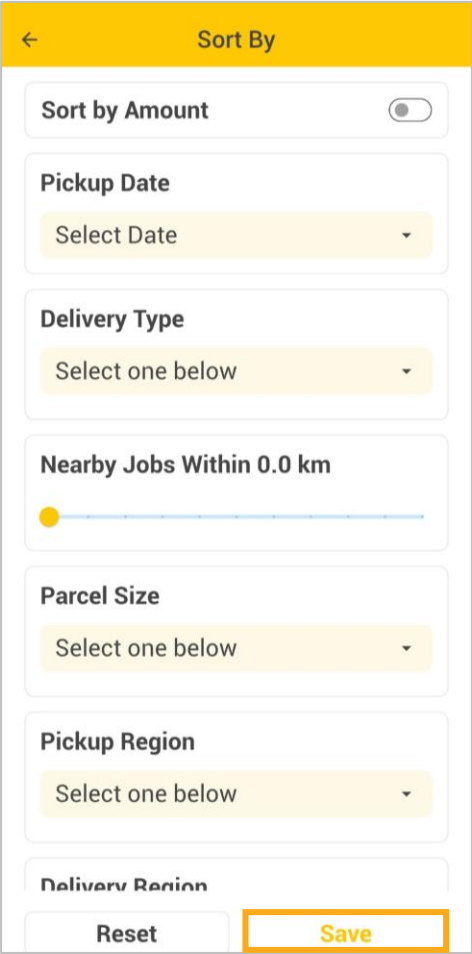
For Drivers: Accepting Jobs



Your drivers can accept their own jobs or you can automatically assign them jobs.

Dashboard and tap on **Available**

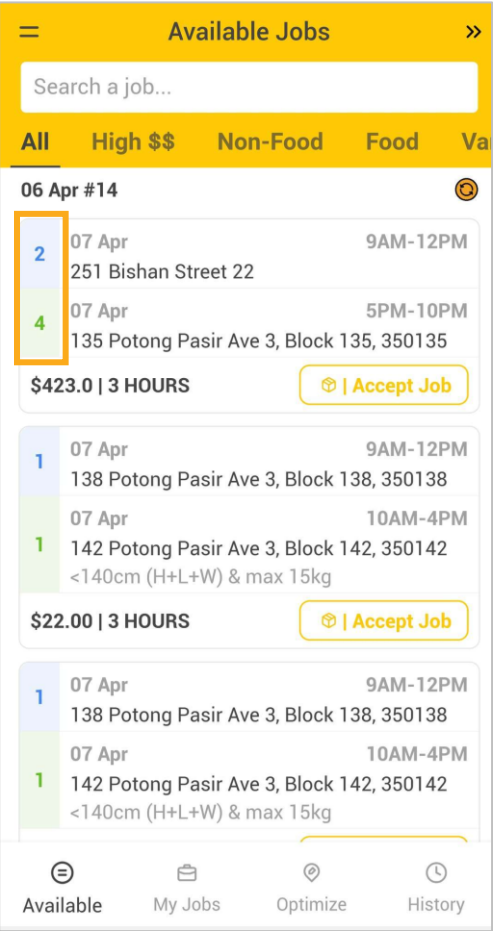
Drivers can use the **quick filter bar** below search or the **>>** icon to sort jobs quickly.



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



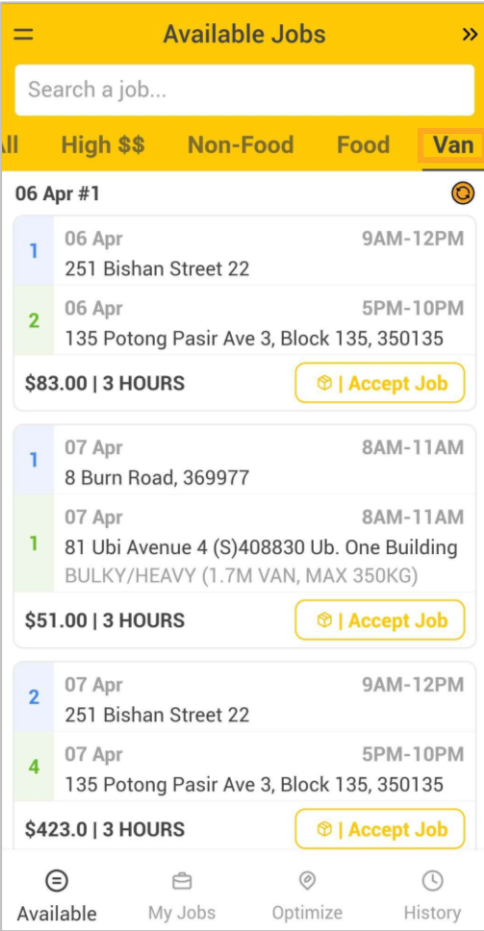
For Drivers: Accepting Jobs



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

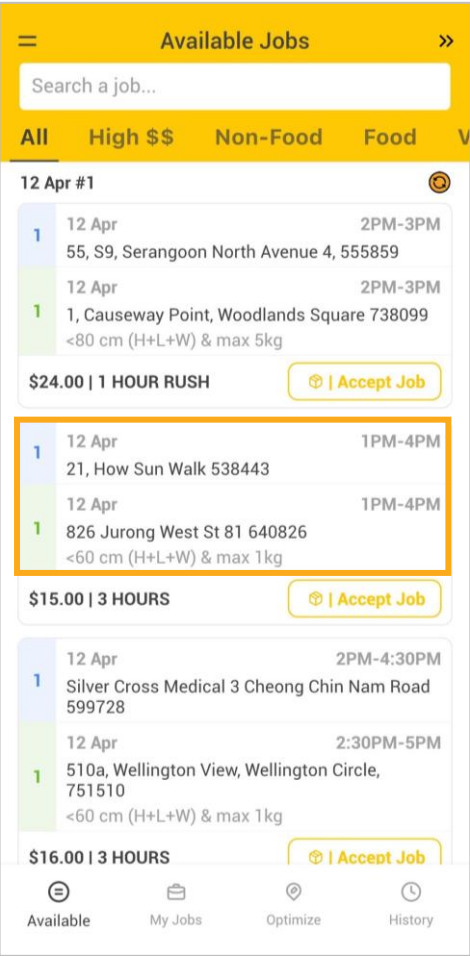
E.g. No. of Pickup and Drop off locations for the batch job is shown as:

2 Pickup Locations
4 Dropoff Locations



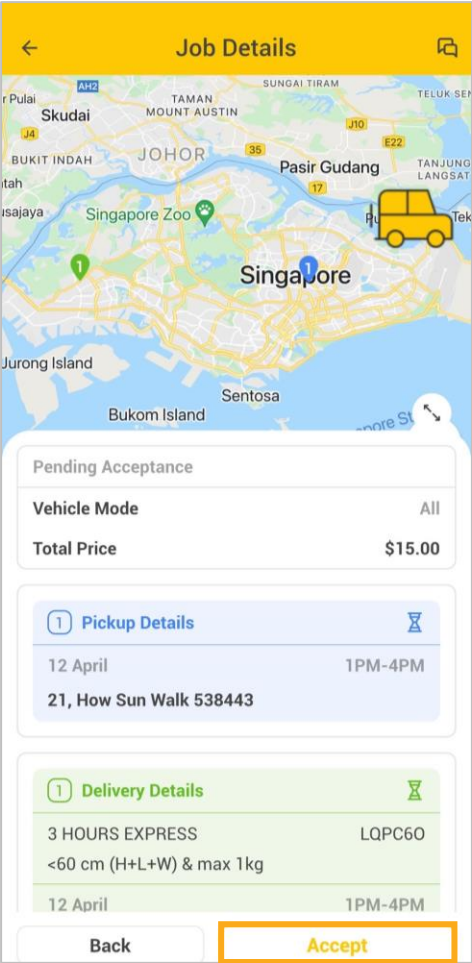
Only drivers with **Van/Lorry or MPV** transport mode set in profile can accept **Van** jobs.

For Drivers: Accepting Jobs



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

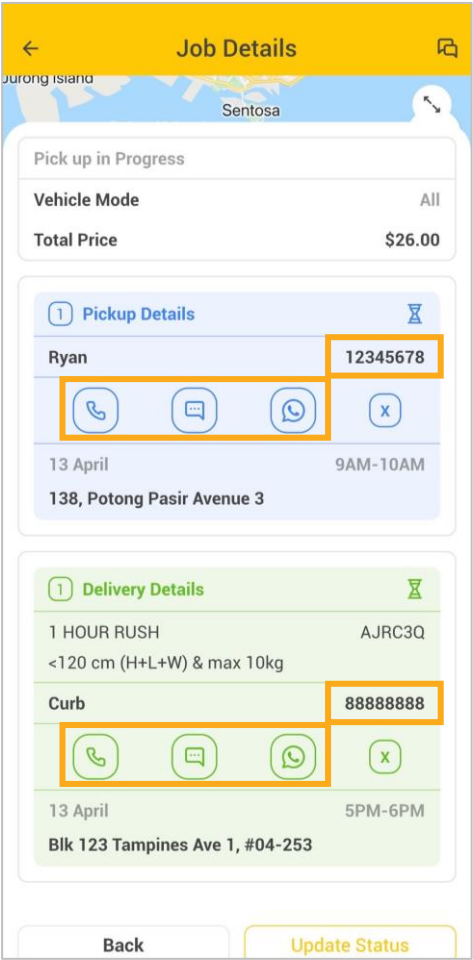
Prices shown here are before 18% commission.



Here, drivers can view more details. They can also tap on the addresses to open up Map Navigation.

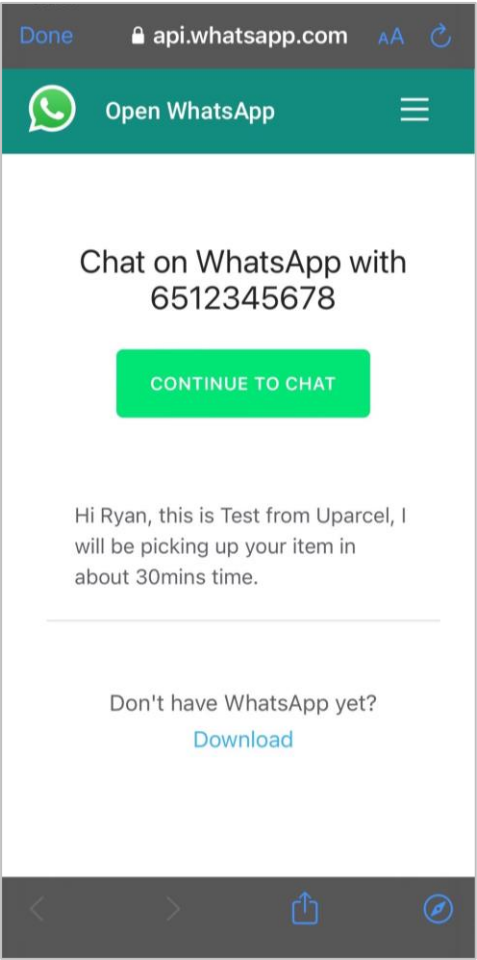
To accept the job, user will have to tap on **Accept**

For Drivers: Delivering Jobs



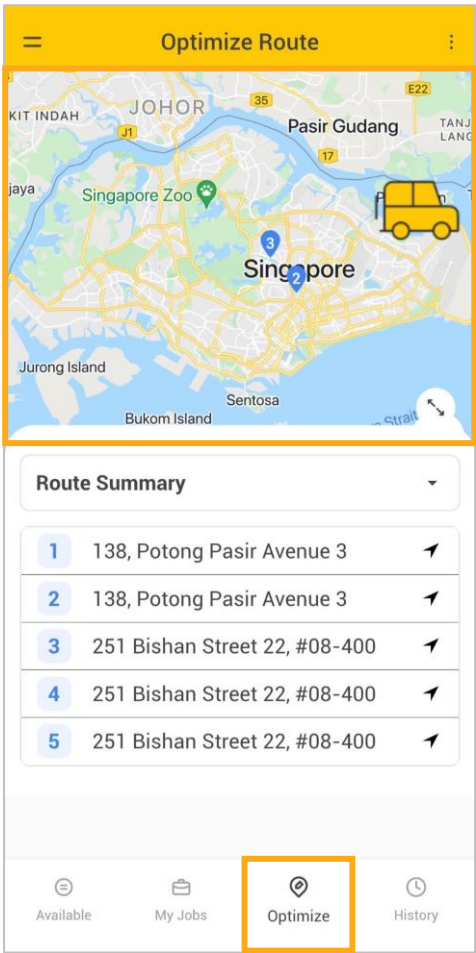
Under Job Details, drivers can contact the customer during pickup and delivery.

Tapping on the sender or recipient's **contact number** to shows the contact icons.



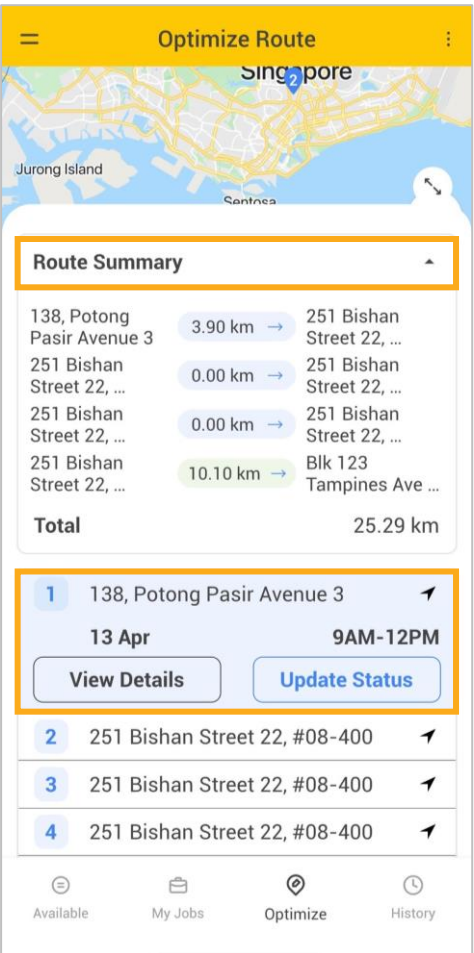
Use the icons to phone the customer or send our auto-generated delivery messages.

For Drivers: Route Optimizer



Tap **Optimize** from menu bar.

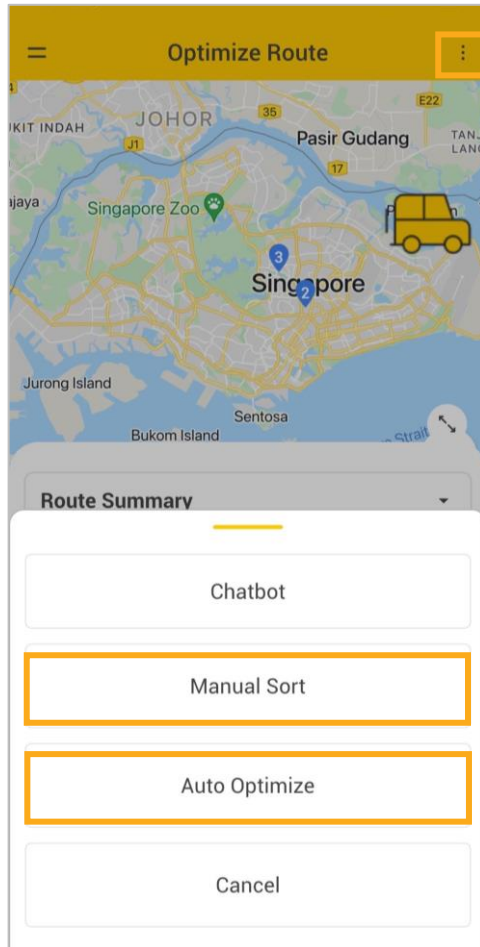
Accepted jobs will be automatically sorted based on the best route here.



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

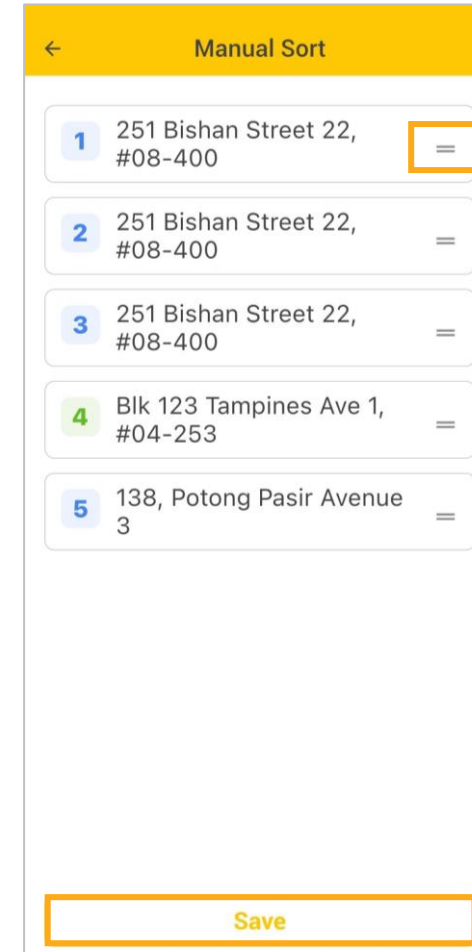
Tap on jobs to **View Details** and **Update Status**.

For Drivers: Route Optimizer



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

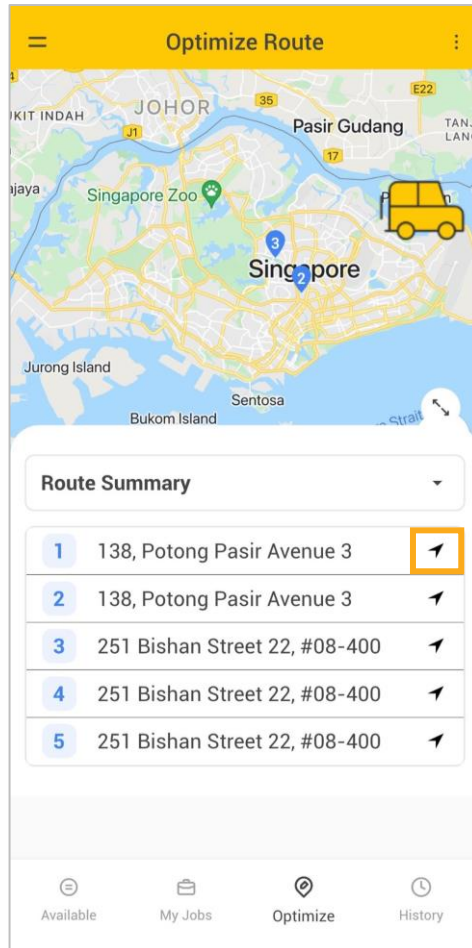
Tap **Auto Optimize** or tap **Manual Sort** to manually sort jobs.



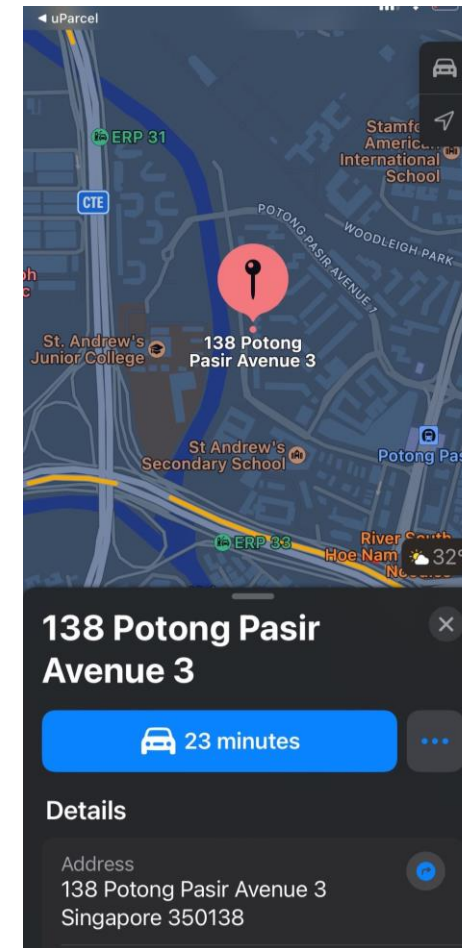
Drag jobs according to any desired sequence.
(Manual Sort)

Then tap **Save**

For Drivers: Route Optimizer



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



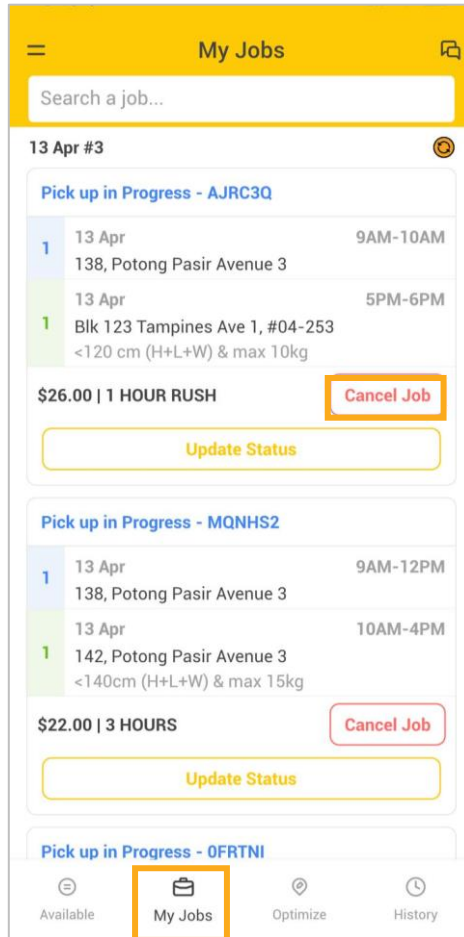
Drivers will be automatically redirected to your Maps app with your chosen destination.

Use the app buttons to start navigating from the user's current location.

For Drivers: Update Delivery Status



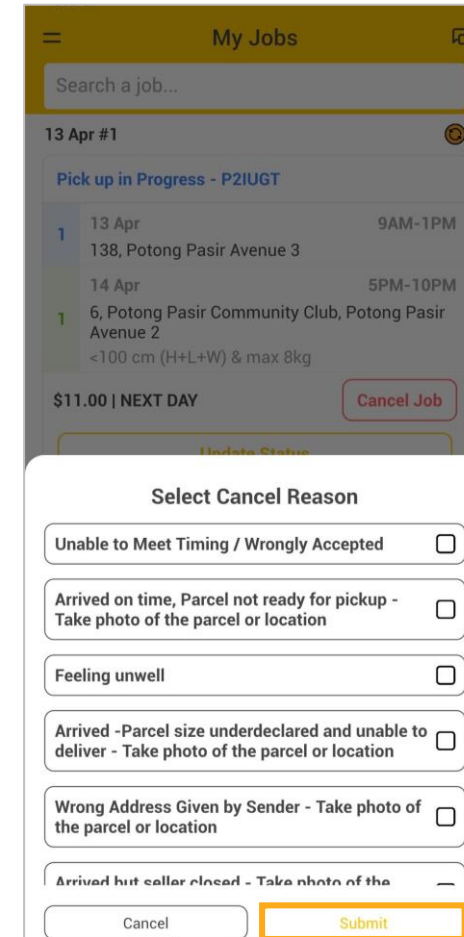
Please note that multiple cancellations will lead to account suspension*



To Cancel Jobs

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

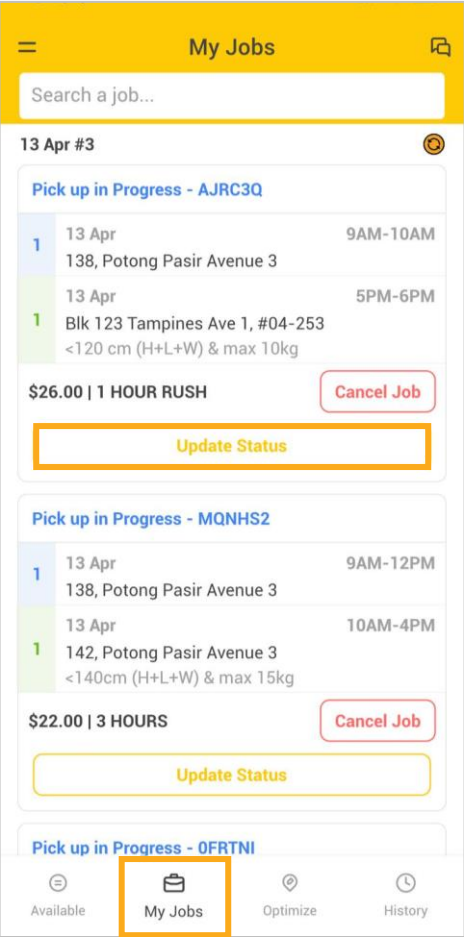
Only job that have not been updated to 'Item Picked Up' can be cancelled



Select your reason for cancelling and tap **Submit**

If chosen a reason tagged with – “Take photo of the parcel or location”, drivers will need to attach a proof to support the cancellation.

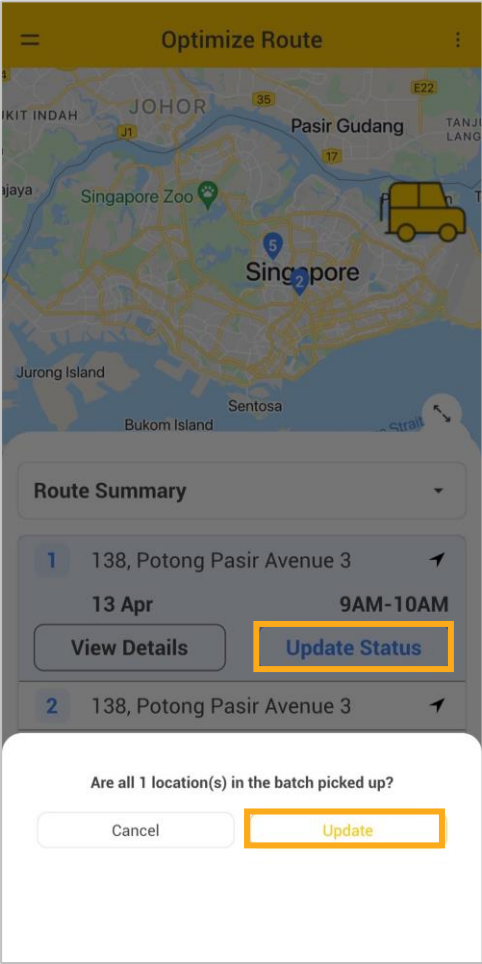
For Drivers: Update Delivery Status



For Single Deliveries

Go to **My Jobs/View Details**

Once driver picks up the delivery, tap **Update Status** and **Update** to item picked up



Under Optimize Route

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





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

For Drivers: Update Delivery Status

Job Details

Curb 88888888

6 April 5PM-10PM

134 Potong Pasir Ave 3, 350134

3 Delivery Details

SAME DAY DELIVERY NH60HC

<80 cm (H+L+W) & max 5kg

Check the Tracking ID

☒ Select All (4)

☐ N3E0JM

☐ 78KZUW

☐ NH60HC

☐ LNTXKM

Item Picked Up Item Not Picked Up

Cancel

For Batch Deliveries

Go to My Jobs/Job Details

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

Job Details

1 Delivery Details

SAME DAY DELIVERY N3E0JM

<80 cm (H+L+W) & max 5kg

Curb 88888888

6 April 5PM-10PM

134 Potong Pasir Ave 3, 350134

Update Status

2 Delivery Details

SAME DAY DELIVERY 78KZUW

<80 cm (H+L+W) & max 5kg

Curb 88888888

6 April 5PM-10PM

134 Potong Pasir Ave 3, 350134

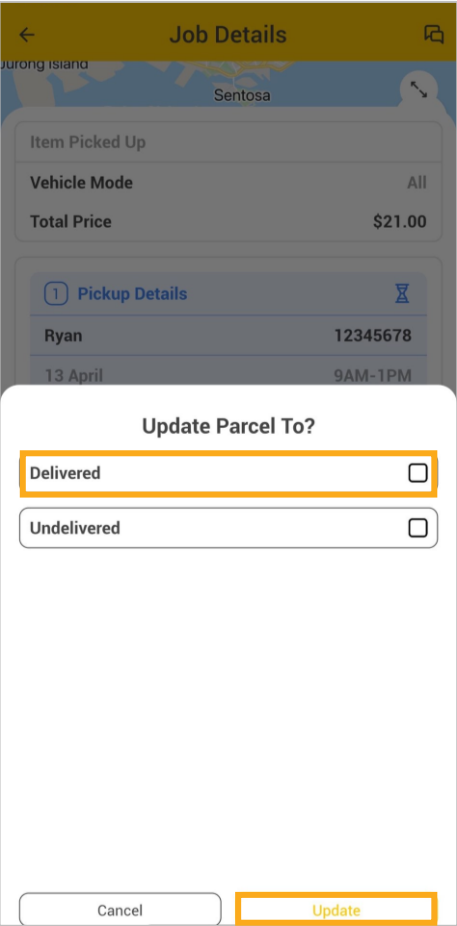
Update Status

Back

Under Optimize Route/Job Details

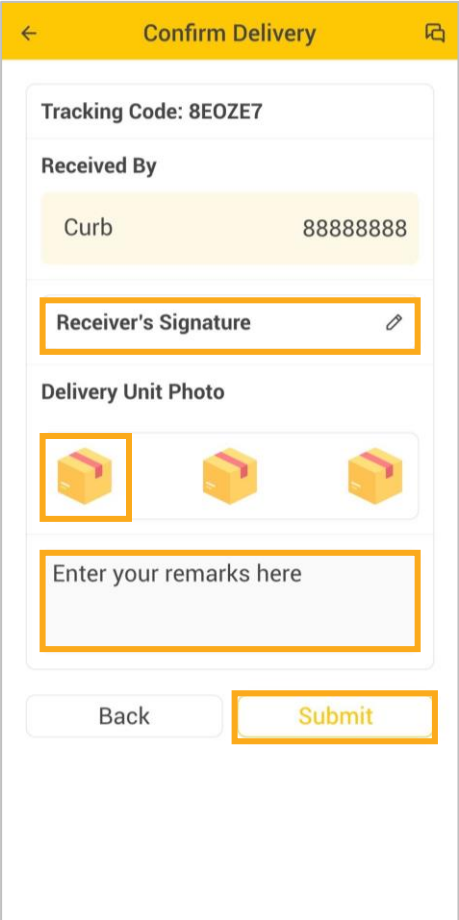
Drivers can view the details of the job to **Update Status** of each parcel in the batch with reference to Tracking No.

For Drivers: Delivered Jobs



Under My Jobs/Optimizer

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



Drivers must remember to get 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

For Drivers: 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

Receiver: Timmie
Remarks:
Date: 14 Apr 10:36 AM

2 Delivery Details

SAME DAY DELIVERY KSUSFA
Documents
Timmie 88889999

Update Parcel To?

Delivered ☐
Undelivered ☐
Returned ☒
Returned Fail ☐

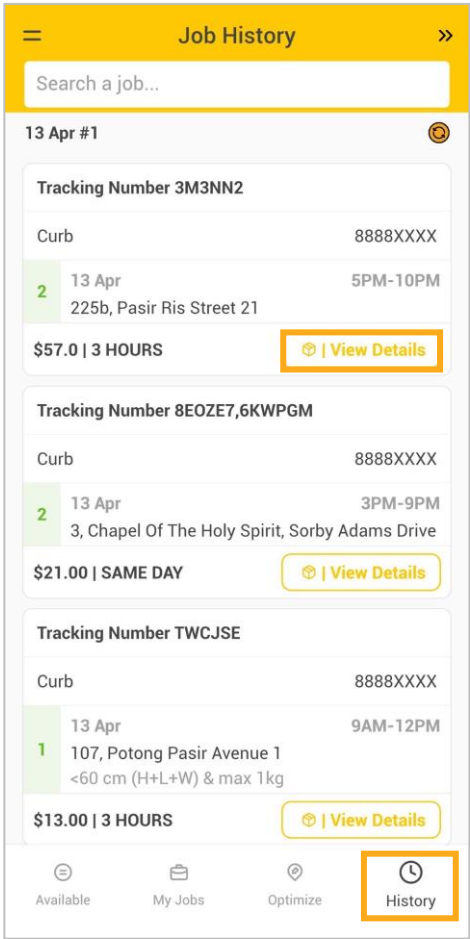
Cancel Update

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

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

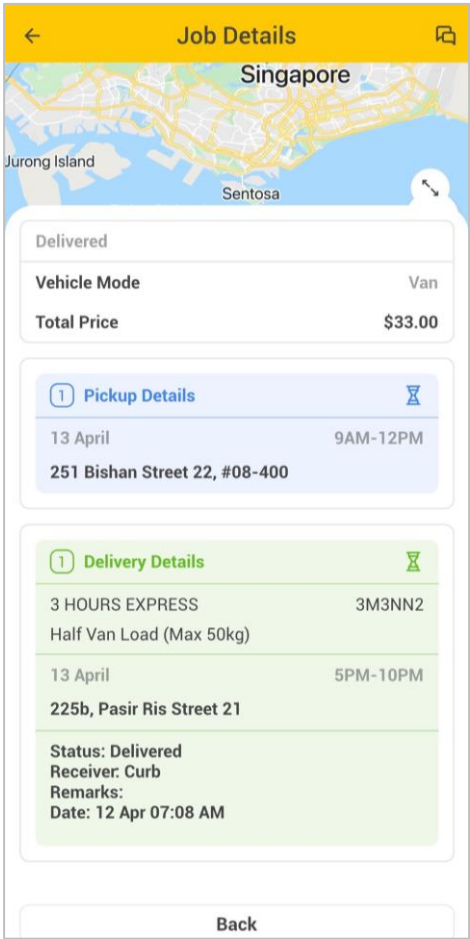
If driver attempted to return the item, but was unable to do so, please update to **Returned Failed**.

For Drivers: Delivery History



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

Search jobs and tap on **View Details**

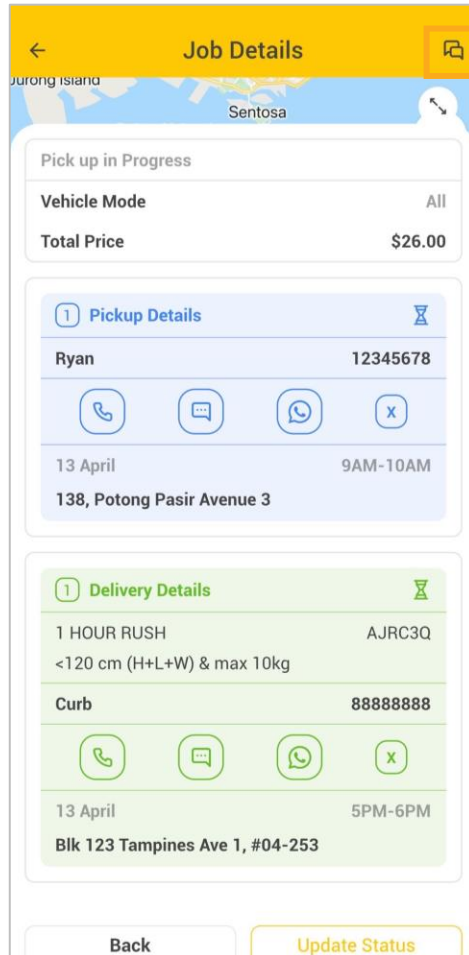


Drivers can view the details of your completed job, and proof of delivery here.

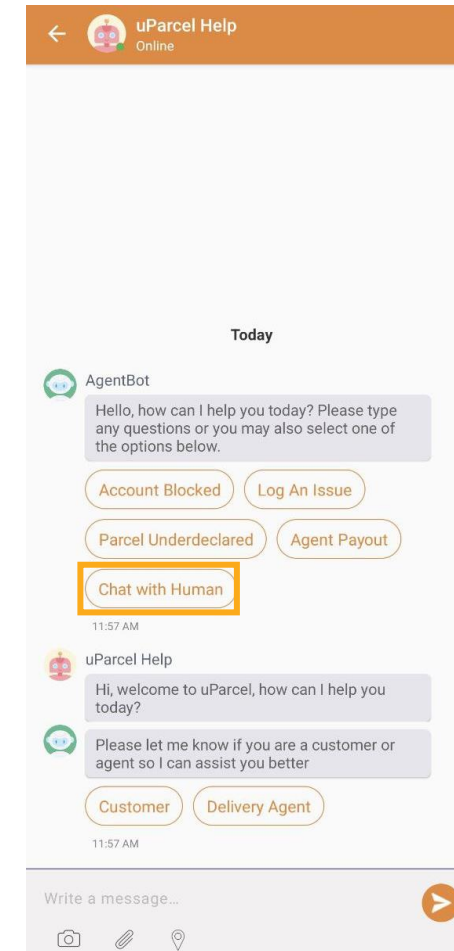


Please note that multiple job cancellations or failed deliveries will lead to account suspension*

For Drivers: Contact CS



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



Drivers will be redirected AgentBot, who will answer any queries.

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

Recommended Jobs

Recommended Jobs

[Home](#) > [Recommen](#)

1

Set Filters:

Select Driver

Select any **Driver**

Pickup Date

Pickup Time From

Pickup Time To

All

Pickup Region

Delivery Region

Delivery Type

Parcel Size

2

Go

Reset

☐ Sort by Amount

Apply your desired filters and click **Go**

Show 30 entries

Search:

Pickup Date/Time	Delivery Type/Time	Pickup Address	Delivery Address	Parcel Size	Price	Action
No data available in table						

Showing 0 to 0 of 0 entries

Previous

Next

You can **filter** and **view** recommended jobs here to easily assign suitable jobs to your drivers!

Manage Jobs

Status Note:

Pick up in Progress

- Delivery has been accepted by agent

Item Picked Up

- Agent has picked up your item

1

Manage Jobs

Home >

Today

0

Pickup In-Progress

0

Picked Up

0

Undelivered

0

Cancelled

0

Delivered

Filters:

Order Status

Drivers Assigned

Pickup Date From

Pickup Date To

Go

Reset

Show 30 entries

Search:

Status	Pickup Date/Time	Delivery Type/Time	Pickup Address	Delivery Address	Driver	Price	Action
No data available in table							

Showing 0 to 0 of 0 entries

PreviousNext

Manage your assigned jobs here!

Delivery History

1

Delivery History

[Home](#) > Delivery History

Filters:

Pickup Date From

Pickup Date To

Drivers Assigned

Go

Reset

Show 30 entries

Search:

Tracking Code

Pickup Date/Time

Pickup Address

Delivery Address

Driver

Action

No data available in table

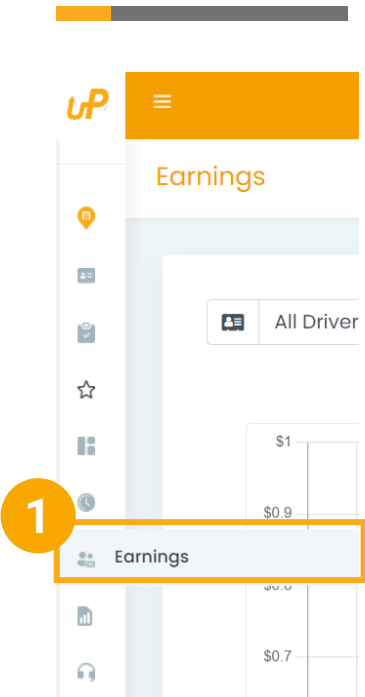
Showing 0 to 0 of 0 entries

Previous

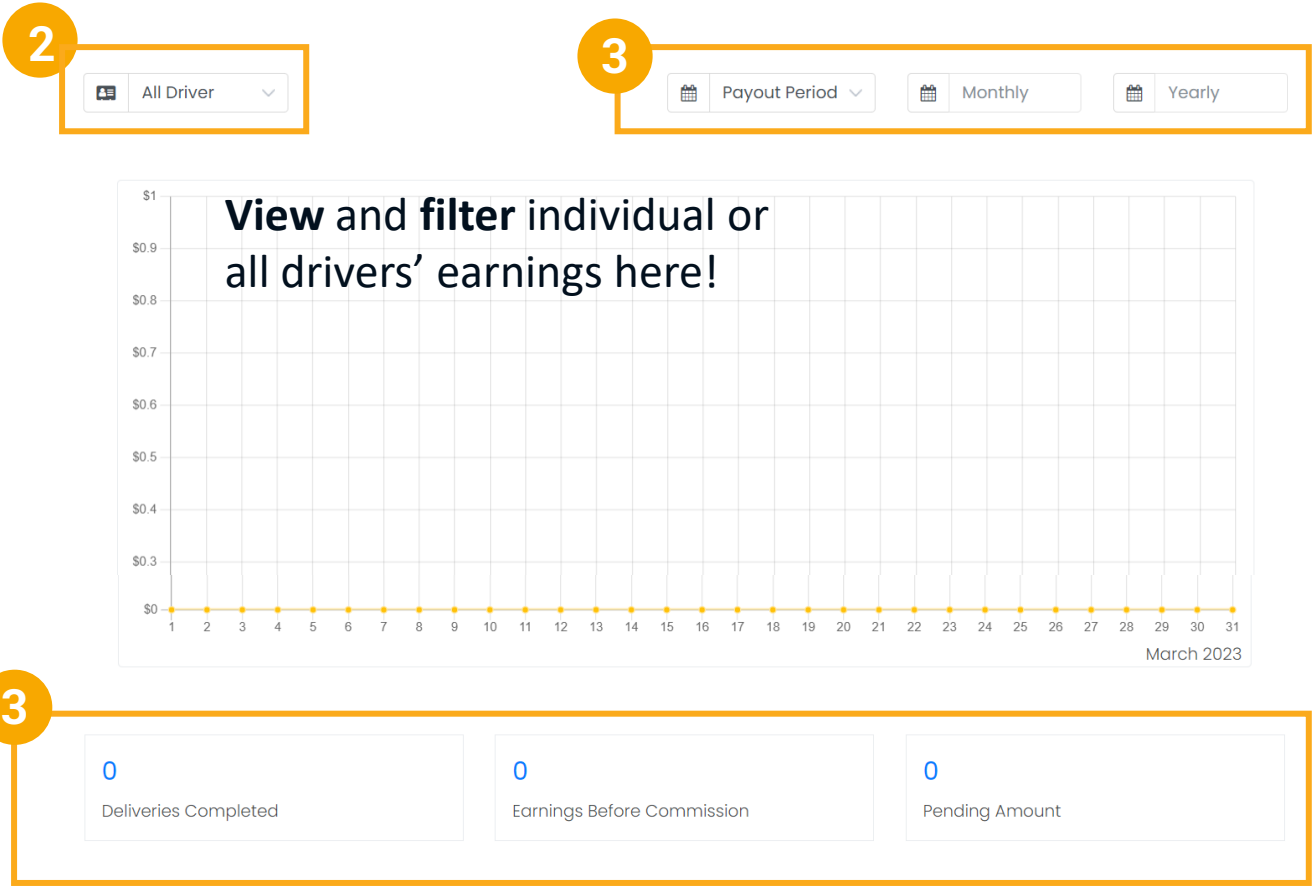
Next

Delivered jobs will appear under the **Delivery History**

Earnings



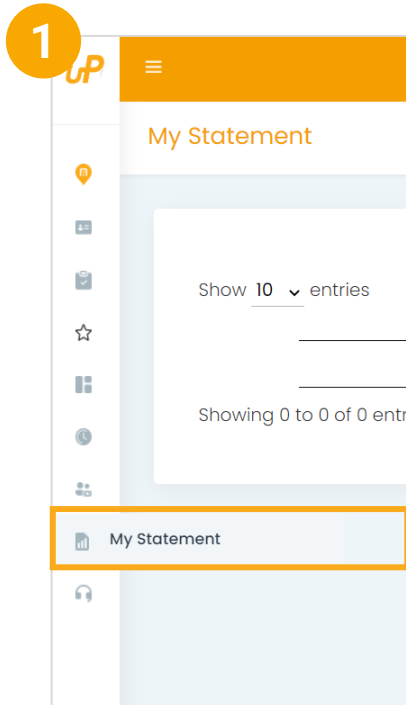
Side Menu > Earnings



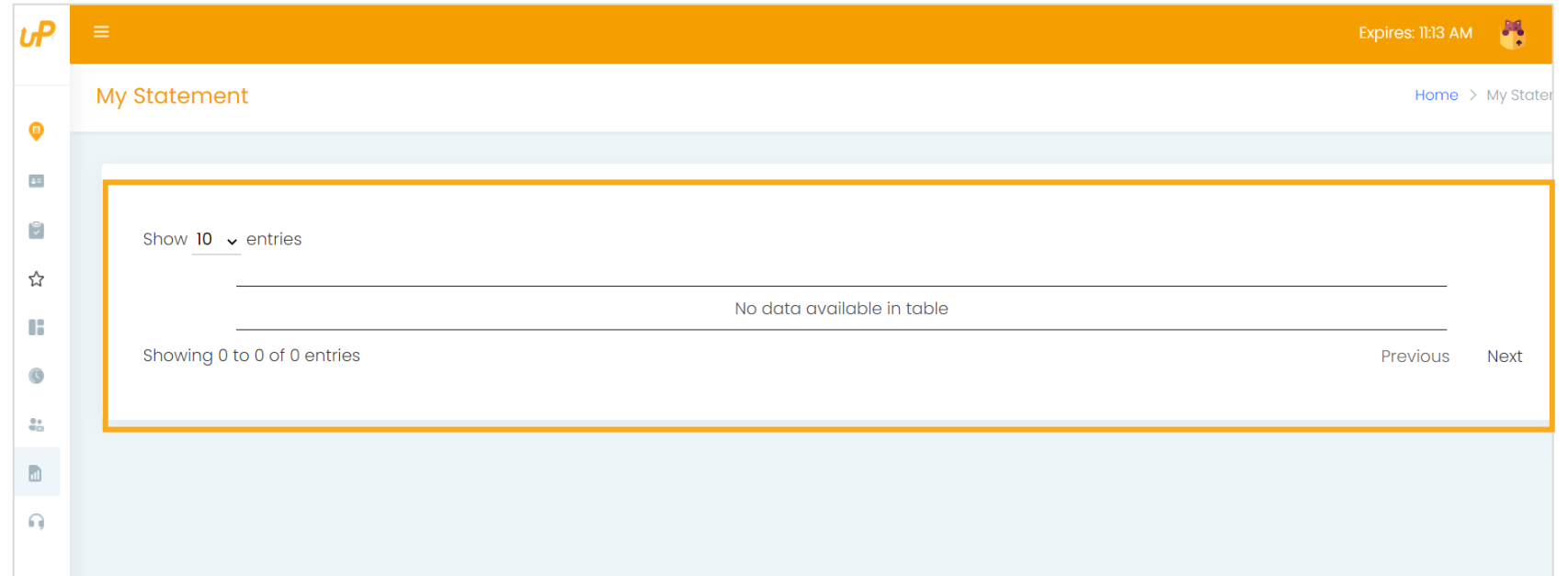
Earnings Before Commission: Earnings before 18% deduction (uParcel platform fees)

Pending Amount: Earnings from jobs that are not yet completed

My Statement



Side Menu >
My Statement



View and Download your driver earning
statements **here!**

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>Contact No: 65898763</p>
<p><input type="submit" value="Submit"/></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](#) stay updated with
uParcel news!

Thank you



*uP*Parcel

Feel free to reach us!

[+65 6589 8763](tel:+6565898763)



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www.uparcel.sg



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