



AGENTS

# USER GUIDE

MOBILE APP



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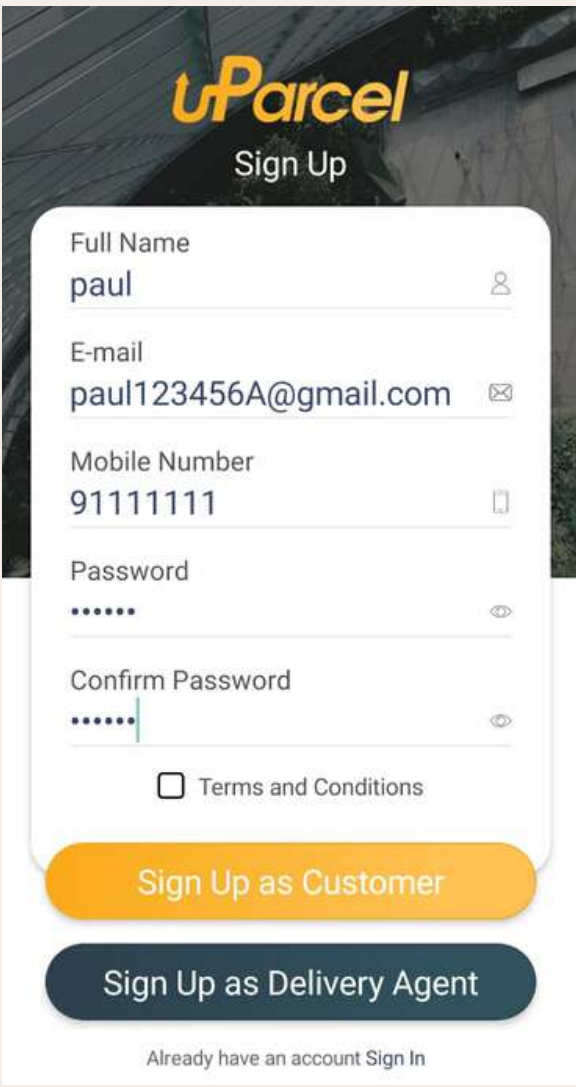
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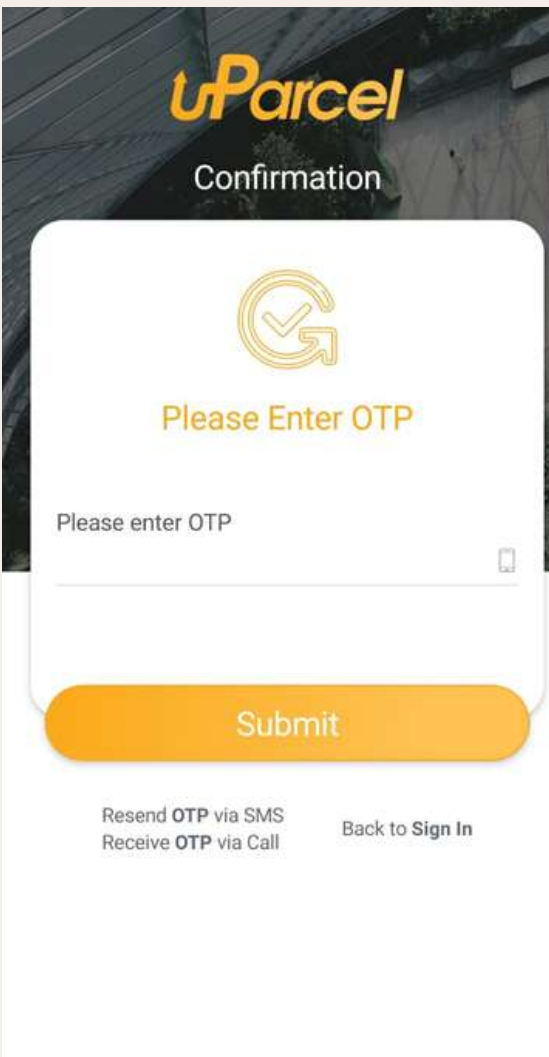
# SIGN UP



STEP 1: CLICK 'SIGN UP' IF YOU DO NOT HAVE AN ACCOUNT.



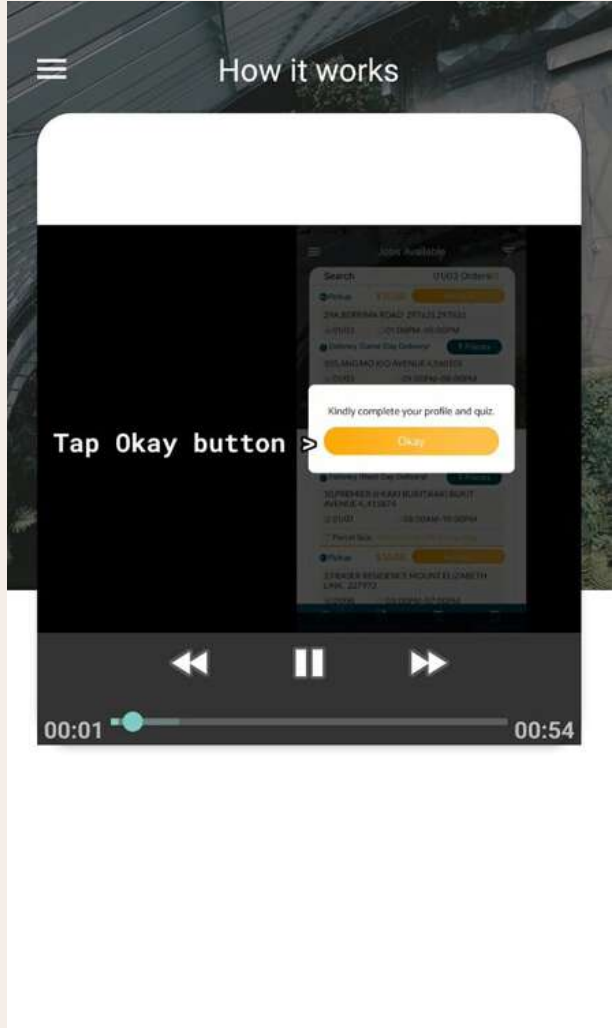
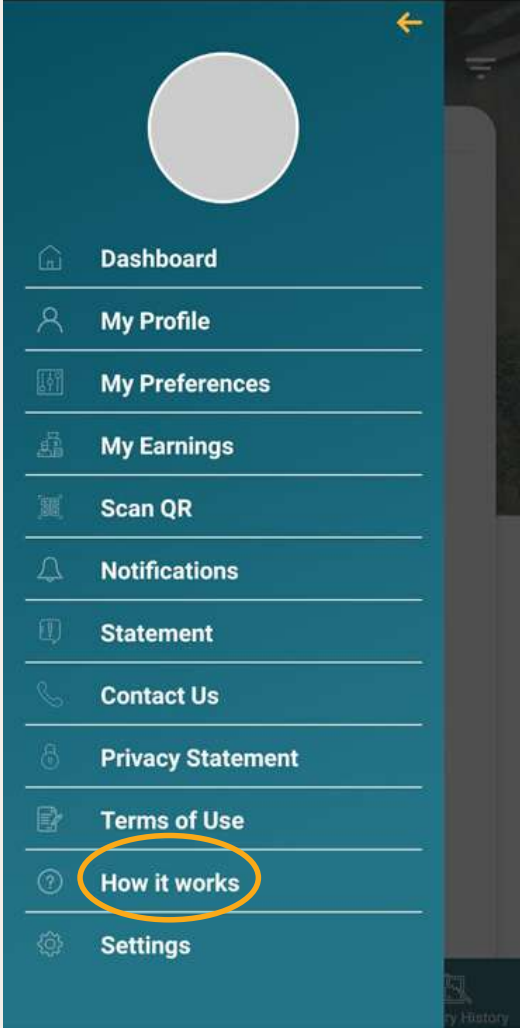
STEP 2: FILL IN YOUR DETAILS TO SIGN UP AS 'DELIVERY AGENT'.



STEP 3: ENTER THE ONE TIME PASSWORD THAT IS SEND TO THE NUMBER YOU HAVE REGISTERED WITH.



# HOW IT WORKS

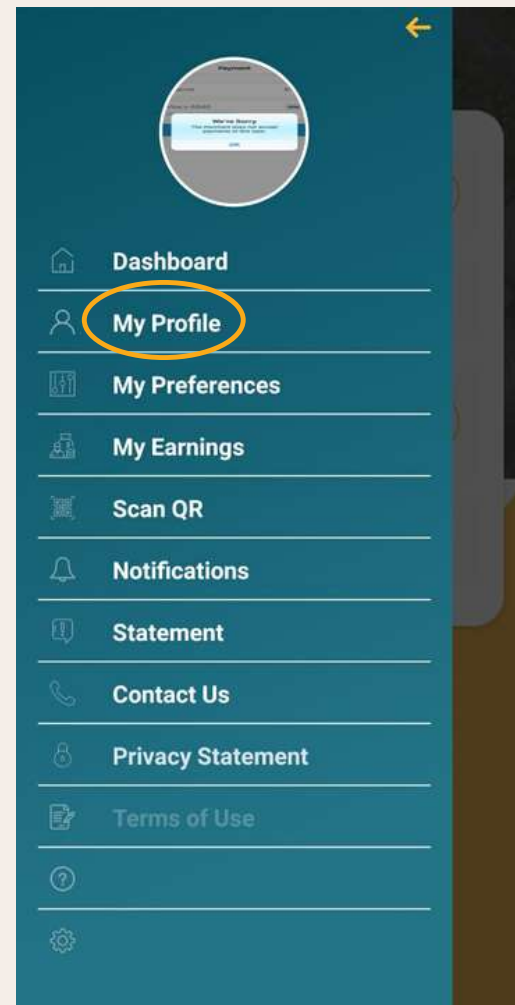


YOU MAY WATCH THIS VIDEO TO KNOW HOW OUR APP WORKS OR YOU CAN READ THE INSTRUCTIONS BELOW.

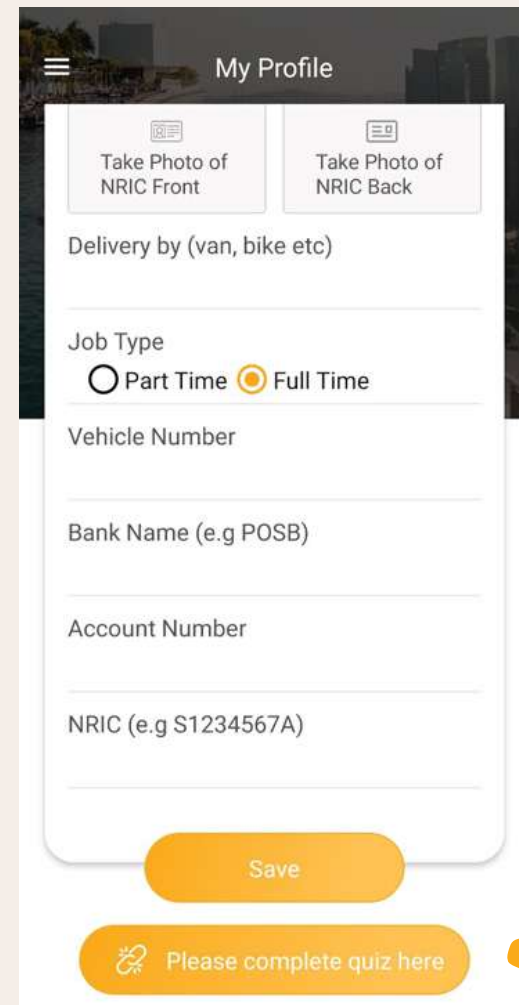




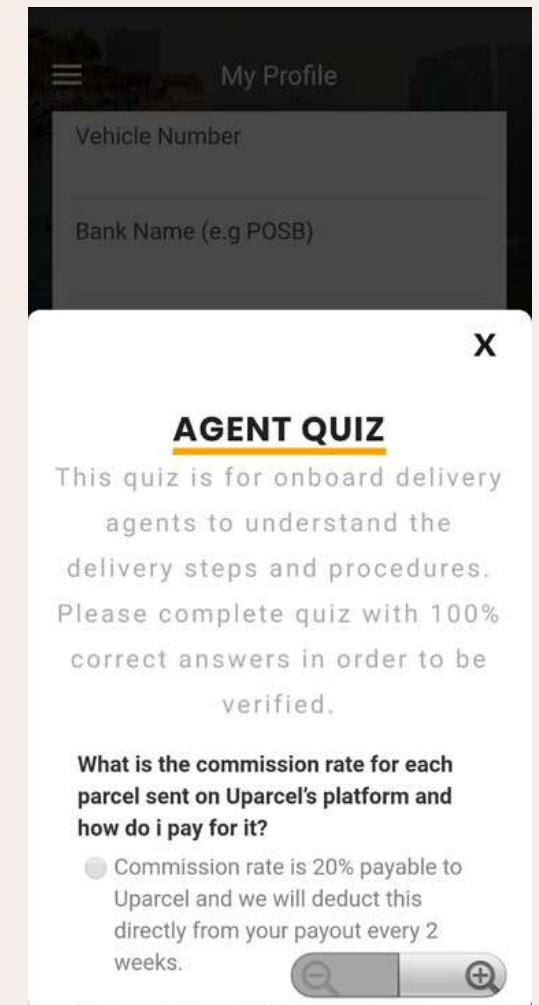
# COMPLETE PROFILE



STEP 4: SELECT 'MY PROFILE' TO FILL IN DETAILS.



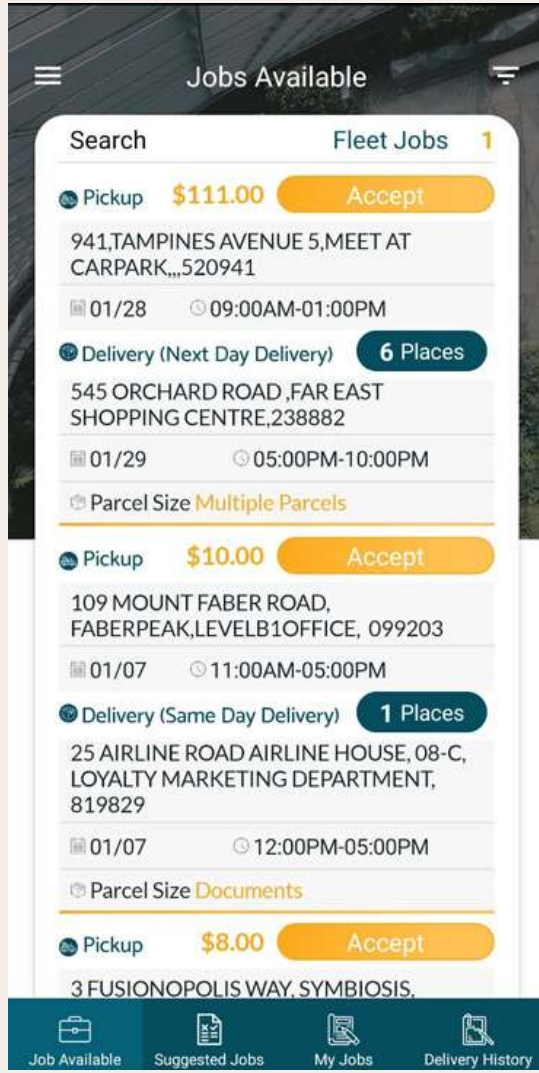
STEP 5: COMPLETE YOUR PROFILE BY UPLOADING YOUR IC PHOTO, INDICATE YOUR DELIVERY MODE AND JOB TYPE ETC.



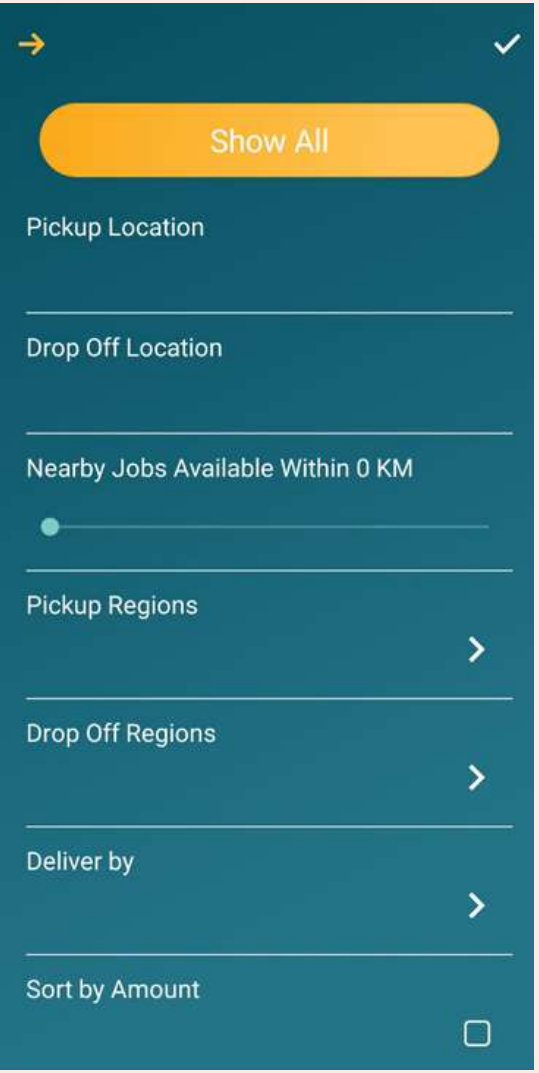
STEP 6: YOU MUST COMPLETE THE AGENT QUIZ BEFORE YOU CAN START DELIVERING.



# SEARCH FOR JOBS



STEP 7: YOU MAY START SEARCHING FOR JOBS UNDER 'JOBS AVAILABLE'

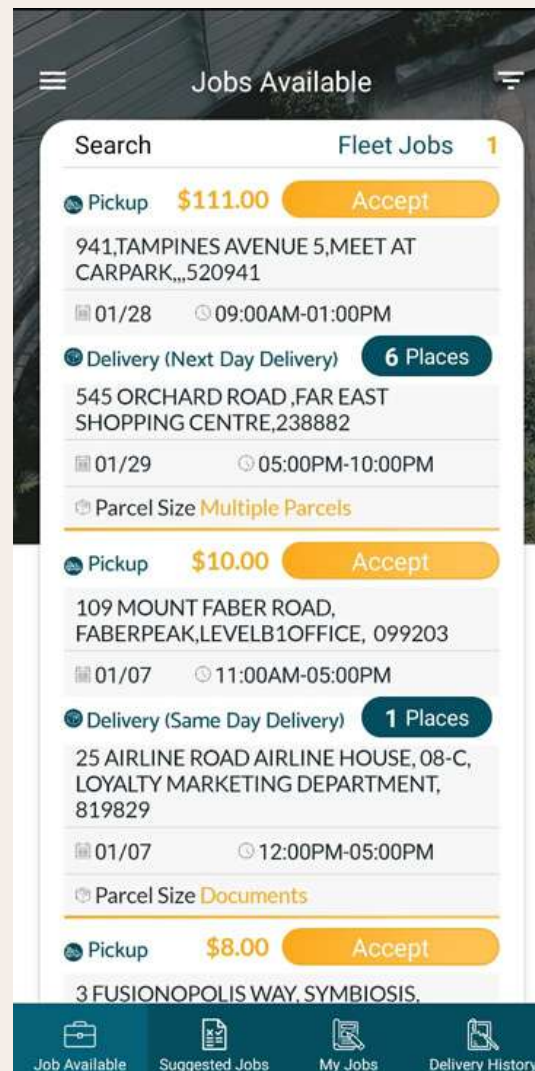


STEP 8: FILTER THE JOBS ACCORDING TO YOUR PREFERENCE BY CLICKING ON THE TOP RIGHT HAND CORNER.

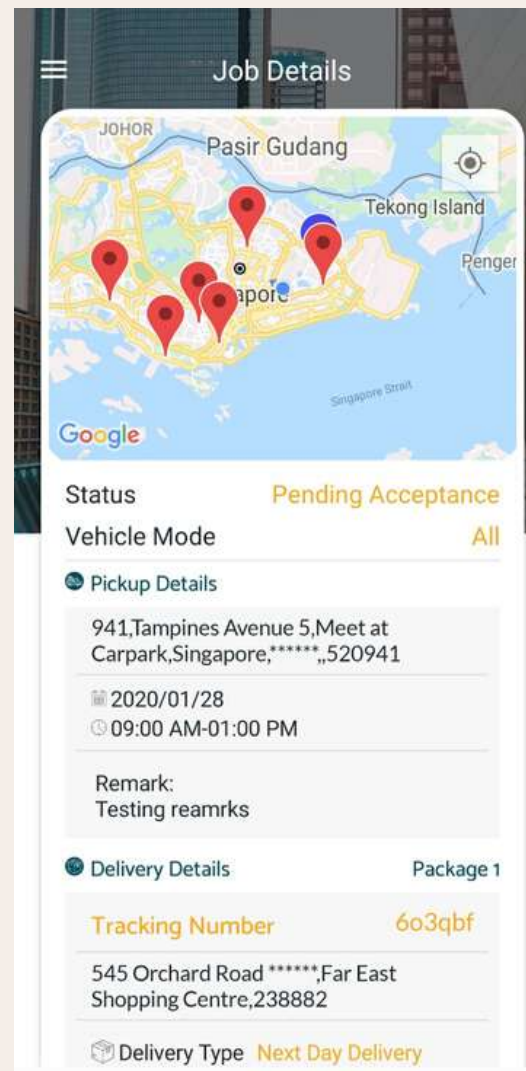




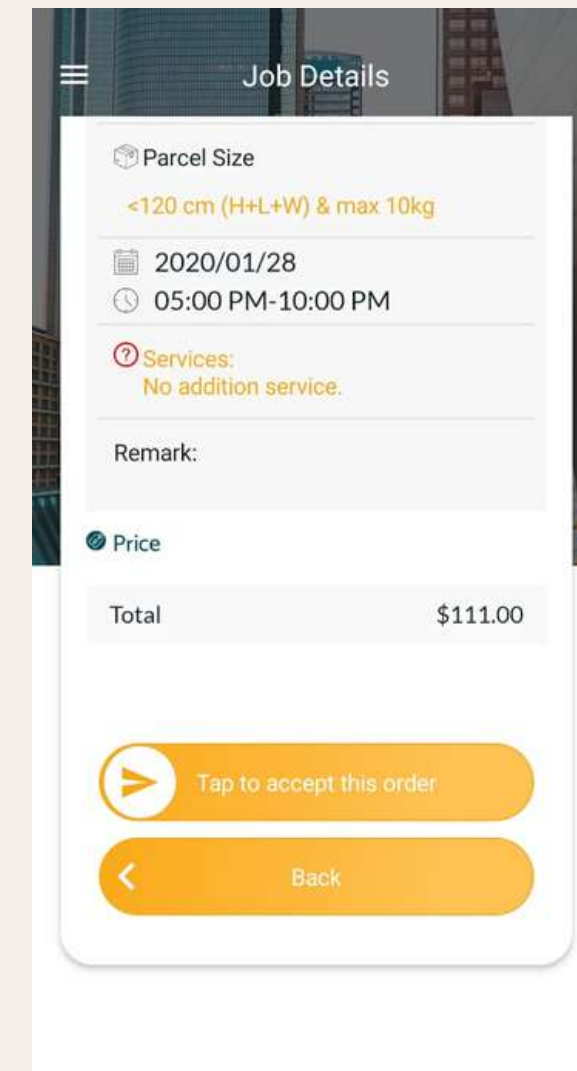
# ACCEPTING JOBS



STEP 9: CLICK ON THE JOB TO VIEW MORE DETAILS.



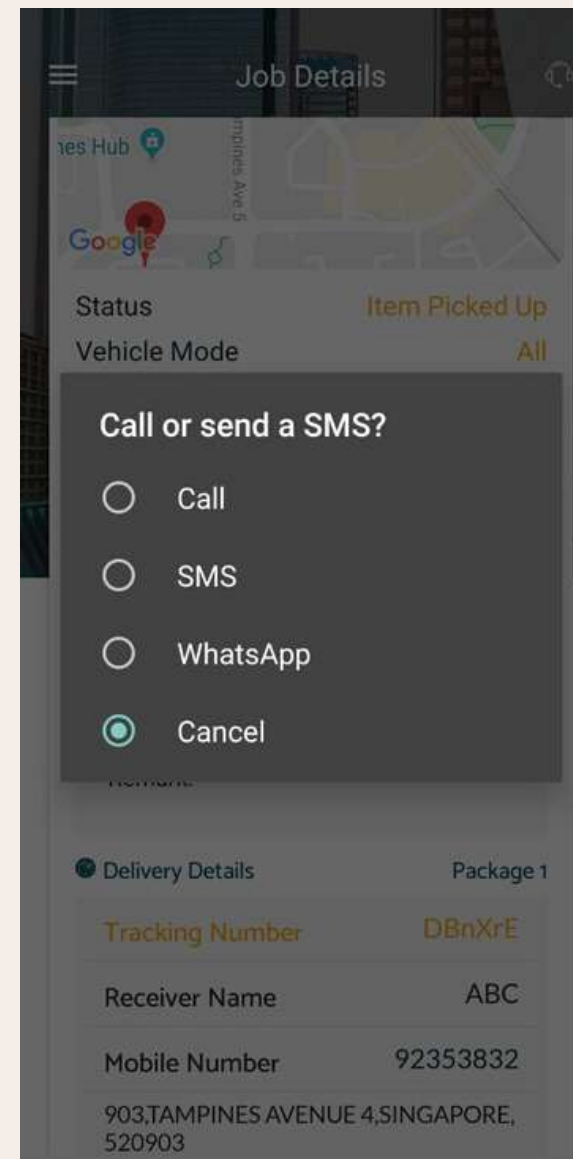
STEP 10: HERE YOU CAN VIEW MORE INFORMATION ABOUT THE DELIVERY JOB.



STEP 11: ACCEPT THE JOB BY TAPPING THIS.



# CONTACT CUSTOMERS

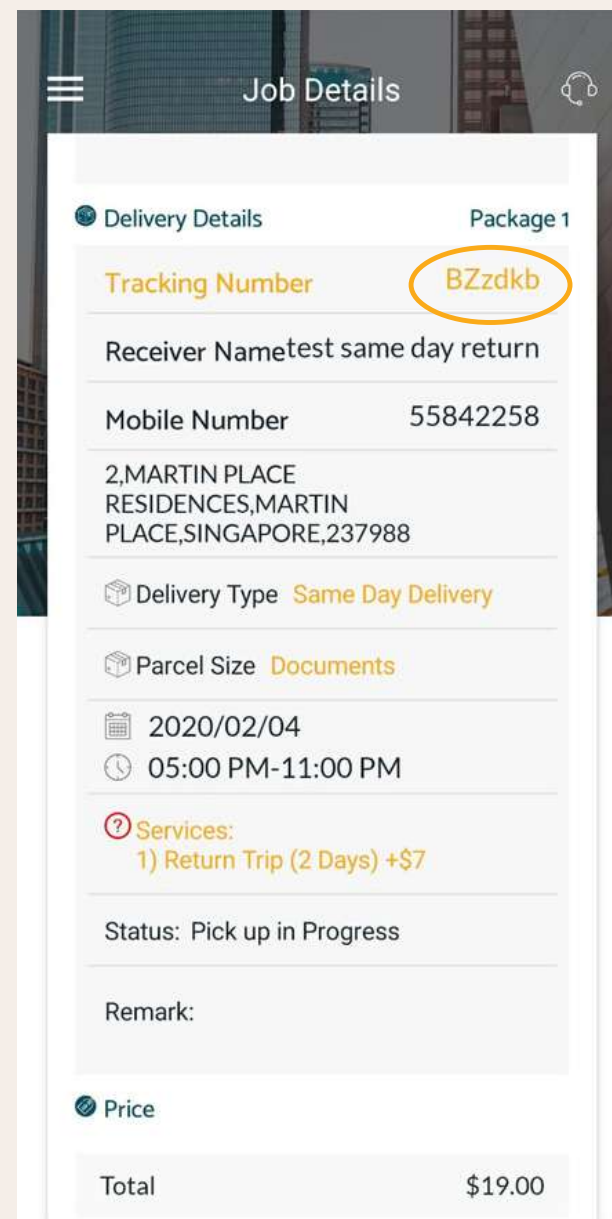


STEP 12: UPON ACCEPTING THE JOB, YOU MAY CONTACT THE CUSTOMER DIRECTLY.





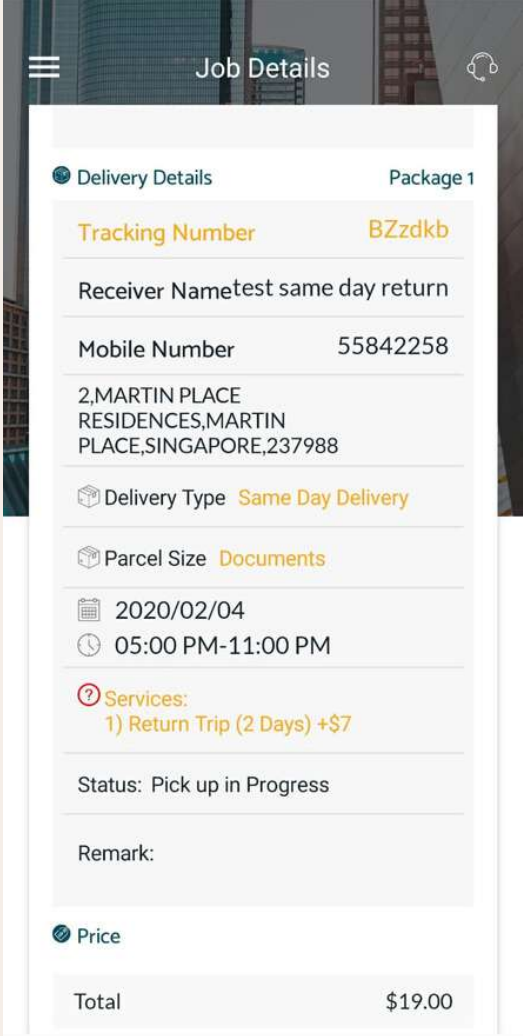
# CONTACT CUSTOMER SERVICE



TAP ON EITHER HEADPHONE ICON OR TRACKING CODE TO START A LIVE CHAT WITH CUSTOMER SERVICE.



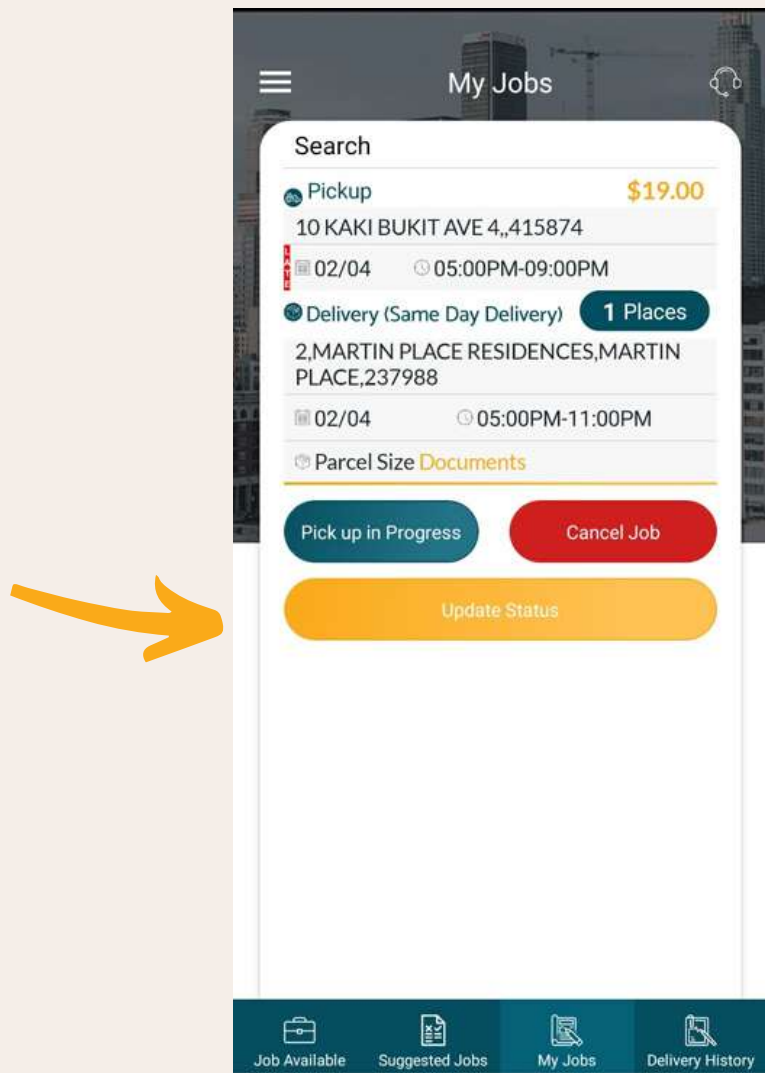
# LOCATION ON GOOGLE MAPS



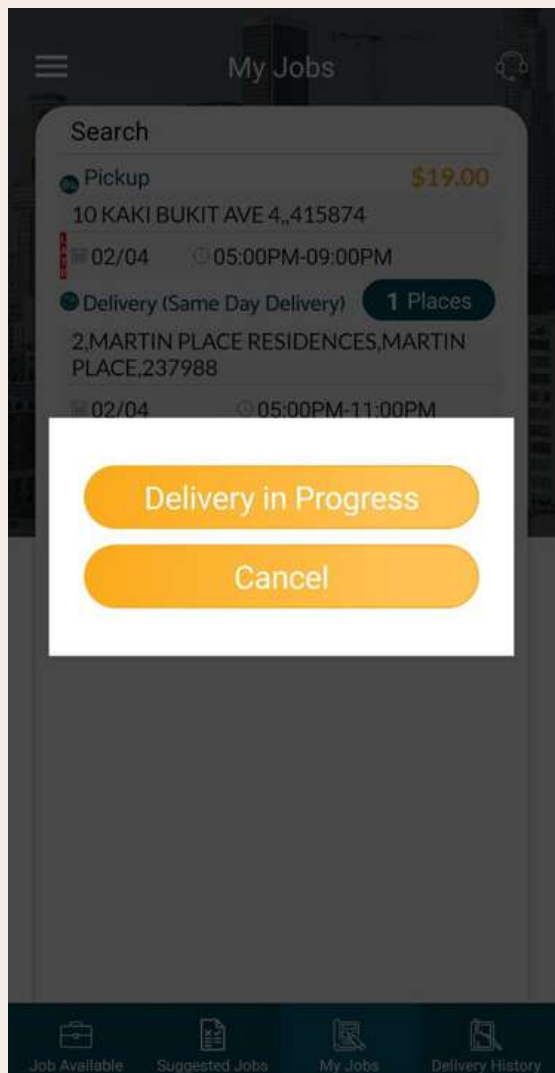
CLICK ON THE ADDRESS TO FIND ITS EXACT LOCATION ON GOOGLE MAPS.



# UPDATE STATUS



**STEP 13: UPON PICKING UP THE PARCEL, PLEASE UPDATE DELIVERY STATUS.**



**STEP 14: SELECT 'DELIVERY IN PROGRESS' WHEN YOU ARE ON YOUR WAY TO THE DROP OFF LOCATION.**





## COMPLETED JOBS

A screenshot of a mobile application interface for confirming a delivery. The screen is titled "Confirm Delivery" and features several input fields: "Receiver's Name" with the value "Mabel 4", "Add Receiver's Signature" with a handwritten signature, "Add Parcel Image" with a camera icon, and "Remarks" with the text "Passed to receiver's mum". A yellow "Submit" button is at the bottom.

Confirm Delivery

Receiver's Name **Mabel 4**

Add Receiver's Signature

Add Parcel Image

Remarks

Passed to receiver's mum

Submit

STEP 15:  
UPDATE STATUS TO "DELIVERED" AND ASK  
RECEIVER TO SIGN OFF



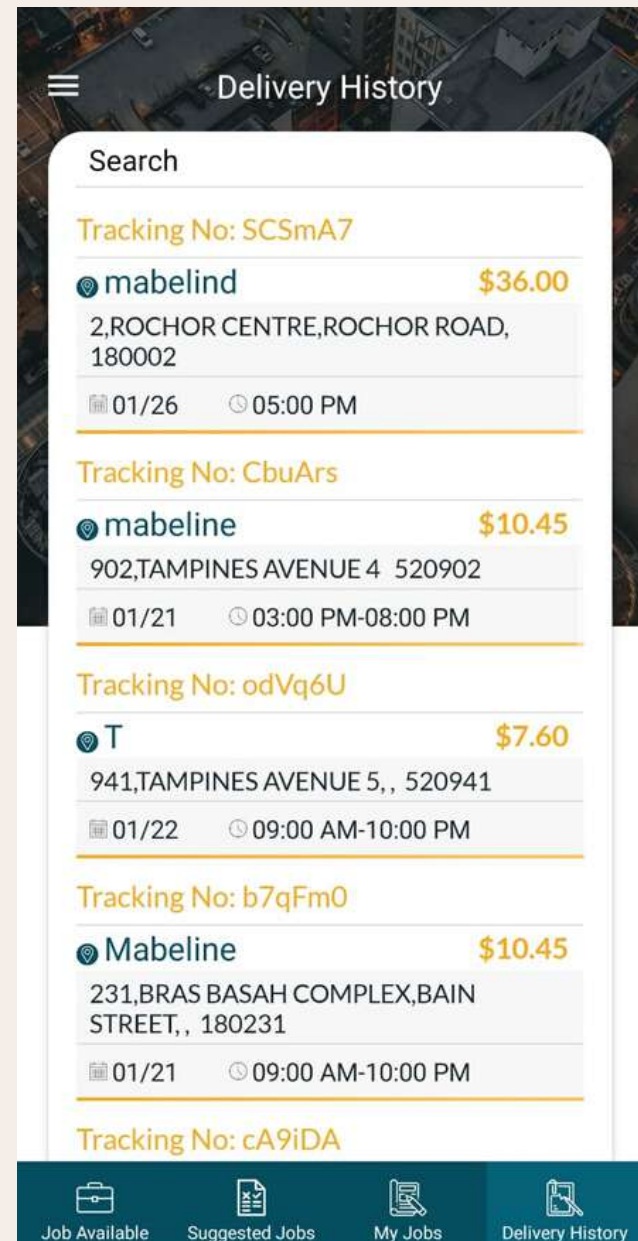
## UNDELIVERED JOBS

A screenshot of a mobile application interface. At the top, it says "Undelivered". Below that is a text input field with the prompt "Please state reason". Underneath is a section labeled "Add Parcel Image" with a placeholder icon of a cardboard box. At the bottom, there are two orange buttons: "Submit" and "Back".

**STEP 15:**  
**IF UNDELIVERED, PLEASE STATE THE REASON.**  
**UPON SUCCESSFUL DELIVERY, PLEASE UPDATE STATUS TO 'DELIVERED' AGAIN**

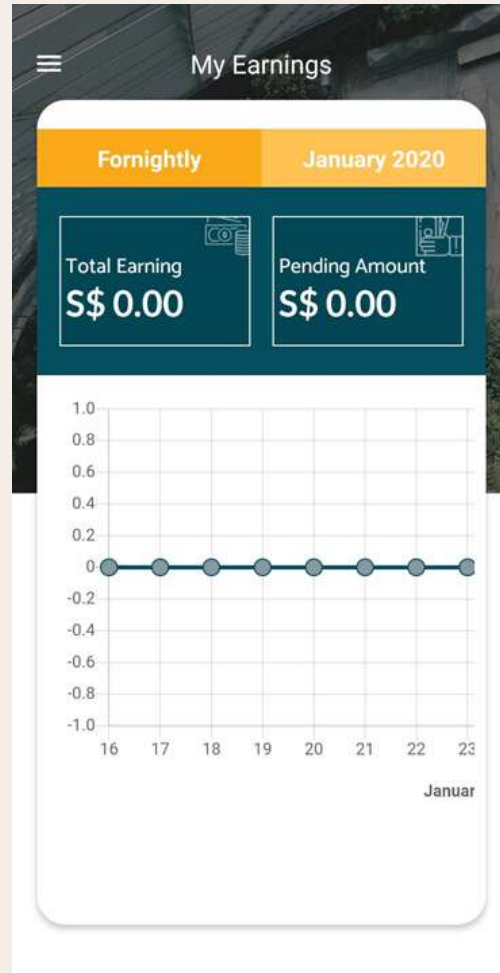
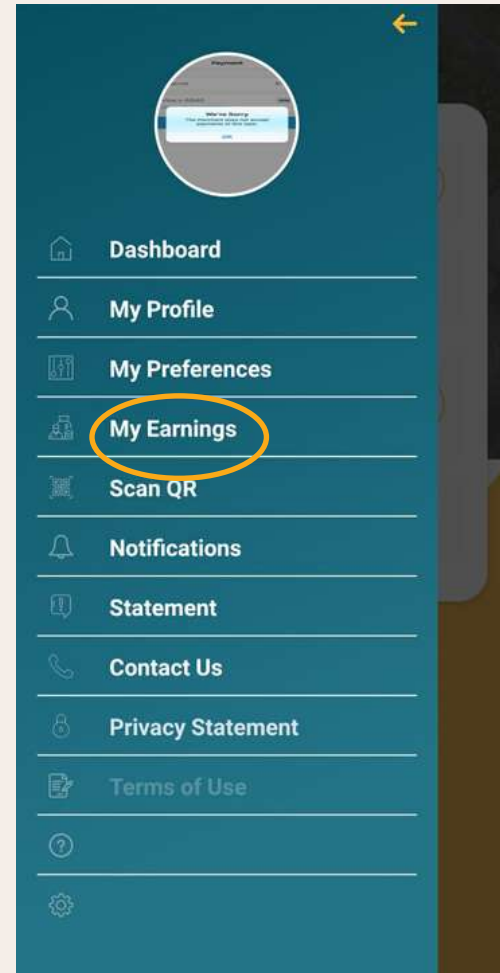


# DELIVERY HISTORY



STEP 16:  
YOU MAY SEARCH FOR THE JOBS YOU HAVE  
DONE UNDER 'DELIVERY HISTORY'

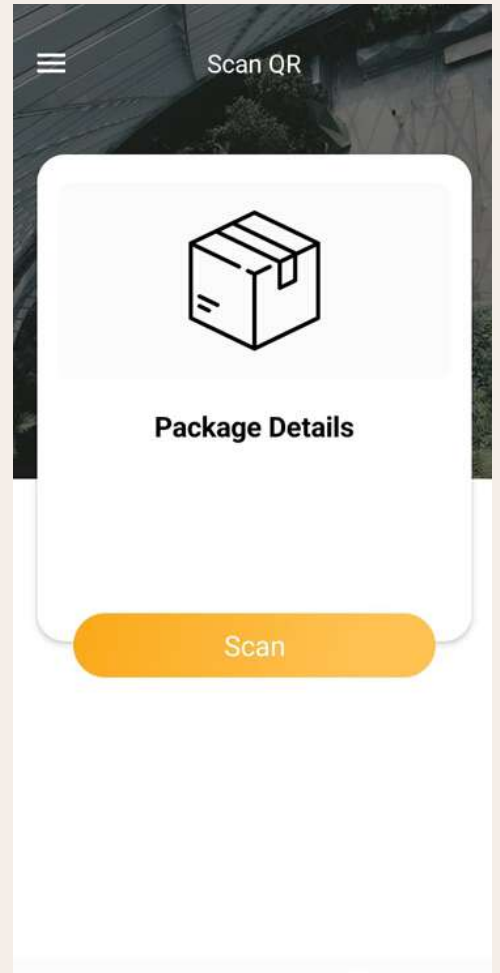
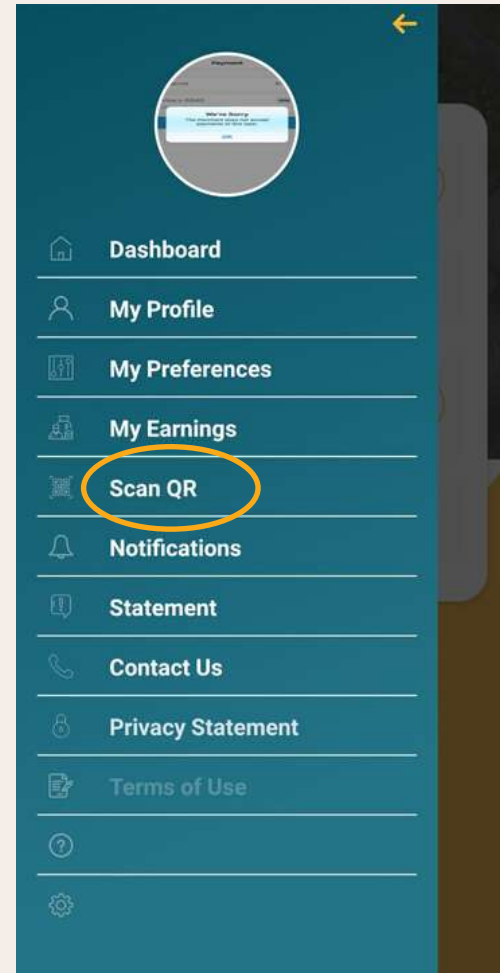




**STEP 17:**  
**YOU MAY TRACK YOUR EARNINGS BY SELECTING 'MY EARNINGS'.  
EARNINGS WILL BE PAID TO YOU BY INTER-BANK GIRO**



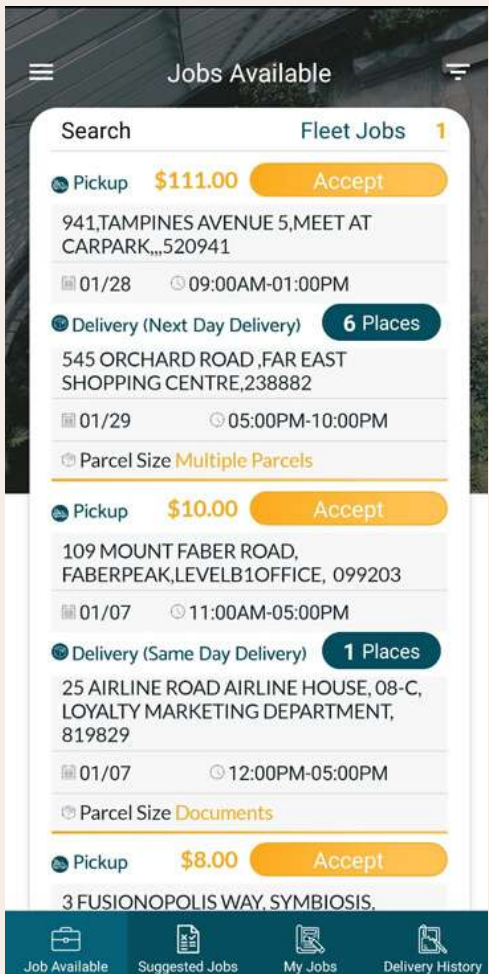
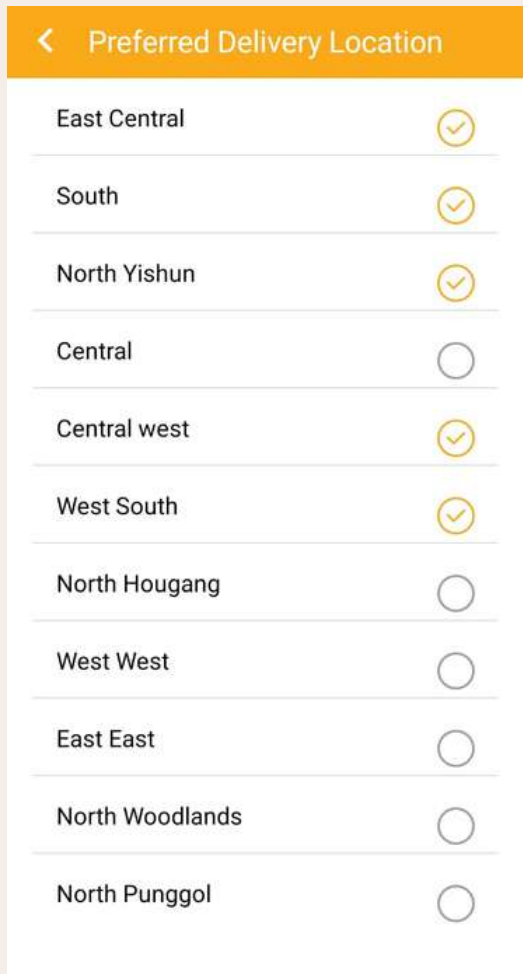
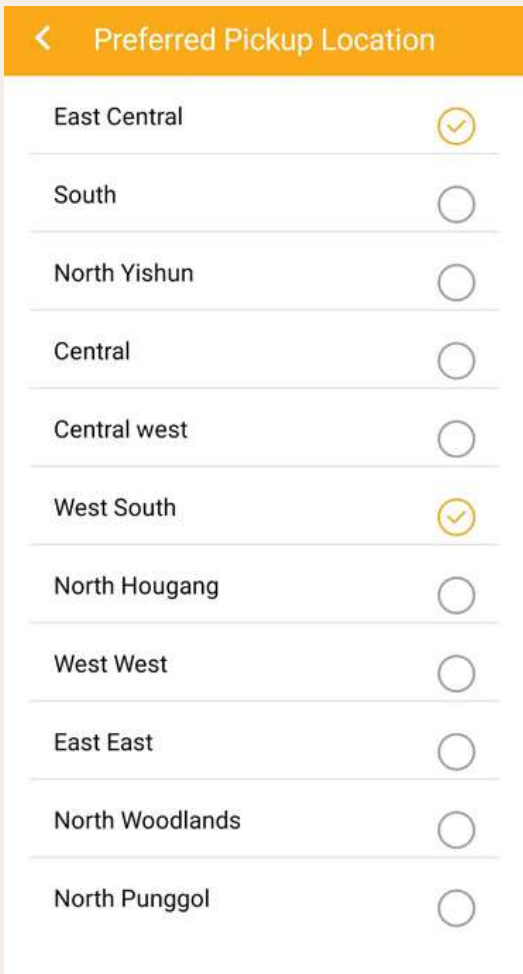
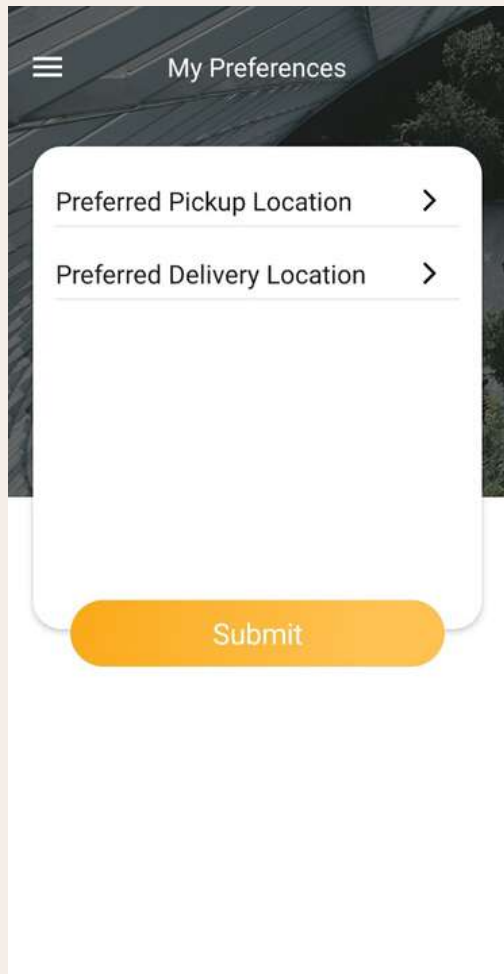
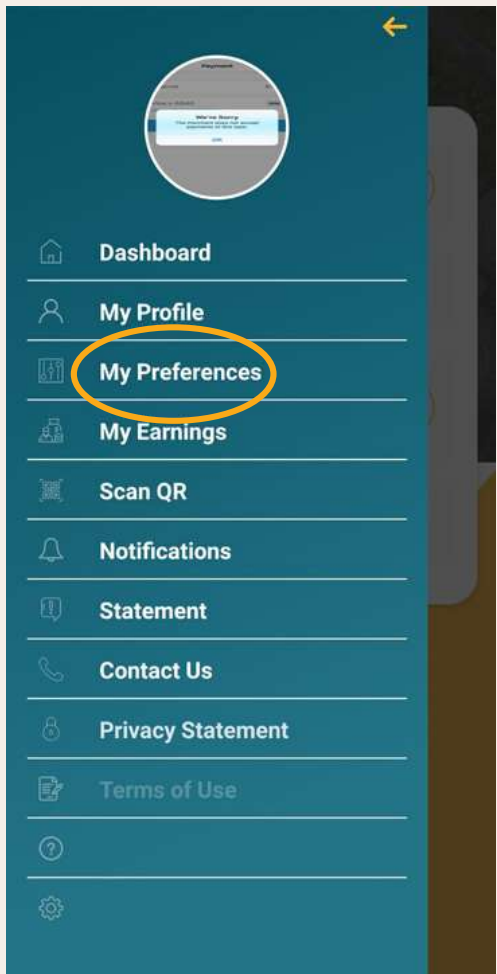
# SCAN QR



FOR CUSTOMERS WITH PRINTED WAYBILL, YOU MAY SCAN THE QR CODE TO DIRECTLY UPDATE STATUS .



# MY PREFERENCES



YOU MAY FILTER YOUR PREFERRED PICK UP AND DELIVERY LOCATION UNDER 'MY PREFERENCES' AND YOU CAN FIND THESE JOBS UNDER 'SUGGESTED JOBS'.







## CONTACT US

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## MORE INFORMATION

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

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# THANK YOU.