



uParcel / Food Pack Delivery Volunteer

User Guide

Dear Volunteers,

Thank you all for signing-up to help us with food deliveries, please follow the step by step procedure listed out in this user guide to help make your first volunteering experience with us a smooth one. A FAQ is at the end of the user guide as well. If you have any questions regarding or need assistance, please email me at bryan@foodheart.org

Thank you!

Table of Contents

| | |
|--|-----------|
| <i>Sign-Up Procedure</i> | 3 |
| <i>How the uParcel App works</i> | 4 |
| <i>Searching for Volunteering Delivery Jobs</i> | 6 |
| <i>Accepting Voluntary Delivery Jobs</i> | 8 |
| <i>Collection of Food Packs</i> | 9 |
| <i>Completing Voluntary Delivery Jobs</i> | 10 |
| <i>F.A.Q</i> | 11 |

Sign-Up Procedure

1. Download the uParcel app onto your phone.
2. After downloading the uParcel app, please follow the instructions in the picture below.
3. **Please ensure that you sign-up with FFTH behind your registered name (e.g. Bryan Tan FFTH)**

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 the uParcel App works

1. After registering for an account with uParcel, you will have to complete your uParcel profile in order to help us with deliveries.

COMPLETE PROFILE

SELECT 'MY PROFILE' TO FILL IN DETAILS.

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

YOU MUST COMPLETE THE AGENT QUIZ BEFORE YOU CAN START DELIVERING.

2. Please note the following regarding uParcel asking for NRIC / Bank Details / Photograph:

Unfortunately, the sign-up process with uParcel is not controlled by us. As uParcel was actually meant for people looking to do deliveries to earn money, and that's why uParcel asks for NRIC, bank account number, and photographs so that they are able to pay out the cash earned by their delivery drivers to their bank account.

Now that we are using their platform to do charitable deliveries, although the volunteers don't earn any cash, they still ask for people's bank account and NRIC as we are still considered general users and they will not be creating a separate category for volunteers.

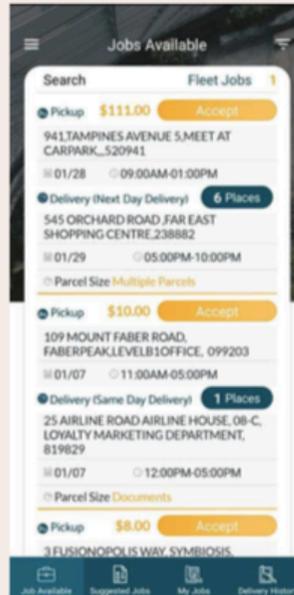
Unfortunately, you must submit your NRIC, bank details and a photograph of yourself to uParcel.

It is a requirement by uParcel, but it's completely understandable if you would not like to submit your NRIC or bank details to them, in this case, we unfortunately will not be able to have you help with our deliveries.

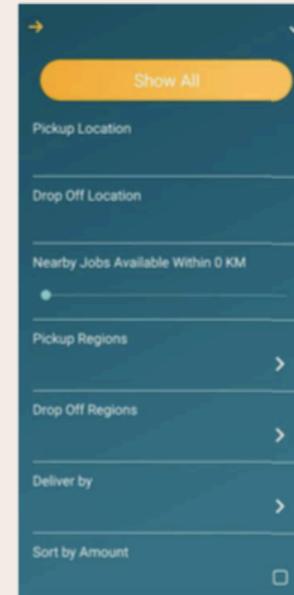
Searching for Volunteering Delivery Jobs

1. After completing your profile on uParcel, you will then be able to search for Food from the Heart delivery jobs
2. Please filter the jobs by either Pickup Location or by amount in order to see our voluntary delivery jobs.
 - a. Filter either by Pickup Location
 - i. Select East and search for 130 Joo Seng Road, #03-01, Singapore, 368357
 - b. Filter by amount
 - i. Search for jobs which pay 0 dollars. Find jobs with the pickup location as 130 Joo Seng Road, #03-01, Singapore, 368357
3. Refer to the photo below for more details.

SEARCH FOR JOBS



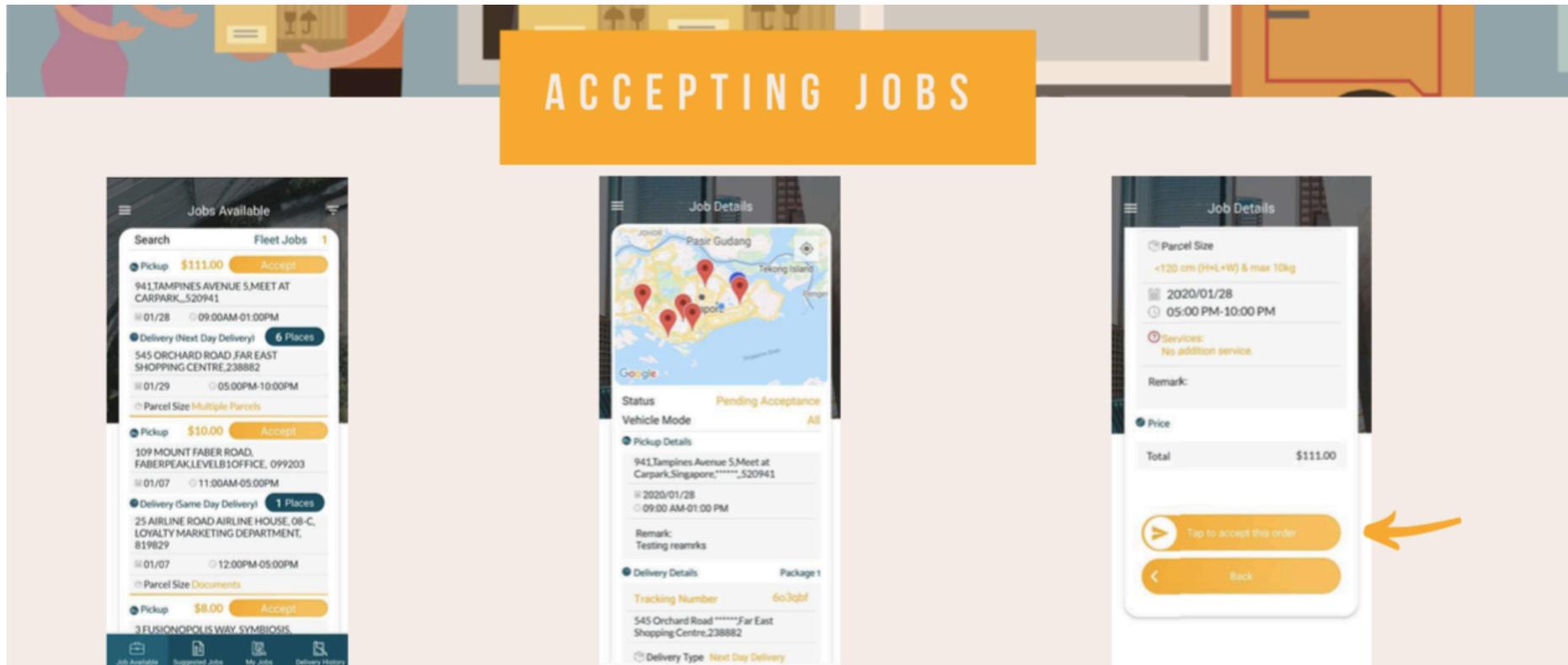
YOU MAY START SEARCHING FOR JOBS UNDER
'JOBS AVAILABLE'



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

Accepting Voluntary Delivery Jobs

1. After filtering the jobs, you can accept any of the available voluntary delivery jobs.
2. Refer to the photo below for more details
3. **We are aware of a restriction for new accounts being unable to accept batch jobs. Please email kareen@foodheart.org with your uParcel username to get the restriction lifted from your account.**



ACCEPTING JOBS

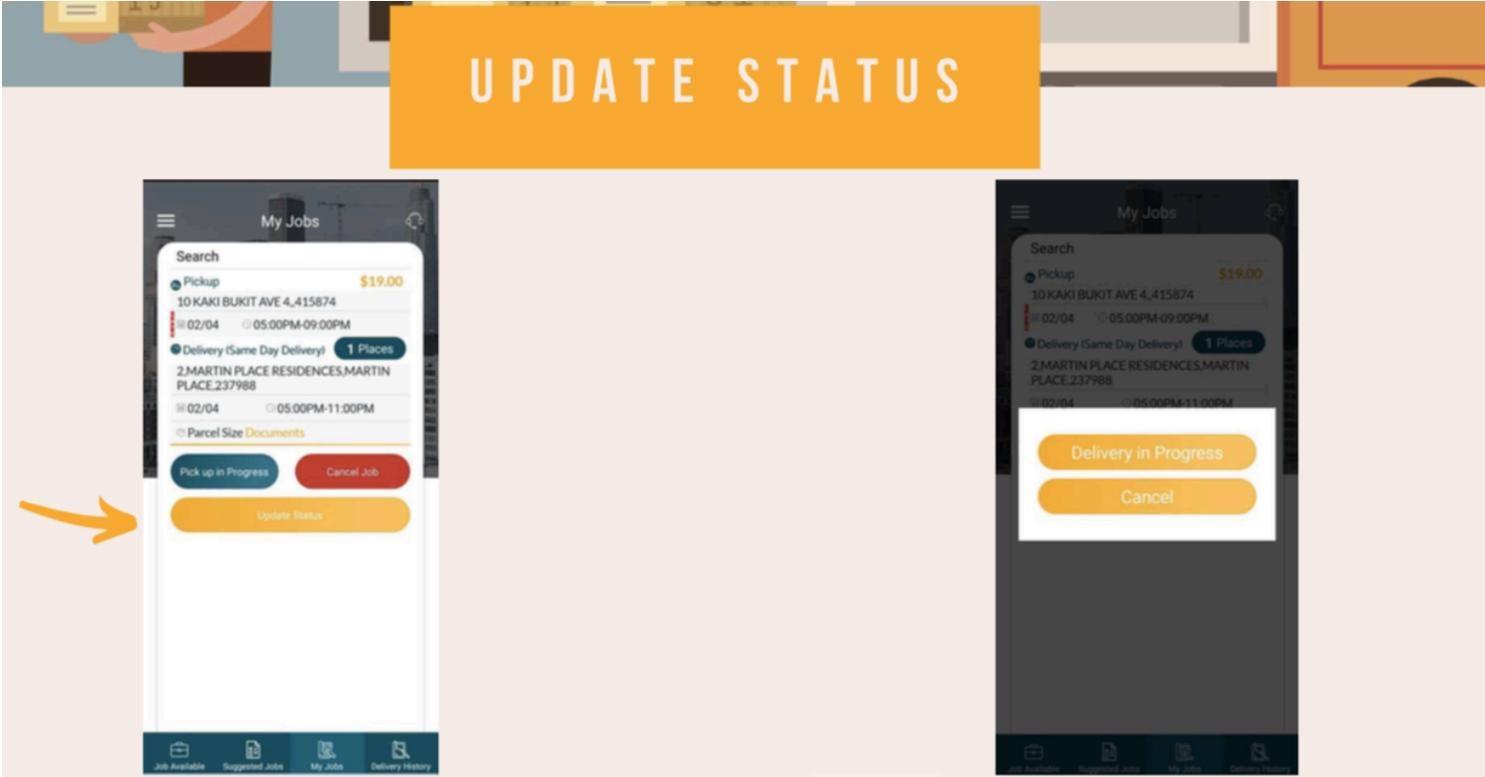
CLICK ON THE JOB TO VIEW MORE DETAILS.

HERE YOU CAN VIEW MORE INFORMATION ABOUT THE DELIVERY JOB.

ACCEPT THE JOB BY TAPPING THIS.

Collection of Food Packs

1. Upon accepting the delivery jobs, please come down to our warehouse at the specified date and time to collect the food packs.
 - a. **Please take the cargo lift and look for any FFTH staff member, and bring a trolley with you if possible.**
2. Once you have collected the food packs, please follow the instructions in the photo below, and deliver the food packs to the beneficiaries.



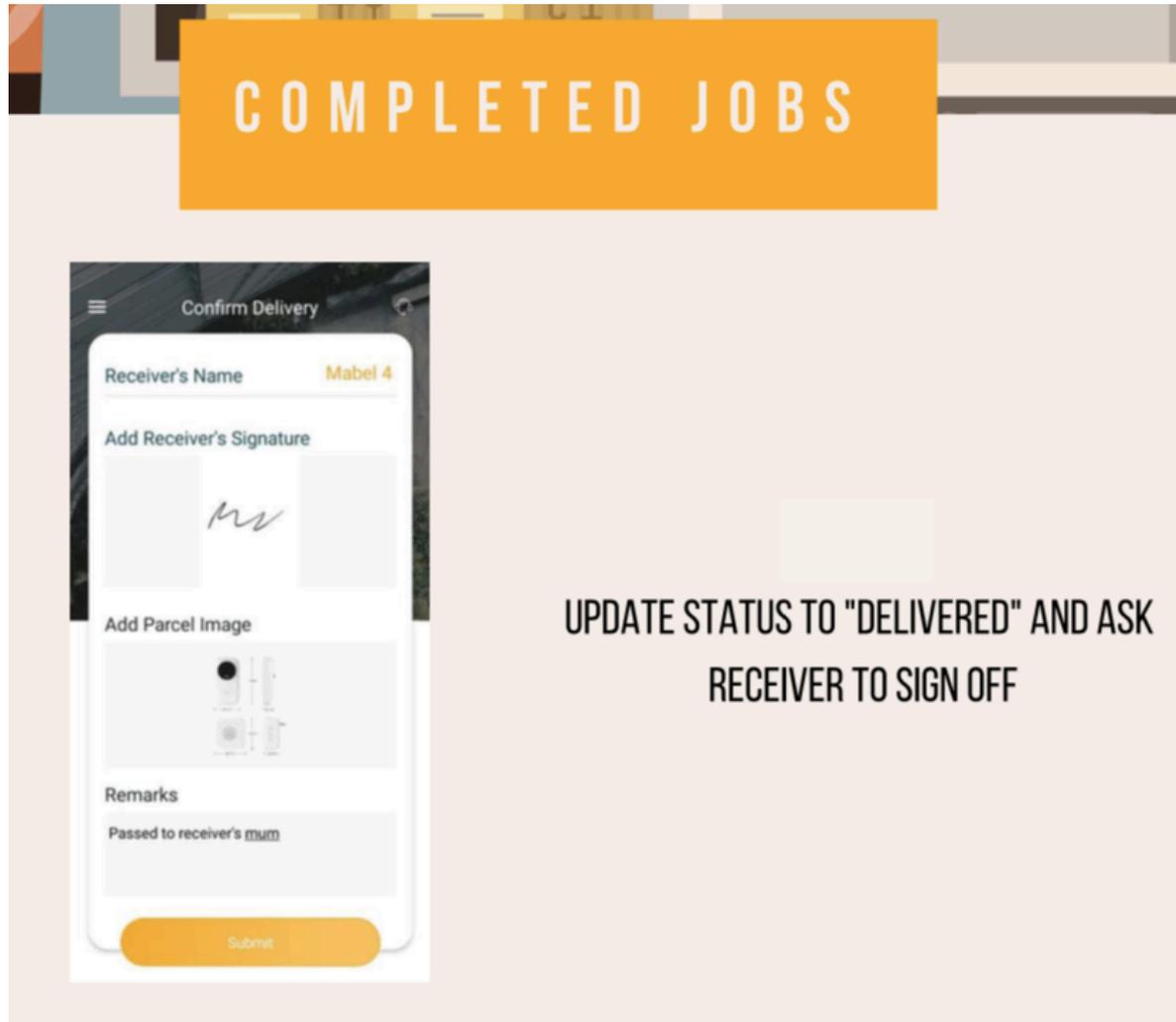
UPDATE STATUS

UPON PICKING UP THE PARCEL, PLEASE UPDATE DELIVERY STATUS.

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

Completing Voluntary Delivery Jobs

1. After you have delivered the food packs to the beneficiaries, please get them to sign-off as shown below in the photo.
2. **If you are unable to complete the delivery for any reason, please return the food packs to us.**



F.A.Q

1. What are the available dates and times for deliveries? Can I collect the food packs at night?
 - a. Our food pack collections are done on weekday afternoons from 12 – 4.30 pm, night time collections are not available. Delivery has to be done on the same day.

2. Are there any deliveries available on weekends / public holidays?
 - a. No, there are no deliveries available on weekends / public holidays.

3. How do I find delivery jobs for Food from the Heart?
 - a. Please refer to page 6 of this user guide.

4. Do I have to provide my NRIC / bank details / photograph / other personal details to uParcel.
 - a. Please refer to page 5 of this user guide.

5. I'm having difficulties in accepting delivery jobs.
 - a. Please ensure that you have completed your uParcel profile. This includes your photograph, bank details, NRIC, vehicle number, etc.
 - b. Please ensure that you have successfully completed the uParcel quiz.

6. **I am unable to accept batch jobs.**
 - a. “You can only accept batch jobs after completing more than 20 deliveries with good records.”

- i. If you receive an error message like this, please email kareen@foodheart.org with your uParcel username to get the restrictions lifted from your account.

- 7. I am an employment pass / work permit holder, am I allowed to volunteer for this?
 - a. Unfortunately, you will not be able to volunteer with us due to MOM laws.

- 8. I own a private hire vehicle, am I allowed to help with deliveries?
 - a. Yes, you are able to.

- 9. Will I get notifications when there are new delivery jobs posted on the uParcel app?
 - a. No, unfortunately you will need to check on the uParcel app for new deliveries, no notifications will be sent to volunteers through the app.

- 10. What do I need to bring?
 - a. Please bring along a trolley with you if possible.

- 11. Can I have someone help me with the deliveries?
 - a. Yes, you only can have your immediate family members to assist you with the delivery. The usual circuit breaker restrictions apply.

Please email bryan@foodheart.org if you have any questions which are not on this list. Thank you!