Registration

Signing up for a new account
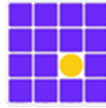
Click here to register account on SEND Portal

Fill up the fields accordingly and click here to
register account on SEND Portal

Sign Up

📱	**+65**	91234567
✉		valid.email@somewhere.com
Name		My Name Here
👤	◯ **Personal** ⦿ **Business**	
UEN#		202312345A
Co. Name		MyCompany Pte Ltd
🏛		Blk 1 SomeTown Street 2
🏛		#03-456
🗄	**S**	789123

☑ Accepts the Terms and Conditions

Submit

Your application status:
Application has been successfully registered
Please allows five working days to process the application
Use the ref code: AC456008 to enquire the status

You will be informed via the registered email address

Upon submission, this message will be shown

Account (MyCompany) approved Inbox ×

Pick Network <no-re... Fri, Mar 8, 5:02 PM (6 days ago)
to me

EMAIL Response
Registration for an account on SEND Portal

Dear Peng Chan

Thank you for your application and your interest to use Pick's SEND Portal. Your application has been approved and the account for **MyCompany** been set-up in our systems. You can now log in to https://send.picknetwork.com/V2/ and start taking steps to support a more sustainable last-mile delivery. There are also materials that can guide you on how to use the SEND Portal.

```
Company Name: MyCompany Pte Ltd
entity_id: 1a595bab-3f70-40ff-a2e9-c03747c9e079
created on: 2024-03-08T09:02:49.432

SEND User 'valid.email@somewhere.com' created
password: Vf@R.CeA-QtT-P
```

Do be kindly reminded to read through the Terms of Use available at https://link.to.terms.of.use
If you have any questions, please feel free to contact us via email at SEND.Support@picknetwork.com
We look forward to receiving your support.
Your sincerely

SEND Portal Support Team

Pick Network Pte Ltd

This is a system-generated email. Please do not reply to this email address.

↩ Reply → Forward ☺

Upon approval, you will receive an email with the login username and password

Login to SEND

First login
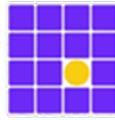
Enter the username and password provided to Sign In
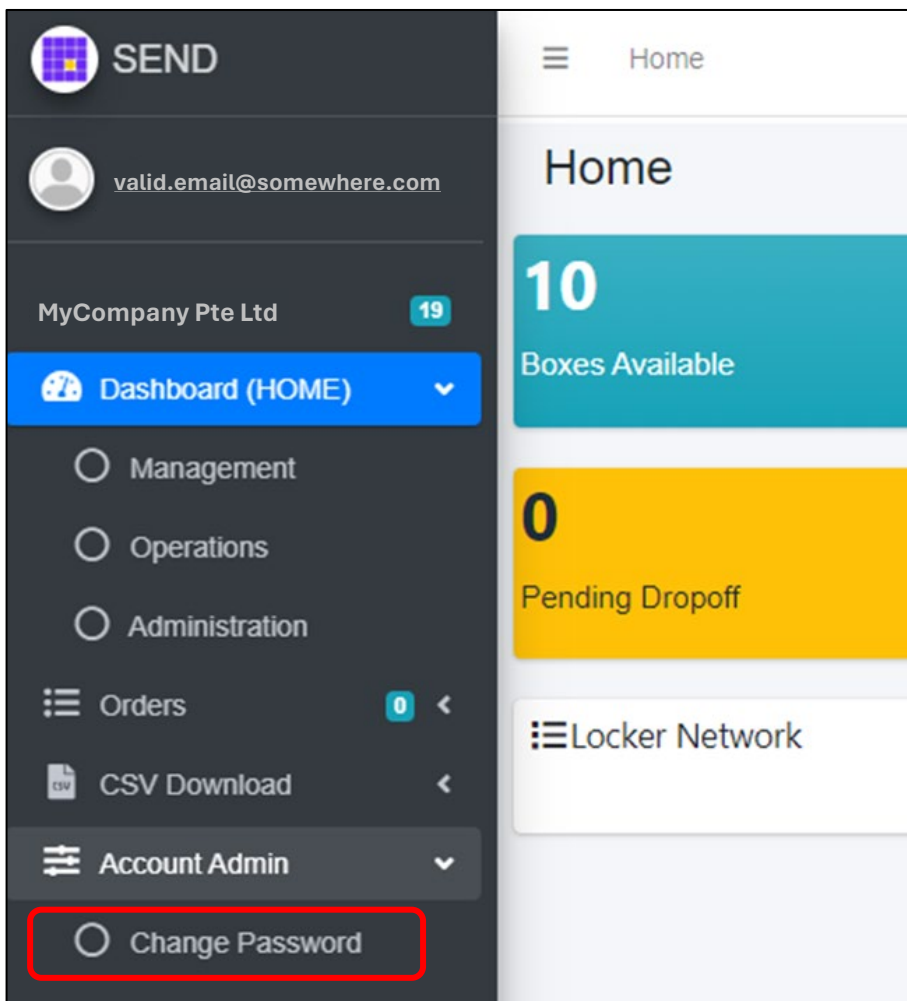
Under Account Admin, select Change Password

Enter current and new password to change

Dashboard Menu

Management

Operations

Administration

pick!

Under Dashboard Menu, there are 3 sub-categories:
1. Management
2. Operations
3. Administration

Under "Management" you would be able to view the Daily Activities, Top Utilized Lockers, Parcel Dwell Time, and search for status of specific parcels.

Weekly Parcel Volume Updated on 2:44:06 PM

■ order ■ dropoff ■ collection

Click on this chart area to view Daily Activities

26Jun 10Jul 24Jul 07Aug 21Aug 04Sep 18Sep 02Oct 16Oct 30Oct 13Nov 27Nov 11Dec 25Dec 08Jan 22Jan 05Feb 19Feb 04Mar 18Mar

1008
Lockers (4wks)

562019
Dropoff 99.9% (4wks)

510971
Collection 90.9% (4wks)

Search parcel

Search parcels for the latest status
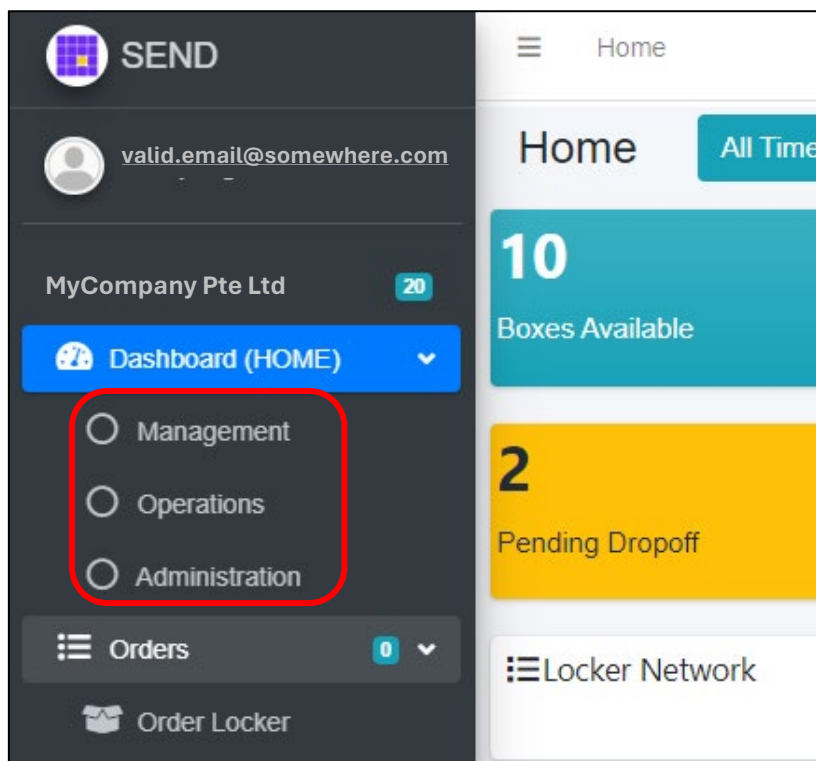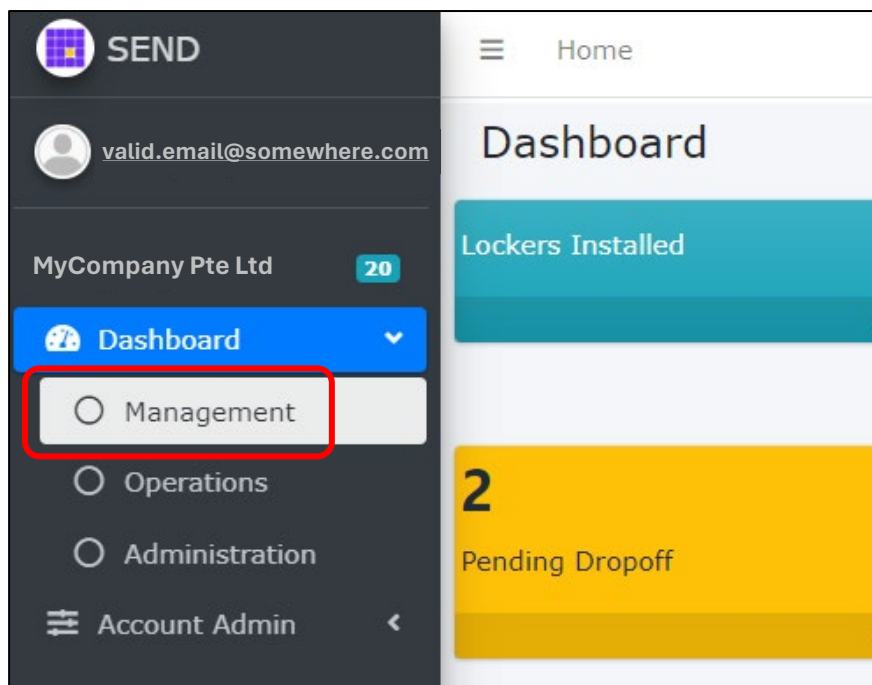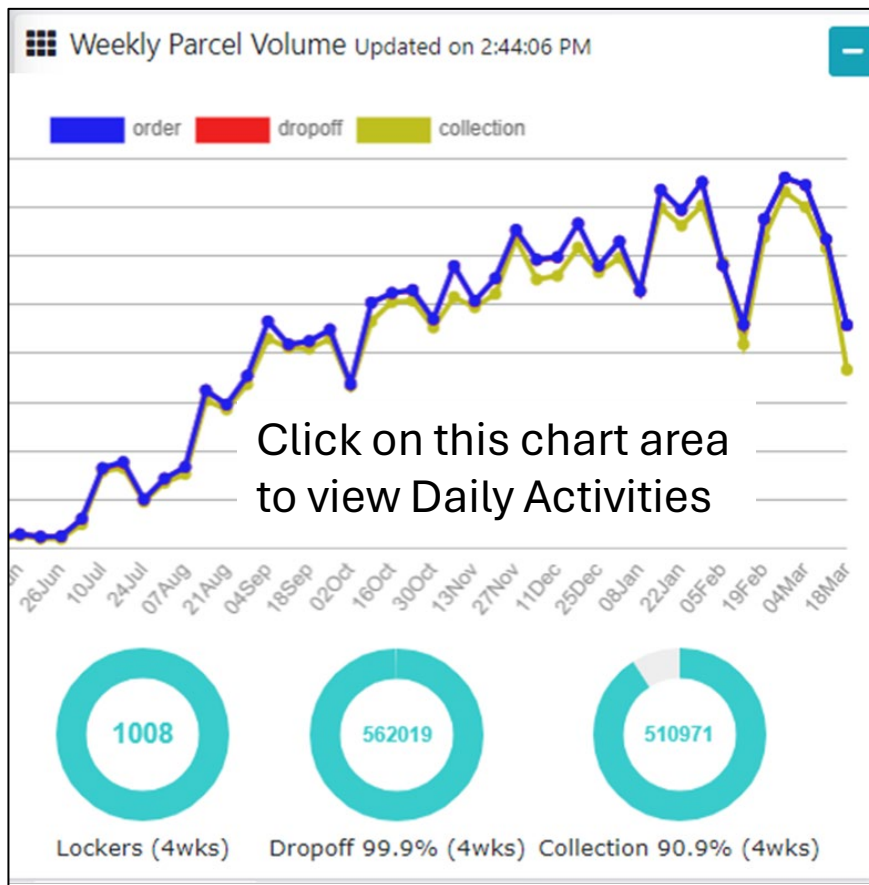
Updated on 4:

43
Bookings

1
Expired & Cancelled

≔ Currently Most In Used Lockers

Visual representation of the most popular lockers used

≔ Top 15 Utilized Lockers (last 4 weeks)

Yew Tee Square
641C Punggol Drive
148 Simei Street 1
...kang East Way
West Street 93
Clementi Avenue 4
Redhill MRT
310B Anchorvale Road

30 Cassia Crescent
Hillview CC
1 Tanjong Pagar Plaza
411A Fernvale Road
403A Fernvale Lane
440A Clementi Avenue 3
Ci Yuan CC

≔ Parcel Dropoff/Dwelling Time Updated on 4:34:26 PM

Range	Duration		Dwelling		Dropoff Delay
<1H	54297	8.87%	54312	9.26%	631674
<6H	227801	37.22%	226464	38.62%	633568
<12H	317977	51.95%	315077	53.73%	634348
<24H	420810	68.75%	408378	69.65%	635108
<36H	510228	83.36%	495491	84.50%	635215
<48H	543087	88.73%	526619	89.81%	635316
<72H	599730	97.99%	582198	99	635366
<96H	609471	99.58%	586202	99	635366
<120H	610956	99.82%	586355	100.00%	635366
<144H	611234	99.87%	586358	100.00%	635366

Dwell time of parcels

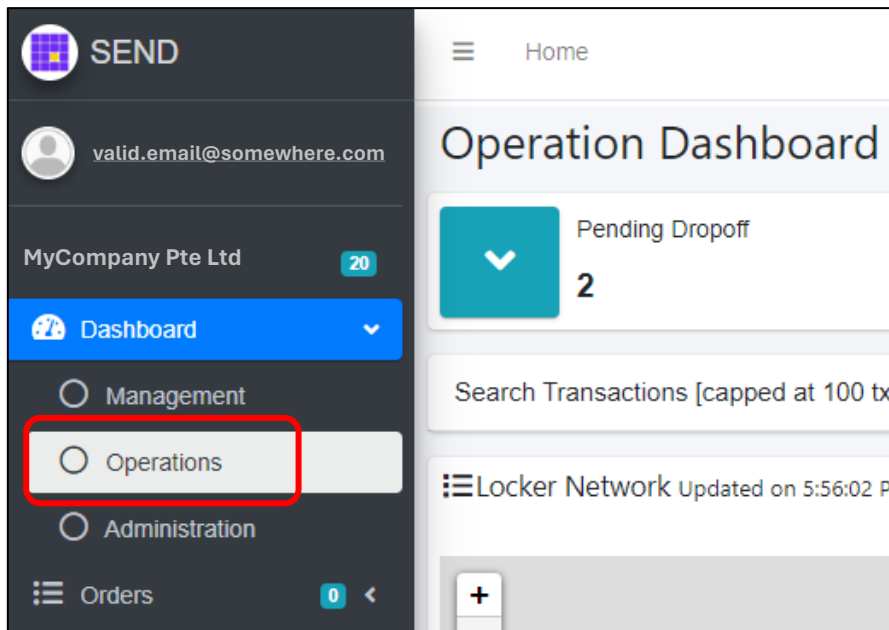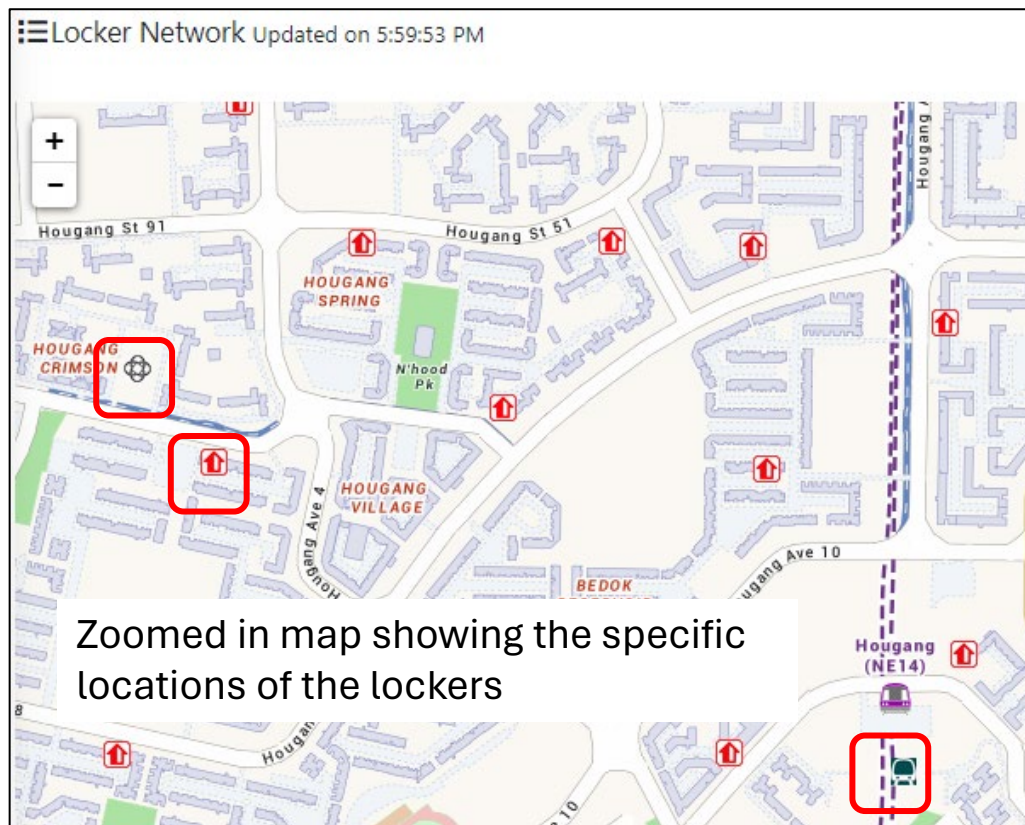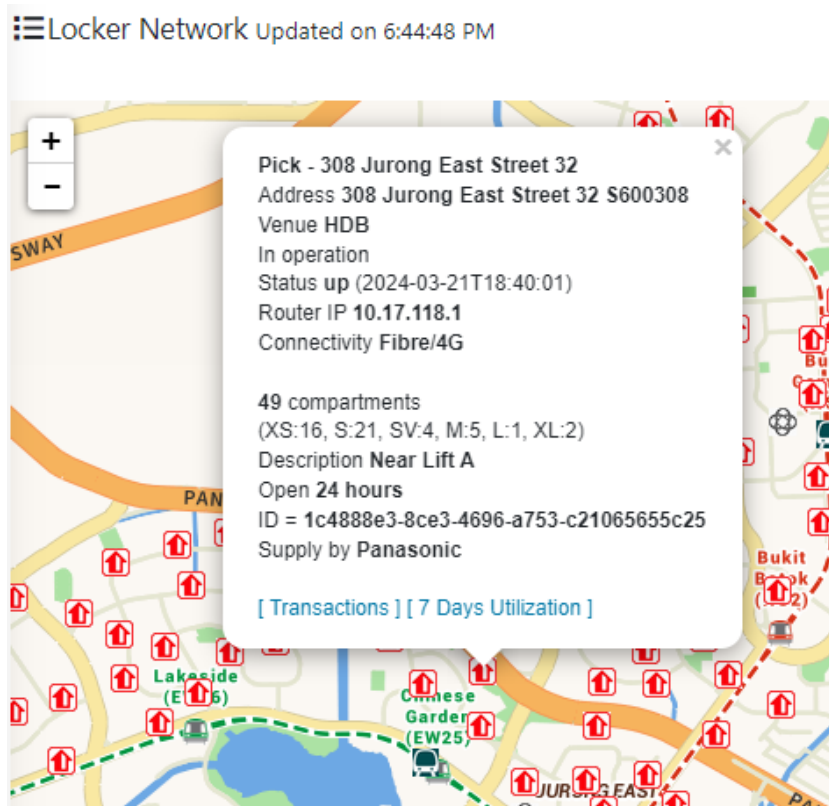# Dashboard Menu

Operations

pick!
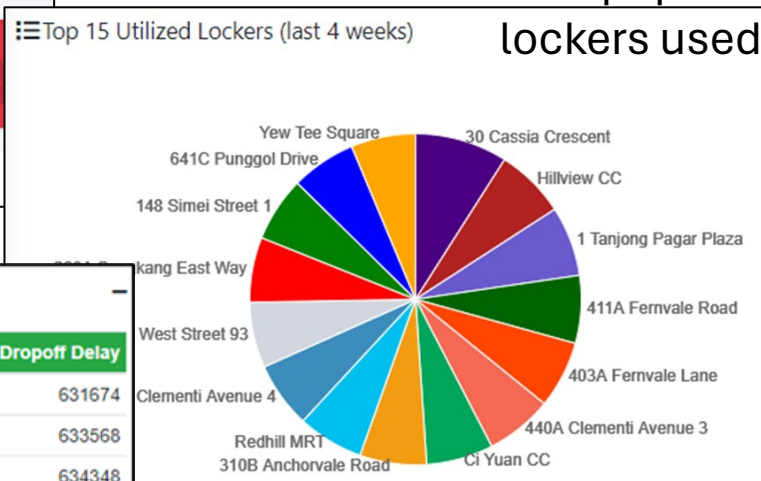
Under "Operations" you would be able to view the locker locations on a map, locker details, number of parcels pending drop-off and collection, etc.

Zoomed in map showing the specific locations of the lockers

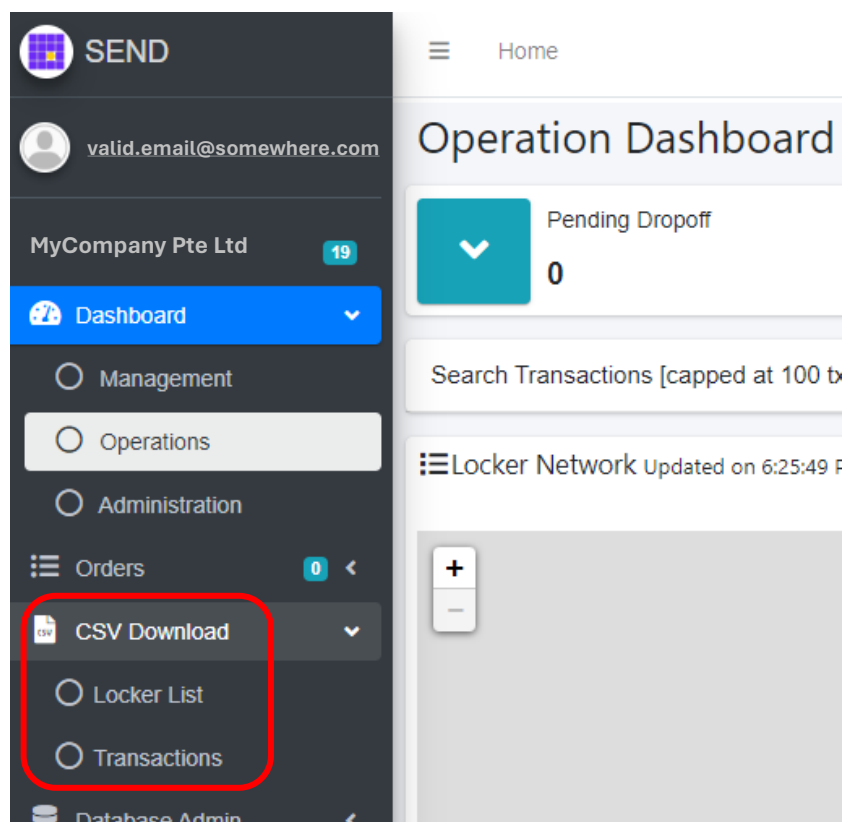HDB void decks & commercial malls

Community Clubs

MRT Stations & Bus Interchanges

Clicking on a locker, the specific details of that locker is displayed, including description of the location of that locker

Under CSV Download, you can choose to download the complete list of lockers with the details and locker transactions details
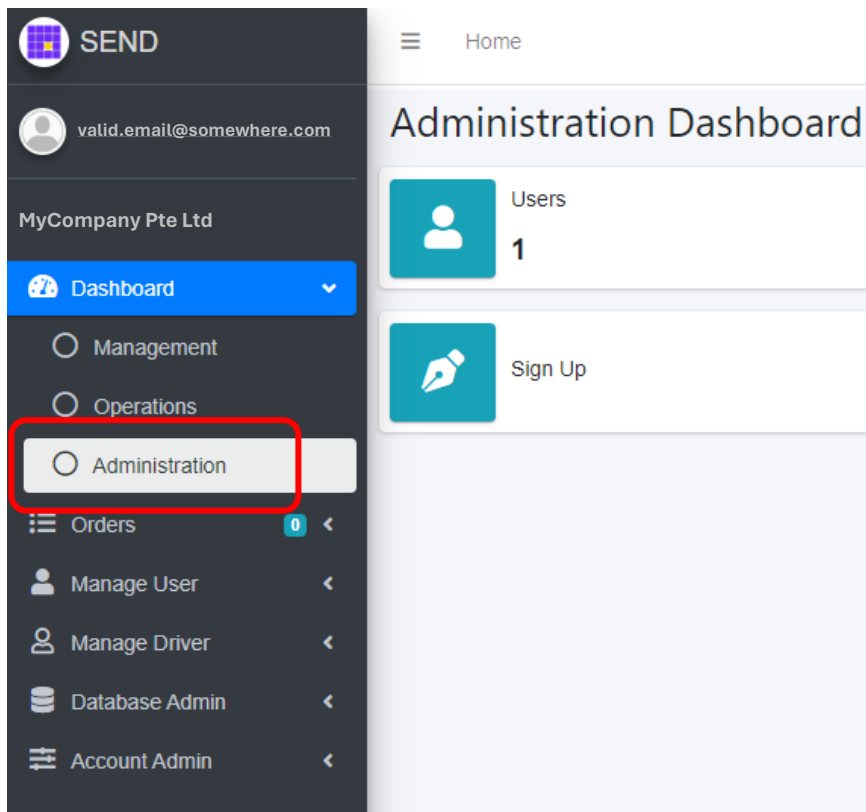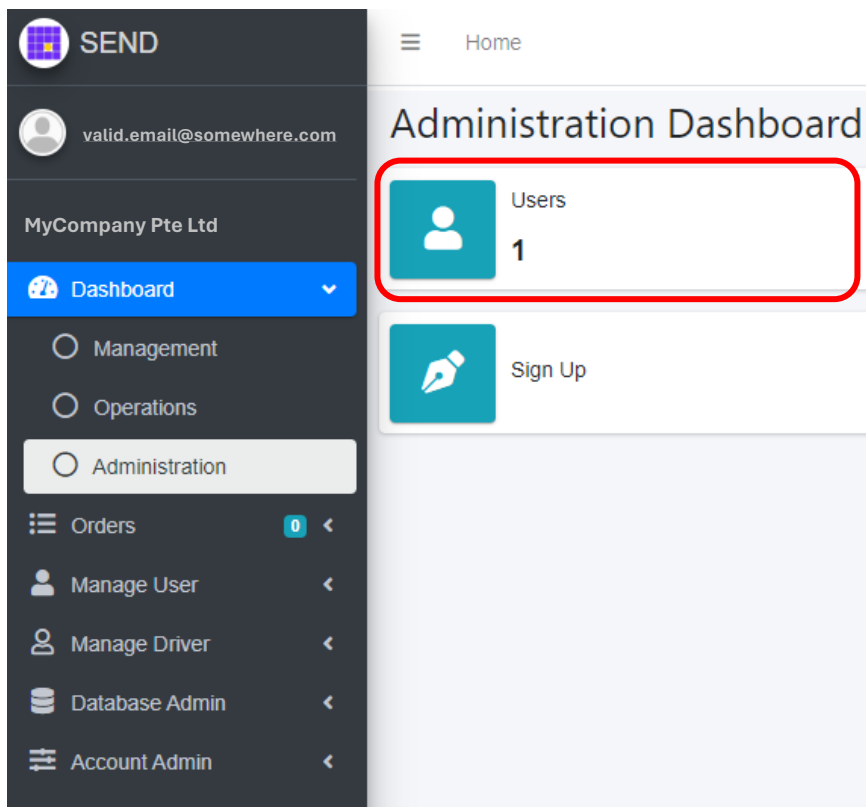
Dashboard Menu

Management

Operations

Administration

pick!

Under "Administration" you would be able to manage Users and Drivers

Click here to View and Add Users

Click here to Add new Users

Fill in the necessary details for the new User,
leave the checkbox empty and click "Add User"

Add New User

Company/Partner	ea6b47fe-e041-44e3-80fd-47847606926e
	MyCompany Pte Ltd
User ID	User ID
Login ID	new.user@email.com * (alphanumeric and .@)
Name	New User Fullname *
Alias	Easy Reference Name
Display Name	Name to be displayed
Mobile #	94567123 *
Email Address	new.user@email.com
Role	Basic user ▾
Driver (login) Key	Driver Login Key
Driver UUID	Driver ID
	☑ check to create as a driver
Enabled	☑ Uncheck to disable the account

Add User **Reset Form**

Back   Close

If the new User is a Driver, please check the checkbox before clicking "Add User"

Administration Dashboard

Users 12	Drivers 4	Today, Time now 26/03/2024, 18:35:22	Critical no alert
Sign Up	TBA	TBA	TBA

Copy CSV Excel Print   + User   Search: [ ]

Username	User Name	Alias	Display Name	Role	Mobile #	Email
valid.email@somewhere.cor	MyName			power	+659123457	valid.email@somew

Showing 1 to 1 of 1 entries   Previous 1 Next

You can have multiple users and drivers, according to your needs

Administration Dashboard

Users 12	Drivers 4	Today, Time now 26/03/2024, 18:35:22	Critical no alert
Sign Up	TBA	TBA	TBA

Copy CSV Excel Print   + User   Search: [ ]

Username	User Name	Alias	Display Name	Role	Mobile #	Email
valid.email@somewhere.cor	MyName			power	+659123457	valid.email@somew

Showing 1 to 1 of 1 entries   Previous 1 Next

Click here to manage the Drivers' accounts
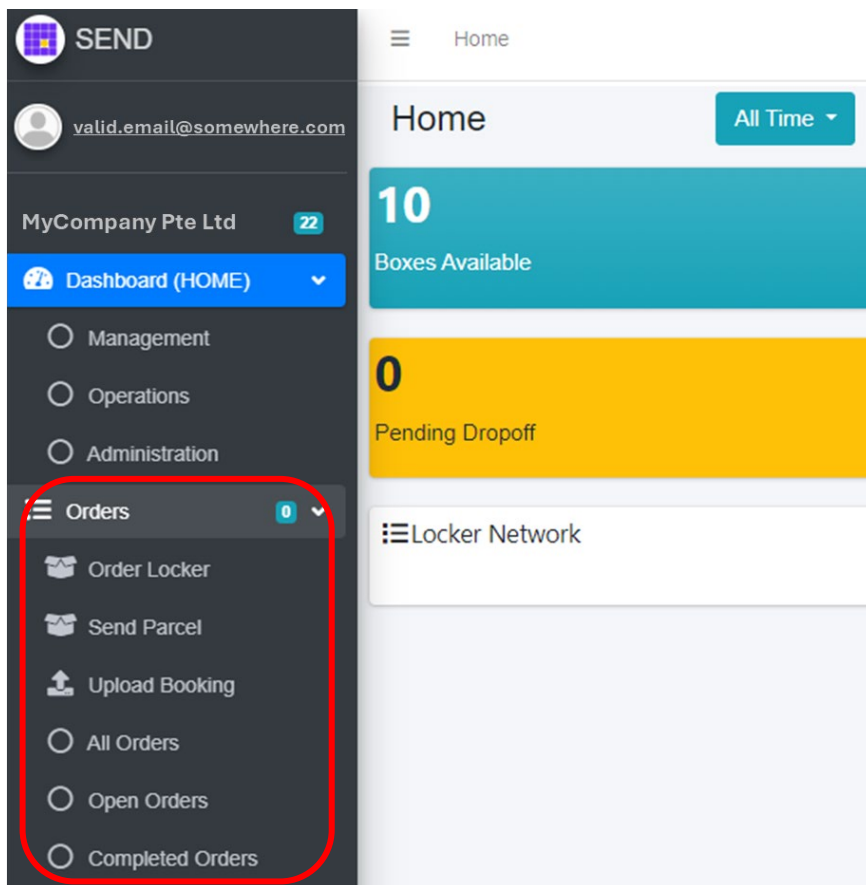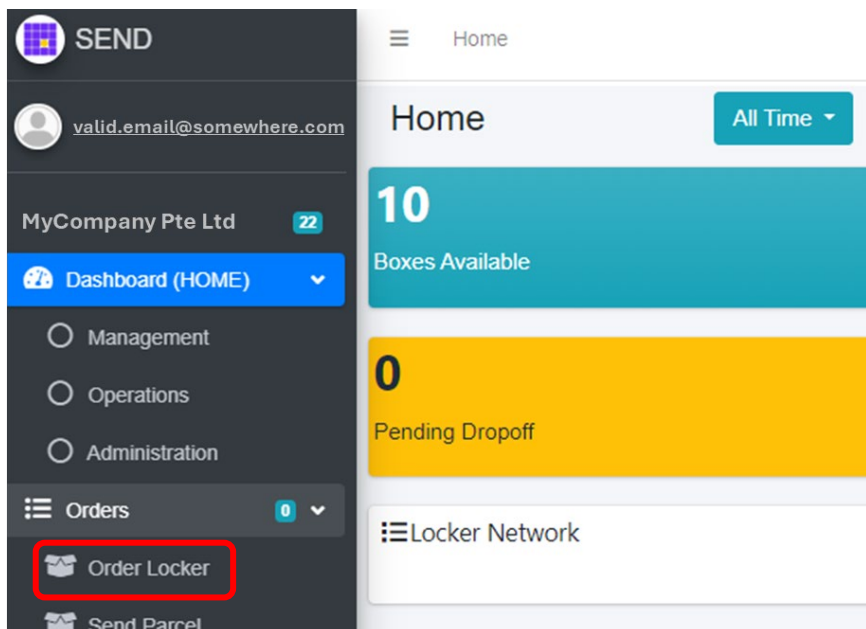
Orders Menu

Order Locker

Send Parcel

Upload Booking

- ○ All Orders
- ○ Open Orders
- ○ Completed Orders

pick!

The "Orders" Menu allows you to make bookings for lockers, arrange to deliver parcels, view all your orders, etc.

Selecting "Order Locker" allows you to book a locker for self-delivery to the locker

Book Locker

🗔	Select the LSP	⌄

Please ensure you have a valid agreement with the selected LSP

🗔	1 Changi Village Road, S500001	⌄
✉	MCTN123456789	
📱+65	91234567	
✉	valid.email@somewhere.com	
#	# days to expire	Expiry not used in Guaranteed (Booking) order

○ XS ● S ○ SV ○ M ○ L ○ XL

📖 ○ Guaranteed (Booking) ● Non Guaranteed (Reservation) ○ Return/Send

Submit   Close

Fill in the details of the locker order and click "Submit"

Book Locker

🗔	Select the LSP	⌄

Please ensure you have a valid agreement with the selected LSP

🗔	1 Changi Village Road, S500001	⌄
✉	MCTN123456789	
📱+65	91234567	
✉	valid.email@somewhere.com	
#	# days to expire	Expiry not used in Guaranteed (Booking) order

○ XS ● S ○ SV ○ M ○ L ○ XL

📖 ○ Guaranteed (Booking) ● Non Guaranteed (Reservation) ○ Return/Send

Submit   Close

Successfully order MCTN123456789

📖 confirmed Booking/Reservation

Success: reservation for MCTN123456789, Size: S, Mobile: +6591234567, Email: 'valid.email@somewhere.com',
Expired in days, Locker: '0a1600e0-f648-4564-96c3-f9a98f9f36cb', LSP: "

If all the details are entered correctly, you will receive the confirmation of the order
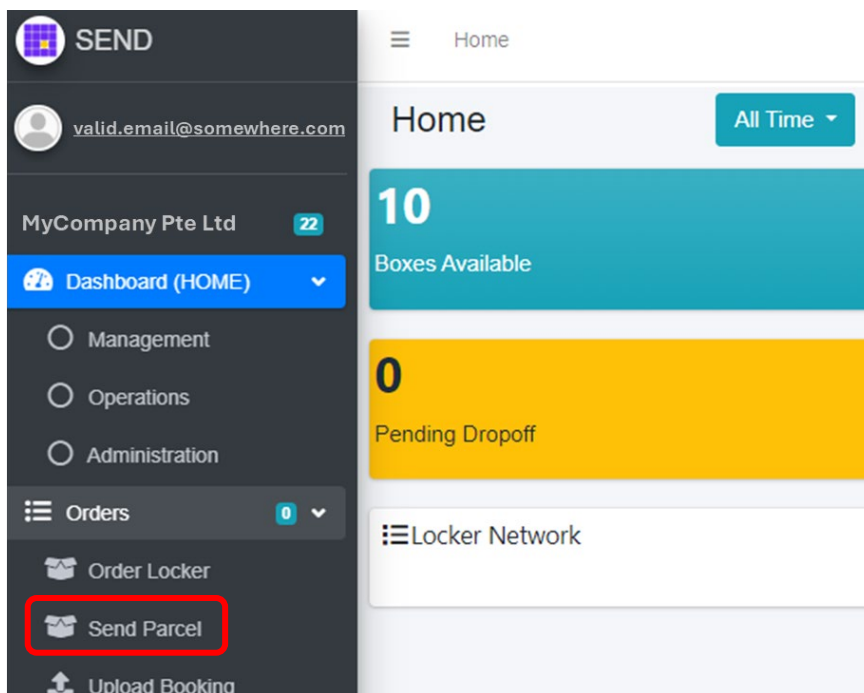
Orders Menu

Order Locker

Send Parcel

Upload Booking

- o All Orders
- o Open Orders
- o Completed Orders

pick!

Selecting "Send Parcel" allows you to book a delivery service.

The options available includes
1. Locker-to-Locker Delivery
2. Door-to-Locker Delivery (available soon)
3. Locker-to-Door Delivery (available soon)

Fill up the boxes with accurate information and click "Submit"

If the order is successful, the results will be shown as confirmation

Notification from Pick!:
Dear Sender
[JOB] NEW
 job #: LLV53K188HRXX
[FROM] LOCKER 1 Changi Village Road
 postal code: S500001
 mobile: +6591234567
 email: valid.email@somewhere.com
[TO] LOCKER 919 Jurong West Street 91
 postal code: S640919
 mobile: +6587654321
 email: recipient@someemail.com
[STATUS]
 > Job **Confirmed**
 > **READY** for deposit
This is an automated message, do not reply.
14:21

Concurrently, you will receive a Whatsapp message indicating the confirmation of the delivery job

2:20 PM

You may now send your parcel LLV53K188HRXX at any HDB/CC Pick locker with **Deposit PIN 43675261** by 01 Apr 14:20. Visit picknetwork .com for locker info. Avoid dropoff between 1am and 7am on 24 Mar.

Also, you will receive an SMS with the Deposit PIN. This PIN allows you to drop-off your parcel at the locker of your choice

Notification from Pick!:
Dear Sender
[JOB] UPDATE (20240327 09:28:31)
 Tracking #: LLV53K188HRXX
[STATUS]
 > SENDer **Deposited**

This is an automated message, do not reply. 10:07

Upon depositing the parcel in the locker, you will receive an update via Whatsapp

You will continue to receive updates via Whatsapp at every milestone until the parcel is finally collected by the recipient.