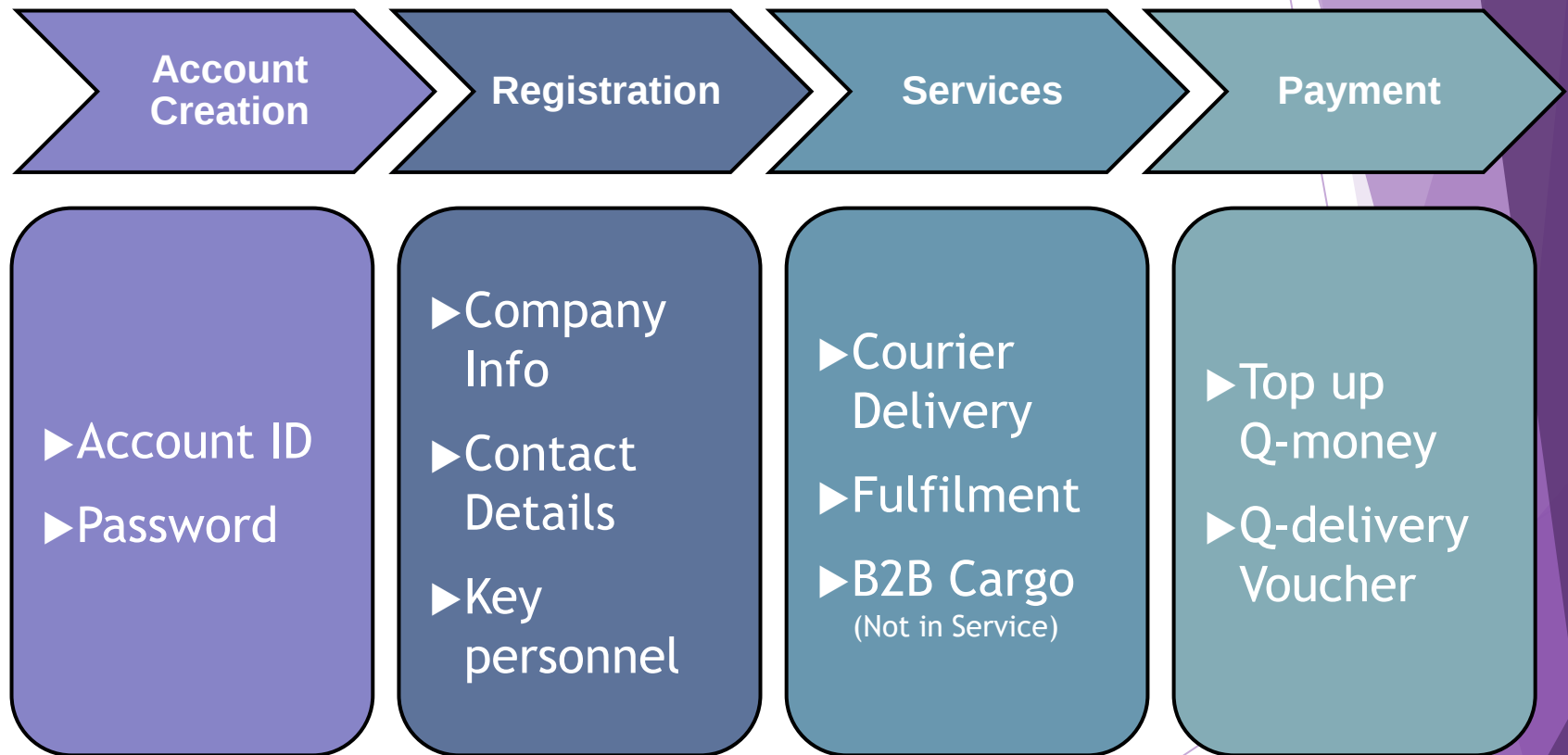


SmartShip

Informative Guide

Smartship Account Registration

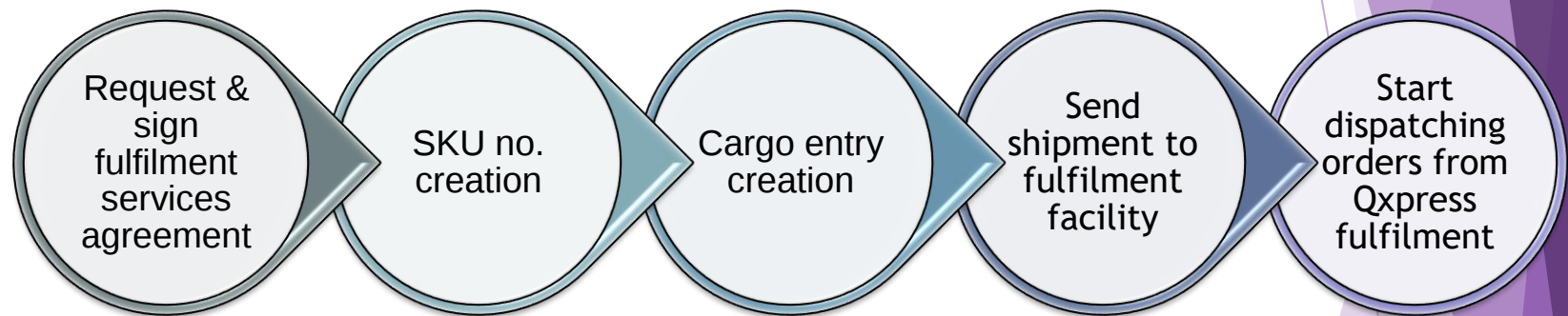


Account Grade Programme

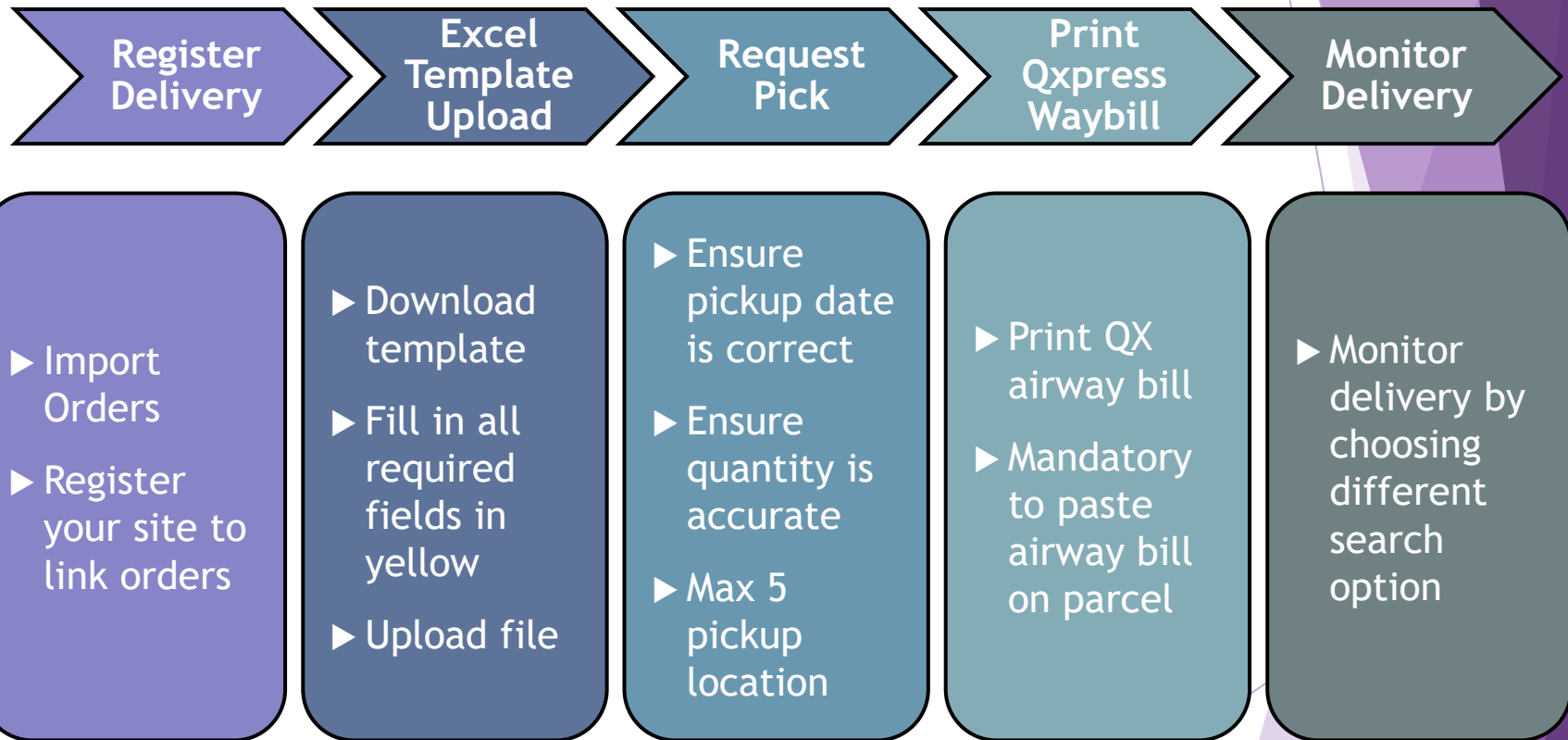
Account Grade Programme	Grade	Parcels	Discount	
			Qxpress Delivery	Qxpress Fulfilment
	Premium	>201 parcels	7%	10%
	Gold	>1,001 parcels	10%	15%
	VIP	>2,001 parcels	15%	20%

- ▶ Account grade evaluated Bi-monthly (Feb, Apr, Jun, Aug, Oct & Dec)
 - ▶ E.g.: January - 500 parcels ; February - 2,100 parcels
 - ▶ March & April new grade applied : “VIP”
- ▶ Corporate Account ID and Qoo10 ID linkage grade system are reviewed independently
 - ▶ Highest grade among accounts will applied across all link accounts
 - ▶ e.g.: Corporate ID: Premium ; Qoo10 ID 1: Gold ; Qoo10 ID 2; VIP
 - ▶ Hence: VIP grade will be applied to those 3 accounts.

Registration of Fulfilment Services



Order Registration & Delivery



Excel Template Upload

- ▶ Download excel template and input all required fields in yellow
- ▶ [Step 1. Select File] > [Step 2. Upload File] > [Step 3. Registration]

Packing Guideline

- ▶ If the items are fragile (glass, liquid in bottle with cap, electronics), you need to bubble wrap the items
- ▶ Ensure that there are no movable space in the carton box
- ▶ Ensure airway bill is pasted on the parcel before collection by our delivery team

Request for Pickup

- ▶ Ensure pickup date is accurate
- ▶ Input quantity accurately
- ▶ Max 5 Pickup location

Print QX Waybill

- ▶ Print and paste waybill from QX Waybill on your parcel

Top-up Q-money

- ▶ Top-up values in: 10/30/50/100/500 Q-money
- ▶ Payment methods supported: Credit Card (VISA, MasterCard & JCB), WeChat Pay & Alipay (for Chinese ID card holders only).
- ▶ Q-money Top-Up Tab - check balance and withdrawable amount.
- ▶ Top-up History Tab - check top up transaction history.

Qdelivery Voucher

- ▶ Purchasing delivery vouchers are an alternative way to pay for Qxpress service.
- ▶ Vouchers are not applicable to transactions over the voucher value. Transactions that do not use up the full voucher value will not be refunded the excess amount. Excess will be forfeited.

Invoices

- ▶ Invoices are available by monthly periods. Cycle from 1st ~ last day of the month.
- ▶ An email copy of the invoice will be sent to the account's registered email address on the 2nd or 3rd day of the month.
- ▶ Additional invoices required will be reflected on this menu (e.g. credit notes, additional fees, compensation, etc.)
- ▶ **IMPORTANT:** GST registration number should be input during account registration under account information fields.

Chargeable Terms

- ▶ Service fee is chargeable upon pickup of parcel and will be deducted from Q-money or settlement amount.
- ▶ For international parcels, Qxpress reserves the right to apply a higher fee according to fluctuating currency conversion rates.

Contact Us

info@qxpress.sg