Pharos Parcel Application

Navigating the Application

In order to navigate around the application, tap on the tabs at the bottom of the screen. These will direct you to the 5 main sections of the application. If you are viewing a page which does not display the tabs, press the back button on the phone in order to return to a main section.

Packages Tab

When you first open the application, you will be presented with the Packages Page. On this page there are two buttons; Get Quote and Send Package.

Get Quote

The Get Quote page presents you with a selection of destinations that Pharos Parcel can send your package to, and a selection of acceptable package weights to choose from. Simply tap the drop-down menu to choose your package's destination and weight and then press the "Get Quote" button.

The application will then present you with a list of the available services and the cost of each service based on your order criteria. Selecting any of these services will automatically bring you to the "Send Packages" page in order to allow you to fill in your order information.

Send Package

After completing the Get Quote page, or after tapping the Send Package button on the Packages Tab, the application will present you with 3 forms to fill in; Your Details, Recipient's Details, and Package Details. Simply tap each field and type in the credentials. To move from one page to the next within the Send Package forms, swipe your finger across the screen.

On the "Your Details" and the "Recipient's Details" pages, you can store and retrieve names and addresses for quicker order placement. Simply tap the "+" button beside the name or address drop-down menu and fill in the details. Tapping the "Save" button will add the name or address to the drop-down list for now and future use. To retrieve a saved name or address, simply tap the relevant drop-down menu and select the desired credentials.

Once you have filled in all of the details correctly, tap "Accept Charges" to bring up a list of options.

"I'm adding more parcels which vary in size, weight and delivery address"
Selecting this option will bring you back to the start of the Send Package process, allowing you to enter new information to the Recipient's Details and Package Details pages as a separate package in a single transaction.

"I'm adding more parcels to the same address"
Selecting this option will bring you to the Package Details page, which will allow you to enter an additional package to be sent to the same recipient's address as before in a single transaction.
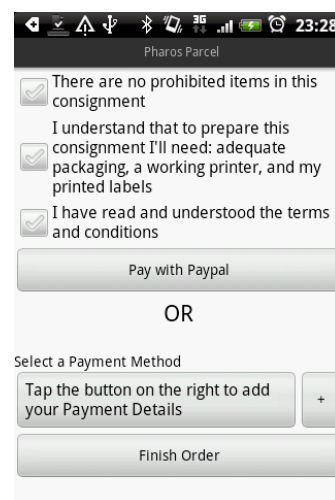
"I'm adding more identical parcels, but to different addresses"
Selecting this option will bring you back to the Recipient's Details page, allowing you to enter a new delivery address for an identical parcel as part of a single transaction.

"I'm finished, take me to the checkout"
Selecting this option will bring you to the checkout where you can fill in your payment details in a similar manner to the previous forms. You can pay directly with your card or via PayPal. You will need to agree that you have read and understood the terms and conditions, that you have no prohibited items in your package, and that you understand that you will need a printer in order to obtain your parcel label; this is achieved by checking all three of the checkboxes on this page.

To view a video of the order process, please go to http://www.youtube.com/watch?v=t-sMbTLSj1s

Tracking Parcels

To track a parcel, tap the tracking tab and enter the tracking number. You will be presented with a page where you can view the progress of your parcel's journey with a map displaying its current destination. You can also view your packages' delivery status and the date and time of the last update. There are 3 ways you can enter the tracking number:
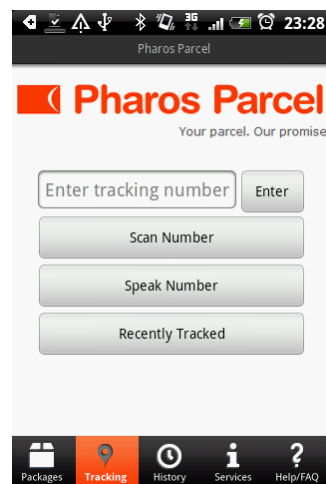
Manual Tracking

You can manually enter the tracking number via the phone's keypad. Simply tap the tracking number field and input the information. Press "Enter" to view the package's tracking information.

Barcode Scanning

You can enter your tracking number by scanning the barcode on the package label. Tapping the "Scan Number" button will load the barcode scanner. Simply aim the camera at the barcode in order to extract the tracking number.

To view a video using the barcode scanner to track an item, please go to http://www.youtube.com/watch?v=rmrWrBUHCD8

Note: If you don't have a barcode scanner on your phone and you tap the "Scan Number" button, you will be prompted to download a barcode scanner app from the Android Store. Selecting yes will direct you to the appropriate scanner on the store.

Audio Capture

You can select the "Speak Number" button, allowing you to simply speak your tracking number to the phone. The application will capture the tracking information.

To view a video using the audio capture feature, please go to http://www.youtube.com/watch?v=qpeKzl3awlQ.

Tracking History

You can view your tracking history by selecting the 'Recently Tracked' button. The Tracking History allows you to view the main points of interest in the parcel's journey, such as "Processed at Local Hub", or "Out for Delivery".

History Tab

The History Tab provides you with a list of your previous transactions and information relating to these transactions. You can scroll through the list of transactions by pressing your finger to the screen and moving it up or down.

In order to see one of the transactions in-depth, simply tap it to select it. Once tapped, the application will load up a page that presents you with the following information:

Status
The status of your order; this can be either "Complete" or "In Progress".

Recipient
This field displays the name and address of the package's recipient, and a Google Map view that shows the recipient's address.

Payment Info
The last 4 digits of the card you used to pay for the transaction or "PayPal" if you used PayPal as your payment method.

Number of Boxes
The number of boxes in your order.

You can return to the list of previous transactions by pressing your Android Smart Phone's back button at any time.

Services

To view the services offered by Pharos Parcel, tap on the services tab which will direct you to a page with the headings of services available. If you wish to know more detail about a particular service click on the desired heading and more information relating to the service will be displayed.
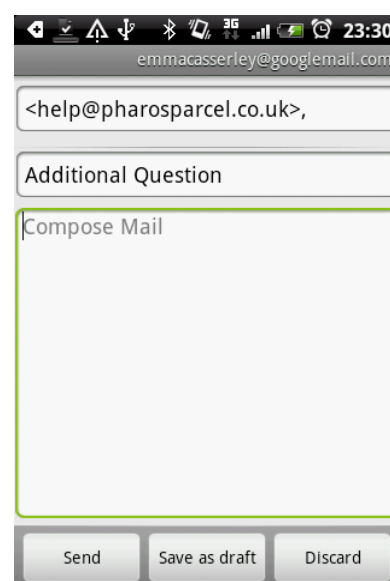
Help

If you need any help with completing your transaction, or have a question to mail to Pharos Parcel, tap on the Help Tab. If you think it may be a frequently asked question, you can tap on the 'FAQ' button and you will be directed to a page of frequently asked questions. To view the answer of a question, select the heading and the answer will be displayed.

FAQ

If the FAQ option is not what you are looking for, select the 'Ask Additional Questions' button and the application will create a blank email with the recipient email address and subject filled out. These can be edited if required. Simply compose your question and tap the "Send" button.

Contact Us

If you have not set up your email on your phone, you will automatically be prompted to do so before you can use this messaging service. Should you have multiple email applications installed on your phone, you will be prompted to select one for use with the Pharos Parcel application.