

FLUFFY SHIPPING USER GUIDE FOR USERS

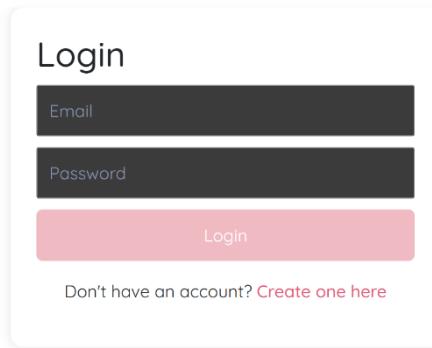
The following document is a user guide for those who have difficulties using the Fluffy Shipping Website to send parcels overseas. Please refer to the following instructions.

LOGGING/SIGNING INTO YOUR ACCOUNT

1. Visit <https://wad2-project.vercel.app/>
2. Click on the Sign Up/Login button

Home Create Shipment Cart Terms & Conditions FAQ [Sign up/Login](#)

3. If you already have an account with Fluffy Shipping, enter your Email Address and Password in the respective fields.

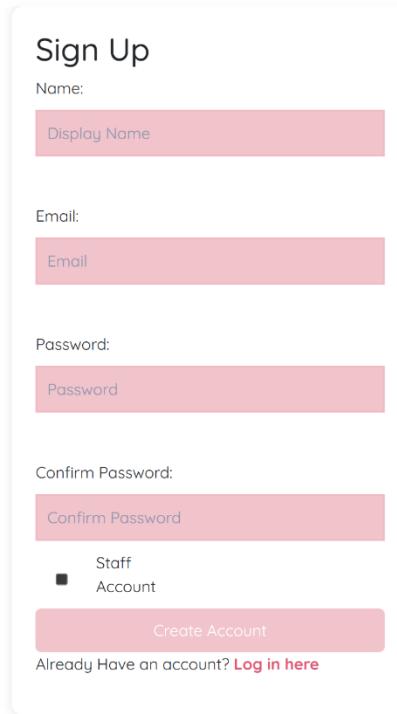


The image shows a login form titled "Login". It contains two input fields: "Email" and "Password", both of which are currently blacked out. Below these fields is a pink "Login" button. At the bottom of the form, there is a link in small text that says "Don't have an account? [Create one here](#)".

4. If you do not have an account with Fluffy Shipping yet, click on the "Create one here" button from the login page.

Don't have an account? [Create one here](#)

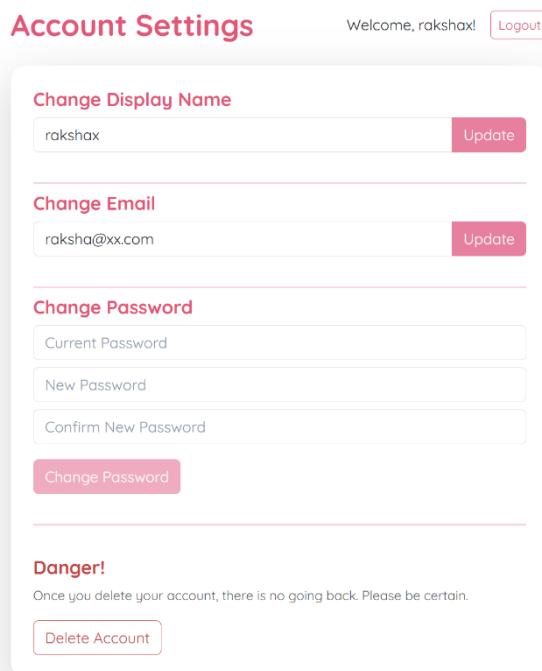
5. Create a new account by filling up the “Name”, “Email”, “Password”, “Confirm Password”, “Create Account” buttons.



The image shows a "Sign Up" form with the following fields and options:

- Name:** A text input field labeled "Display Name".
- Email:** A text input field labeled "Email".
- Password:** A text input field labeled "Password".
- Confirm Password:** A text input field labeled "Confirm Password".
- Account Type:** A dropdown menu with options "Staff" and "Account", currently set to "Account".
- Create Account:** A pink button.
- Log in here:** A link below the button.

CHANGING ACCOUNT DETAILS/DELETING ACCOUNT



The image shows the "Account Settings" page with the following sections:

- Welcome:** Welcome, rakshax! [Logout](#)
- Change Display Name:** A text input field with "rakshax" and a "Update" button.
- Change Email:** A text input field with "raksha@xx.com" and a "Update" button.
- Change Password:** Three text input fields for "Current Password", "New Password", and "Confirm New Password", followed by a "Change Password" button.
- Danger!** A warning message: "Once you delete your account, there is no going back. Please be certain." Below it is a "Delete Account" button.

If you wish to change the display name, email address or password of your account, you can do so here. In the case that you want to delete your account, you can click on the “Delete Account” button at the bottom of the page.

CREATING A NEW SHIPMENT

If you wish to create a new shipment order, please follow the following instructions below.

1. Click on the “Create Shipment” button in the navigation bar.
2. When you arrive on the “Create Shipment” page, proceed to enter the “Brief Information” section of the shipment page. Only proceed to the next section when you see a tick button at the top right corner of the box.

1

Brief Information

Send From

Singapore

Send To

Australia

Type of Shipment

Document

Package

Measurements

Weight
1 in kg

Length
1 in cm

Width
1 in cm

Height
1 in cm

✓

3. Complete the required fields of the “Select Services” section of the shipment page. Only proceed to the next section when you see a tick button at the top right corner of the box.

2

Select Services

Service	Transit Time	Tracked?	Price (SGD)	
Basic Mail	5-24 days	No	35.85	
Registered Mail	7-26 days	Yes	39.45	<input type="checkbox"/>

✓

4. Complete the required fields of the “Shipment Details” section of the shipment page. Only proceed to the next section when you see a tick button at the top right corner of the box. Click on the “Add item” or “Remove item” button if you wish to add or remove any of the items in the shipment.

3

Shipment Details

Sender Reference optional

Sender VAT Number optional

Recipient VAT Number optional

Item Details

Item Description	Declared Currency	Declared Value	Item Weight	Item Quantity	HS Code
Bag	AUD	1	1	1	opt.
	Currency		in kg		opt.

Total: 0.85 SGD

Add Item Remove Item

✓

5. Complete the required fields of the “Delivery Details” section of the shipment page. Only proceed to the next section when you see a tick button at the top right corner of the box. Press on the add to cart button once you are done.

4

Delivery Details

Sender Contact

Name: Raksha
Email: xx@gmail.com
Phone Number: optional

Recipient Address

Address Line 1: abc street
Address Line 2: optional
Address Line 3: optional

City: Singapore State: Singapore
Postal Code: 123456
Country: Singapore

Recipient Contact

Name: Raksha
Email: xx@gmail.com
Phone Number: optional

Recipient Address

Address Line 1: abcd street
Address Line 2: optional
Address Line 3: optional

City: Singapore State: Singapore
Postal Code: 123456
Country: Australia

Other Information

You may drop off your mail at any [SingPost Posting Box](#).
Your emissions from this shipment: 0.1680 kgCO₂e/tonne-km

6. This will bring you to the “Cart” page, where you can review the shipment details one more time, and make any last-minute edits if necessary. If you wish to delete any of the previously added shipments, click on the “Delete” button inside every shipment box. If everything is correct, click on the checkbox to choose the shipments that you want to ship, and proceed to press on the “Checkout” Button.



Basic Mail

Send From <input type="text" value="Raksha"/> <input type="text" value="abc street"/> <input type="text" value="#07-28"/> <input type="text" value="Address Line 3"/> <input type="text" value="Singapore"/> <input type="text" value="Singapore"/> <input type="text" value="Singapore"/> <input type="text" value="123456"/>	Send To <input type="text" value="Raksha"/> <input type="text" value="abcd street"/> <input type="text" value="Address Line 2"/> <input type="text" value="Address Line 3"/> <input type="text" value="Singapore"/> <input type="text" value="Singapore"/> <input type="text" value="Australia"/> <input type="text" value="123456"/>
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Weight: 1 kg
Declared Value: 0.85 SGD

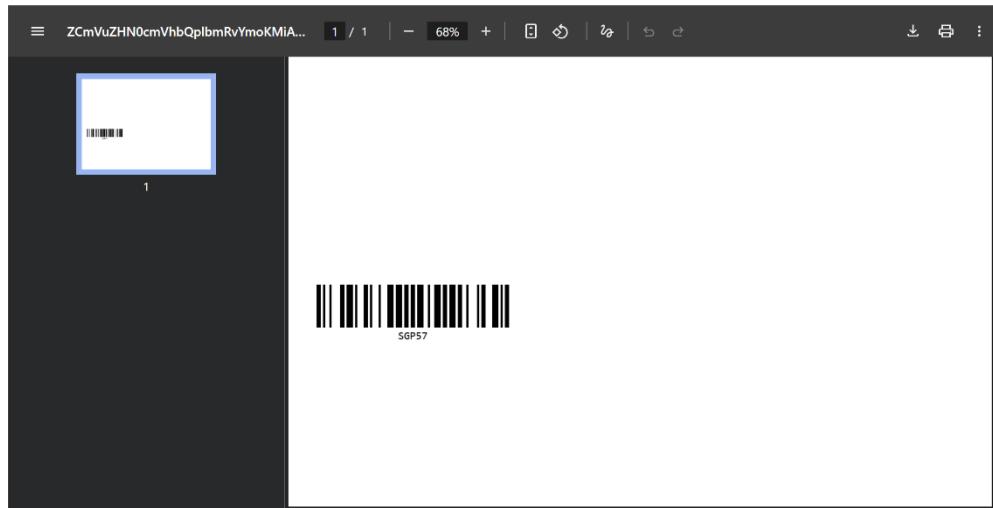
7. Once your shipping is confirmed, you will be redirected to this page.



8. You will be able to see a pdf document with the label that you need to print.

1

Print your shipping label(s)



9. You will also be able to find other details like where to drop your mail off and how to track your mail.
You can also track your parcels through the customer dashboard page.

2

Drop off your mail

For untracked mail, you can drop off your mail at any [SingPost Posting Box](#).

For tracked mail, please drop off your mail at any [SingPost Post Office](#).

3

Sit back and relax!

Fluffy Shipping by SingPost has it handled!

In the meantime, check out your [dashboard](#) for insights on your shipments and more!