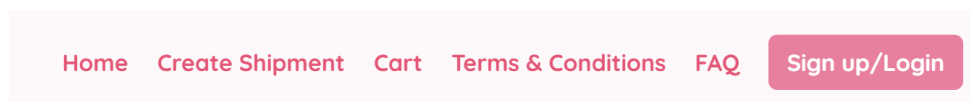


## FLUFFY SHIPPING USER GUIDE FOR USERS

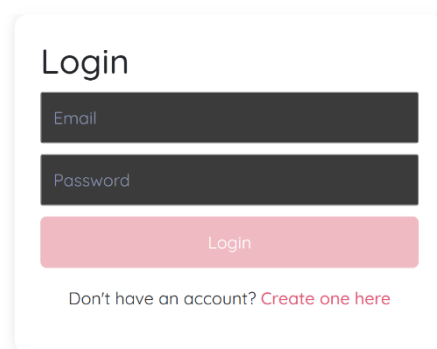
The following document is a user guide for those who have difficulties using the Fluffy Shipping Website to send parcels overseas. Please refer to the following instructions.

### LOGGING/SIGNING INTO YOUR ACCOUNT

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



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

A login form titled 'Login' in a dark grey font. It features two dark grey input fields: the first is labeled 'Email' and the second is labeled 'Password'. Below these fields is a rounded rectangular button with a pink background and the text 'Login' in white. At the bottom of the form, there is a line of text: 'Don't have an account? Create one here', where 'Create one here' is a link in pink.

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.

## Sign Up

Name:

Email:

Password:

Confirm Password:

☐ Staff  
☒ Account

Create Account

Already Have an account? [Log in here](#)

## CHANGING ACCOUNT DETAILS/DELETING ACCOUNT

### Account Settings

Welcome, rakshax! [Logout](#)

#### Change Display Name

[Update](#)

#### Change Email

[Update](#)

#### Change Password

[Change Password](#)

#### Danger!

Once you delete your account, there is no going back. Please be certain.

[Delete Account](#)

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

Code

optional

Sender 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

Code

optional

Recipient Address

Address Line 1

abcd street

Address Line 2

optional

Address Line 3

optional

City

Singapore

State

Singapore

Postal Code

12345d

Country

Australia

Other Information

You may drop off your mail at any **SingPost Posting Box**.

Your emissions from this shipment: 0.1680 kgCO<sub>2</sub>e/tonne-km

Add to Cart

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.

Cart

Basic Mail

Send From

Raksha

abc street

#07-28

Address Line 3

Singapore

Singapore

Singapore

123456

Send To

Raksha

abcd street

Address Line 2


Address Line 3

Singapore

Singapore

Australia

123456



Weight: 1 kg

Declared Value: 0.85 SGD

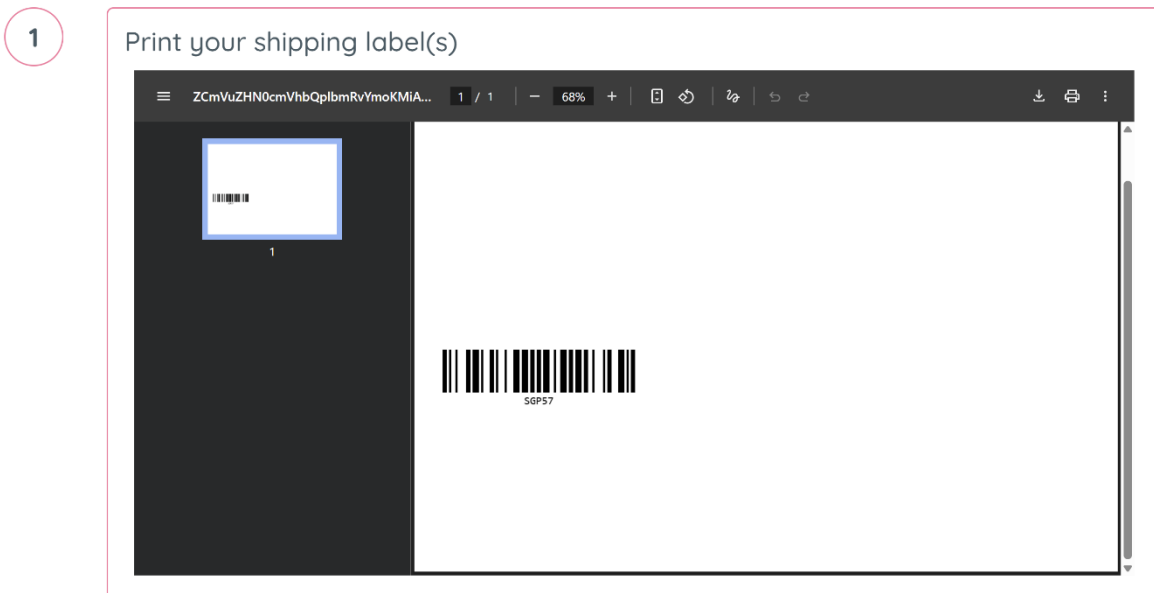
Delete

Check Out

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.



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!