

# justSEND is Pick's pre-paid delivery services for both businesses and individuals.

Currently under justSEND, we are offering only Locker-to-Locker delivery service. This service requires the SENDER to deposit a parcel at a locker and our delivery partner will deliver the parcel to another Locker that is located at a convenient location for your recipient.



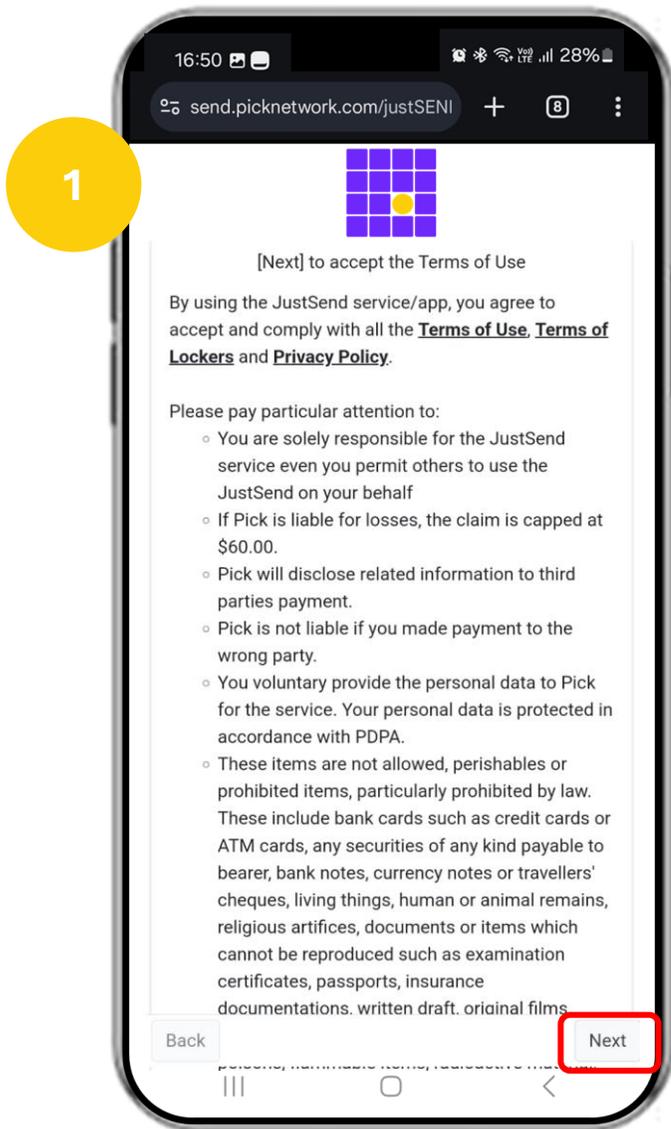
The options available includes

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



<https://send.picknetwork.com/justSEND>

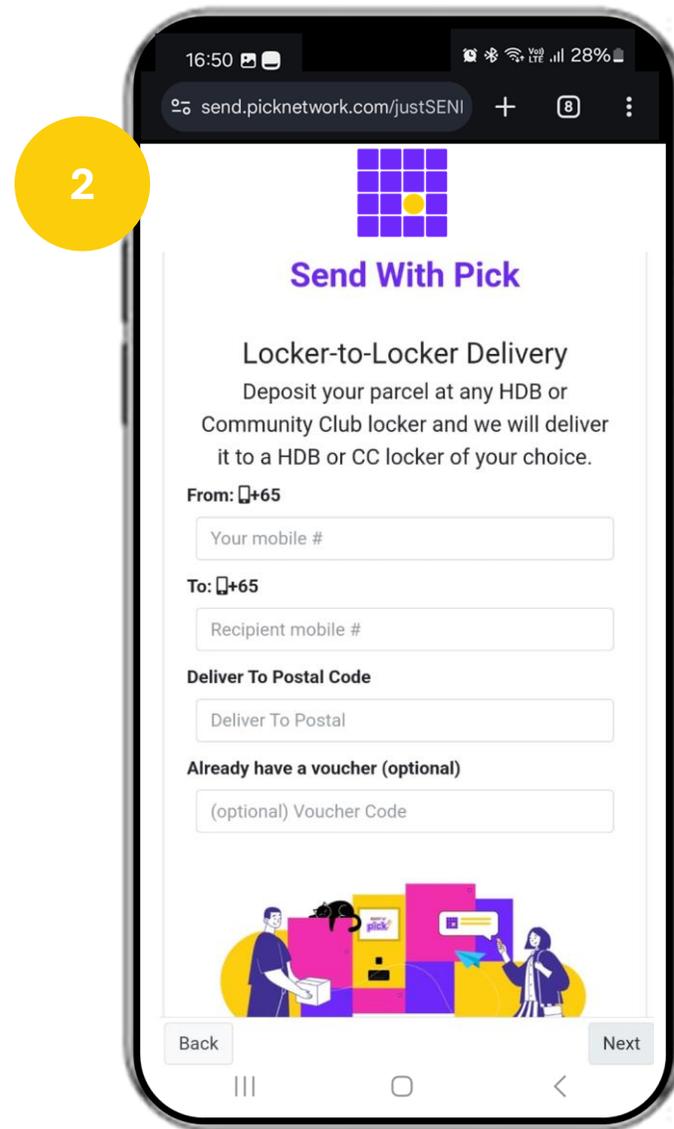




Visit [send.picknetwork.com/justSEND](https://send.picknetwork.com/justSEND)

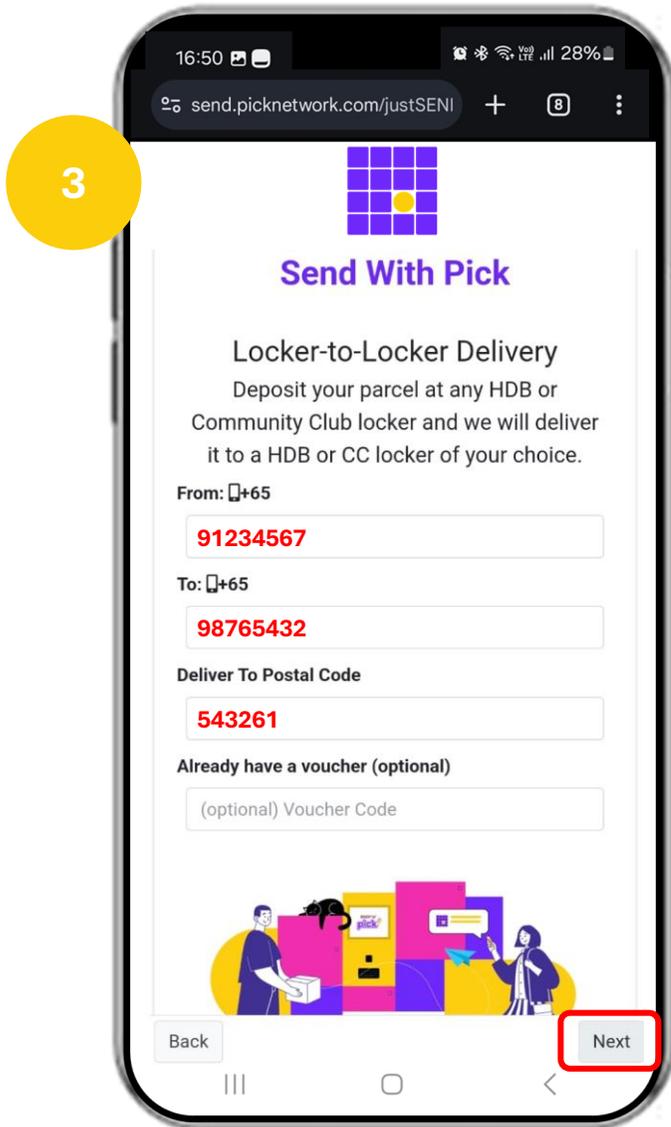
Read the Terms of Use

Tap “Next” to accept the Terms of Use and to proceed

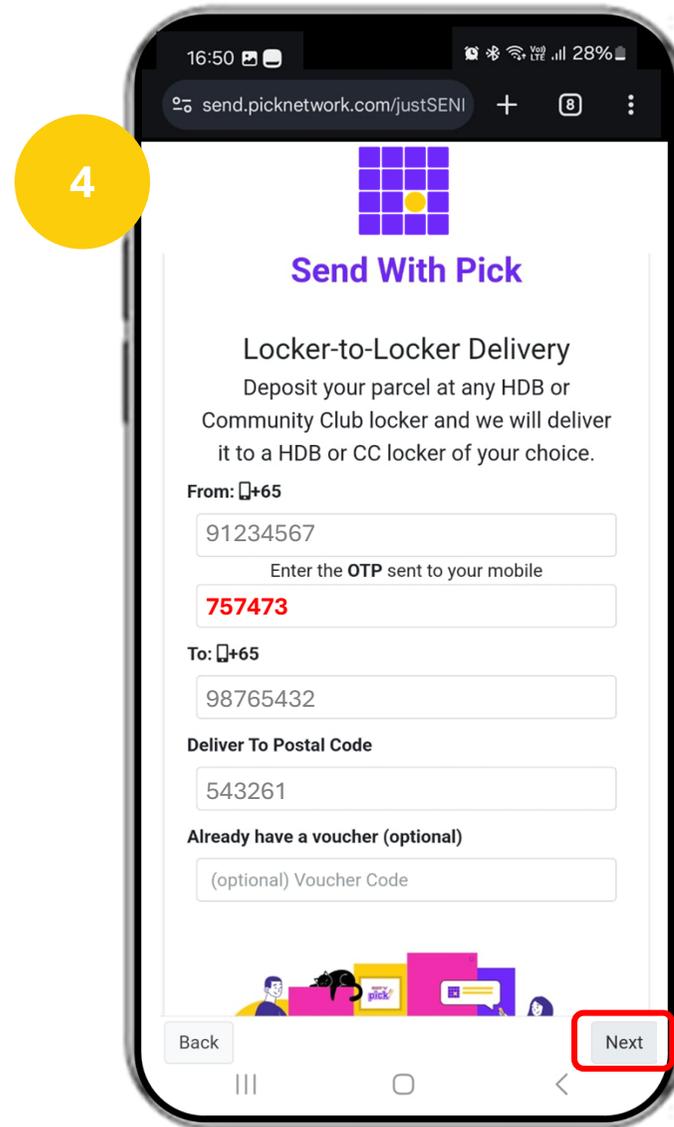


There are a few pieces of information to enter, including:

1. SENDER’s mobile number;
2. RECIPIENT’s mobile number; and
3. POSTAL CODE of the Recipient

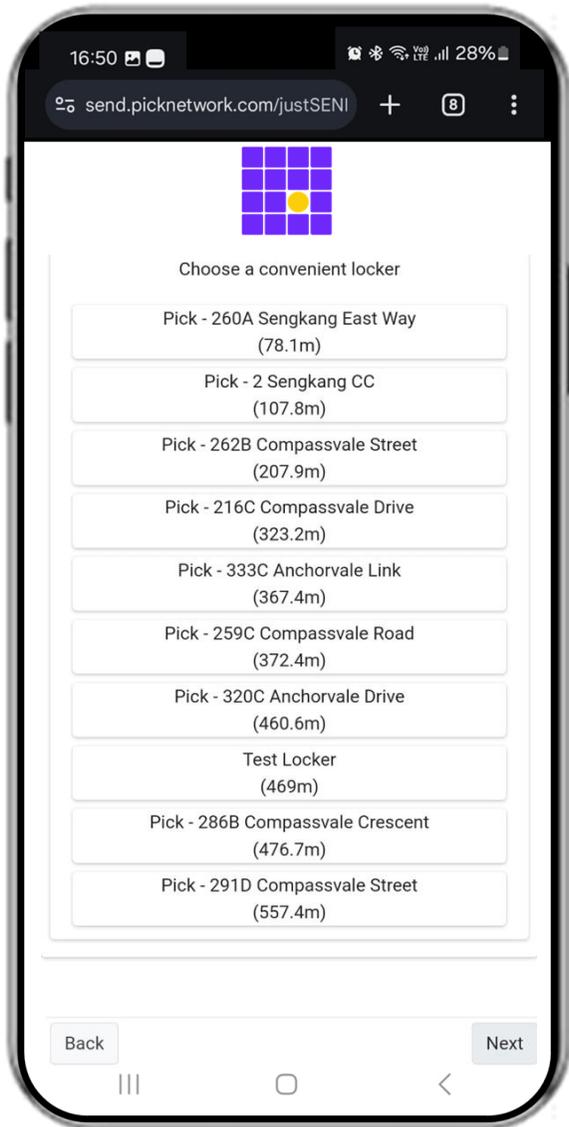


After entering all the necessary details, tap **“Next”** to proceed



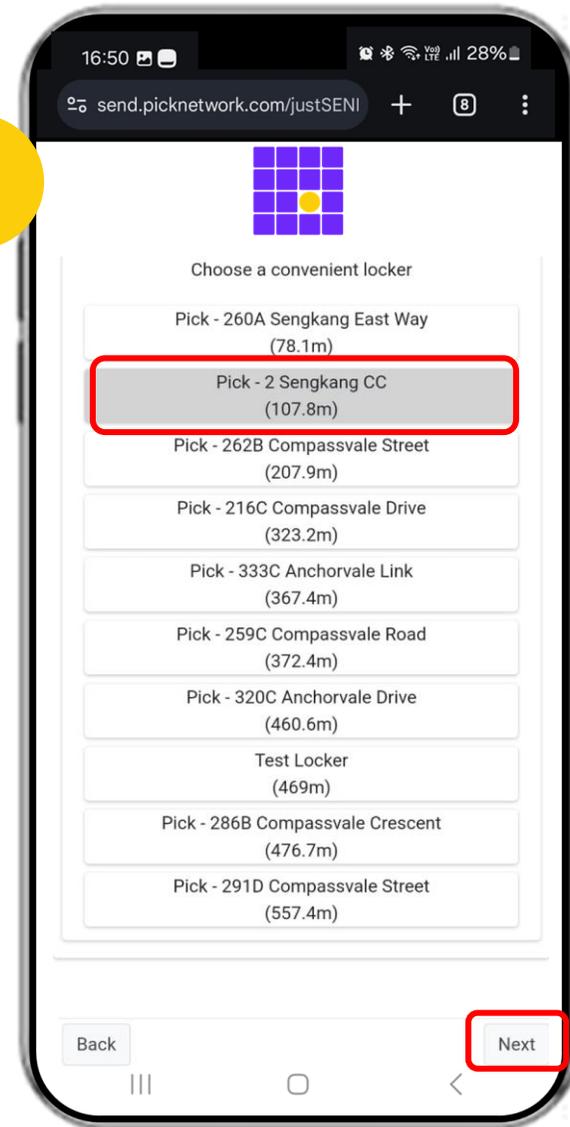
The One-Time-Password will be sent to you via Whatsapp  
Enter the OTP and tap **“Next”** to proceed



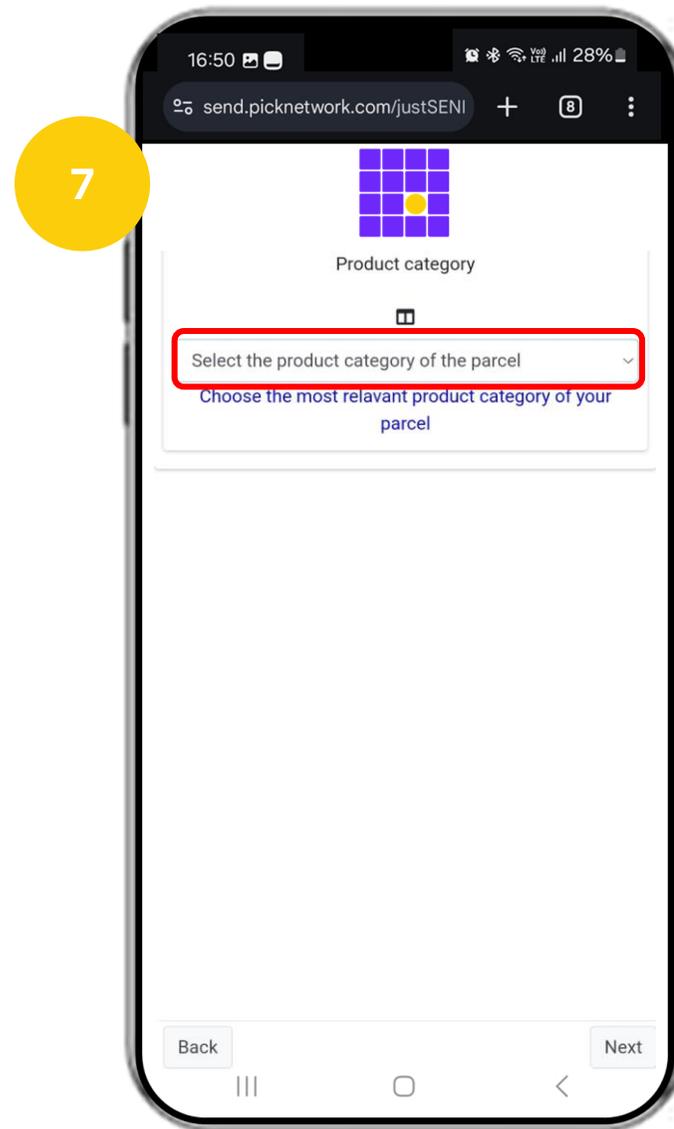
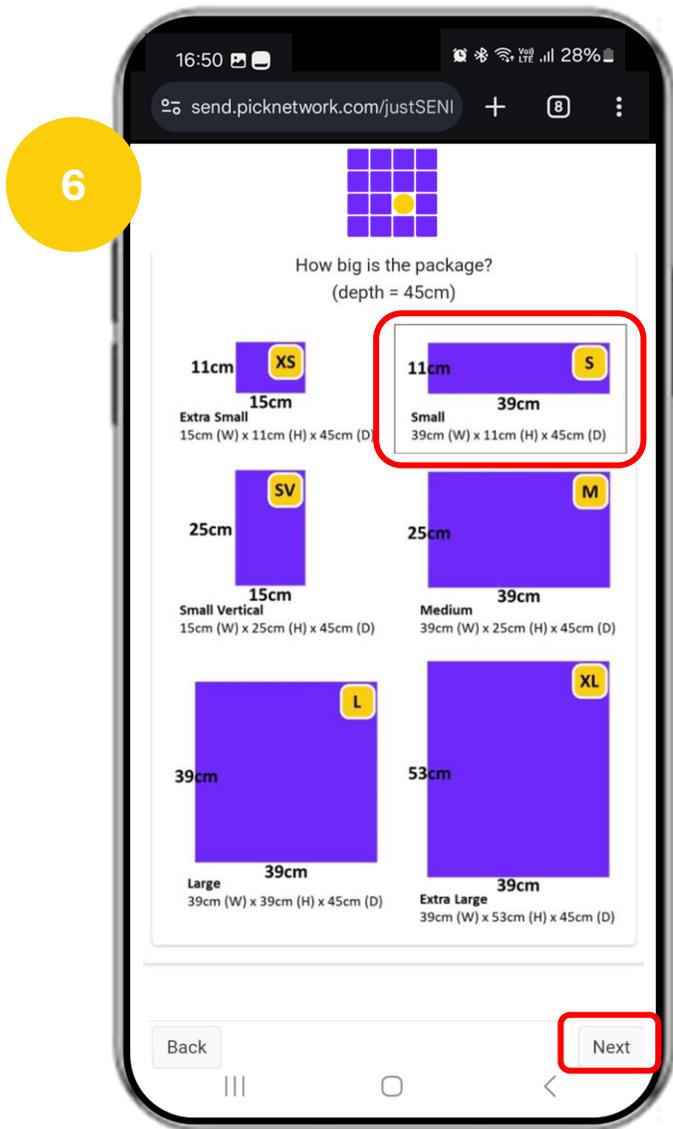


A list of lockers near to the Recipient's postal code will be shown

5



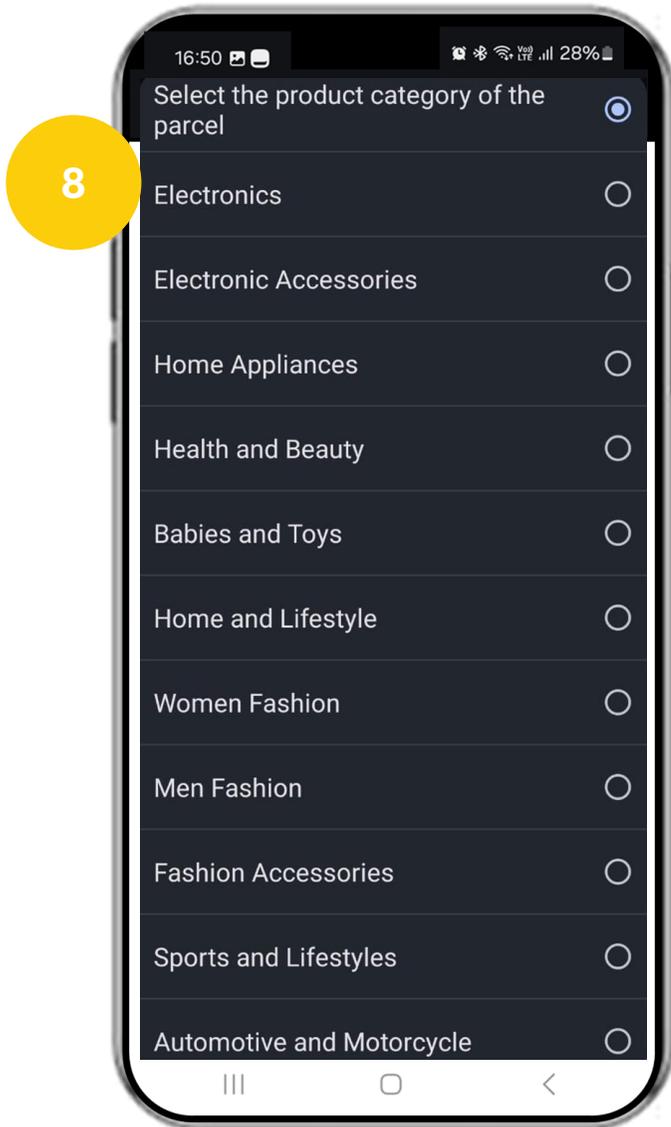
Tap to select the intended destination locker  
Tap "Next" to proceed



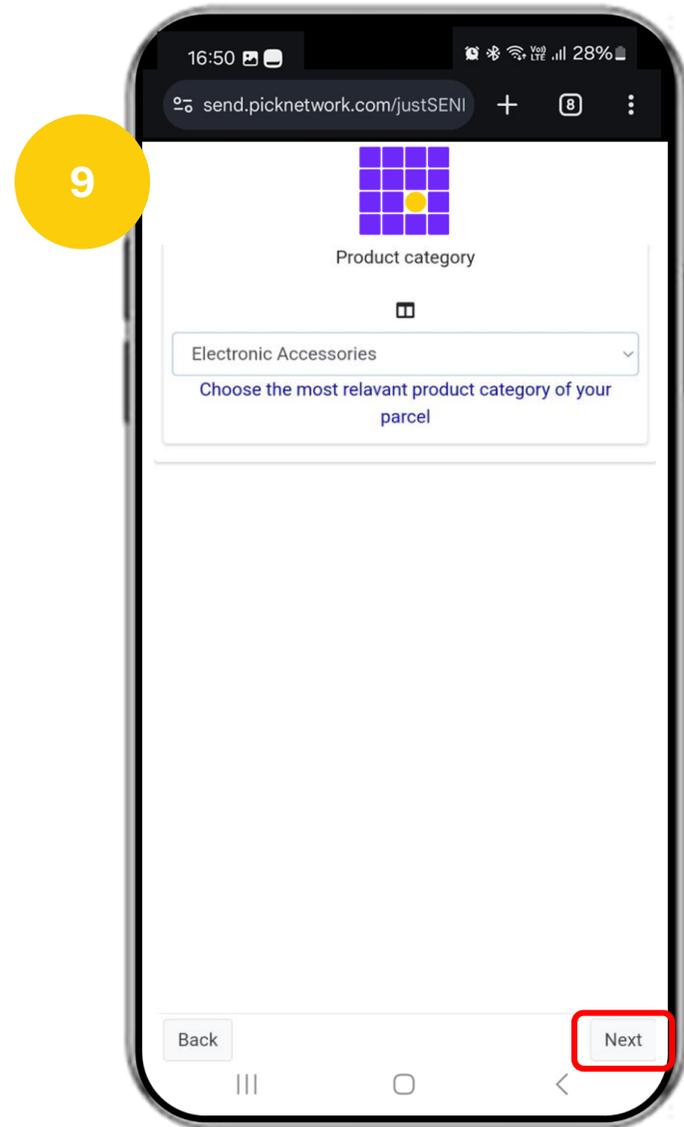
Tap to select the most appropriate size of your parcel. Do note that your parcel depth should not exceed 45cm.  
Tap **Next** to proceed

To select the product category of your parcel, tap to reveal the list

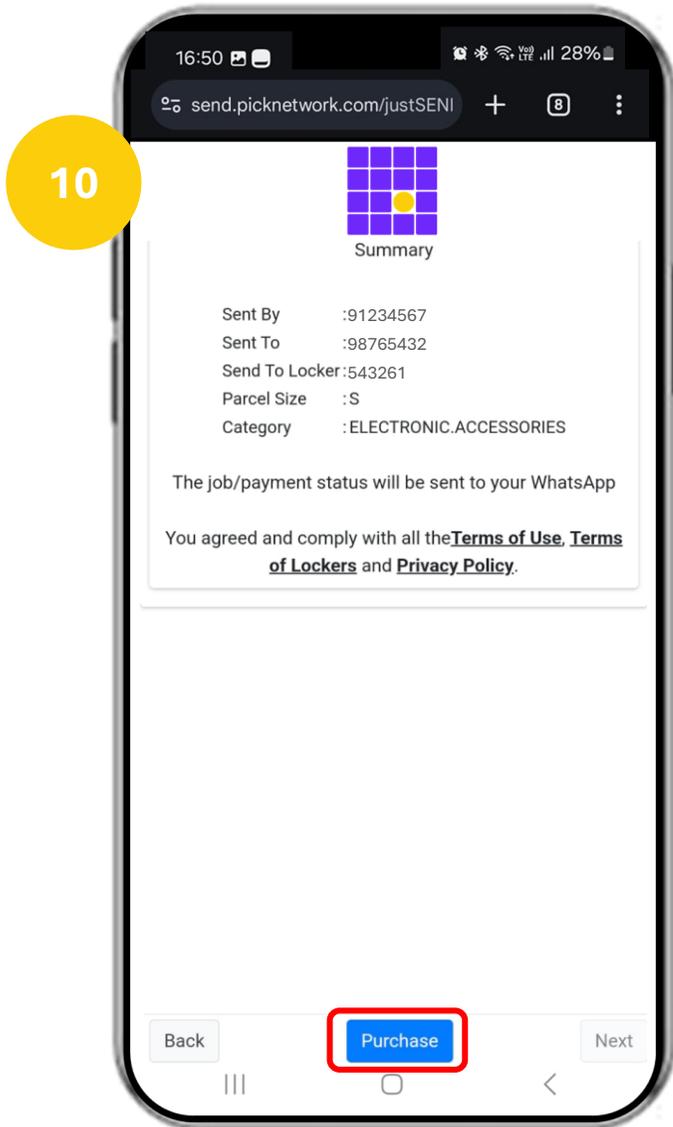




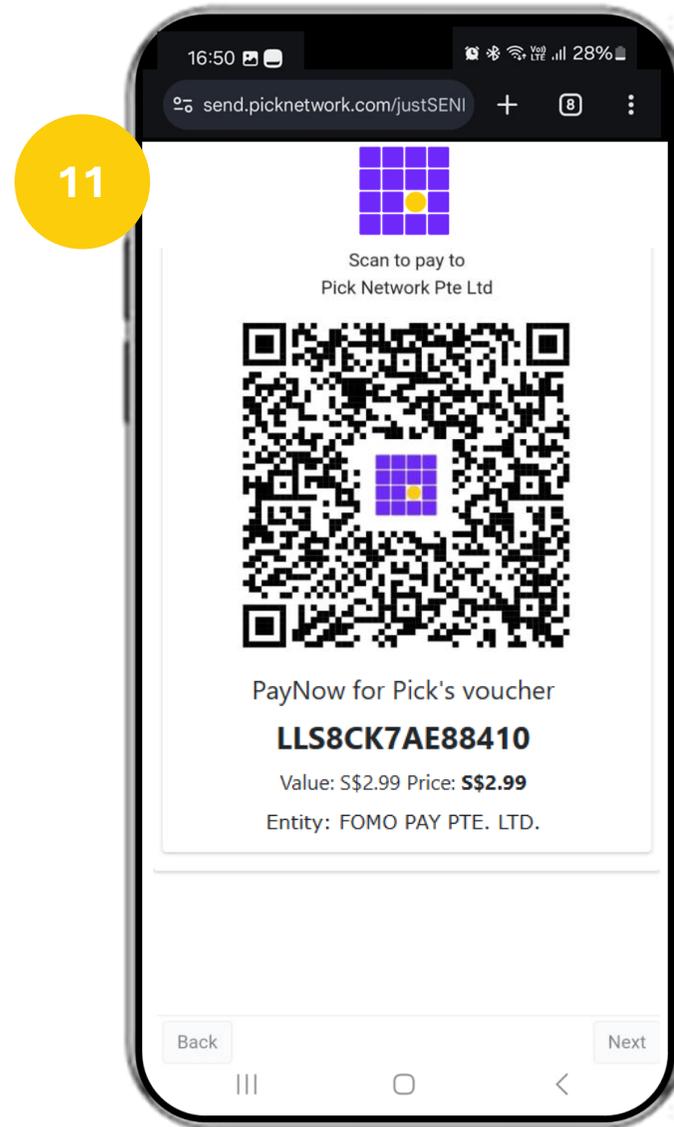
Tap to select the most appropriate category for your parcel



Tap “Next” to proceed

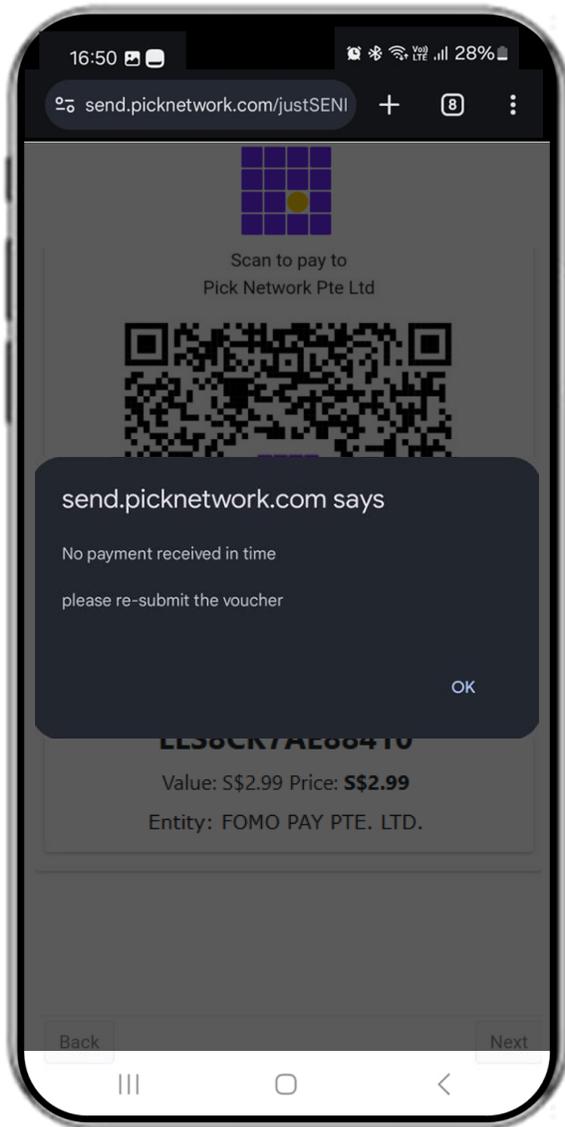


The summary of your order is displayed. Please ensure all the details are correct before proceeding.  
Tap “**Purchase**” to proceed



The payment QR Code is displayed with the price.  
Note that the 3<sup>rd</sup> party payment vendor is FOMO Pay but the payment will be directly to Pick Network Pte Ltd.





If payment is not received within 2mins, an error message will pop-up. You can proceed to re-submit the voucher.

12



Once the payment is received, the final summary page will be displayed with all the essential information. At the same time, you would receive WhatsApp messages with the order details. For convenience, please take a screenshot of this page.



# Notifications

*Notification from Pick!:*

The payment for the voucher **LLS8CK7AE88410** on  
2024-11-14 15:28:41

**RECEIVED**

*This is an automated message, do not reply.*

**WhatsApp Message to SENDER**

This is a confirmation that we have successfully received your payment.

*Notification from Pick!:*

The payment for the voucher **LLS8CF7BEK8K10** on  
2024-11-20 10:24:51

**NOT RECEIVED**

If the payment is made, please verify with your paying institution.

Otherwise, resubmit your job using the same voucher code

*This is an automated message, do not reply.*

**WhatsApp Message to SENDER**

This indicates that we did not receive your payment.

If you have confirmed with your payment institution that the payment was successful, please reach out to us and we can do further investigation on our end.

# Notifications

You may now send your parcel LLS8CK7AE88410 at any HDB/CC Pick locker with Deposit PIN 35135671 by 28 Nov 11:08. Visit [picknetwork.com](https://picknetwork.com) for locker info. Avoid deposit between midnight and 7am on 18 Nov.

[Reminder] Return/send your parcel LLS8CK7AE88410 at any HDB/CC Pick locker with PIN 32274602 by 28 Nov 2024, 11:08 AM. Visit [picknetwork.com](https://picknetwork.com) for locker info. Avoid dropoff between midnight and 7am on 18 Nov.

[Final Reminder] Return/send your parcel LLS8CK7AE88410 at any HDB/CC Pick locker with PIN 32274602 by 28 Nov 2024, 11:08 AM. Visit [picknetwork.com](https://picknetwork.com) for locker info. Avoid dropoff between midnight and 7am on 18 Nov.

## **SMS Message to SENDER**

This message is received shortly after the confirmation of your order and payment. It contains the Deposit PIN and Tracking Number which you would need when you decide to deposit the parcel at a locker.

Please be reminded to deposit your parcel within 14 days from the order confirmation.

## **SMS Message to SENDER**

This is the first reminder 1 day after the initial SMS notification

## **SMS Message to SENDER**

This is the final reminder 2 days after the initial SMS notification. After this message, you will not receive anymore reminders, but you could still deposit your parcel before the stated date/time in the message.

# Notifications

*Notification from Pick!:*

Dear Sender

**[JOB] NEW**

job #: LLS8CK7AE88410

**[FROM] LOCKER**

locker:

postal code:

mobile: +6591234567

email:

**[TO] LOCKER**

locker:

postal code:

mobile: +6598765432

email:

**[STATUS]**

> Job **Confirmed**

> **READY** for deposit

*This is an automated message, do not reply.*

## **WhatsApp Message to SENDER**

This is a confirmation that your order has been accepted in our system.

You can refer to the SMS message for the Deposit PIN to be used when you deposit your parcel at a locker

# Notifications

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:33:04)

Tracking #: LLS8CK7AE88410

[STATUS]

> Parcel **CONFIRMED** at the locker

*This is an automated message, do not reply.*

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:33:23)

Tracking #: LLS8CK7AE88410

[STATUS]

> SENDER **Deposited**

*This is an automated message, do not reply.*

## WhatsApp Message to SENDER

This message will be sent after you have entered the Deposit PIN, Tracking Number and OTP at a locker. However, this does not mean you have successfully deposited your parcel into a locker compartment.

## WhatsApp Message to SENDER

This is a confirmation that you have successfully deposited your parcel into a locker.  
At the same time, the delivery partner will be notified and will plan to retrieve the parcel for delivery.



# Notifications

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:34:03)

Tracking #: LLS8CK7AE88410

[STATUS]

> Parcel **RECEIVED** by LSP

> **PENDING** LSP dropoff at target locker

*This is an automated message, do not reply.*

**WhatsApp Message to SENDER**

This means the driver has retrieved your parcel from the locker. The driver will then proceed to deliver your parcel to the destination locker.

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:39:43)

Tracking #: LLS8CK7AE88410

[STATUS]

> Parcel **CONFIRMED** at the locker

*This is an automated message, do not reply.*

**WhatsApp Message to SENDER**

This means that the driver has arrived at the destination locker with your parcel and would be dropping the parcel off soon.



# Notifications

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:39:43)

Tracking #: LLS8CK7AE88410

[STATUS]

> Parcel **READY** for recipient collection

*This is an automated message, do not reply.*

Hi, your parcel (LLS8CK7AE88410) is now at Pick - Sengkang CC, S545025.

Please collect by 17 Nov 2024, 03:39 PM.

Collection PIN: 03533722.

*Notification from Pick!:*

Dear Sender

[JOB] UPDATE (20241114 15:58:43)

Tracking #: LLS8CK7AE88410

[STATUS]

> Parcel **COLLECTED** by recipient

> Job **COMPLETED**

*This is an automated message, do not reply.*

## WhatsApp Message to SENDER

This is a confirmation that your parcel has been successfully dropped off at the destination locker.

At the same time, the recipient would receive a SMS notification with the Collection PIN.

## SMS Message to Recipient

This is a **notification to the recipient** that the parcel is already in the locker and is ready for collection. It contains the locker address and the Collection PIN, as well as the validity period when the recipient must collect the parcel.

## WhatsApp Message to SENDER

This message confirms that the recipient has collected the parcel.

This also indicates that this delivery job has been completed.

----- END -----

