



Shopee

GrabExpress for Shopee sellers

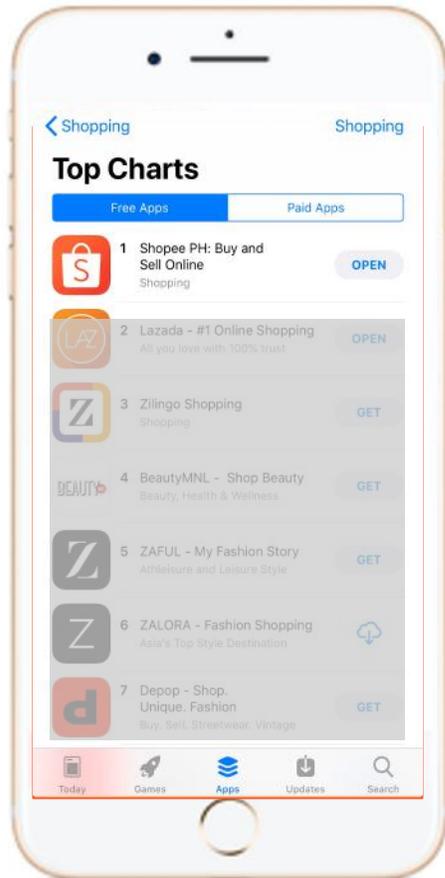
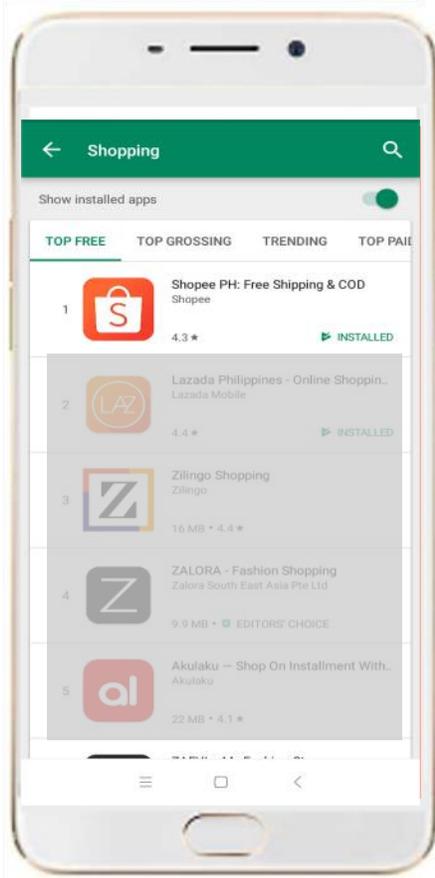
November 2019



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Shopee has become the #1 Online Shopping Platform



Rank #1 Shopping App in 2019
As confirmed in the App Store and the Google Play Store



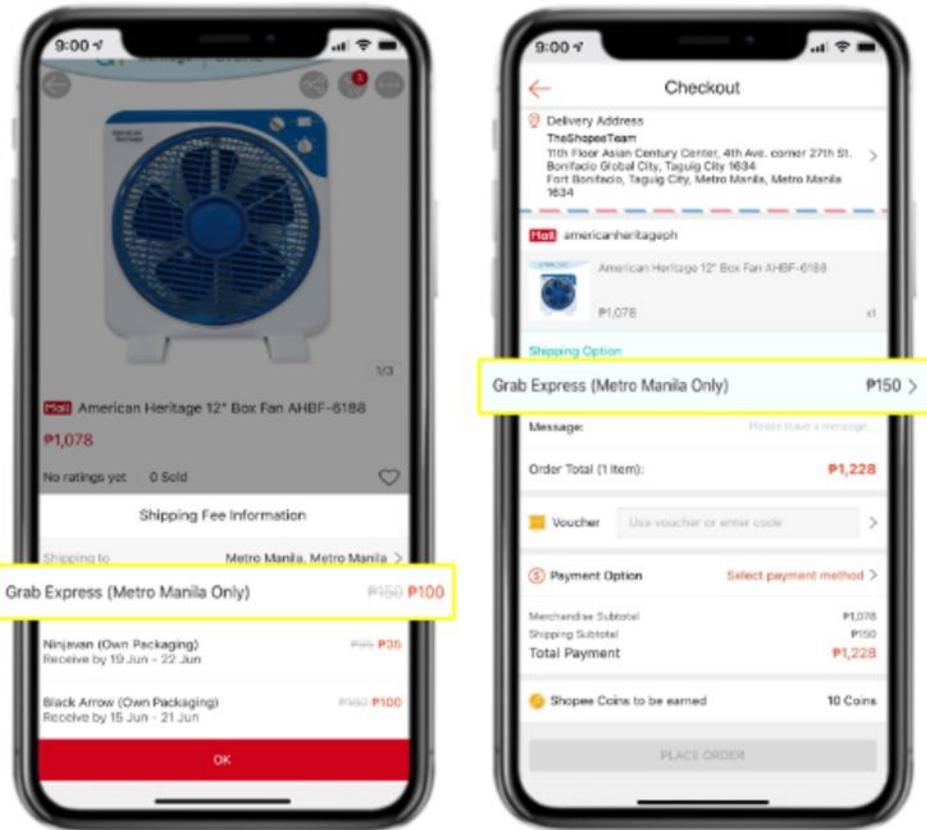
19.5M users in 2019
No. of unique users as of Q2 2019



Millions of Social Media Followers
323K Instagram Followers
14.7M Facebook Followers



Shopee partners with GrabExpress



Provides same day or next day delivery

- Same day delivery for orders with verified payments from 9AM - 6PM
- Next day delivery for orders with verified payments outside of 9AM - 6PM
- Service is available within Metro Manila

Sellers can expect more exposure during big campaigns from time to time

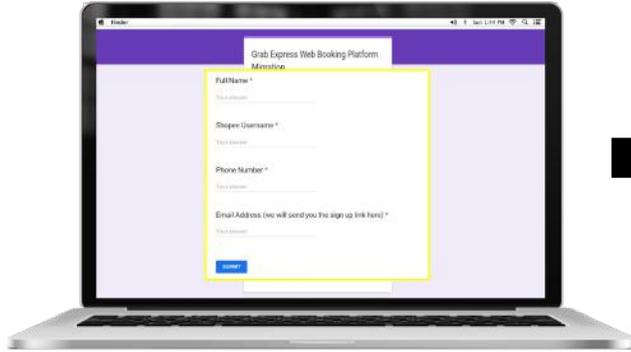
- Dedicated GrabExpress collection
- In-app and social media pushes



How to create a Grab account as a Shopee seller?

5 easy steps on creating a Grab account

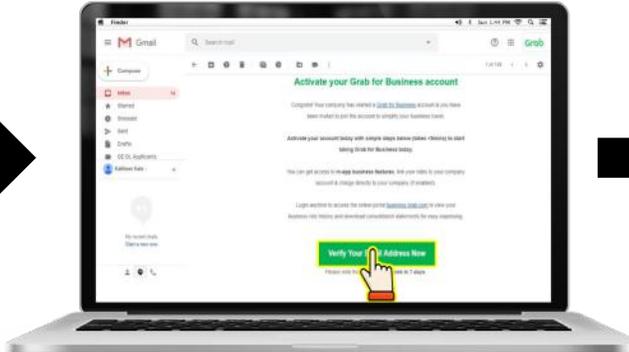
[Complete details](#)



Step 1: Sign up

Fill up the [GrabExpress Web Booking Platform Migration](#) form.

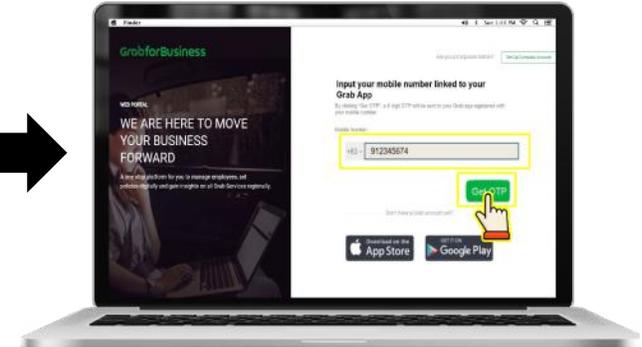
Note: Must have an existing Grab app



Step 2: Verification

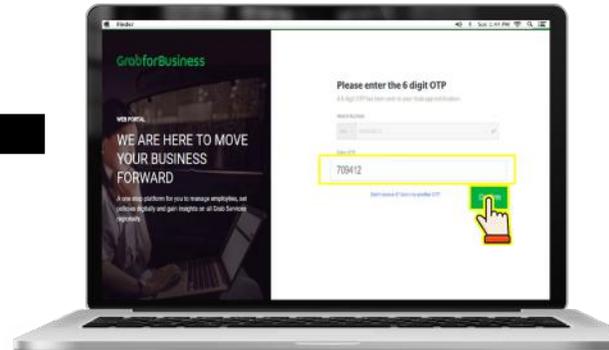
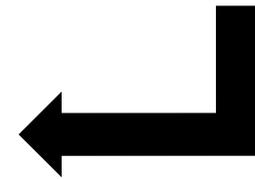
You will receive an email verification within 48hrs from Grab for Business

Note: Verification cut off is 5pm.



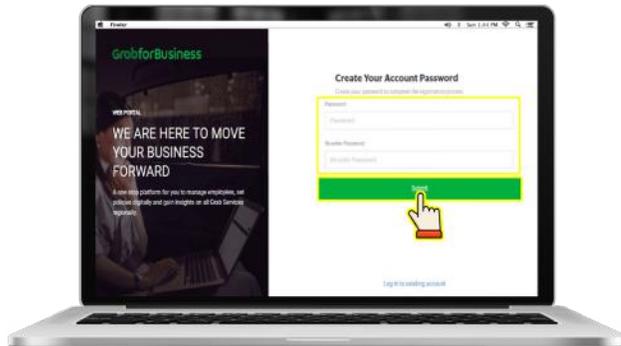
Step 3: Redirection

You will be redirected to Grab Business Portal. You'll have to input your Shopee mobile number



Step 4: Confirmation

You will receive a 6-digit OTP via the Grab app



Step 5: Account enrollment

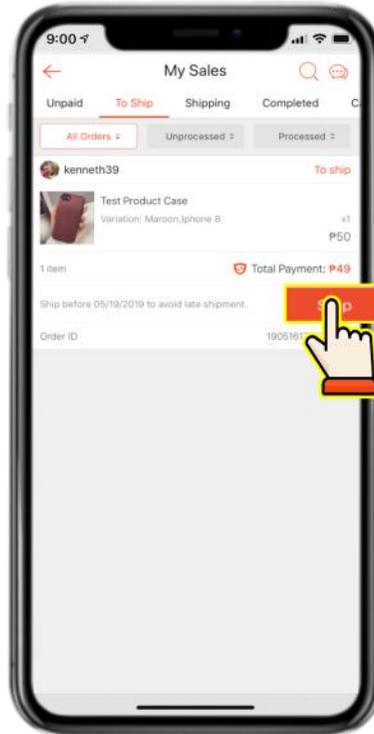
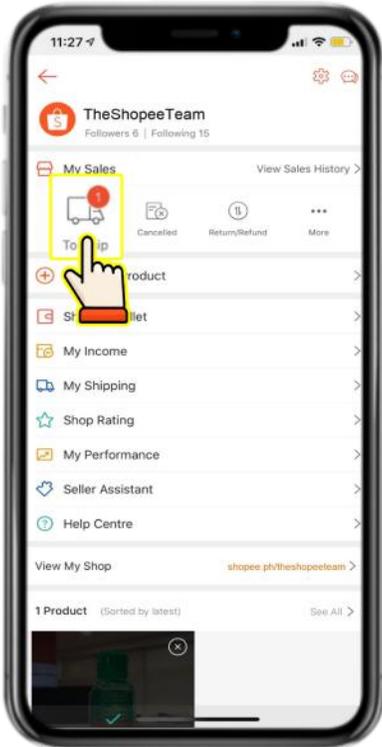
Once confirmed, create your password. You will then be part of the Grab account for Shopee Sellers.



How to arrange order pick up and track delivery?

Setting up GrabExpress delivery on the Shopee App

[Complete details](#)



Step 1:
In My Shop, tap "To Ship" under My Sales.

Step 2:
On the "To Ship" tab, select the order and tap "Ship".

Step 3:
Enter the **Delivery ID** in the tracking number field, then tap "Ship".

Step 4:
Pack the item/s before the Grab rider arrives. Packages should have the maximum dimensional weight of **25 cm x 32 cm x 12 cm**. Each product should have a maximum weight of **5 kg**. Grab can only pickup parcels that are within Metro Manila.

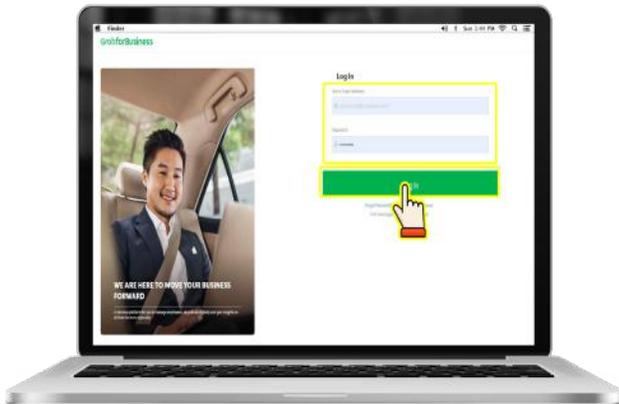
Step 5:
Once the courier is activated with your shop, you can now login to your Grab Express registered account on <https://express.grab.com/book/login>. (You may use the same email and password from your Grab Business Portal to log in.)

Note: You must sign up before you can book your Grab Orders. Refer to the previous slide for instructions.



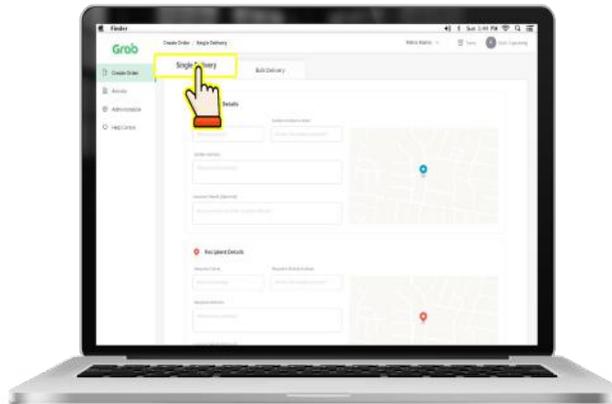
How to arrange order pick up and track delivery?

For Single Delivery



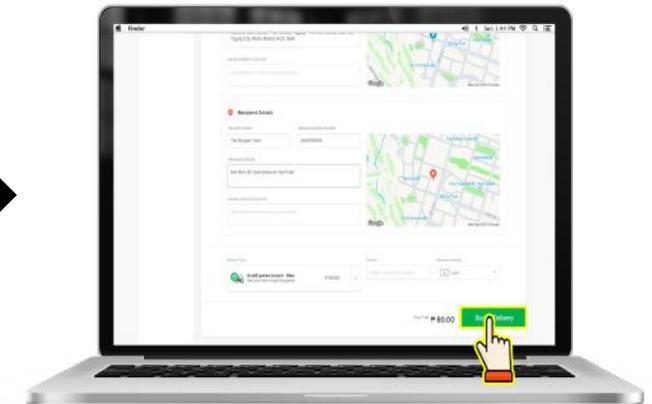
Step 1: Sign in

Login to your GrabExpress registered account on <https://express.grab.com/book/login>. (You may use the same email and password from your Grab Business Portal to log in.)



Step 2:

Click **Single Delivery**, then fill out the needed information.



Step 3:

Click **Book Delivery**.



How to arrange order pick up and track delivery?

For Bulk Delivery



Step 1: Sign in

Login to your GrabExpress registered account on <https://express.grab.com/book/login>. (You may use the same email and password from your Grab Business Portal to log in.)

Step 2:

Click **Bulk Delivery**, then fill out the needed information.

Step 3:

To add another delivery, click **Add another delivery**.

Note: Please note that you can only book up to a maximum of 10 deliveries.

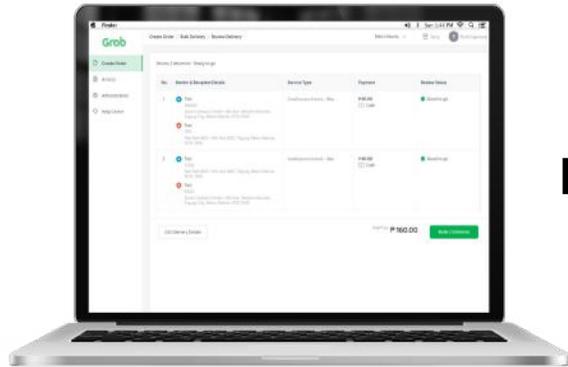
Step 4:

Tap **Review # Deliveries** to review the orders, then tap **Book # Deliveries**.

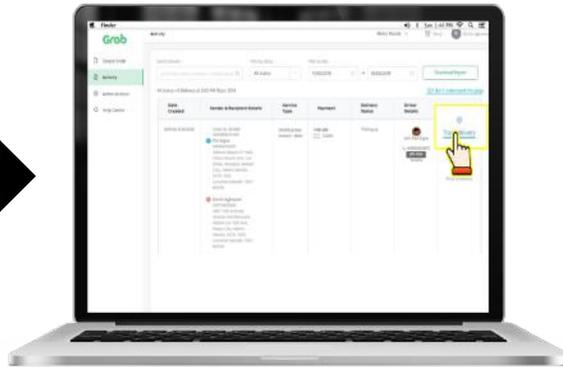


How to arrange order pick up and track delivery?

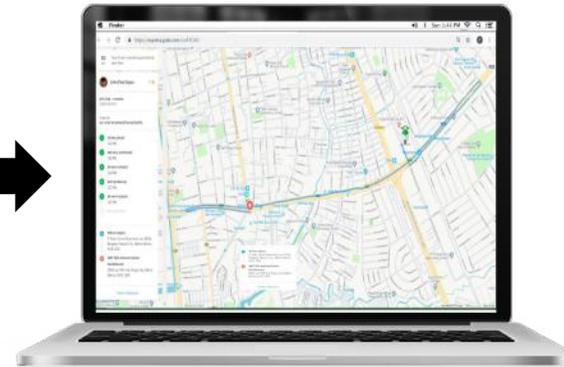
Tracking Deliveries



Step 1:
After booking, tap **Activity** to track your delivery, and fill in the details. Then, Click **Download Report** to get more details of the delivery



Step 2:
Tap **Track Delivery** to monitor the parcel.



Step 3:
A **live tracking map** will appear on-screen.

Shipper's Copy of the Airway Bill per package
Don't forget to ask for your copy from the rider once you've surrendered the package.
This will serve as the proof of pick-up in case of a dispute.



Step 3:
Make sure to ask for the **pickup receipt per order** once you surrender your packages to the rider.



How to arrange order pick up and track delivery?

Tracking Deliveries

Pickup receipt per order



Shipper's Copy of the Airway Bill per package

Don't forget to ask for your copy from the rider once you've surrendered the package.

This will serve as the proof of pick-up in case of a dispute.

Grab №1365945

Pick up Time: 7:10 PM Date: 2023-07-10
 Rider Name: John Doe
 Sender Contact No: 0912345678 Signature: [Signature]
 Valid ID Presented: Yes No ID Type: Driver's License
 Package Details (e.g. No. of pieces / sets, weightage info): 1 pc / 1.5kg

Special Instructions / Notes: _____

By signing this waybill, I agree to the **Conditions of Carriage for User** on <http://www.grab.com> and warrant the **Terms and Conditions** below:

- The parcel does not contain cash, cash equivalent or any valuable goods. I will not hold Grab or the rider liable for loss or damage to the parcel in excess of P2000.
- The parcel does not contain any contraband item, counterfeit goods, animals, balloons, fireworks, hazardous liquids, flammable, corrosive, toxic, radioactive, infectious, flammable, explosive, or other dangerous materials, weapons, explosives and ammunition, human remains, pornography, illegal narcotics/drugs or hazardous materials.
- The parcel does not contain any other item, which the rider may decide cannot be carried safely or legally.
- Parcel must always be opened in the presence of the Rider for inspection before completely loading it for delivery. The Rider can cancel the booking, if you refuse.
- The Rider retains the right to refuse delivery, for example, if the item is not packed well, the item is above 5kg, or larger than 25x32x12cm.
- In the event that the receiver is unavailable to accept the package at the drop-off location, the package will be returned to sender for the same delivery price.

RECEIVER'S ACKNOWLEDGEMENT

I, [Receiver name], have received the delivery products in good order and condition.
 Valid ID Presented: Yes No ID Type: _____
 Receiver Signature: _____ Booking Number: 7
 Contact Number: _____ Drop-off time: _____

For any suspicious package, you can contact PGSA Hotline: 525-7633, 0998887372
 0217923026, 0215737332 OPERATIONS CENTER: 930-0967
 SCA@LINE: @GRABHELP, @GRABPHIL



How to reach Grab for issues and concerns?

Sellers can answer the troubleshooting form or call the Grab hotline (for urgent concerns)

Troubleshooting form

- Sellers must fill up the form with the following details:
 - E-mail address
 - Sellers details
 - The error/ issue
- Turnaround time for feedback is within 24 hours from time of submission
- Link to the form [here](#)

Grab hotline

- For urgent concerns, sellers may contact the hotline for GrabExpress concerns:
 - For driver
 - For merchant
 - For Shopee



Q: What is the allowable weight and size of the package for Grab Express?

A: Maximum of 5kg only per delivery, volumetric weight is 25cm X 32cm X 12cm.

Q: Until when can I book an order?

A: Uploaded orders must be booked within 72 hours or cancellation will have to be done since order can't be uploaded again.

Q: How many orders can 1 Grab booking pickup?

A: Strictly 1 order only

Q: Why did the rider check the package before receiving it?

A: Part of the SOP of Grab Express, riders must check the item before delivery. This for the safety of the seller as the driver will note what item is in the receipt for insurance purposes.

Q: How do you track and monitor delivery?

A: Tracking link should be shared with the buyer to be able to know the whereabouts of the rider.

Q: Why can't I book or arrange pick up on the Grab Express website?

A: Verified Shopee orders will be refreshed and will be available for booking on Grab's app every 2 hours (12:00 AM, 2:00 AM...)

Q: Can I register multiple accounts for Grab booking?

A: Yes, as long as 1 contact number is used for 1 email address only or the other way around.

Q: Can I register without the Grab app account?

A: No, the Grab app is a prerequisite for you to register in the link for booking. The contact number used in the Grab app should be the same contact number to register in the link for booking.

Q: What will happen to items that will be Return-to-seller (RTS)?

A: RTS items will be returned to Grab HQ. Shopee will schedule a pickup and deliver the item back to the seller within 7 days.

Register now!

