Frequently Asked Questions (FAQ's)

1. **What is TrackZippy?**

   - TrackZippy is a cloud based platform (Web & App) that enables Individual and Business user to send shipment related notifications to their receivers, receive critical shipment alerts, and get receivers confirmation of delivery.
   - TrackZippy also gives both the sender and receiver user of the shipment the ability to track all their shipments on the go and on a single platform.
   - TrackZippy is powered by a powerful centralized database called Send2ID.

2. **Which logistics service providers are supported on TrackZippy for shipment tracking and for sending shipment notifications?**

   - TrackZippy supports shipment notifications and shipment tracking functionalities for shipments moving on industry leading service provider Blue Dart and FedEx.
   - TrackZippy team is in the process of adding a few more service providers to the list however we will only bring on board the most reputed and reliable logistics service providers that have implemented a robust tracking mechanism for their customers.

3. **Does a user need to register on TrackZippy to track their shipments?**

   - Yes, user registration is mandatory on TrackZippy to track shipments unless the user already has Send2ID login credentials in which case the user will only have to agree to the terms and conditions outlined on TrackZippy.
   - Registration is a onetime activity to create a user's Send2ID login credential and unique profile.

4. **Can a user change their registration or login credentials on TrackZippy?**

   - For Individuals, registration or login is based on their mobile number.
   - For Businesses, registration or login is based on their business email id.
   - The registration or login credentials cannot be changed on TrackZippy.

5. **Can a user track all their shipments on TrackZippy whether they are sending or receiving them?**

   - Yes, TrackZippy lets a user track shipments that they are either sending or receiving.
   - A user may use TrackZippy "Track" functionality to track all their shipments.

6. **Is there any cost associated to tracking shipments on TrackZippy?**

   - Currently TrackZippy offers free shipments tracking functionality to both Individual and Business users.

7. What is the difference between Map, Mobile & List View on TrackZippy?

- Map view on TrackZippy (available only to an Individual user on the Web and App) gives a visual view of all the shipments associated with the users Send2ID profile that a user maybe receiving on a map. This view is enabled with the state of the art and leading industry map provider "Google Maps".

- Mobile view on TrackZippy (available to both an Individual and Business user on the Web and App) gives a convenient view of all shipments associated with the users Send2ID profile that the user may be sending or receiving.

- List view on TrackZippy (available only to a Business user on the Web) gives a consolidated view of all the shipments associated with the users Send2ID profile that the user may be sending or receiving. This view is useful for Business users who need to send bulk shipments to multiple users.

8. What is "Add a Shipment" functionality on TrackZippy?

- When a user is receiving a shipment from someone who is not using TrackZippy to send shipment related notification they may use TrackZippy "Add a Shipment" functionality to continuously track shipment by entering Air Way Bill (AWB) details of the supported logistics service provider.

- In the event a user is sending a shipment but doesn't want to inform the receiver in advance (to ensure that the surprise element is kept intact when the receiver receives the shipment) but still wants to track the shipment; they may use TrackZippy "Add a Shipment" functionality to continuously track shipment by entering Air Way Bill (AWB) details of the supported logistics service provider.

9. What are TrackZippy "Notifications"?

- TrackZippy sends out 3 types of Notifications and they are classified as Messages, Alerts and Actions.

- Messages are shipment related information which is sent by the sender to the receiver of the shipment using TrackZippy.

- Alerts are critical shipment related updates sent by the TrackZippy to both the sender and the receiver of the shipment. An Alert is sent out typically when the logistics service provider is unable to deliver the shipment due to any avoidable reasons (e.g. pin code missing on receivers address or address incomplete, etc.) and when such shipment updates warrant a definitive action either from the shipper or the receiver.

- Actions are automated shipment delivery confirmation requests sent to receiver by the sender using TrackZippy. Actions are triggered on successful delivery update provided by the service provider. Actions are time bound hence a receiver upon getting a shipment delivery confirmation request has 48 hours to confirm delivery along with their respective shipment feedback failing which the TrackZippy updates the sender with the shipment delivery confirmation updated by the logistic service provider.

10. What is "Share and Notify" functionality on TrackZippy?

- When an Individual or Business user sends a shipment to the receiver they may use TrackZippy "Share and Notify" functionality to inform the receiver that the shipment is coming their way by adding complete details (name, address, phone number, etc.) of the receiver and the respective shipment details.
- In case a Business user needs to send out shipment notifications to many receivers of the shipment they can conveniently do so by using "Bulk Upload " functionality provided on TrackZippy (available only to a Business user).

11. What is Send2ID and why is it on the TrackZippy?

- Send2ID is a user's login credential and unique profile capturing user's addresses, delivery preferences, contacts and their respective addresses.
- Send2ID also assigns unique Id to each Individual or a Business user for every address as notified by them for creation of a delivery profile capturing proper address with the location tagged on a map, and delivery preferences of the users such as preferred delivery timings and alternative delivery location.
- TrackZippy is powered by Send2ID

12. If the user has more than one location do they need to register again and create another login or should they just create another Send2ID unique Id?

- Registration and Send2ID profile creation is a onetime activity for the user.
- Login is unique for each Individual user based on their mobile number and for the Business user based on their business email id.
- If the user has more than one location they should simply create another Send2ID unique Id by going to My Send2ID > View/Edit Profile > My Send2ID's – Addresses > Create New Send2ID

13. How many Send2ID unique Ids' should a user create?

- We recommend that an Individual user creates a minimum of 2 Send2ID unique Id's first for the residence address and second for the place that they works at.
- An Individual also has an option to create the 3rd Send2ID unique Id under "Other" category in an event they have a second home or any other place of interest.
- We recommend that a Business user creates Send2ID unique Id's for each and every different address or location that they operate from.

14. Is it mandatory for the user to update their Send2ID profile?

- A users Send2ID profile plays a key role in getting their shipments delivered on time hence it is recommended to keep Send2ID profile updated at all times.

15. Who will have access to the users Send2ID unique Id and all the information linked to it?

- Sharing users' information associated with their Send2ID unique Id with other user is completely under users' control and they decide who they need to share their information with. Accessing users' information and the request to share information with other user's on the TrackZippy is designed in similar ways to other social media platforms where such activities are governed by permissions from the users.
- However when a user sends shipment notification to another user by using either "Share and Notify" or "Bulk Upload" functionality on the TrackZippy the senders Send2ID unique Id and all the address information linked to it by default gets captured in the receivers Address Book
- In addition, we may share your information in full or part with third parties (e.g. service providers) to enable and enhance our service offerings to you.

16. How can users build contact database on their Send2ID profile (Address Book)?

- There are many ways for user's to build contact database on their Send2ID as outlined herein
- The users' can manually enter address of their contact by using "Add Address" functionality of the Address Book. The users' may also choose to upload their existing database in the sample excel format provided in "Upload Addresses" functionality of the Address Book.
- The details of all the contacts that the user's have sent shipment notifications to either using "Share & Notify" or using "Bull Upload" functionality also gets automatically captured in their Address Book.
- The most convenient way that TrackZippy offers to its user's for building contact database is by allowing the users' to send out invitations individually or in bulk to other user's to share their details associated with their Send2ID unique Id's.

17. How does Send2ID help its user's in Contact Management?

- Each and every time a users' contact updates any details associated with their shared Send2ID unique Id the users' Address Book automatically gets updated with the latest details of their contact.

18. What do user's need to do if they forget their password?

- On the login page, there is an option in the event user's either forgetting their password or they need to reset their password. Such requests may invoke verification from us to ensure there is no abuse or to ensure that it is being done by the correct person or authority.

19. Will user's mobile number or email id be spammed with unwanted information or advertisements?

- No. there will be no spam on users' email id or mobile number. The only information that will be shared with the users will be either related to their shipments or their profile.

20. Can users upload their photo on the TrackZippy and link it to their Send2ID profile?

- Yes an Individual user may upload their photo on the TrackZippy and link it to their Send2ID profile
- Business user may choose to upload their logo on the TrackZippy and link it to their Send2ID profile.

21. Why does TrackZippy request for a user KYC to be uploaded by the users?

- This functionality will come in handy in the future when the logistic service provider needs to verify a receiver's identity for shipment delivery.

22. Is it mandatory to upload a users' KYC on TrackZippy and link it with a user's' Send2ID profile?

- No it is not mandatory to upload a users' KYC on TrackZippy and link it with a users' Send2ID profile. However we suggest our user's to upload KYC and link it with their profile so that they get timely delivery of their shipments.

23. How can users upload KYC on the TrackZippy and link it to their Send2ID profile?

- A user may both upload a scan copy or a photo of their KYC and link it to their Send2ID profile.

24. How can user's contact TrackZippy in case of any queries or concerns?

- In case of any service deficiency of the platform, a user can write to us on trackzippy@vzipit.com
- In case a user is not able to login or view, they can write to us on send2id@vzipit.com