GXPRESS · FLEET GUIDE

Fleet Quick Start

Set up your fleet, find suitable jobs, assign a biker, and follow delivery progress.

For courier fleet operators

GXpress Zimbabwe

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Before applying for work

Make sure your account is active and your team is ready before you accept work that you cannot fulfil.

1. **Sign in to your Courier/Fleet account.** Use the account login provided for your fleet. Keep the password private and use the official GXpress portal.

2. **Check subscription access.** Open **Subscription** → **Plan Overview**. If a voucher is needed, get the official activation voucher from GXpress Support after any required payment is verified. Open **Enter Voucher**, enter the code, choose **Apply Voucher**, and follow any confirmation step. Check the overview for active access before applying for jobs. Fleet cost/capacity is displayed in the plan overview.

3. **Check your operating zones.** Open **Settings** → **Operating Zones**. Zones are assigned and controlled by GXpress Admin; fleets cannot edit them directly. If the listed zones are wrong, use **Request Zone Change with Admin**.

4. **Add at least one biker.** Open **Bikers** → **Add Biker** and enter accurate rider details, including a reachable WhatsApp phone and vehicle information where requested. At least one registered biker is required before the fleet can apply for a job.

5. **Check team readiness.** Confirm that a real, available rider can take the job, the phone can open web links, and the rider knows the route and COD/PIN procedures.

> **Important:** the rider task link is generated after assigning the delivery to a biker. This flow does not require the rider to sign in to the fleet portal; protect the task link because it grants access to that delivery task.

First-login checklist

- ☐ Subscription access is active.
- ☐ Operating zones match the areas your fleet can serve.
- ☐ At least one biker is registered and reachable.
- ☐ A rider and vehicle are available for the expected job.
- ☐ Your dispatcher knows how to contact GXpress Support.

Find and apply for a job

1. **Open Job Pool → Available Jobs.** The pool shows open jobs that match your assigned operating zones and account eligibility. If a job is missing, check its pickup area against your zones.
2. **Review before applying.** Open **Review & Apply** and check the pickup, destination/stops, distance, fleet payout, payment type, and COD amount. Only apply if you can meet the pickup and delivery requirements.
3. **Submit the fleet application.** Applications are made on behalf of the fleet. Wait for the merchant to review/accept; check **My Applications** for the application status. Applying is not the same as winning or being assigned the job.
4. **After approval, open Deliveries.** Confirm the order details and select an active biker using the assignment action. Verify the rider and phone number before confirming.
5. **Send the secure task link.** After assignment, use the WhatsApp link action. Send the generated link to the assigned biker only. The biker portal contains route details, navigation, accept/pickup controls, and delivery confirmation steps.

What the biker does

1. Open the GXpress task link and review payout, pickup, drop-off(s), contact details, and COD instructions.
2. Accept the task in the portal. Navigate to the pickup and use the portal action to confirm collection.
3. Navigate to the recipient and follow the portal's delivery/PIN prompts. Ask the recipient for the PIN only at the real handoff; never guess or share PINs in advance.
4. If COD applies, collect the amount shown and follow the specified cash-return or mobile-money remittance flow. Record any requested transaction reference in the portal.

If the recipient cannot be reached after pickup: contact the recipient and merchant, then use **Request Cancel & Return** in the task portal. The merchant must also accept; either side may decline. The suggested return payout is the original delivery payout and is recorded when both sides approve, but the app does not collect or transfer it automatically. After approval, return the parcel to the shop, report the handback, and wait for the merchant to confirm receipt. On a multi-stop route, continue only after that confirmation advances the route.

Keep progress current: the biker portal refreshes task status periodically and provides the operational actions. If status appears stale, check the connection and refresh the task before repeating an action.

Run reliable deliveries

- ☐ Accept only jobs your available bikers can complete within the stated pickup and delivery requirements.
- ☐ Before applying, verify the pickup zone, route, payout, payment type, COD amount, and any special handling notes.
- ☐ After approval, confirm the assigned biker and vehicle, then send the secure task link only to that biker.
- ☐ Keep the merchant informed if traffic, weather, a route issue, or a network problem affects delivery progress.
- ☐ At handoff, follow the biker portal's delivery and PIN steps. Never guess, reuse, or request a customer PIN before the parcel is handed over.
- ☐ For COD, collect the displayed amount and follow the recorded settlement instructions. Contact support if the amount or settlement method is unclear.

If something goes wrong

Do not submit repeated applications, create duplicate assignments, or reuse an old biker task link. If a job is missing, first check operating zones, open status, subscription access, and whether the fleet already applied.

> **In-app:** use **Contact Support** / GXpress Support Chat in the portal.
> **WhatsApp or urgent help:** +263 71 252 5282
> **Email:** support@gxpresszw.com
> **Admin:** contact GXpress Admin for operating-zone, account access, or fleet-profile changes.

When reporting, include the fleet name, order ID, approximate time, device/browser, steps taken, and a screenshot with personal details hidden if possible. Never send a password, activation voucher, customer PIN, or full payment credentials.