



COLLATE


All your home services in one place

User Guide for Customers

# Account Creation

## Creating a new account


- ① Choose [I'm a customer]
- ② Tap on [Sign up for free now]
- ③ You can also login using Facebook to create an account



Are you a customer or a merchant?

① I'm a customer

I'm a merchant/sales agent



Login

Email address

Password

Login

③ Login using Facebook

Forgot password?

② Sign up for free now

COLLATE

All your home services in one place

- ④ Fill in your name, username, email address, password and a local mobile number

- ⑤ Tap on [Next]

- ⑥ A one-time password has been sent to your local mobile number. Key in here and click [Submit]

← Create Account

Join the COLLATE community and engage the best household service providers today!

Enter your basic information to get started.

④

travis\_tan86

travistan86@collate.com.sg

\*\*\*\*\*

+6590008888

⑤ Next

←

Account Creation

Thank you for creating an account with us.

A one-time password (OTP) has been sent to your local mobile number.

To complete the account creation, please enter the OTP below.

Enter OTP here

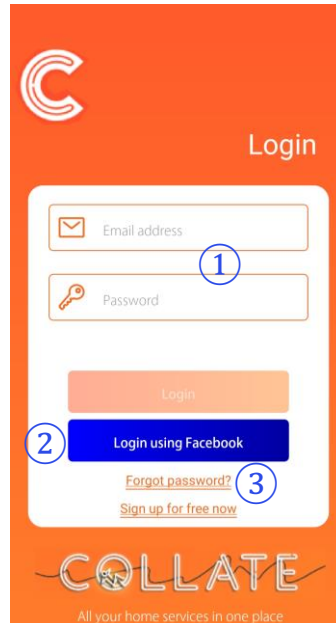
⑥

Resend OTP

Submit

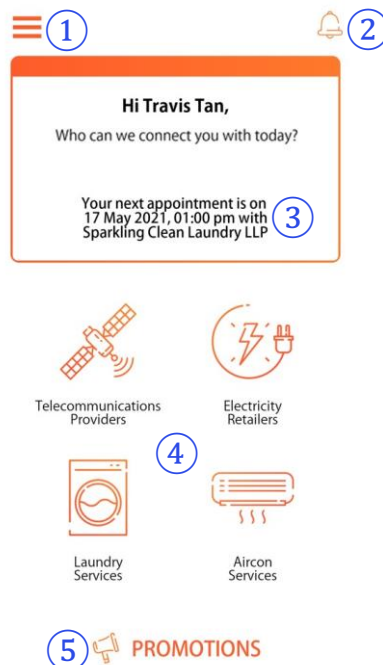
# Logging In

- ① Key in your email address and password to log in
- ② You can login using your Facebook account if you have created your account using Facebook
- ③ Tap on [Forgot password] if you can't remember your password and a link will be sent to your registered email address to reset your password



# Dashboard

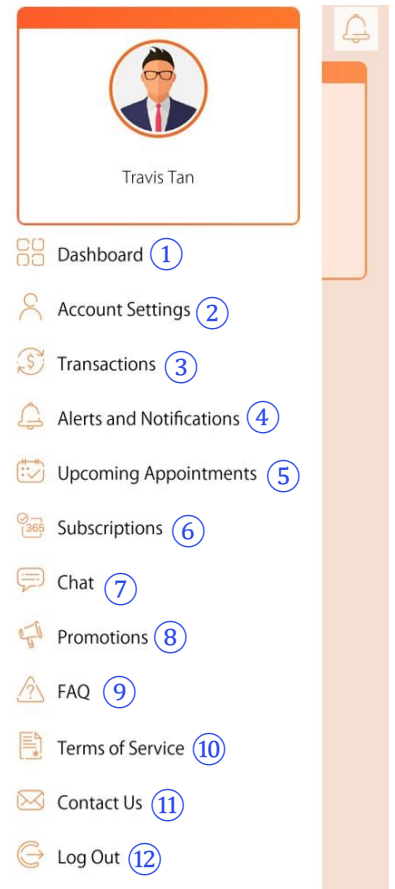
- ① Tap here for the side-menu
- ② Tap the [Alert] button for the latest notifications
- ③ Tap here for a quick access to your upcoming appointments
- ④ Tap on any category to find a service provider to hire or subscribe to
- ⑤ Tap on [Promotions] to view the latest offers



# Side-Menu

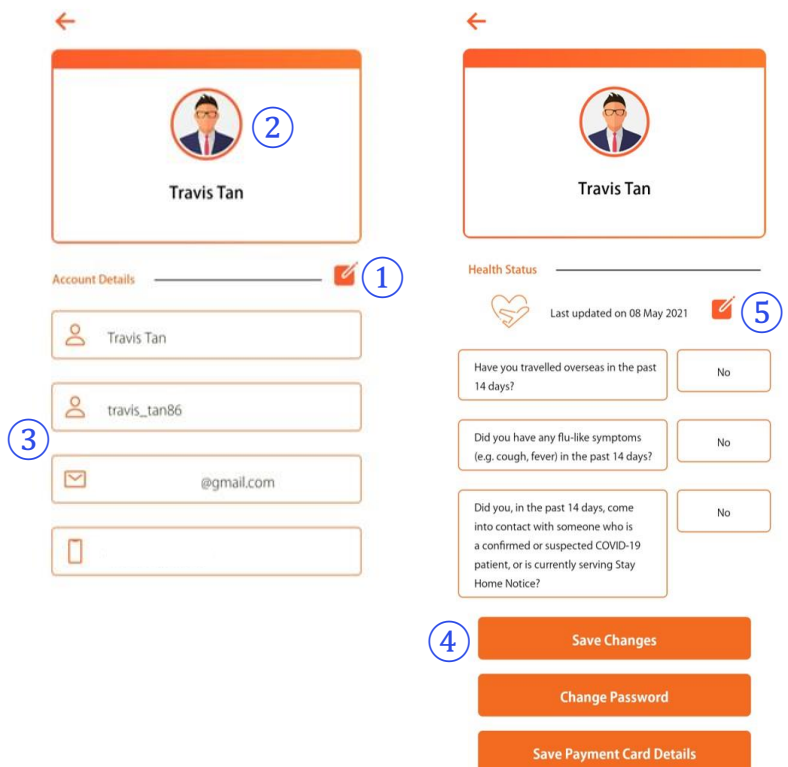
## Side-menu options

- ① Return to the main dashboard
- ② Access and edit your account details
- ③ View your transactions
- ④ View alerts and notifications
- ⑤ View your upcoming appointments
- ⑥ View your subscriptions
- ⑦ Access your chat messages with the service providers whom you hired
- ⑧ View the latest promotions
- ⑨ Frequently asked questions
- ⑩ Terms of Service
- ⑪ Send an enquiry to COLLATE
- ⑫ Log out of your account



## Account Settings

- ① Tap on the Edit icon first to change your profile picture or your account details
- ② Tap here to change your profile picture
- ③ Tap on the text fields to change your username or mobile number
- ④ Tap [Save Changes] to save your account details
- ⑤ Tap to update your health and travel status



## Health and Travel Status

- ① Answer a few simple questions prior to your appointment to keep our service providers safe
- ② Tap on [Save Changes] to update your status

The screenshot shows a mobile app interface for updating health and travel status. At the top is a back arrow. Below it is a header box with a heart icon and the title "Health & Travel Status". A message states: "The health of all depends on us. We would like to keep both our customers and service providers safe. We appreciate that you update your health and travel status prior to your appointment so that it can be seen by the other party. Do rest assured that the other party will not be able to view this after the appointment is completed. Thank you for your cooperation!". There are three questions, each with "Yes" and "No" buttons:

- Question 1: "Have you travelled overseas in the past 14 days?" (Buttons: Yes, No)
- Question 2: "Did you have any flu-like symptoms (e.g. cough, fever) in the past 14 days?" (Buttons: Yes, No, and a circled 1 next to the No button)
- Question 3: "Did you, in the past 14 days, come into contact with someone who is a confirmed or suspected COVID-19 patient, or is currently serving Stay Home Notice?" (Buttons: Yes, No)

At the bottom is a "Save Changes" button with a circled 2 next to it.

## Transactions

- ① Search for any transaction that you have made in-app
- ② Tap on any transaction to see more details about the transaction
- ③ Tap on the back button to return to the Transactions screen

The screenshot shows a mobile app interface for viewing transactions. At the top is a back arrow. Below it is a header box with a dollar sign icon and the title "Transactions". There are two input fields: "Select Category" and "Search" (with a circled 1 next to it). Below the fields is a "Sort by" dropdown menu. A list of transactions is shown, each with an icon, amount, date, and time:

- Transaction 1: Satellite icon, \$9.63, 22 May 2021, 08:30 pm - 09:30 pm, Singtel
- Transaction 2: Washing machine icon, \$61.34, 22 May 2021, 08:30 pm - 09:30 pm and 28 May 2021, 08:30 pm - 09:30 pm, Cleanz Aircon & Laundry Services (with a circled 2 next to the entry)
- Transaction 3: Bus icon, \$42.8, 20 May 2021, 02:30 am - 03:30 am

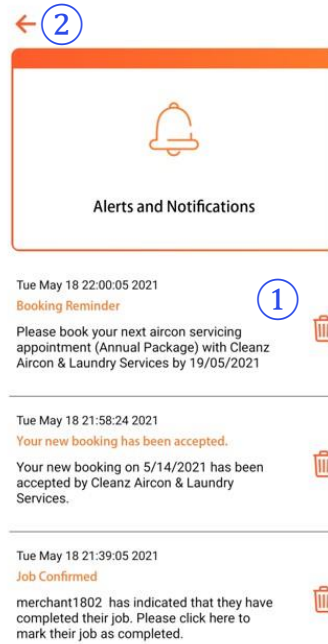
The screenshot shows a mobile app interface for viewing transaction details. At the top is a back arrow and a circled 3. Below it is a header box with a dollar sign icon and the title "Transaction Details". The details are as follows:

- Appointment: #123 123 SIMEI STREET 1 SINGAPORE 520123
- Time: 22 May 2021, 08:30 pm - 09:30 pm
- Merchant: Cleanz Aircon & Laundry Services (merchant1802)
- Order Type: Normal - Wash & Iron, Dry Cleaning
- Order Details: Order Details (button)
- Services Left: -
- Transaction ID: 20210519000001

## Alerts and Notifications

① Receive notifications for reminders on booking your next appointment, making payments, or updating your health and travel status. Tap on any alert and it will bring you to the next screen.

② Tap here to return to the side menu

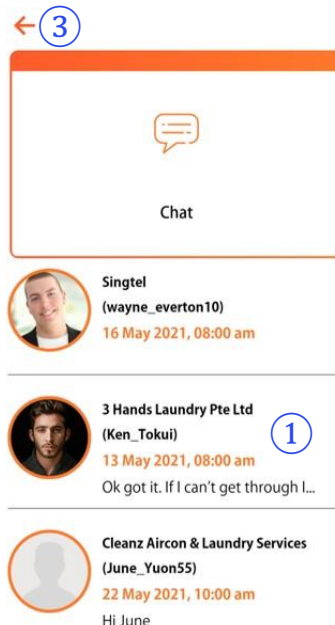


## Chat

① Your chat messages with service providers are stored here. Tap on any one to access the chat message box.

② Type your message here to chat with the service provider

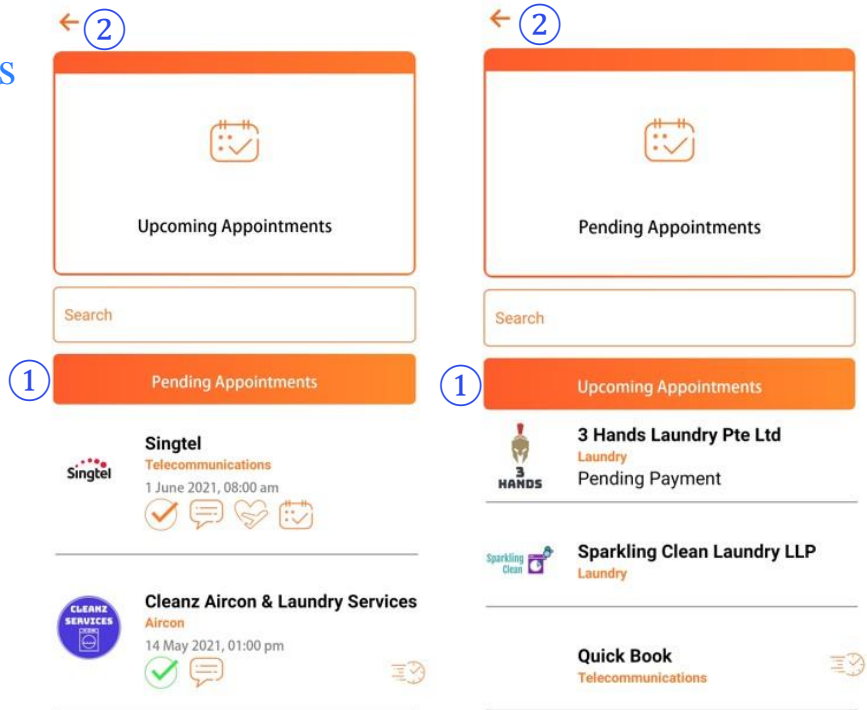
③ Tap on the back button to return to the side-menu



## Upcoming Appointments

① Tap here to toggle between your Upcoming Appointments and Pending Appointments. Pending appointments are bookings waiting for Merchants' acceptance

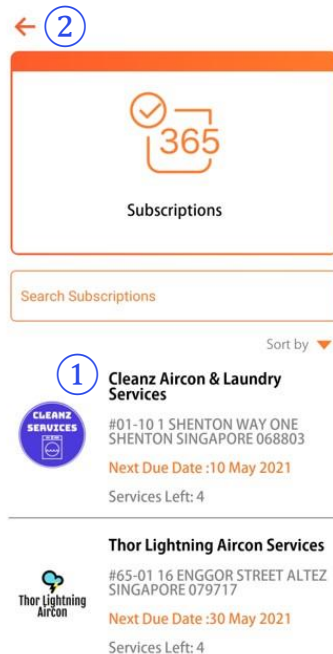
② Tap here to return to the side menu



## Subscriptions

① View the list of subscriptions that you have. Tap on any of them to navigate to the Merchant Profile Page of the retailer to book your next appointment with them

② Tap on the back button to return to the side-menu



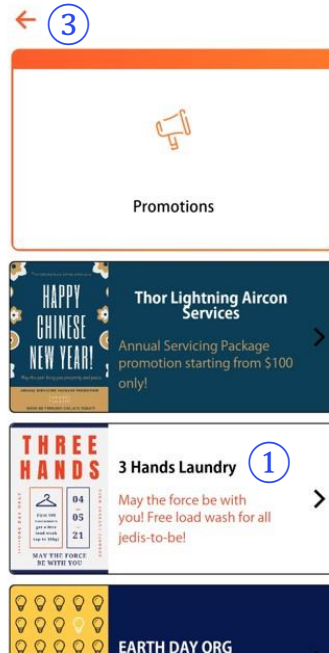


## Promotions

① Tap on any promotional banner to find out more about the offer

② Tap on the [Find out More] button and it will bring you to either the retailer's Merchant Profile Page or a URL link

③ Tap here to return to the side menu



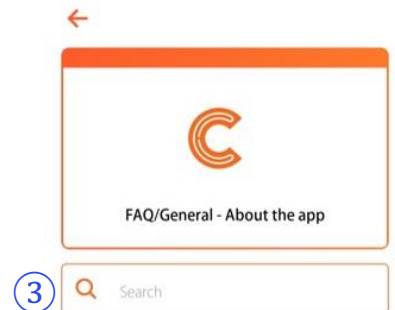
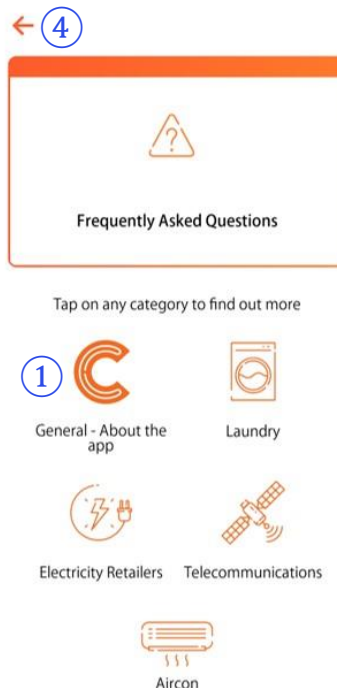
## FAQs

① Tap on any category to find frequently asked questions and answers about it.

② Tap on the arrow to display the answer to the question

③ You can do a search for frequently asked questions

④ Tap on the back button to return to the side-menu



How do I make payment? → ②

I would like to register to be a sales agent for the telecommunications services. What should I do? →

How is my personal data protected? →

I can't access the chat with the merchant who attended to me previously. What can I do? →

What is COLLATE? →

What are the services available on COLLATE? →



## Terms of Service

You can view the terms of service for using COLLATE here

① Tap here to return to the side menu



TERMS OF SERVICE

Section A – General Terms

1. Introduction

1.1. Please read these Terms of Service carefully. By using the Service (as defined below), you agree that you have read and understood the terms in these Terms of Service which are applicable to you. These Terms of Service and the COLLATE Policies (as defined below) constitute a legally binding agreement ("Agreement") between you and COLLATE (as defined below). The Agreement applies to your use of the Service provided by COLLATE. If you do not agree to the Terms of Service please do not use or continue using the Application (as defined below) or the Service.

1.2. By clicking "I Agree" or use of the Application, signing up for any of the Services or using any of the Services on the Application, you agree to be bound by this Agreement as a Customer. If you are

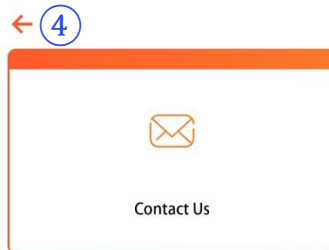
## Contact Us

① Key in your contact number that we can reach you at

② Type your enquiry here

③ Tap on [Submit] to send the enquiry to us

④ Tap on the back button to return to the side-menu




Alternatively, leave us a message via the form below and we will get back to you within 3 working days.

 Travis Tan

 @gmail.com

 ①

 Hi I would like to find out more about... ②

③ 

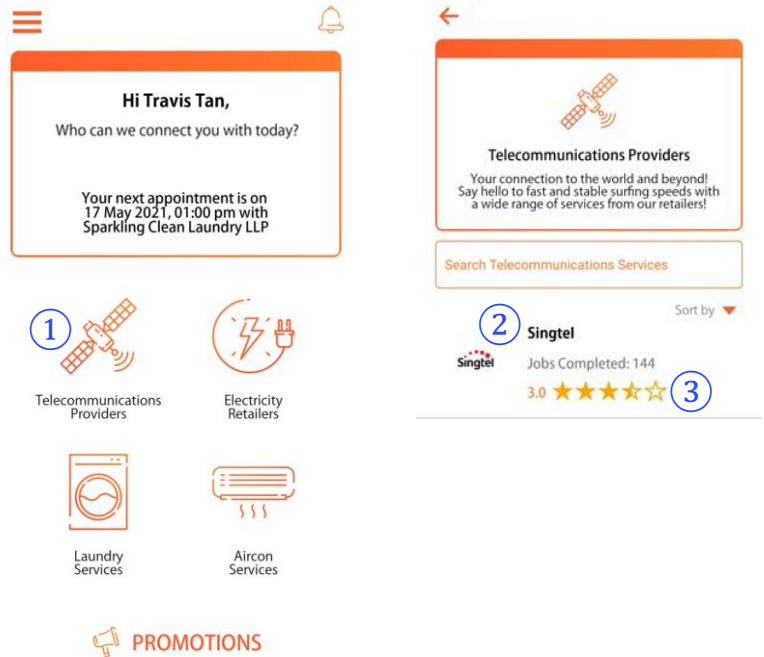
# How it works

## Telecommunications

① Tap on Telecommunications Provider to subscribe to Home Broadband, TV or Mobile services

② Tap on any service provider to find out more about them

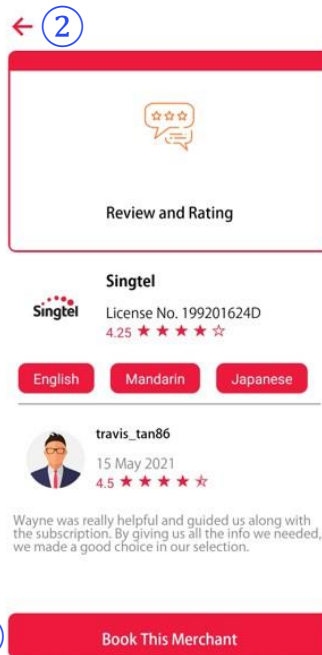
③ Tap on the Ratings to view reviews about the service provider



## Review and Rating

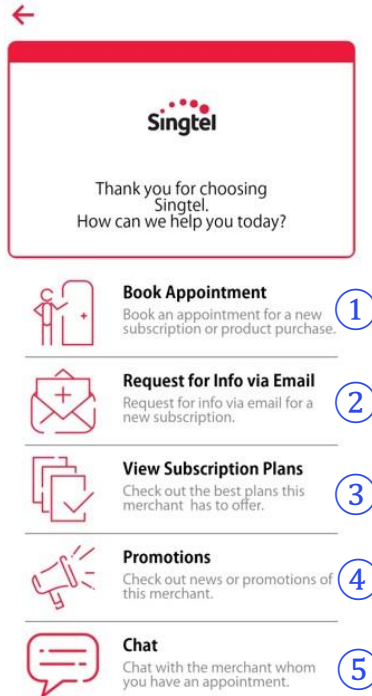
① Read the reviews and ratings of the service provider. Tap here to go to the Merchant Profile Page

② Tap here to return to the list of service providers



## Merchant Profile Page

- ① Tap here to book a sales consultation visit
- ② Tap here to connect to a sales agent via email
- ③ Tap here to view the various subscription plans of the service provider
- ④ Tap here to check out the latest promotions and offers
- ⑤ Tap here to chat with the sales agent after you have made a booking



## Booking a Sales Agent for a Consultation

- ① Key in the address of the place you wish to meet the sales agent
- ② Select 3 preferred dates/time for the appointment
- ③ Tap here to see available products that you can buy from the retailer
- ④ Key in remarks (if any)
- ⑤ Key in promo code (if any)
- ⑥ Tap on [Book Preferred Agent] if you wish to select a specific sales agent for the consultation
- ⑦ Tap on [Quick Book] if you do not have any preference for a sales agent
- ⑧ If you have chosen [Book Preferred Agent], tap on any sales agent to read their reviews
- ⑨ Tap on [Book This Agent] if you want to hire that specific sales agent.

**Screenshot 1:** Singtel logo. Text: "Book an appointment for a new subscription or product purchase". Address input fields: Postal Code, Unit Number, Street Name. Dates input field.

**Screenshot 2:** Singtel logo. Text: "Book an appointment for a new subscription or product purchase". Appointment Date (1st Preference), Appointment Date (2nd Preference).

**Screenshot 3:** Singtel logo. Text: "Book an appointment for a new subscription or product purchase". Purchase Items: 1 Item @ \$5.00. Booking Fee, Product Purchase.

**Screenshot 4:** Singtel logo. Text: "Book an appointment for a new subscription or product purchase". Remarks, Check Order, Promo Code.

**Screenshot 5:** Singtel logo. Text: "Book an appointment for a new subscription or product purchase". Book Preferred Agent, Quick Book.

**Screenshot 6:** Singtel logo. Text: "Book Preferred Agent". Search Agents, Sort by.

**Screenshot 7:** Singtel logo. Text: "Book Preferred Agent". Agent details: wayne\_everton10, License No. RED000002, 3.5 stars, English, Italian. Agent details: travis\_tan86, 15 May 2021, 4.5 stars. Review: "Wayne was really helpful and guided us along with the subscription. By giving us all the info we needed, we made a good choice in our selection." Book This Agent.

**Screenshot 8:** Singtel logo. Text: "Book Preferred Agent". Agent details: wayne\_everton10, Jobs Completed: 144, 3.0 stars. Agent details: Ken\_Tokui, Jobs Completed: 144, 3.0 stars. Agent details: June\_Yuon55, Jobs Completed: 144, 3.0 stars.

**Screenshot 9:** Singtel logo. Text: "Book Preferred Agent". Book This Agent.

① When a sales agent has accepted your booking, tap on Terms and Conditions to view it and check the box to accept it

② Tap on [Proceed to Payment] to confirm the appointment

③ Check your appointment details and tap on [Make Payment]

④ Select a credit card to make payment. We use Stripe for a secure payment gateway

⑤ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard

←

**Singtel**

Book an appointment for a new subscription or product purchase

Your booking request has been accepted by

wayne\_everton10

Appointment Date

29 May 2021, 08:00 am - 09:00 am

① ☐ I agree to the terms and conditions of the merchant

Cancel Booking

② Proceed to Payment Total \$5.35

←

Appointment Payment Summary

Appointment

#11-688 565 HOUGANG STREET 51 SINGAPORE 530565

29 May 2021, 12:00 pm - 01:00 pm

Order Type

Sales Booking - Singtel

Promo Code (if any)

Discount Amount(if any)

----

Payment Amount

\$5.35

③ Make Payment

←

Payment Card List

Please select your preferred card.

VISA XXXX XXXX XXXX 4242 ④

←

**Singtel**

Payment Successful

Thank you.

Your payment has been processed successfully.

⑤ Back

## Requesting for email correspondence

- ① Key in the address of the place that you are moving into
- ② Key in your contact details
- ③ Let us know your subscription plan interest and remarks (if any)
- ④ Tap on [Submit] and our sales agent will get back to you via email with more information

## View Subscription Plans

- ① Tap on any service to see the different subscription plans available
- ② Select any subscription plan to see its details

③ Tap on [Consult a Sales Agent] if you wish to book a sales agent for a consultation visit

④ Tap on the back button to return to the previous screen

← ④



**1Gbps Fibre Home Broadband**  
\$49.90/month (Free 5 months)

**Package Includes**

- Free 4 months subscription. Get 5 months of subscription free if you sign this up with Singtel TV
- Free Wireless Dual-band AC Access Point, a Mobile Broadband (DATA SIM card with free 500MB/month) and a Digital Home Line.
- Free Registration and Installation
- Netlink Trust Fibre Service Activation Fee of \$56.71 applies
- This package is a 24-months contract

Interested in this package?

← ③

**Consult a Sales Agent**

## Promotions

① Check out the latest offers by browsing through the merchant's promotional posters. Swipe left and right to toggle between the posters.

② Tap on the back button to return to the Merchant Profile Page

←

Promotion Period

From

To

07 May 2021

11 May 2021

①

← ②

Promotion Period

From

To

07 May 2021

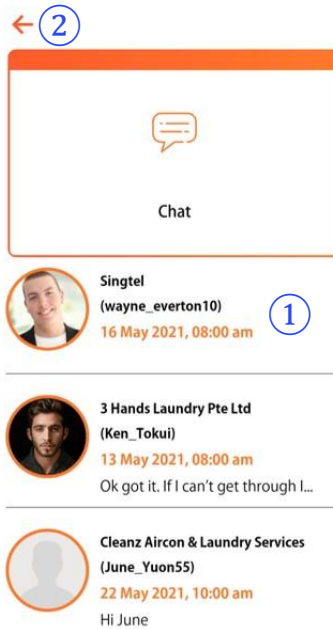
11 May 2021



## Chat

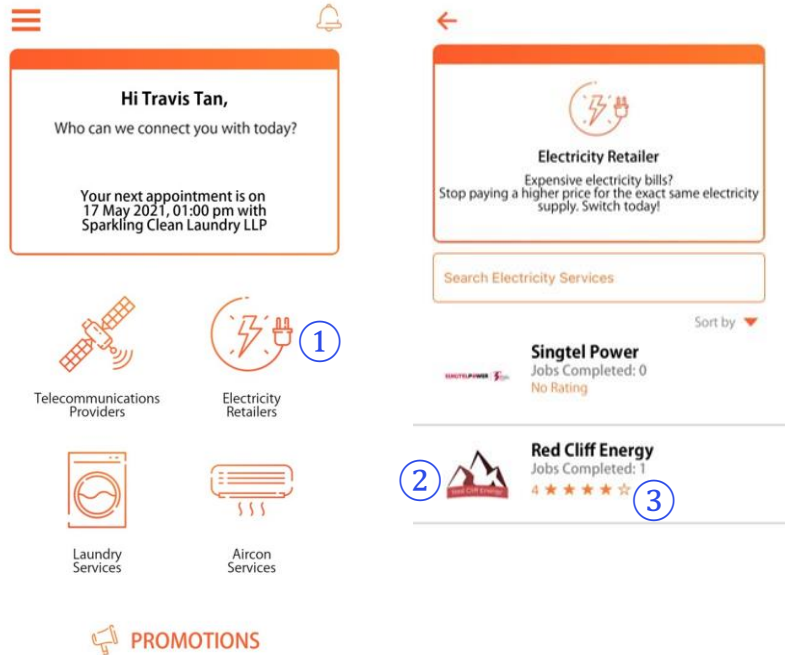
① A chat box is activated between the sales agent and you once an appointment has been confirmed. Tap on any chat to exchange messages with the sales agent prior to the appointment

② Tap on the back button to return to the Merchant Profile Page



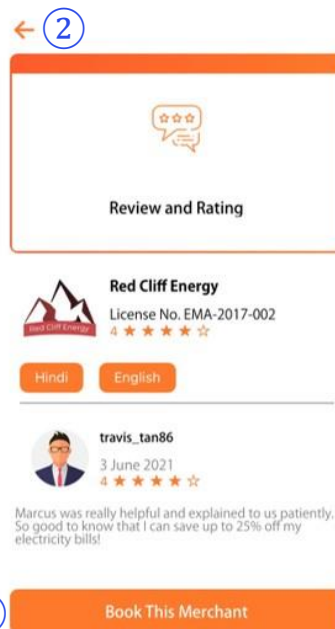
## Electricity Retailers

- ① Tap on [Electricity Retailer] to subscribe to cheaper electricity from various retailers for your residential premise
- ② Tap on any service provider to find out more about them
- ③ Tap on the Ratings to view reviews about the service provider



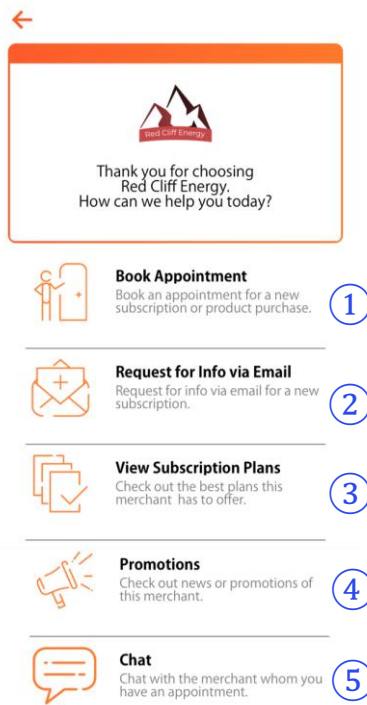
## Review and Rating

- ① Read the reviews and ratings of the service provider. Tap here to go to the Merchant Profile Page
- ② Tap here to return to the list of service providers



## Merchant Profile Page


- ① Tap here to book a sales consultation visit
- ② Tap here to connect to a sales agent via email
- ③ Tap here to view the various subscription plans of the electricity retailer
- ④ Tap here to check out the latest promotions and offers
- ⑤ Tap here to chat with the sales agent after you have made a booking



## Booking a Sales Agent for a Consultation

- ① Key in the address of the place you wish to meet the sales agent
- ② Select 3 preferred dates/time for the appointment
- ③ Tap here to see available products that you can buy from the retailer
- ④ Key in remarks (if any)
- ⑤ Key in promo code (if any)
- ⑥ Tap on [Book Preferred Agent] if you wish to select a specific sales agent for the visit
- ⑦ Tap on [Quick Book] if you do not have any preference
- ⑧ If you have chosen [Book Preferred Agent], tap on any sales agent to read their reviews
- ⑨ Tap on [Book This Agent] if you want to hire that specific sales agent.

←



Book an appointment for a new subscription or product purchase

Address \_\_\_\_\_


\*In compliance with EMA regulations, please select a non-residential address to meet up with our sales agent.

①

Dates \_\_\_\_\_

②


←




Book an appointment for a new subscription or product purchase

Purchase Items \_\_\_\_\_

1 item @ \$5.00


 Booking Fee


 Product Purchase ③

④


→

⑤

⑥  Book Preferred Agent


⑦  Quick Book


←




Book Preferred Agent

Sort by ▼


 **merchant1802**  
Jobs Completed: 144  
3.0 ★★★★★

 **Marcus\_R9**  
Jobs Completed: 144  
3.0 ★★★★★ ⑧


←



Book Preferred Agent

 **Marcus\_R9**  
License No.  
3.5 ★★★★★

English Italian German

 **travis\_tan86**  
06 April 2021  
★★★★★

COMMENTS Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old.

⑨

① When a sales agent has accepted your booking, tap on Terms and Conditions to view it and check the box to accept it


② Tap on [Proceed to Payment] to confirm the appointment

③ Check your appointment details and tap on [Make Payment]

④ Select a credit card to make payment. We use Stripe for a secure payment gateway


⑤ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard

←




Book an appointment for a new subscription or product purchase

Your booking request has been accepted by



Marcus\_R9

Appointment Date



3 June 2021, 12:00 pm - 01:00 pm

① ☒ I agree to the [terms and conditions](#) of the merchant

Cancel Booking

② Proceed to Payment

Total \$5.35

←



Appointment Payment Summary

Appointment

#20-05 8 MARINA VIEW DBS ASIA SQUARE SINGAPORE 018960

3 June 2021, 12:00 pm - 01:00 pm

Order Type

Sales Booking - Red Cliff Energy

Promo Code: Promo Code (if any) Discount Amount(if any)


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Payment Amount

\$5.35

③ Make Payment

←




Payment Card List


Please select your preferred card.

VISA XXXX XXXX XXXX 4242

④



Payment Successful




Thank you.

Your payment has been processed successfully.

⑤ Back

## Requesting for email correspondence

- ① Key in the address of the place that you are moving into
- ② Key in your contact details
- ③ Let us know your subscription plan interest and remarks (if any)
- ④ Tap on [Submit] and our sales agent will get back to you via email with more information

  
Request for Info via Email


Thank you for your interest in our services. Please leave us with your details and we will get back to you within 1 business working day.

Address

Postal Code

① Unit Number

Street Name

  
Request for Info via Email

Contact Information

②


Interest


③


④


## View Subscription Plans


- ① Tap on any service to see the different subscription plans available
- ② Tap here to find out more about the Open Electricity Market
- ③ Tap here to find out more about the electricity retailer
- ④ Select any subscription plan to see its details


  
View Subscription Plans


**Discount off Regulated Tariff Plans**  
Enjoy a fixed discount off the national tariff rate that changes e...

① **Fixed Tariff Rate Plans**  
Fixed tariff rates during your contract term regardless of marke...


**Product Purchase**  
See the list of products available for purchase.


② **Information about OEM**  
All you need to know about the Open Electricity Market Initiative.


③ **About Us**  
Find out more about this merchant and its company history.

  
Fixed Tariff Price Plans

Sort by ▼

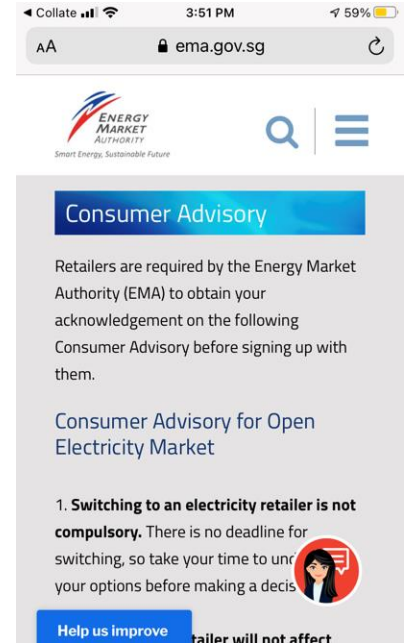
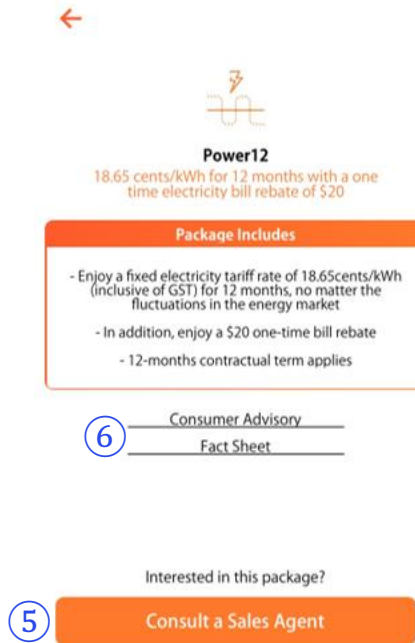
④ **Power12**  
18.65 cents/kWh for 12 months with a one time electricity bill rebate of \$20

**Power24**  
19.08 cents/kWh for 24 months with a one time electricity bill rebate of \$120

**PowerSmart24**  
19.20 cents/kWh for 24 months with a one time electricity bill rebate of \$120 and free installation of Advanced Meter

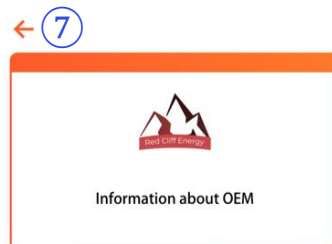
⑤ Tap on [Consult a Sales Agent] if you wish to book a sales agent for a consultation visit

⑥ Tap on [View Consumer Advisory] or [View Fact Sheet] to view more information via a weblink



⑦ Check out information about the Open Electricity Market. Tap on the back button to return to the [View Subscription Plan] screen

⑧ Check out information about the Electricity Retailer. Tap on the back button to return to the [View Subscription Plan] screen



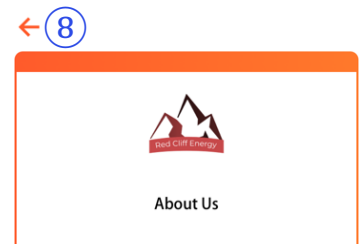
The Open Electricity Market (OEM) is an initiative by the Energy Market Authority of Singapore (EMA) that allows you to enjoy more choices and flexibility when buying electricity. With Open Electricity Market, you can benefit from competitive pricing and innovative offers from retailers.

With the nationwide launch of Open Electricity Market fully rolled out since 1 May 2019, you can switch to a retailer at a price plan that best meets your needs. Your electricity supply will remain the same regardless of your choice of electricity retailer, as SP Group will continue to operate the national power grid to deliver electricity to everyone. As such, you can now choose to buy electricity from:

(a) SP Group at the regulated tariff rates which change every quarter according to energy price fluctuations. No action is required if you choose this option.

(b) An electricity retailer at a price plan that best meets your needs;

(c) Wholesale electricity market at half-hourly wholesale electricity prices through SP Group.



With over 40 years of energy expertise and experience, Red Cliff Energy is a pioneer in power generation and energy solutions. As one of the largest energy generator in Singapore, we have played an instrumental role in powering the nation through its developing years. Today, we continually commit to delivering safe, innovative, and efficient power solutions to homes and businesses.

Red Cliff Energy is currently owned by an international consortium comprising of Maruyama Corporation, LASIE and the International Bank for Energy.



## Promotions

① Check out the latest offers by browsing through the merchant's promotional posters. Swipe left and right to toggle between the posters.

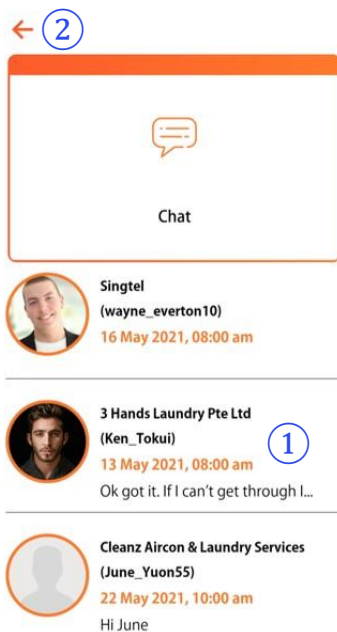
② Tap on the back button to return to the Merchant Profile Page



## Chat

① A chat box is activated between the sales agent and you once an appointment has been confirmed. Tap on any chat to exchange messages with the sales agent prior to the appointment

② Tap on the back button to return to the Merchant Profile Page

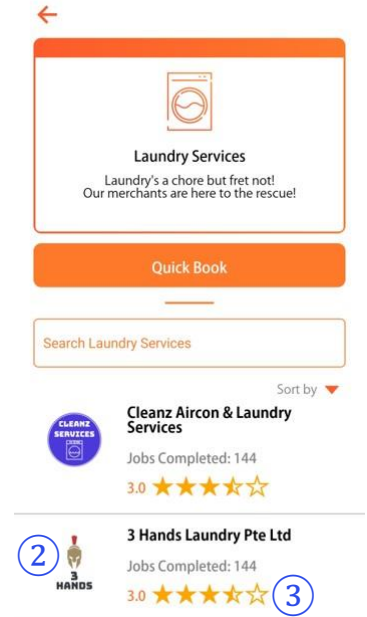


## Laundry Services

① Tap on [Laundry Services] to send your laundry for cleaning

② Tap on any service provider to find out more about them

③ Tap on the Ratings to view reviews about the service provider

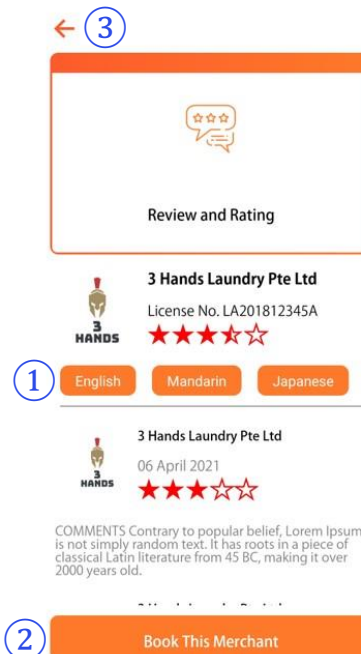


## Review and Rating

① View the languages supported by the service provider's staff

② Read the reviews and ratings of the service provider. Tap here to go to their Merchant Profile Page

③ Tap here to return to the list of service providers



## Merchant Profile Page

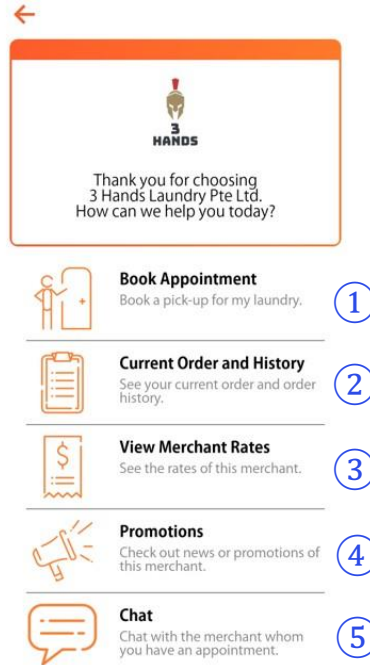
① Tap here to book a laundry pick up appointment

② Tap here to view your current order and order history with this service provider

③ Tap here to view the rates of the service provider

④ Tap here to check out the latest promotions and offers

⑤ Tap here to chat with the service provider after you have made a booking



## Booking an appointment for laundry

① Key in the address of the place to pick up and return your laundry

② Choose between express or normal service

③ Select 3 preferred dates/time for the pick-up

④ Select 3 preferred dates/time for the return

⑤ Tap on any one of the categories to select the laundry that you are sending

⑥ Select your laundry item and adjust the quantity

⑦ Key in remarks (if any)

⑧ Tap here to check a summary of your order

⑨ Key in promo code (if any)

⑩ Tap here to request for the appointment

Address

Postal Code

Unit Number

Street Name

Order Type

Express (2 days) Normal (3 days)

Laundry Items that you are sending

3 items @ \$24.00 4 items @ \$24.00

Load Wash Wash & Iron

2 items @ \$10.00

Dry Cleaning Ironing Only

Remarks

Check Order

Promo Code

Request for Appointment Total \$0

Pick-Up Date

Pick-Up Date (1st Preference)

Pick-Up Date (2nd Preference)

Pick-Up Date (3rd Preference)

Return Date

Return Date (1st Preference)

Return Date (2nd Preference)

Return Date (3rd Preference)

Search

Sort by ▼

Item Name	Quantity	Price
Ladies Blouse	4	\$24.00
Ladies Business Jacket	0	\$6.00/pc
Ladies Business Suit (2 pieces)	0	\$6.00/set
Subtotal:		\$24.00

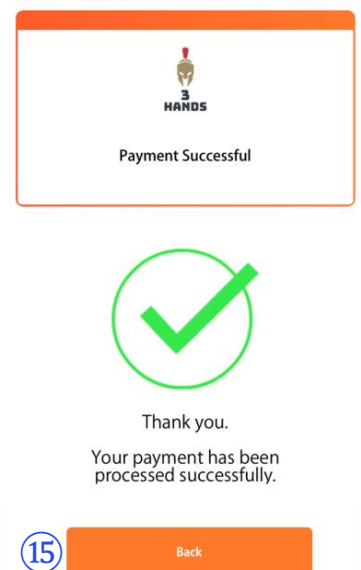
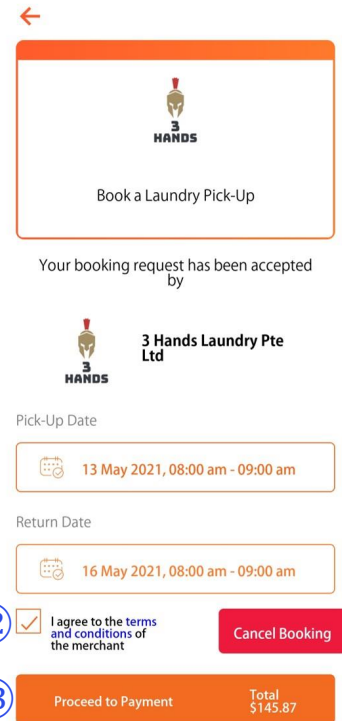
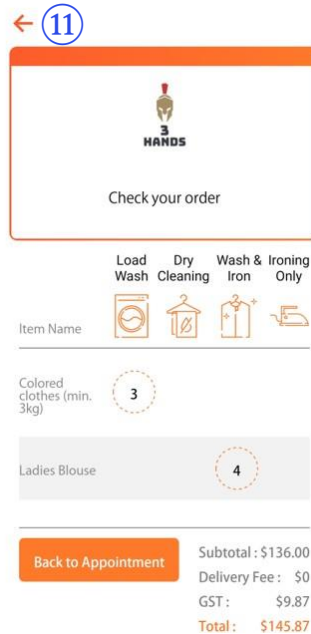
⑪ You can check the summary of your order here. Tap on the back button to return to the booking screen

⑫ When a service provider has accepted your booking, tap on terms and conditions of the merchant to view and accept it

⑬ Tap [Proceed to Payment] to confirm the appointment

⑭ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe

⑮ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard



## Current Order and History

① Search for any transactions that you have with this service provider

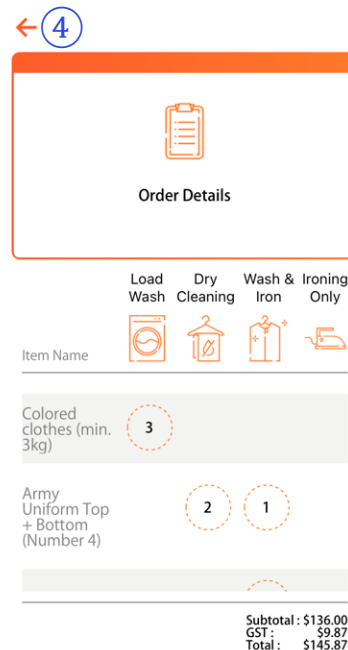
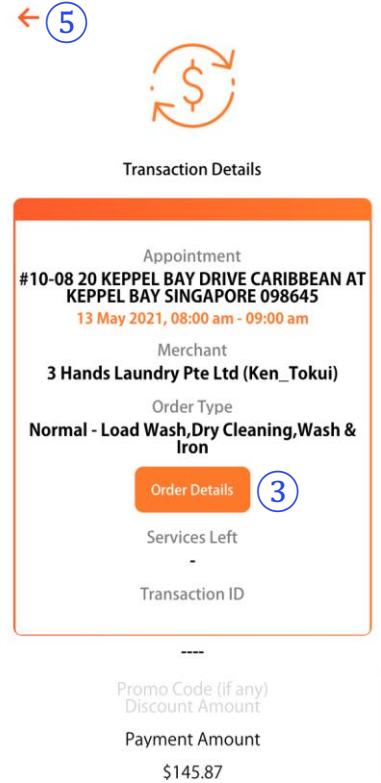
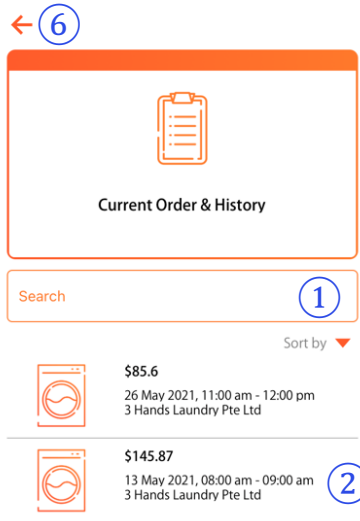
② Tap on any transaction to view its details

③ Tap on [Order Details] to see a summary of the order

④ Tap on the back button to return to the Transaction Details screen

⑤ Tap on the back button to return to the Current Order & History screen

⑥ Tap on the back button to return to the Merchant Profile Page



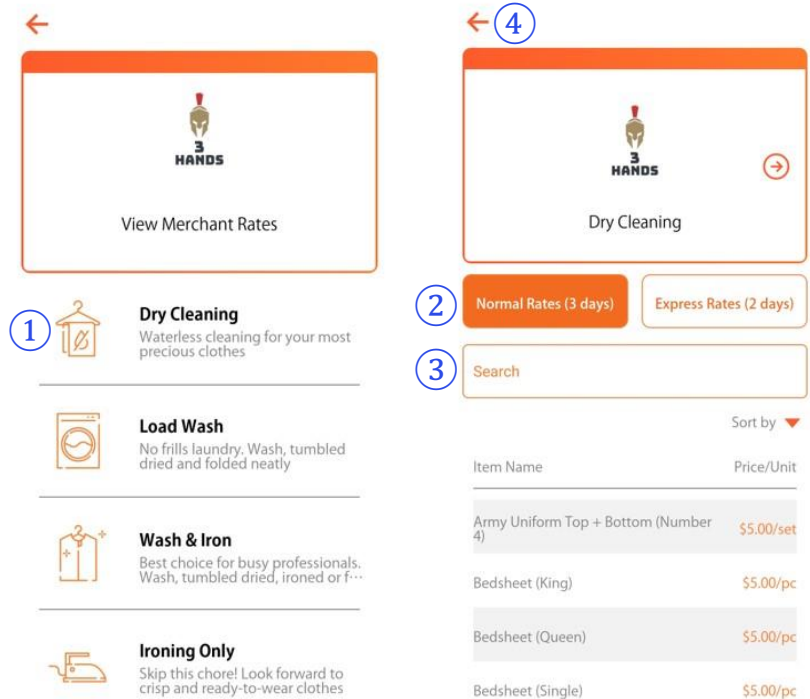
## View Merchant Rates

① Tap on any category of clothing to see the pricing for the different laundry services

② Toggle between Normal and Express service to view the laundry prices

③ You can do a search for laundry items here

④ Tap on the back button to return to the View Merchant Rates screen



## Promotions

① Check out the latest offers by browsing through the merchant's promotional posters. Swipe left and right to toggle between the posters.

② Tap on the back button to return to the Merchant Profile Page

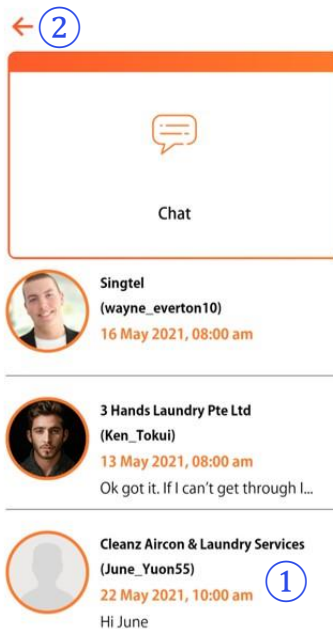




## Chat

① A chat box is activated between the sales agent and you once an appointment has been confirmed. Tap on any chat to exchange messages with the sales agent prior to the appointment

② Tap on the back button to return to the Merchant Profile Page

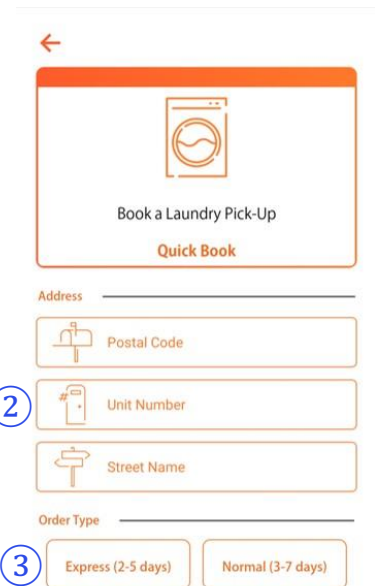
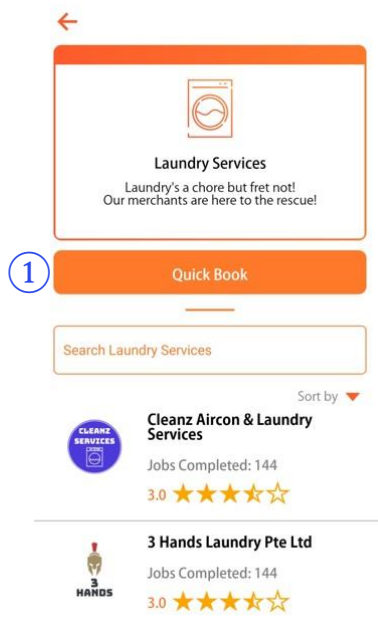


## Laundry\_Quick Book

① If you don't have a preferred laundry service provider in mind and can accept any service provider that picks up your order first, tap on [Quick Book]

② Key in the address of the place to pick up and return your laundry

③ Choose between express or normal service



④ Select 3 preferred dates/time for the pick-up

⑤ Select 3 preferred dates/time for the return

⑥ Tap on any one of the categories to select the laundry that you are sending

⑦ Select your laundry item and adjust the quantity. Prices listed here are estimated and the actual amount depends on the service provider who picks up your order

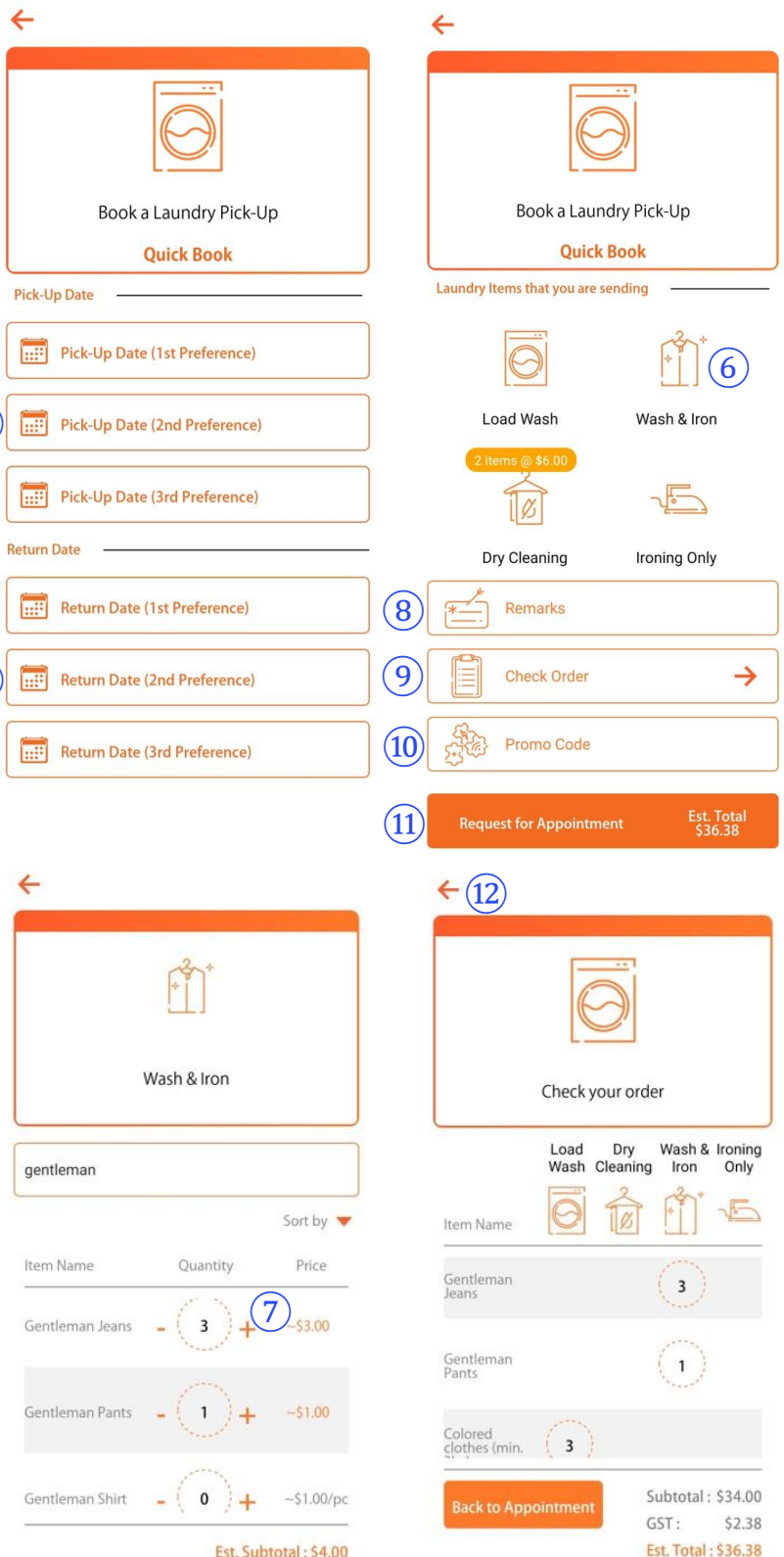
⑧ Key in remarks (if any)

⑨ Tap here to check a summary of your order

⑩ Key in promo code (if any)

⑪ Tap here to request for the appointment. All relevant service providers will see your booking request

⑫ You can check the summary of your order here. Tap on the back button to return to the booking screen



Book a Laundry Pick-Up

Quick Book

Pick-Up Date

Pick-Up Date (1st Preference)

Pick-Up Date (2nd Preference)

Pick-Up Date (3rd Preference)

Return Date

Return Date (1st Preference)

Return Date (2nd Preference)

Return Date (3rd Preference)

Laundry Items that you are sending

Load Wash

Wash & Iron

2 items @ \$6.00

Dry Cleaning

Ironing Only

Remarks

Check Order

Promo Code

Request for Appointment

Est. Total \$36.38

Wash & Iron

gentleman

Sort by

Item Name	Quantity	Price
Gentleman Jeans	3	~\$3.00
Gentleman Pants	1	~\$1.00
Gentleman Shirt	0	~\$1.00/pc

Est. Subtotal: \$4.00

Check your order

Load Wash

Dry Cleaning

Wash & Ironing Only

Item Name	Quantity
Gentleman Jeans	3
Gentleman Pants	1
Colored clothes (min.)	3

Back to Appointment

Subtotal: \$34.00

GST: \$2.38

Est. Total: \$36.38


⑬ When a service provider has accepted your booking, tap on terms and conditions of the merchant to view and accept it

⑭ Tap [Proceed to Payment] to confirm the appointment if you accept their pricing.


⑮ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe

⑯ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard


←

  
Book a Laundry Pick-Up


Your booking request has been accepted by

 3 Hands Laundry Pte Ltd

Pick-Up Date

 13 May 2021, 08:00 am - 09:00 am

Return Date

 16 May 2021, 08:00 am - 09:00 am

⑬ ☒ I agree to the terms and conditions of the merchant

Cancel Booking

⑭ Proceed to Payment Total \$145.87

←



Appointment Payment Summary

Appointment

#10-08 20 KEPPEL BAY DRIVE CARIBBEAN AT  
KEPPEL BAY SINGAPORE 098645

13 May 2021, 08:00 am - 09:00 am

16 May 2021, 08:00 am - 09:00 am

Order Type


Load Wash,Dry Cleaning,Wash & Iron


Promo Code (if any)  
Discount Amount(if any)

Payment Amount

\$145.87

⑮ Make Payment

  
Payment Successful



Thank you.

Your payment has been processed successfully.

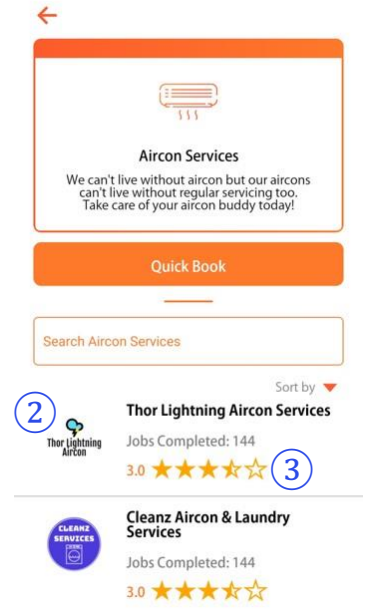
⑯ Back

## Aircon Services

① Tap on [Aircon Services] to get your aircon cleaned or repaired

② Tap on any service provider to find out more about them

③ Tap on the Ratings to view reviews about the service provider

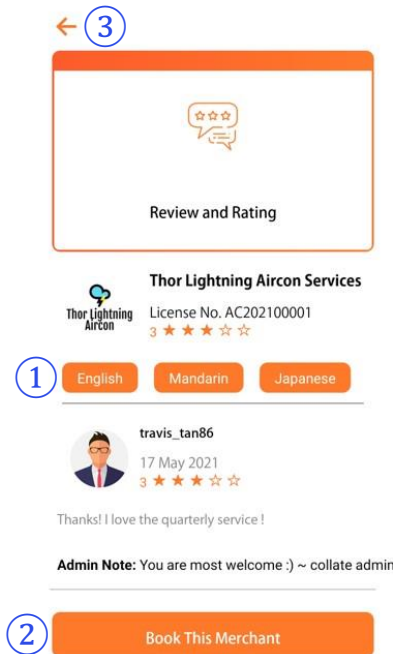


## Review and Rating

① View the languages supported by the service provider's staff

② Read the reviews and ratings of the service provider. Tap here to go to their Merchant Profile Page

③ Tap here to return to the list of service providers



## Merchant Profile Page

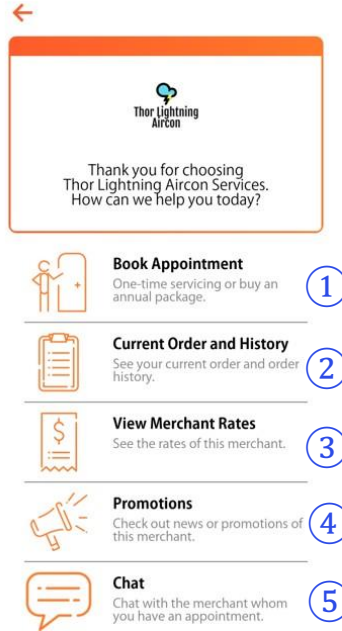
① Tap here to book an appointment for aircon servicing and repair, or to buy an annual servicing package

② Tap here to view your current order and order history with this service provider

③ Tap here to view the rates of the service provider

④ Tap here to check out the latest promotions and offers

⑤ Tap here to chat with the service provider after you have made a booking



## Booking a one-time appointment for aircon servicing or repair

① Tap on [New – One Time Service/Repair]

② Key in the address of the place where you need the aircon servicing/repair to be done

③ Select 3 preferred dates/time for the appointment

④ Tap on any one of the categories to select the type of aircon servicing you require

⑤ Select the type of aircon, number of units and adjust the quantity

⑥ Key in remarks (if any)

⑦ Tap here to check a summary of your order

⑧ If you intend to send this servicing package as a gift, enter the email address of the recipient

⑨ Key in promo code (if any)

⑩ Tap here to request for the appointment

**Thor Lightning Aircon**

Book a One-Time Aircon Servicing Appointment

Choose Your package

① New (One Time Service/Repair)

New (Annual Servicing Package)

Address

Postal Code

② Unit Number

Street Name

Appointment Date

③ Appointment Date (1st Preference)

Appointment Date (2nd Preference)

Appointment Date (3rd Preference)

Service Type

④ General Cleaning & Servicing (One-Time)

Chemical Wash

Chemical Overhaul

Repair Services

**General Cleaning & Servicing (One-Time)**

Search

Sort by ▼

Item Name	Quantity	Price
Wall-Mount (2 units)	0	\$4.00/svc
Wall-Mount (3 units)	⑤ 1	\$6.00
Wall-Mount (4 units)	0	\$8.00/svc

Subtotal : \$6.00

Chemical Overhaul

Repair Services

⑥ Remarks

⑦ Check Order →

⑧ Enter COLLATE user's email address to send this booking as a gift

⑨ Promo Code

⑩ Request for Appointment

Total \$6.42

⑪ When a sales agent has accepted your booking, tap on Terms and Conditions to view it and check the box to accept it

⑫ Tap on [Proceed to Payment] to confirm the appointment

⑬ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe


⑭ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard

←

Thor Lightning Aircon


Book a One-Time Aircon servicing appointment

Your booking request has been accepted by



Ken\_Tokui

Appointment Date



1 June 2021, 04:00 pm - 05:00 pm

⑪

☒ I agree to the terms and conditions of the merchant


Cancel Booking

⑫

Proceed to Payment

Total \$6.42

←



Appointment Payment Summary

Appointment

#40-111 8 SCOTTS ROAD SCOTTS SQUARE SINGAPORE 228238

1 June 2021, 04:00 pm - 05:00 pm

Order Type

Chemical Wash, General Cleaning & Servicing (One-Time)

Promo Code (if any)

Discount Amount(if any)

----

Payment Amount


\$6.42

⑬

Make Payment

Thor Lightning Aircon

Payment Successful



Thank you.

Your payment has been processed successfully.

⑭

Back



## Purchasing an annual aircon servicing package (quarterly)

① Tap on [New – Annual Servicing Package] to buy an annual aircon servicing package

② Key in the address of the place where you need the aircon servicing to be done

③ Tap on the [General Cleaning & Servicing] icon

④ Select the type of aircon, number of units and adjust the quantity

⑤ Tap on the [Quarterly] icon to set automated reminders for quarterly servicing appointments

⑥ Key in the appointment due date for your first quarterly appointment. The rest of the dates will be auto-populated and will be 3 months apart from each other

⑦ Tap on [Save Changes] to return to the booking screen

⑧ The appointment due dates you selected will be shown here for reference

Thor Lightning Aircon

Buy an Annual Aircon Servicing Package

Choose Your package

New (One Time Service/Repair)

New (Annual Servicing Package) ①

Address

Postal Code

Unit Number ②

Street Name

General Cleaning & Servicing (Annual Package) ③

Appointment Deadline

Set appointment alert for

Quarterly ⑤

First Appointment Due Date ⑧

Last Appointment Due Date

General Cleaning & Servicing (Annual Package)

Search

Sort by ▼

Item Name	Quantity	Price
Wall-Mount (3 units)	0 ④	\$15.00/year
Wall-Mount (4 units)	1	\$20.00
Wall-Mount (5 units)	0	\$25.00/year

Subtotal : \$20.00

Appointment Deadlines

You will have 4 times of servicing under the current selection

Appointment Deadline

Set appointment alert for

Quarterly

1st Appt 1st Appointment Due Date ⑥

2nd Appt 2nd Appointment Due Date

3rd Appt 3rd Appointment Due Date

4th Appt 4th Appointment Due Date

Save Changes ⑦

⑨ Key in remarks (if any)

⑩ Tap here to check a summary of your order

⑪ If you intend to send this servicing package as a gift, enter the email address of another COLLATE user

⑫ Key in promo code (if any)

⑬ Tap here to request for the appointment

⑭ When the merchant has accepted your booking, tap on Terms and Conditions to view it and check the box to accept it

⑮ Tap on [Proceed to Payment] to confirm the appointment

⑯ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe

⑰ You can tap on [Back] to return to the Main Dashboard

Thor Lightning Aircon

Buy an Annual Aircon Servicing Package

Last Appointment Due Date

9 Remarks

10 Check Order →

11 Enter COLLATE user's email address to send this booking as a gift

12 Promo Code

13 Request for Appointment Total \$21.40

14 ☒ I agree to the terms and conditions of the merchant Cancel Booking

15 Proceed to Payment Total \$32.10

Appointment Payment Summary

Appointment  
#20-45 2 GATEWAY DRIVE J GATEWAY SINGAPORE 608533  
1 July 2021  
Order Type  
General Cleaning & Servicing (Annual Package)

Promo Code: Promo Code (if any) Discount Amount(if any)  
----

Payment Amount  
\$32.10

16 Make Payment

Thor Lightning Aircon

Payment Successful

Thank you.  
Your payment has been processed successfully.

17 Back

## Booking a quarterly aircon servicing appointment

① To book a quarterly aircon service appointment with the service provider whom you have purchased an annual servicing package, tap on [Use Existing Package]

② You can toggle between the addresses if you have purchased annual servicing packages for different apartments from the same service provider

③ Select 3 preferred dates/time for the appointment

④ Tap on any one of the categories to select any additional services you require

⑤ Select the type of aircon, number of units and adjust the quantity

⑥ Key in remarks (if any)

⑦ Tap here to check a summary of your order

⑧ Key in promo code (if any)

⑨ Tap here to request for the appointment

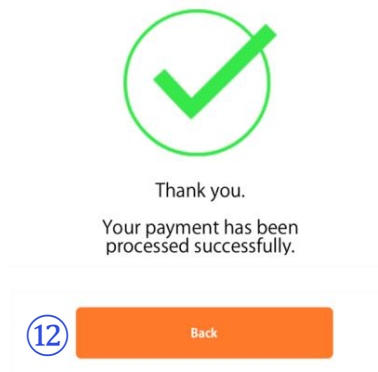
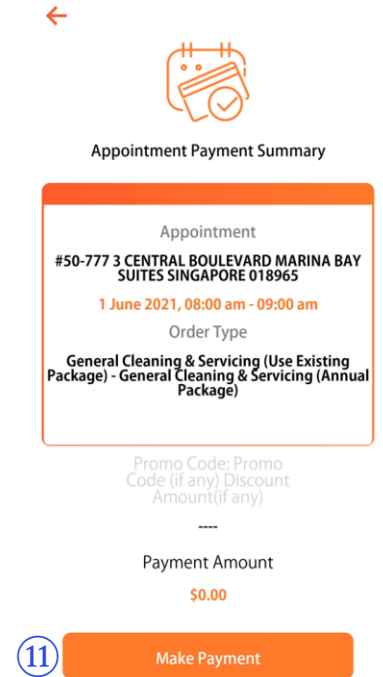
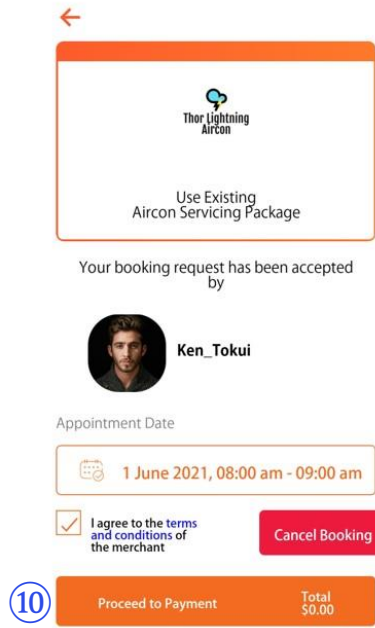
The screenshots illustrate the following steps in the Thor Lightning Aircon booking process:

- Step 1:** Selecting the 'Use Aircon Existing Servicing Package' option.
- Step 2:** Choosing a service address from a list.
- Step 3:** Selecting three preferred appointment dates (1st, 2nd, and 3rd preference).
- Step 4:** Choosing service types, including 'General Cleaning & Servicing (One-Time)', 'General Cleaning & Servicing (Annual Package)', 'Chemical Wash', and 'Chemical Overhaul'.
- Step 5:** Selecting the type of aircon (Outdoor Compressor) and adjusting the quantity.
- Step 6:** Adding remarks in the 'Remarks' field.
- Step 7:** Tapping 'Check Order' to view a summary of the order.
- Step 8:** Entering a promo code in the 'Promo Code' field.
- Step 9:** Tapping 'Request for Appointment' to finalize the booking, showing a total of \$2.14.

⑩ Tap on [Proceed to Payment] to confirm the appointment

⑪ Check your appointment details and tap on [Make Payment] if there are additional services requested. You can pay using your credit card which will be processed via Stripe. Otherwise, no payment is required if there's no additional services requested

⑫ You can tap on [Back] to return to the Main Dashboard



## Aircon\_Quick Book (One-Time Service)

① If you don't have a preferred aircon service provider in mind and can accept any service provider that picks up your order first, tap on [Quick Book]

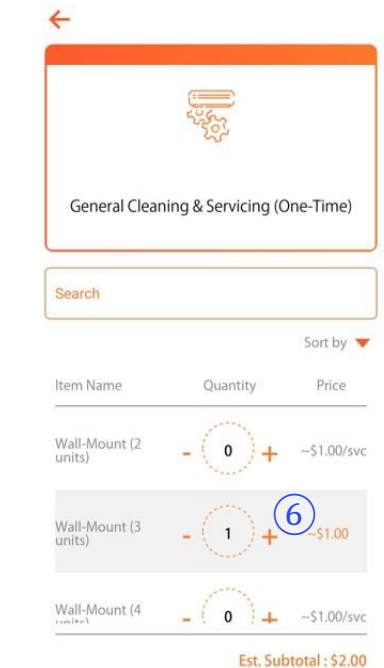
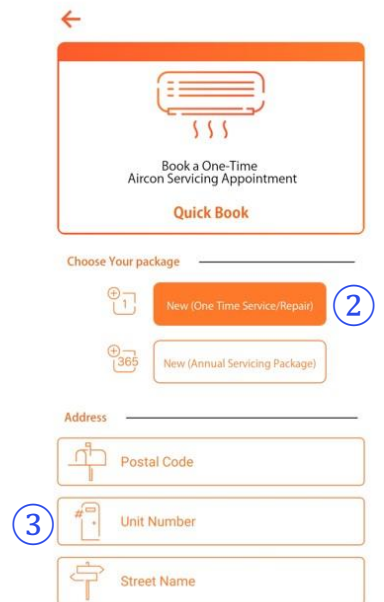
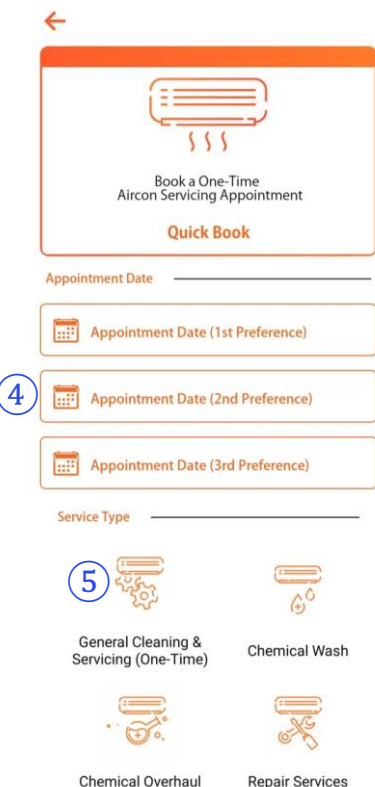
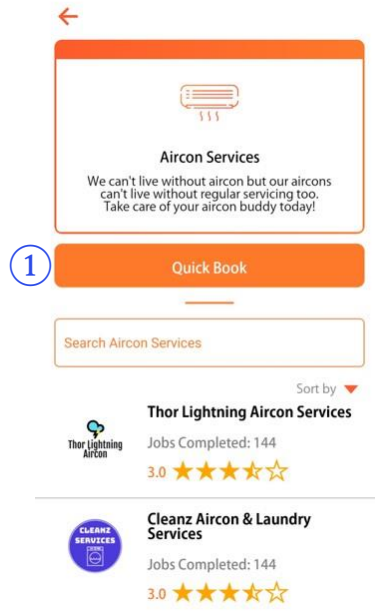
② Tap on [New – One Time Service/Repair] for one-time services

③ Key in the address of the place where you need the aircon servicing/repair to be done

④ Select 3 preferred dates/time for the appointment

⑤ Tap on any one of the categories to select the type of aircon servicing you require

⑥ Select the type of aircon, number of units and adjust the quantity. Prices listed here are estimated and the actual amount depends on the service provider who picks up your order



⑦ Key in remarks (if any)

⑧ Tap here to check a summary of your order

⑨ If you intend to send this servicing package as a gift, enter the email address of the recipient

⑩ Key in promo code (if any)

⑪ Tap here to request for the appointment

⑫ When a sales agent has accepted your booking, tap on Terms and Conditions to view it and check the box to accept it

⑬ Tap on [Proceed to Payment] to confirm the appointment

⑭ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe

⑮ You can tap on [Back to Dashboard] to return to the Main Dashboard

The image displays a sequence of five screenshots from a mobile application, illustrating the steps for booking a one-time aircon servicing appointment. Each screenshot is annotated with a circled number corresponding to the instructions on the left.

- Step 7:** The 'Quick Book' screen shows a calendar icon and the text 'Book a One-Time Aircon Servicing Appointment'. Below this is a 'Quick Book' button.
- Step 8:** The 'Check Order' screen displays a list of options: 'Remarks', 'Check Order' (with a right arrow), 'Enter COLLATE user's email address to send this booking as a gift', and 'Promo Code'. At the bottom is a 'Request for Appointment' button showing an estimated total of \$3.21.
- Step 9:** The 'Appointment Date' screen shows the Thor Lightning Aircon logo, the text 'Book a One-Time Aircon servicing appointment', and 'Your booking request has been accepted by Ken\_Tokui'. It displays the appointment date '1 June 2021, 04:00 pm - 05:00 pm' and a checkbox for 'I agree to the terms and conditions of the merchant'. A 'Cancel Booking' button is also present.
- Step 10:** The 'Appointment Payment Summary' screen shows the appointment details: '#40-111 8 SCOTTS ROAD SCOTTS SQUARE SINGAPORE 228238', the date '1 June 2021, 04:00 pm - 05:00 pm', and the order type 'Chemical Wash, General Cleaning & Servicing (One-Time)'. It also shows the 'Payment Amount' as '\$6.42'.
- Step 11:** The 'Payment Successful' screen shows the Thor Lightning Aircon logo, the text 'Payment Successful', a large green checkmark icon, and the message 'Thank you. Your payment has been processed successfully.'.



## Quick Book\_Aircon (Annual Servicing Package)

① Key in the address of the place where you need the aircon servicing/repair to be done

② Tap on [New – Annual Servicing Package] for a quarterly annual servicing package

③ Tap on the [General Cleaning & Servicing] icon

④ Select the type of aircon, number of units and adjust the quantity

⑤ Tap on the [Quarterly] icon to set automated reminders for quarterly servicing appointments

⑥ Key in the appointment due date for your first quarterly appointment. The rest of the dates will be auto-populated and will be 3 months apart from each other

⑦ Tap on [Save Changes] to return to the previous screen

⑧ The appointment due dates you selected will be shown here for reference

Buy an Annual Aircon Servicing Package

Quick Book

Choose Your package

New (One Time Service/Repair)

New (Annual Servicing Package) ①

Address

Postal Code ②

Unit Number

Street Name

General Cleaning & Servicing (Annual Package)

Search

Sort by ▼

Item Name	Quantity	Price
Wall-Mount (3 units)	0	~\$1.00/year
Wall-Mount (4 units)	1 ④	~\$1.00
Wall-Mount (5 units)	0	~\$1.00/year

Est. Subtotal: \$1.00

Buy an Annual Aircon Servicing Package

Quick Book

Service Type

General Cleaning & Servicing (Annual Package) ③

Appointment Deadline

Set appointment alert for

Quarterly ⑤

First Appointment Due Date ⑧

Last Appointment Due Date

Appointment Deadlines

You will have 4 times of servicing under the current selection

Appointment Deadline

Set appointment alert for

Quarterly

1st Appt 1st Appointment Due Date ⑥

2nd Appt 2nd Appointment Due Date

3rd Appt 3rd Appointment Due Date

4th Appt 4th Appointment Due Date

Save Changes ⑦



⑨ Key in remarks (if any)

⑩ Tap here to check a summary of your order

⑪ If you intend to send this servicing package as a gift, enter the email address of the recipient

⑫ Key in promo code (if any)


⑬ Tap here to request for the appointment

⑭ When the service provider has accepted your booking, tap on [Proceed to Payment] to confirm the appointment

⑮ Check your appointment details and tap on [Make Payment]. You can pay using your credit card which will be processed via Stripe


⑯ Once the payment is made, the appointment will be confirmed and will appear in your list of Upcoming Appointments. You can tap on [Back] to return to the Main Dashboard


←





Buy an Annual Aircon Servicing Package

**Quick Book**

⑨  Remarks


⑩  Check Order →

⑪  Enter COLLATE user's email address to send this booking as a gift

⑫  Promo Code


⑬ **Request for Appointment** Est. Total \$0

←




General Cleaning & Servicing (Annual Package)

Your booking request has been accepted by



Ken\_Tokui

First Appointment Due Date

 **1 July 2021**

☒ I agree to the [terms and conditions](#) of the merchant

**Cancel Booking**

⑭ **Proceed to Payment** Total \$32.10

←




**Appointment Payment Summary**

Appointment  
#20-45 2 GATEWAY DRIVE J GATEWAY SINGAPORE 608533  
**1 July 2021**  
Order Type  
General Cleaning & Servicing (Annual Package)


Promo Code: Promo Code  
(if any) Discount Amount(if any)  
----

Payment Amount  
**\$32.10**

⑮ **Make Payment**



Payment Successful



Thank you.  
Your payment has been processed successfully.

⑯ **Back**

# Appointments

## Viewing your appointments

① Tap here to toggle between your Upcoming Appointments and Pending Appointments. Pending appointments are bookings waiting for Merchants' acceptance

② Pending Payment indicates that a merchant has accepted your booking and the appointment will be confirmed after you have made payment

③ Green-tick means that the merchant has indicated that they have completed the job and requires your acknowledgement

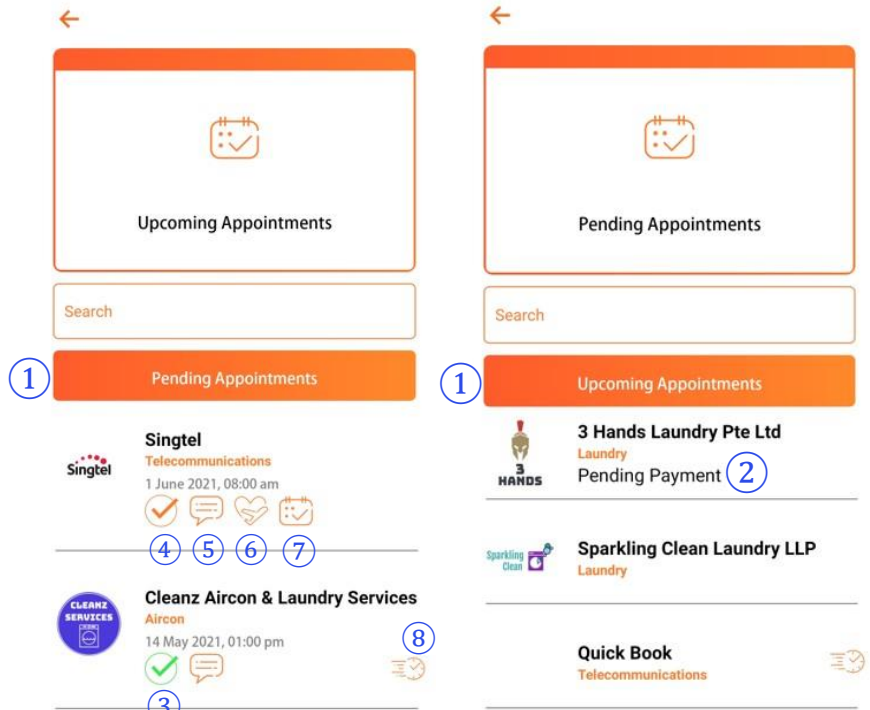
④ Orange-tick means that the appointment is not completed

⑤ Tap here to chat with the service provider

⑥ Tap here to view the health and travel declaration of the service provider

⑦ Tap here to reschedule your appointment with the service provider

⑧ Indicates that it's a quick booking



## Acknowledging the completion of an appointment

① When a job has been completed by the merchant, tap on the Green-Tick button

② You can award up to 5-stars based on the service standard rendered

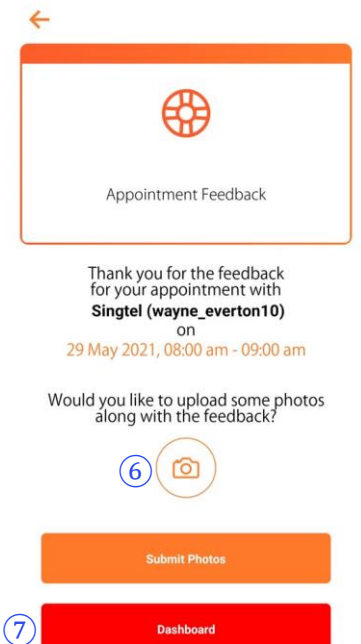
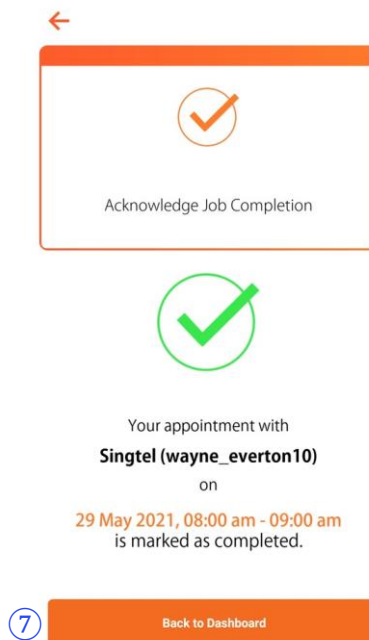
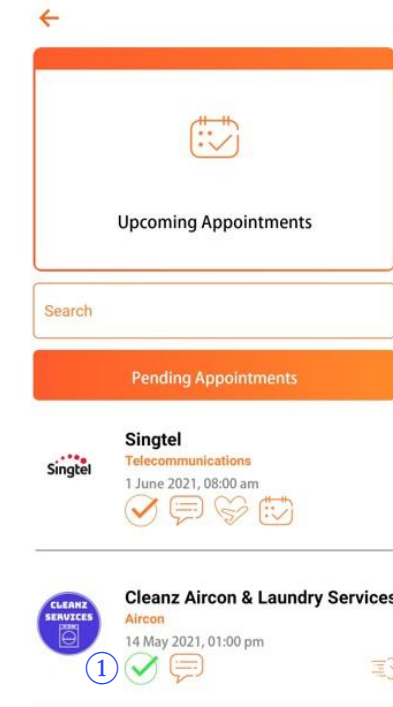
③ You can also type and leave some comments or reviews

④ Tap on [Job is completed] if the job was done to your satisfaction

⑤ Tap on [Job was not completed] if you were unsatisfied with the service experience

⑥ You can upload photos as a feedback for jobs marked as incomplete and we will inform the service provider

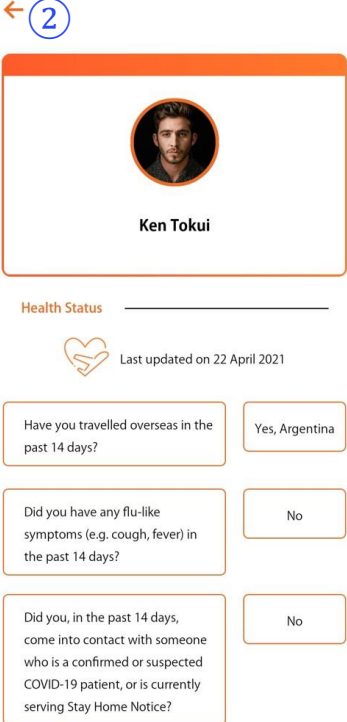
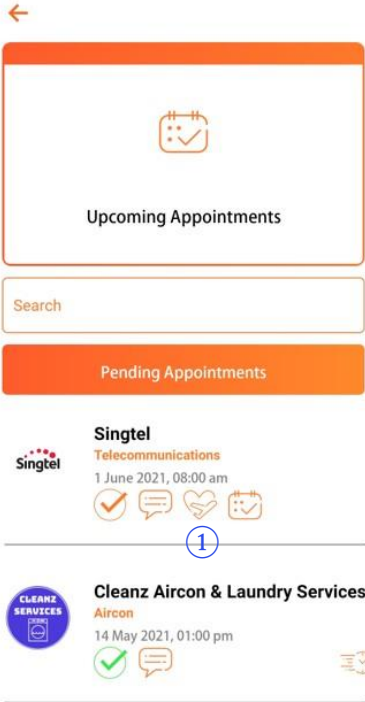
⑦ Tap here to return to the Main Dashboard if there are no photos to be submitted



## Viewing the Health and Travel Status of the service provider

① Tap on the [Health] button to view the health and travel declaration of the service provider prior to your appointment

② You can see the service provider's updates on his health/travel declaration for a peace of mind. Tap on the back button to return to your Upcoming Appointments.



← ②

Upcoming Appointments

Search

Pending Appointments

**Singtel**  
Telecommunications  
1 June 2021, 08:00 am

①

**Cleanz Aircon & Laundry Services**  
Aircon  
14 May 2021, 01:00 pm

Health Status

Last updated on 22 April 2021

Have you travelled overseas in the past 14 days? Yes, Argentina

Did you have any flu-like symptoms (e.g. cough, fever) in the past 14 days? No

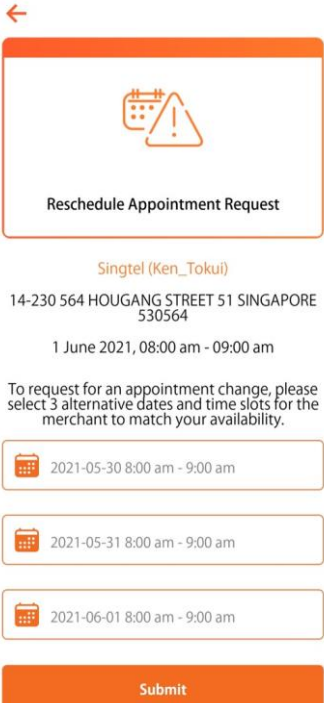
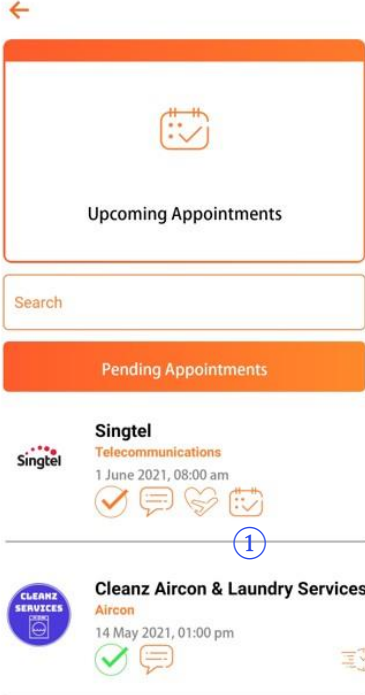
Did you, in the past 14 days, come into contact with someone who is a confirmed or suspected COVID-19 patient, or is currently serving Stay Home Notice? No

## Reschedule Appointment

① Tap on the [Reschedule Appointment] button to reschedule your appointment with the service provider

② Select 3 preferred dates/time that you wish to change to for the appointment

③ Click on [Submit] to send the request to the service provider



←

Upcoming Appointments

Search

Pending Appointments

**Singtel**  
Telecommunications  
1 June 2021, 08:00 am

①

**Cleanz Aircon & Laundry Services**  
Aircon  
14 May 2021, 01:00 pm

←

Reschedule Appointment Request

Singtel (Ken\_Tokui)

14-230 564 HOUGANG STREET 51 SINGAPORE 530564

1 June 2021, 08:00 am - 09:00 am

To request for an appointment change, please select 3 alternative dates and time slots for the merchant to match your availability.

②

2021-05-30 8:00 am - 9:00 am

2021-05-31 8:00 am - 9:00 am

2021-06-01 8:00 am - 9:00 am

③

Submit

# Payments

## Payment for Add-on Invoices

① If you have received an invoice from a merchant for additional items required during your appointment, you will receive an in-app notification. Tap on the notification and it will direct you to the invoice. You can also access your list of pending invoices from the side-menu

② Tap on the back button to return to the Main Dashboard

③ Tap to view the details of the invoice

④ Tap [Proceed to Payment] to make payment

⑤ Check the payment details and tap on [Make Payment]

**Alerts and Notifications**

Tue Jun 15 12:50:21 2021  
① New invoice created  
You have a new invoice from WiFiGoWhere.

Tue Jun 15 12:48:42 2021  
Update your health status  
As your appointment is coming up, please remember to update your latest health status to help keep everyone safe

Tue Jun 15 12:48:03 2021  
Your new booking has been accepted.  
Your new booking on 6/15/2021 has been accepted by WiFiGoWhere.

Tue Jun 15 12:34:22 2021  
Update your health status  
As your appointment is coming up, please remember to update your latest health status to help keep everyone safe

**Pending Invoices**

Search Invoices

Sort by ▼

WiFiGoWhere  
Telecommunications  
add 5 more days of router  
\$26.75

Sparkling Clean Laundry LLP  
Laundry  
add 5 more items  
\$70.41

Thor Lightning Aircon Services  
Aircon  
add 1 more chemical overhaul  
\$2.14

**New Pending Invoice from WiFiGoWhere (ClaireGoh.77)**

Details

add 5 more days of router

Items

Item Name	Qty.	Price
Singapore (4G) Pocket WiFi Router	5	\$25.00

Summary

Subtotal : \$25.00  
GST : \$1.75

④ Proceed to Payment \$26.75

**Payment Summary**

Appointment

#12-59 608 TELOK BLANGAH ROAD SKYLINE RESIDENCES SINGAPORE 109030

12 June 2021, 06:00 pm - 07:00 pm

Description

add 5 more days of router

Payment Amount

\$26.75

⑤ Make Payment

⑥ Select a credit card to make payment. We use Stripe for a secure payment gateway

⑦ Once the payment is made, a record of the payment will appear under [Transactions] which can be accessed via the side-menu. You can tap on [Back] to return to the Main Dashboard

