

# iCare+ - Uber Prescription Delivery Guide

Powered by **Uber**



iCare+



# Dashboard How-to Guide

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# How-to: Login to your Account

# How do I get access to the Uber Direct Dashboard?

In order for you to be able to use Prescription Delivery, your iCare+ program manager will provide the email address for those users in your store that are credentialed to the iCare+ platform. Uber will send you an invite through a link to your email address on file. Make sure to check your spam and junk folders. The primary account holder must accept the link and set up their account. Your account is classified as a sub-account under the iCare+ master account.

This is your account setup email. Follow the directions included in your email invite:

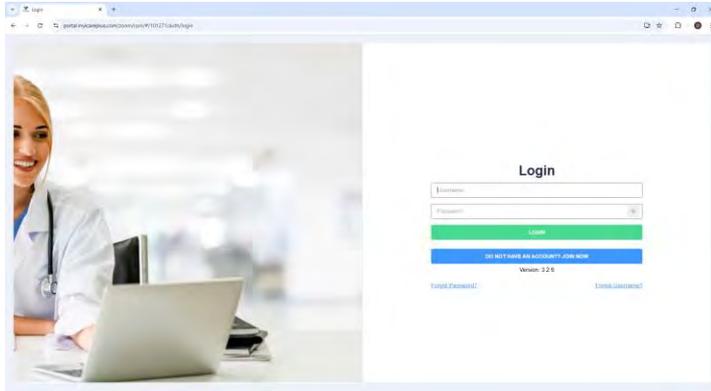
*Invite example:*



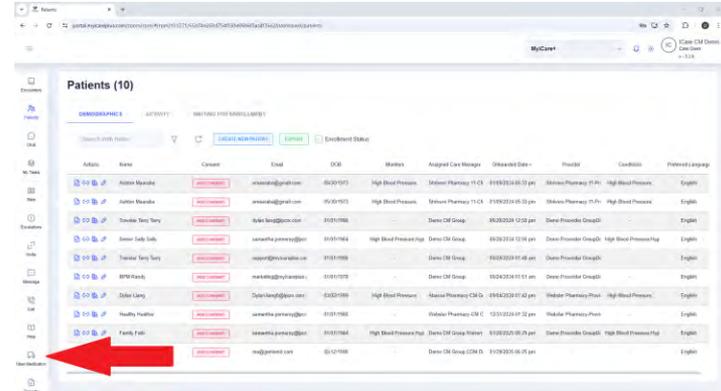
Don't remember receiving this email? Please double-check with any other users of the Dashboard to see if they know of the valid email accounts.

**You can only login with the emails invited to the Dashboard. Any other email used will lead you to a signup page outside of your account, which is not recommended or useful for your purposes.**

# Logging into the Dashboard (iCare+ Pharmacist Admin View)

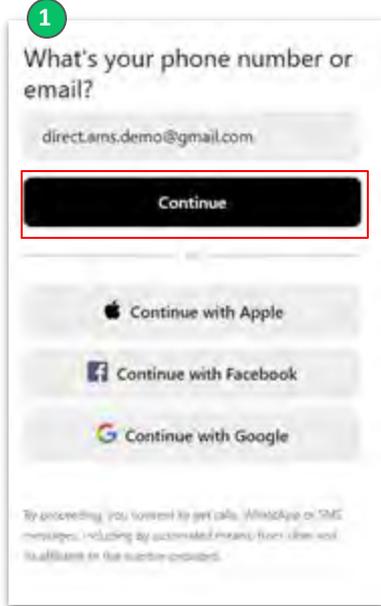


Navigate to the iCare+ portal login via the Login button on myicareplus.com

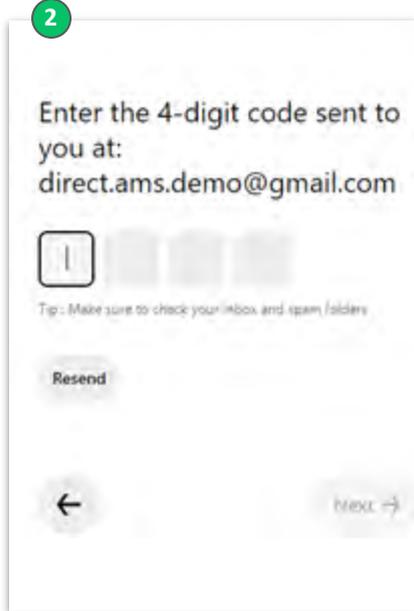


Click on the Uber icon in the left-hand sidebar to access the Uber Dashboard (next slide).

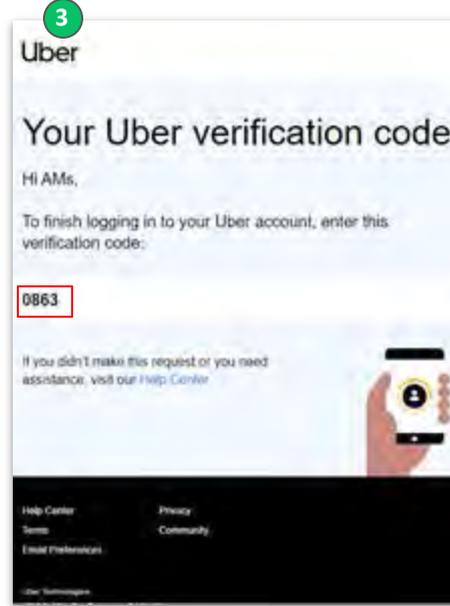
# Logging into the Dashboard (iCare+ Pharmacist Admin View)



Navigate to [direct.uber.com](https://direct.uber.com), enter your credentials, and click continue.



Screen will appear prompting you to enter a 4-digit code sent to your credentials.



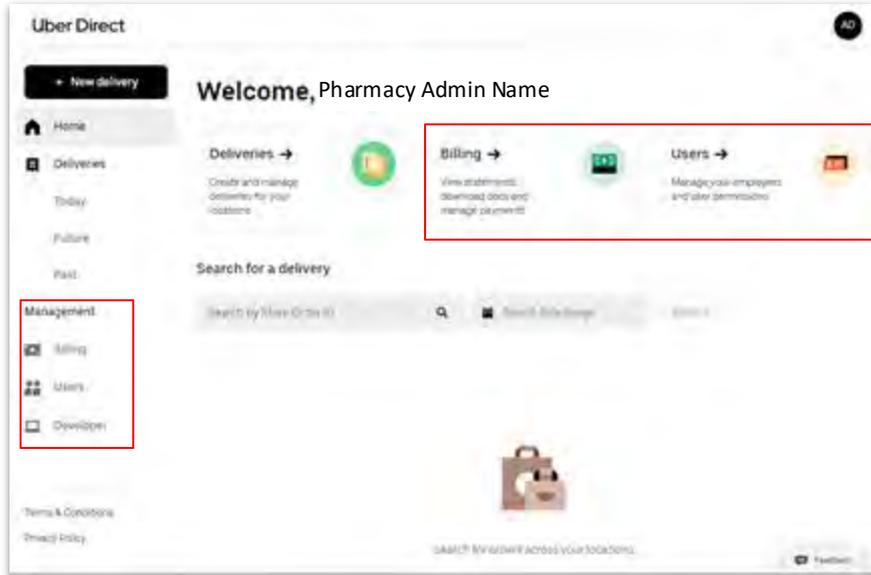
Log into your email to access your 4-digit code from admin@uber.com. Ensure to check your spam and junk folders if the email doesn't appear in your inbox.



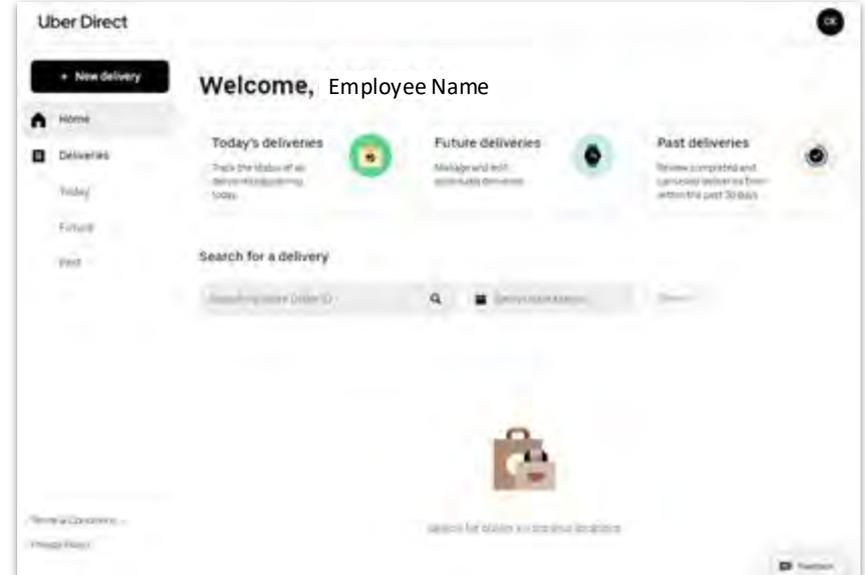
Enter the 4-digit code from your email into the prompt and click next to access the Dashboard homepage!

# Dashboard Homepage

iCare+ Pharmacist Admin View



Pharmacy Staff View



Pharmacy Admin View (v.s Pharmacy Staff View) gives additional access to billing, user permissions, and developer resources. Within Pharmacy Admin View, you are able to update billing preferences, add stores, and manage employee permissions for the Dashboard.

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# How-to: Managing All iCare+ Pharmacy Users

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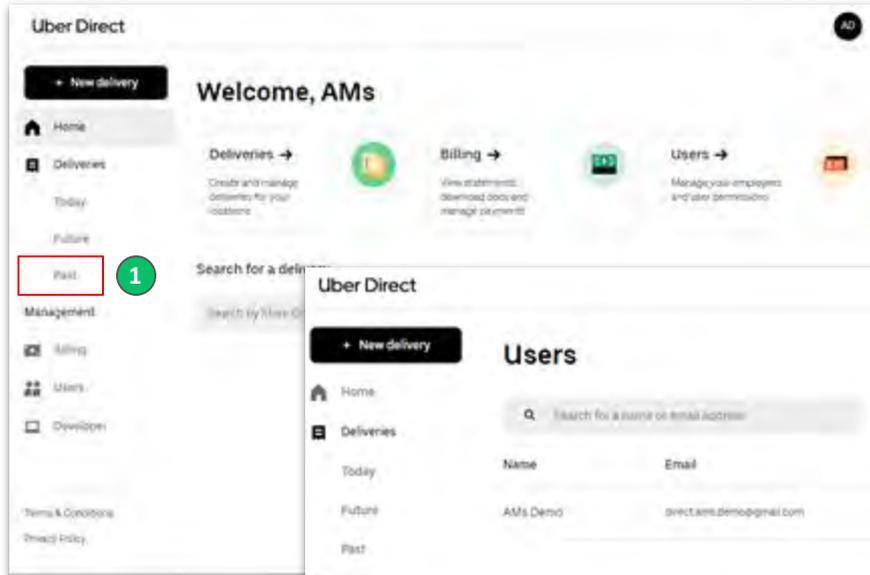
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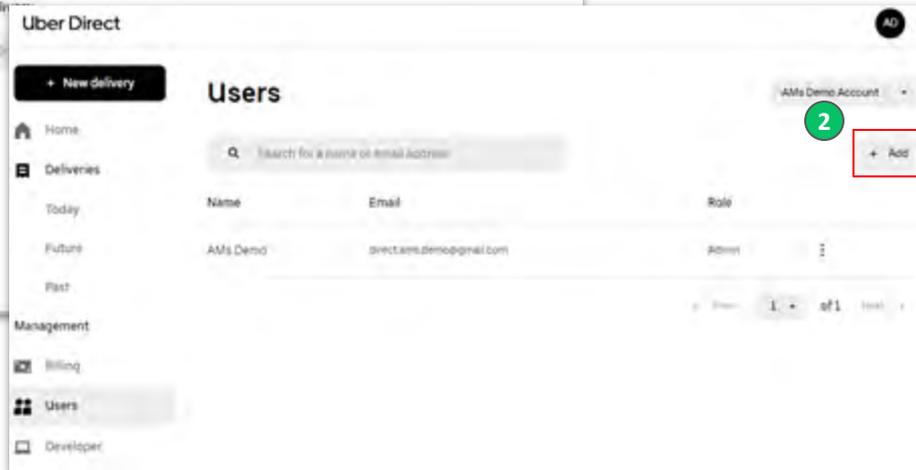
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# Adding Users – Pharmacy Admin View (1/2)

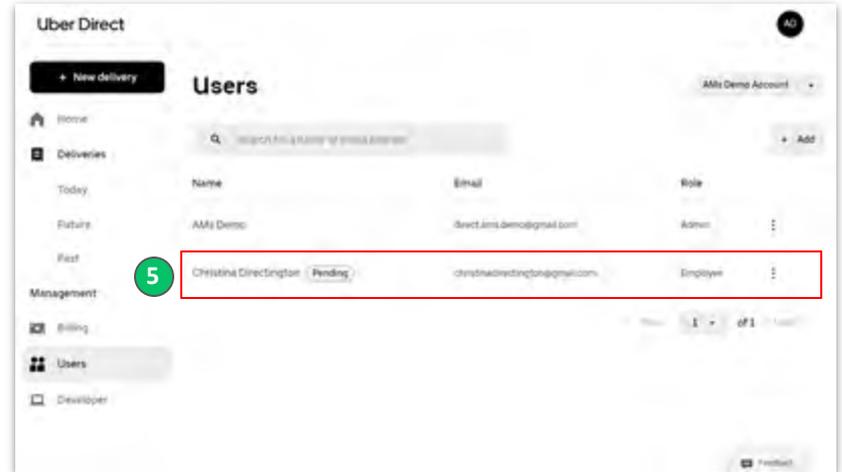
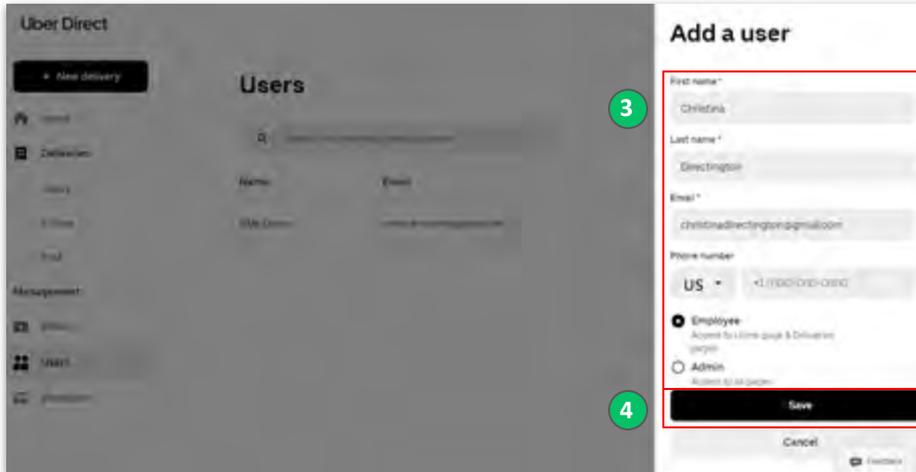
Before adding Pharmacy Staff users, please ensure at least [one store is saved](#) on the Dashboard.



1. Within the Pharmacy Admin view, navigate to “Users” on the bottom left side of the page or top right.
2. Click on “+ Add.”



# Adding Users – Pharmacy Admin View (2/2)



3. “Add a user” box will appear. Please enter the first name, last name, email address, and choose the role of the user (pharmacy staff or pharmacy admin). **Phone number is optional and we do not recommend entering one.**
4. Click “Save” to add the user information.
5. The new user will appear, with a “Pending” indication beside their name. The user will become active once the user joins the Dashboard account via email.

# How-to: Creating Prescription Delivery Orders

# Dashboard Order Flow



## Pharmacy

You submit a delivery order request via the Direct Dashboard.

## Courier

Receives your order and delivers it to the customer.

## Courier/ customer

Package handoff to customer.

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# Placing an Order (1/3)

Uber Direct

**1**

+ New delivery

Home

Deliveries

Today

Future

Past

Management

Billing

Users

### Request delivery

#### Pickup details

**2**

Schedule pickup

02/08/21 12:00 PM

Pickup

Test Store#10

Test Store#10 Address

+ Add location

Notes for pickup address (optional)

E.g. pickup at the front desk.

#### Dropoff details

**3**

Dropoff address

Q Address

Notes for dropoff address (optional)

E.g. go to front desk.  
Note: Please don't share sensitive or protected info (e.g. health).

Contact number

Map showing pickup location (Store #10) and surrounding streets (W 57th St, 9th Ave, 7th Ave, W 34th St, 8th Ave, 5th Ave, Park Ave S, FDR Dr N, E 42nd St, 2nd Ave, 3rd Ave).

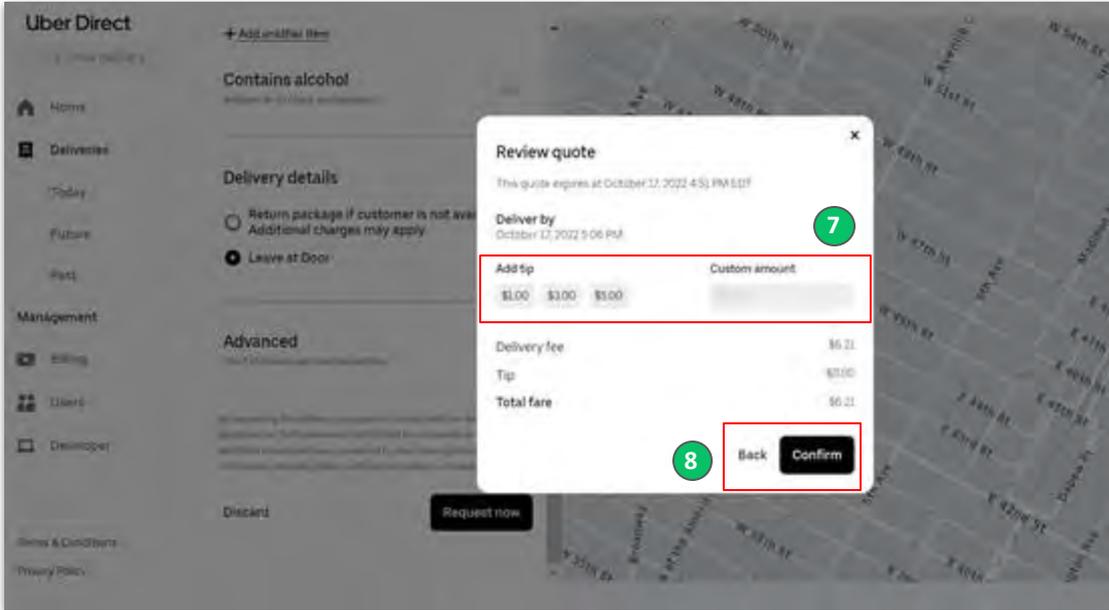
1. Click “+ New Delivery” at the top left of the page.
2. Fill in the pickup details:
  - a. **Schedule the pickup.** Pickups can either be “ASAP” or scheduled.
  - b. **Select the pickup location for the order.** The last used pickup location will automatically be populated. To add a new location, click “+Add location” under Pickup. This location will be stored and can be selected for future orders..
  - c. **Notes for pickup address.** We strongly recommend adding all pickup guidances for the courier, along with your contact information so the courier can contact you if needed.
3. Fill in the dropoff details:
  - a. **Add the full dropoff address.** We highly recommend adding notes (e.g. delivery instructions like customer buzzer).
  - b. **Add the first and last name of the recipient.**
  - c. **Add a recipient contact number.**

# Placing an Order (2/3)

The screenshot shows the Uber Direct app interface. On the left is a navigation menu with options: Home, Deliveries, Today, Future, Past, Management, Billing, Items, and Developer. The main area is divided into three sections: 'Package information' (highlighted with a red box and a green circle with the number 4), 'Delivery details' (highlighted with a red box and a green circle with the number 5), and 'Advanced' (with a 'Discard' button and a 'Request now' button highlighted with a red box and a green circle with the number 6). The 'Package information' section includes 'Store Order ID', a text input for 'For internal purposes', a 'Weight' dropdown set to '1-5 lb', and a 'Description' field. The 'Delivery details' section has two radio button options: 'Return package if customer is not available' (selected) and 'Leave at Door'. The background is a map showing a delivery route with red diamonds and lines connecting them.

4. Fill in package information:
  - a. **Add approximate package weight and description.** We strongly recommend adding this, if your package is heavy our system will recognize and provide you a driver instead of a biker. This will ensure your delivery flow is smooth!
  - b. **Indicate if the package contains alcohol, this will ensure the courier IDs your customer.**
5. Fill delivery details.
  - a. **Check the box to indicate whether the package is eligible for a return if the customer is not available. You will be charged for the return trip as well.**
6. Click “Request now” at bottom right to submit.

# Placing an Order (3/3)



7. **Add a tip for the delivery person** (\$1, \$3, \$5, or a custom amount), this tip will be charged your credit card on system, but you can charge this to the customer as you wish. This is not required but recommended to further incentivize couriers.
8. **Review all details and click “Confirm” to submit the order, or “Back” to change order details.**

***If the customer has requested a tip added to their order, the amount tipped must be included and passed on to the delivery person.***

# Advanced Order Settings (1/2)

**Contains alcohol**  
Requires an ID check and signature

---

**Delivery details**

Return package if customer is not available.  
Additional charges may apply.

Leave at Door

---

**Advanced**  
Proof of delivery and barcode settings

**Delivery partners** ⓘ  
Request up to 3 delivery partners for large orders or multiple bulky items

Require ID check  
Minimum age 21

Require photo proof

Require pin code verification

Require signature

Require barcode scanning

## Return Package Request

If you would like a package to be returned if the customer is not available to accept the delivery, please check the “Return package” in “Delivery details.” Additional delivery fees (using the same calculation method as the initial trip) will apply to the merchant.

**Contains alcohol**  
Requires an ID check and signature

---

**Delivery details**

Return package if customer is not available.  
Additional charges may apply.

Leave at Door

---

**Advanced**  
Proof of delivery and barcode settings

**Delivery partners** ⓘ  
Request up to 3 delivery partners for large orders or multiple bulky items

Require ID check  
Minimum age 21

At dropoff

Require photo proof

At dropoff

Require pin code verification

Require signature

At pickup

At dropoff

Require barcode scanning

## Alcohol Delivery

If delivering an order which contains alcohol, please flip on the switch that says “Contains alcohol.” This will trigger additional proof of delivery checks (i.e. ID check) at drop off. If the customer cannot provide a valid ID, appears intoxicated, or is unavailable to accept the delivery, the courier will be prompted to return the package.

# Advanced Order Settings (2/2)

**Contains alcohol**  
Requires an ID check and signature

---

**Delivery details**

Return package if customer is not available. Additional charges may apply.

Leave at Door

---

**Advanced**  
Proof of delivery and barcode settings

**Delivery partners** ⓘ  
Request up to 3 delivery partners for large orders or multiple bulky items

- Require ID check  
Minimum age 21
- Require photo proof
- Require pin code verification
- Require signature
- Require barcode scanning

## Proof of Delivery

Merchants can select between five different proof of delivery types to confirm that the customer has received the correct order. You will see confirmation of the chosen proof of delivery method in your order history (i.e. link of photo courier took).

**Contains alcohol**  
Requires an ID check and signature

---

**Delivery details**

Return package if customer is not available. Additional charges may apply.

Leave at Door

---

**Advanced**  
Proof of delivery and barcode settings

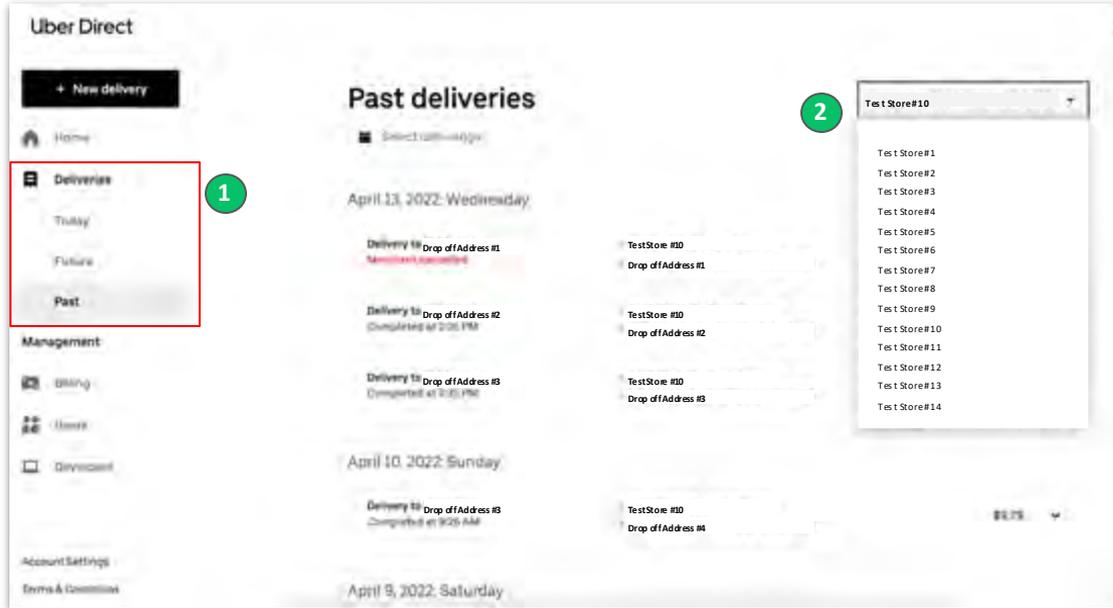
**Delivery partners** ⓘ  
Request up to 3 delivery partners for large orders or multiple bulky items

- Require ID check  
Minimum age 21
  - At dropoff
- Require photo proof
  - At dropoff
- Require pin code verification
- Require signature
  - At pickup
  - At dropoff
- Require barcode scanning

## Delivery Partners

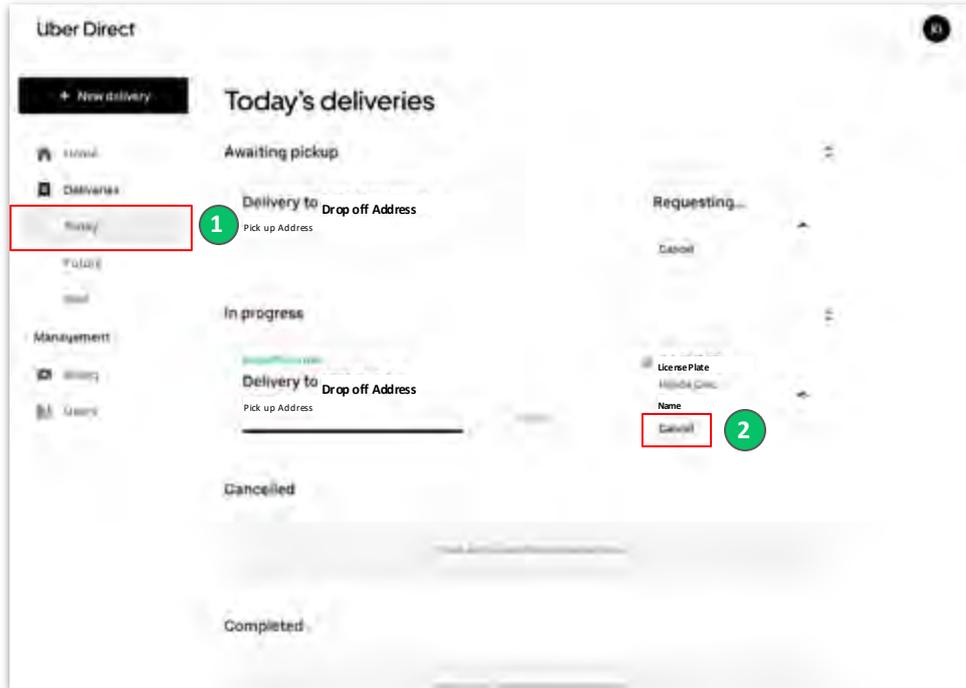
If the order contains multiple large packages, you have the ability to request “Delivery partners” to aid in fulfilling the order.

# Order Viewing



1. To view orders, click into their respective status (Today, Future, Past), on the top left of the Dashboard.
2. To switch between locations, click the selector at the top right. The last used pickup location will automatically be populated.

# Canceling Orders



1. To cancel or reschedule an order, navigate Deliveries and choose the correct time period (Today, Future, Past). Ensure you are viewing the correct location by checking the selector at the top right.
2. Find the order in question, and click “Cancel” at the bottom right of the order.

# Order Search

The screenshot shows the Uber Direct dashboard for user Christopher. The navigation menu on the left includes Home, Deliveries, Today, Future, Past, Management, Billing, and Users. The main content area features a search bar and a list of delivery cards. The search bar is highlighted with a red box and a green circle labeled '2'. The search results show a map for order 000757592, which is highlighted with a red box and a green circle labeled '3'. The map displays the pickup and drop-off addresses and a route. Below the map, the order details are shown, including the total amount of \$8.75, the delivery fee, and the item list.

1. To search orders, navigate to the home page.
2. Select Date, The order will populate by day.
3. If you had chosen a proof of delivery option, such as photo, you will see a link for the photo when viewing said order (after it is completed).

# FAQ

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# What types of items can I deliver?

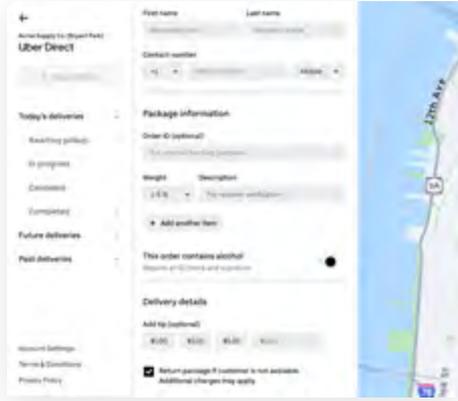
- You may deliver any item as long as it is not on the restricted list, and weighs less than 50 pounds.

# What items are restricted from deliveries?

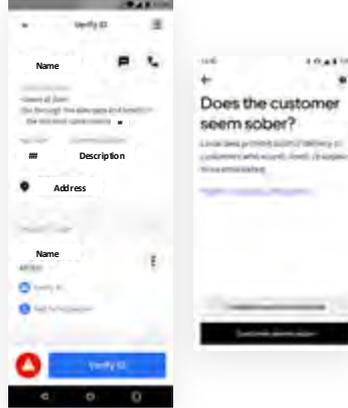
- tobacco

# How can I deliver age restricted items?

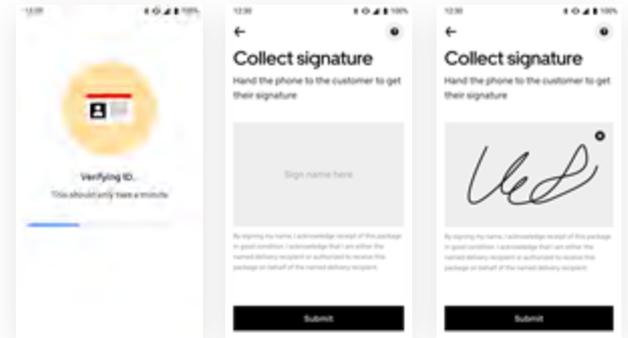
It is required that you mark items as age restricted to ensure the order proceeds through our alcohol delivery flow.



Denote if your order contains alcohol, which will trigger additional proof of delivery checks at drop off.



The app will prompt couriers to perform necessary tasks like asking for ID and signatures, sobriety check, taking pictures, and scanning barcodes.



**Note:** Alcohol deliveries cannot be completed if a customer cannot provide a valid ID, appears intoxicated, or is unavailable to accept the delivery - if unable to complete the delivery, the courier will be prompted to return the items to the store (return flow is triggered).

# How can patients track their deliveries?

When Pharmacy submits a Dashboard order, SMS flow is initiated notifying end-customer of order status via messages. **This only occurs if you have opted in.**



**Order created**

End-customer is notified order is created as soon as Merchant creates Delivery.



**Courier en route**

End-customer notified once courier completes pickup.



**Courier arriving**

End-customer notified when drop off is imminent.



**Delivered or Failed**

End-customer notified when order is delivered or failed (returned).

Pharmacy can opt-out of SMS notifications as well as end-customers. If end-customer opts-out they will not receive SMS notifications for this or any future delivery.

# Troubleshooting

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# First time login error



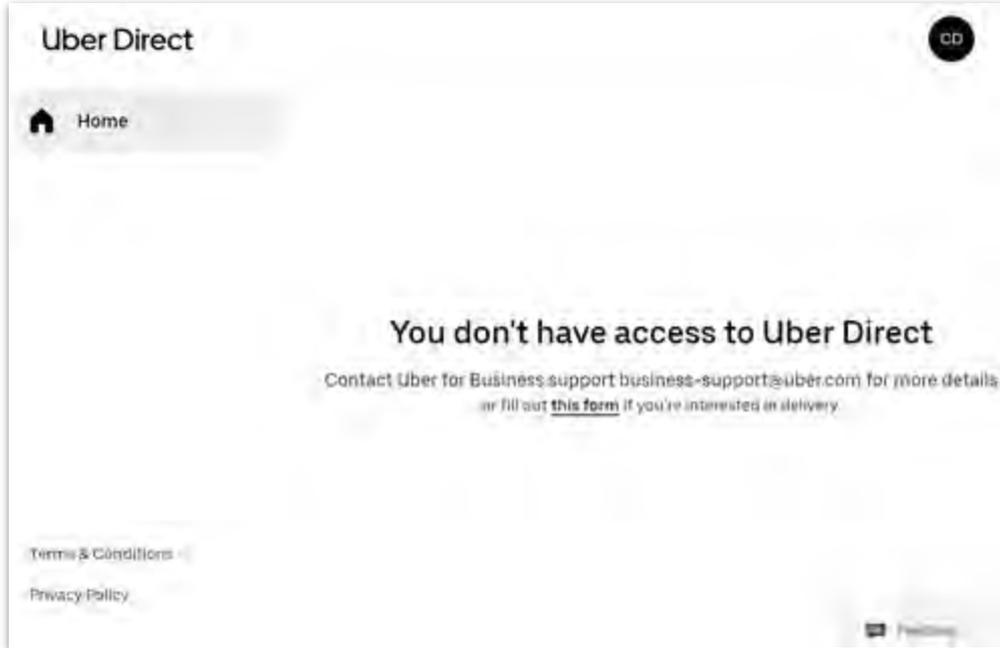
## Your account can't be linked

Your account email does not match with the email provided in the invitation.

This error may appear if you are already logged into the the Dashboard in a different window or tab from a different account. Please ensure that all other Dashboard tabs are closed and refresh the page.

# User Access Error

*This access error appears for three main reasons - please see below.*



1. This error may appear if you are already logged into the the Dashboard in a different window or tab from a different account. Please ensure that all other Dashboard tabs are closed and refresh the page.
2. This error may also appear if you add an Employee user before a store is added, and the Employee attempts to login. **Stores must be created before Employees.** Please create a store, and then have the Employee attempt to login.
3. This error may appear if the Employee navigates to direct.uber.com instead of going through the email link.

# One-time password not received

- Check that the email address within the Dashboard is correct.
- Please check your spam and junk folders within your inbox to see if the 4-digit password has been mistakenly received as spam.
- If it's still not received, click the “resend” option, and search again for it in all inboxes. If still not received, please contact support.

# My order got rejected

Orders may be rejected for a variety of reasons. Please see main drivers of order rejections below.

- Your account's payment information is being **blocked by your bank** -> Please update your card on file and assign the new card as default
- The order appears to be a **duplicate of an active existing order** -> Please review active orders to check if your order has already been entered
- The drop off location is outside of the **delivery radius** -> We are unable to complete orders outside of the delivery radius
- The drop off location is not in a deliverable area as **all couriers are currently busy** -> Please wait and try to submit the order again.
- Certain **aspects of the order are missing** -> Please review order information and ensure that all required fields are filled

# Contacting Support

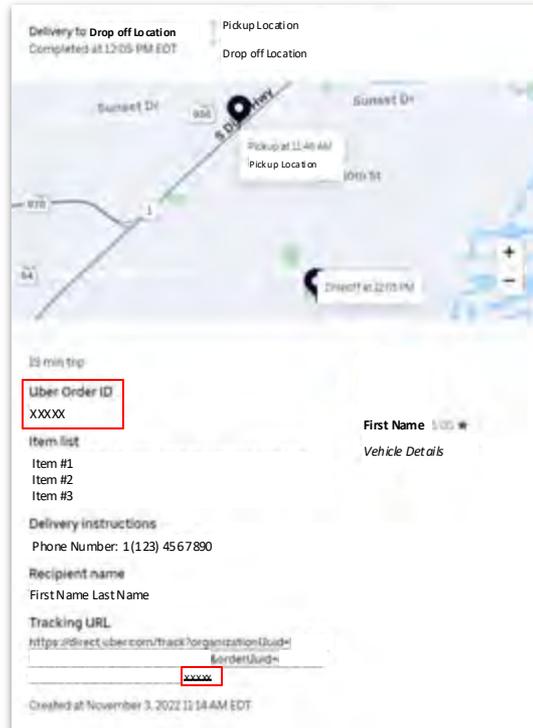
- **Order en route** help or need want to request a **refund** -> contact support at [uberdirect@uber.com](mailto:uberdirect@uber.com) or 1-866-987-3750 (24/7). Please have your delivery token or Uber Order ID available to share with the receiving agent.
- **Missing order** or need help with **delivered order** - > contact Elevated Support at [eds@uber.com](mailto:eds@uber.com) or 1-833-956-0466. Please have your delivery token or Uber Order ID available to share with the receiving agent.
- **Safety:** Please use the [Safety Incident form](#).

# How can I find my Uber Order ID?

The Uber Order ID can be used to request support for live or past orders. The last five characters of the tracking URL are the Uber Order ID.

## Past Orders

1. Navigate to the Deliveries tab on the click on “Past”
2. Click on the order you want the Uber Order ID from
3. Find the order ID at the end of the Tracking URL as the last five characters.



## Live Orders

1. Navigate to the Deliveries tab on the click on “Today”
2. Click on the order you want the Uber Order ID from
3. Find the order ID at the end of the Tracking URL as the last five characters.