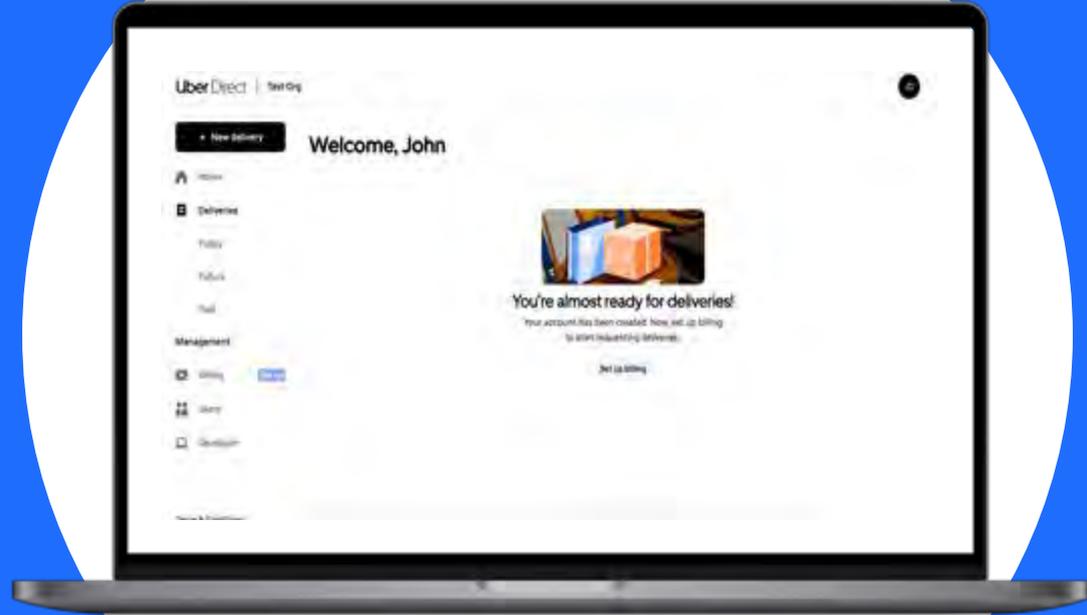


iCare+ Uber Direct Medication Delivery Playbook v1.0



STEP 1

Activate your new
Uber Direct
Account



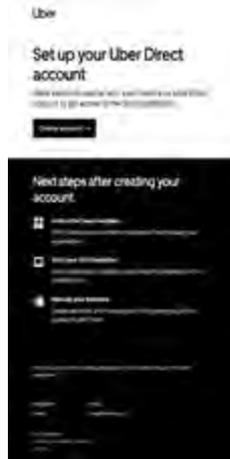
Content

- [01](#) **Activate** your Uber Direct Account
- [02](#) Set up dashboard users & roles
- [03](#) Create a New Delivery
- [04](#) Navigate The Home Page
- [05](#) Look at Present, Past, and Future Deliveries

iCare+ Uber Onboarding

Prior to gaining access to this section, credentialed iCare+ primary pharmacy staff member will have received an invite by Uber Direct to set up your store account, your account is listed as a sub-organization to the iCare+ master organization; this is how we manage central billing. Once your account is established you can track and trace all orders, costs and confirmations. IPC will bill you directly, you will not submit any payments to Uber at any time.

Invite example:

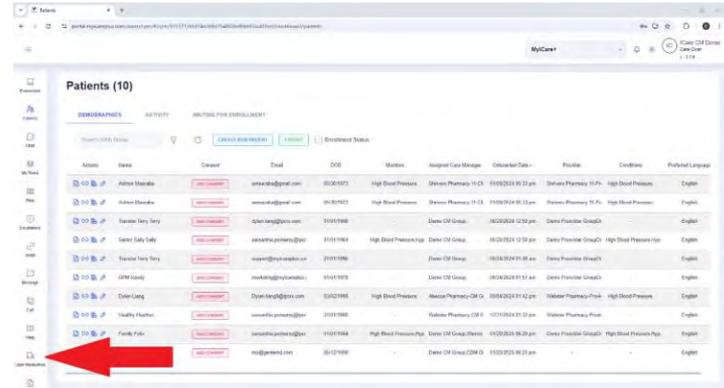
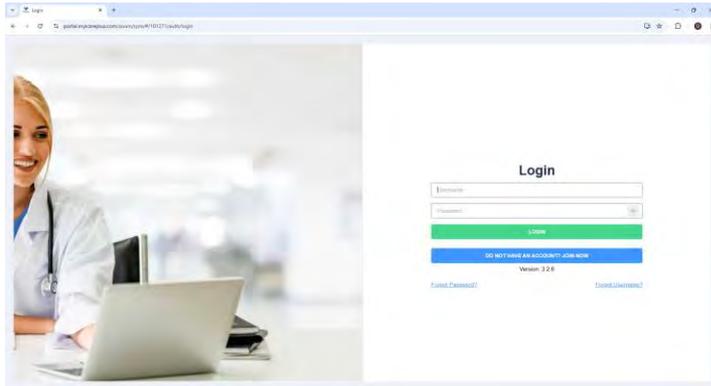


Don't remember receiving this email? Please double-check with any other users of the Dashboard to see if they know of the valid email accounts.

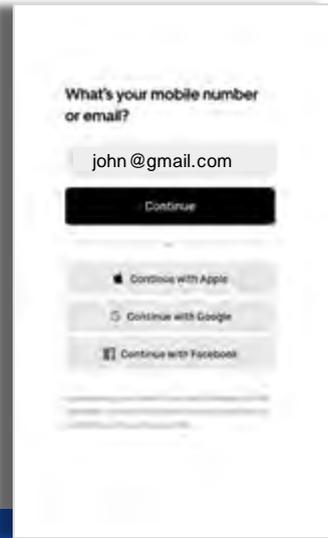
You can only login with the emails invited to the Dashboard. Any other email used will lead you to a signup page outside of your account, which is not recommended or useful for your purposes.

iCare+ Uber Medication Delivery Access

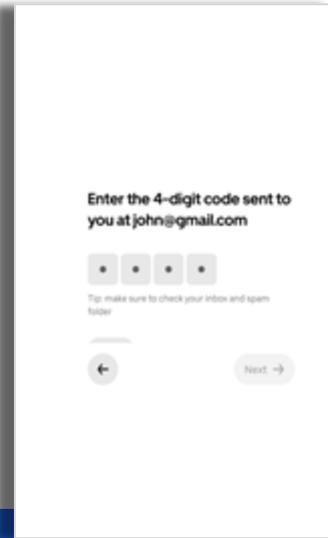
To access the iCare+-Uber Dashboard, log into the platform through the Login button on myicareplus.com. Once you've entered your iCare+ username and password and have logged in, you'll be able to view and click on the Uber medication delivery button on the left-hand sidebar, which will take you to the Uber Direct medication delivery dashboard.



DIRECT ONBOARDING | Final Setup of your Direct Dashboard Account (Only the primary staff member can complete this step)



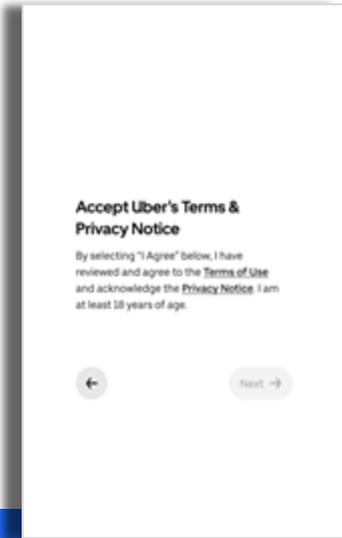
1. Enter the email address of the account's manager
2. Click Continue



3. You will be prompted to verify your email address
4. Enter the 4-digit code you receive in your inbox



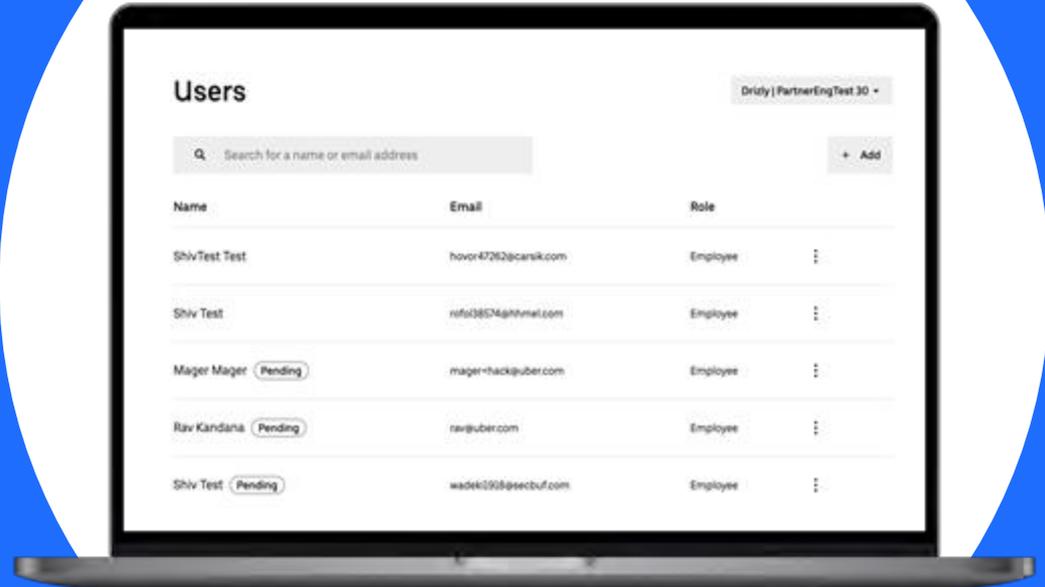
5. Enter your phone number
(Skip this step if your phone number is already associated with another Uber account)



6. Read through and accept our Terms & Conditions and Privacy Notice

STEP 2

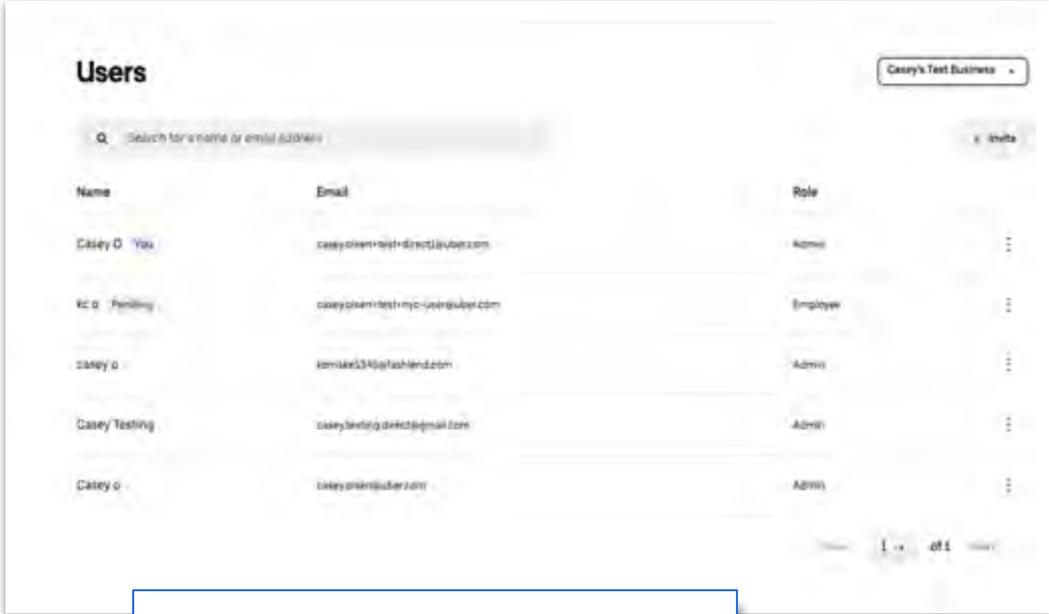
Set Up Dashboard Users and Roles



DIRECT ONBOARDING | Available User Roles & Permissions

Role	Who is this for?	Permissions	Example Use case
Primary Pharmacist Admin Role	Primary Pharmacists at the Store	Full access to all dashboard features: can create, edit, and manage deliveries, users, and organizational settings. Ability to invite and manage Pharmacy Admins, Pharmacy Staff, and Support users.	A pharmacist managing a store needs to monitor deliveries and invite new users. Admins can handle everything from delivery creation to managing deliveries.
Pharmacy Staff Role	Pharmacy staff (pharmacy technicians, pharmacy interns, etc.)	Can create and manage deliveries for their sub-organizations. Restricted from accessing the management section.	Pharmacy Staff at a store might use the Pharmacy Staff role to create and monitor deliveries for the day. They can update delivery details or manage delivery status without handling management.

DIRECT ONBOARDING | Set Up your Dashboard Users & Roles

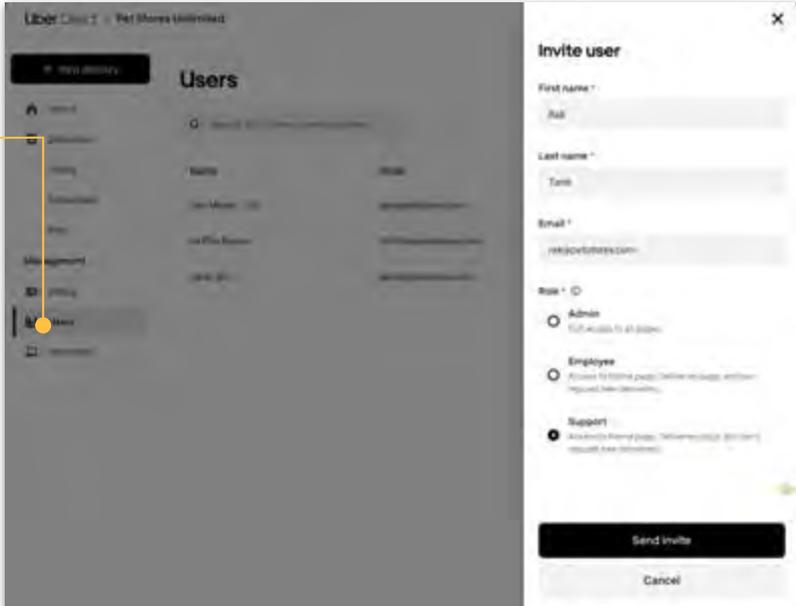


The User tab on the Dashboard will show all current Dashboard Users and their roles - only Pharmacy Admin Users will have access to this information

Capability Mapping

	Ph. Admin	Ph. Staff
New delivery page	✓	✓
Create deliveries	✓	✓
Home page	✓	✓
Order details (modal)	✓	✓
Cancel trip	✓	✓
Edit PoD	✓	✓
Request support	✓	✓
Add a tip	✓	✓
Deliveries (Today / Future / Past) page	✓	✓
Order details (expanding card)	✓	✓
Cancel trip	✓	✓
Edit PoD	✓	✓
Request support	✓	✓
Add a tip	✓	✓
Dispatch multiple couriers	✓	✓
Users page	✓	✗
Merchant support chat	✓	✓

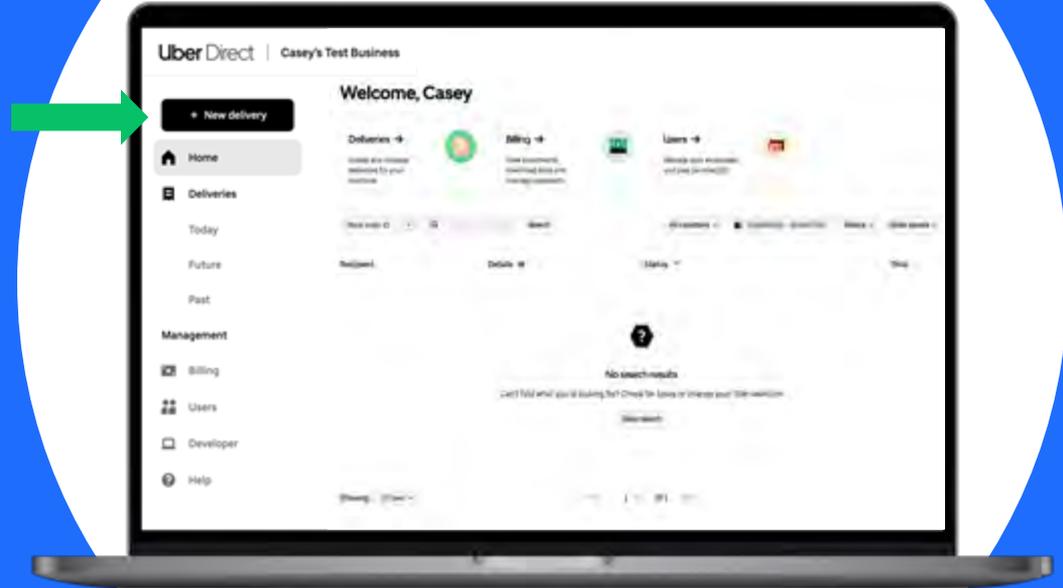
DIRECT ONBOARDING | Set Up your Dashboard Users & Roles



Set up New Users
Navigate to the User tab, the Dashboard will show all current Dashboard Users and their roles – only Pharmacy Admin Users will have access to this information

Add New Users
Once you add a new User and save the information, the intended recipient will receive an email invite to join the account

STEP 3
Dashboard Basics:
Creating a New Delivery



DIRECT DASHBOARD | Creating a New Prescription Delivery - Select Pickup Time

UberDirect | Pet Stores Unlimited

New delivery

Pickup details

Pickup time

07/24/24 | ASAP

Location name

Pet Stores Unlimited - FDI

Pickup notes

E.g. pick up at the front desk.

Dropoff details

First name * | Last name *

2024/07/23 | ASAP

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

ASAP

ASAP

8:00 PM EDT

8:15 PM EDT

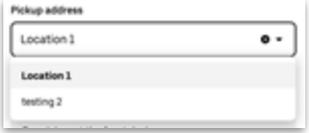
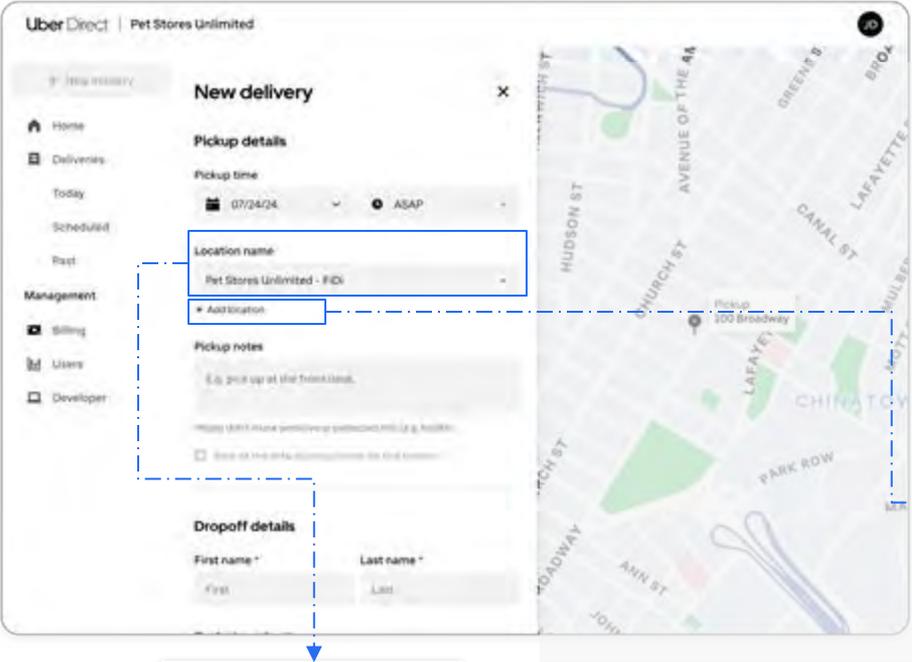
8:30 PM EDT

8:45 PM EDT

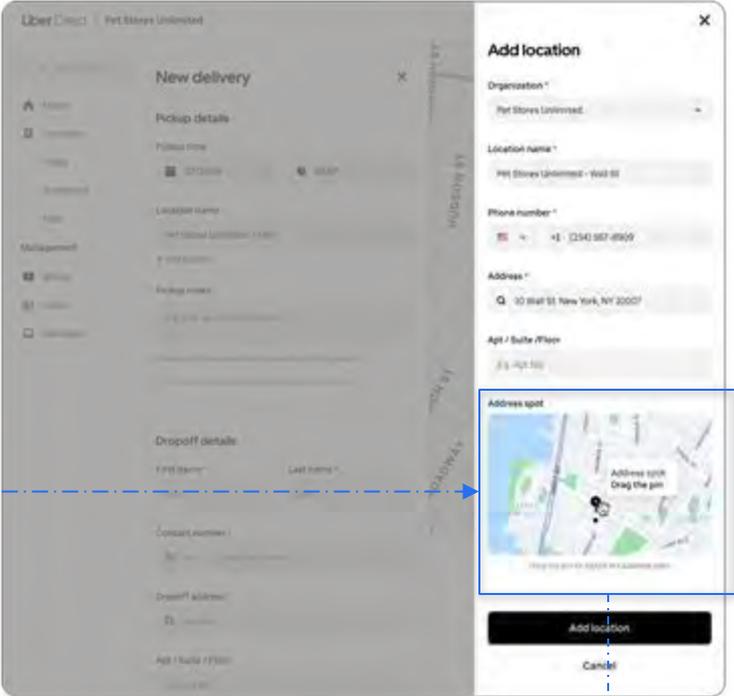
9:00 PM EDT

Schedule orders any time from ASAP to 1 month in the future

DIRECT DASHBOARD | Creating a New Prescription Delivery - Set Pickup Address

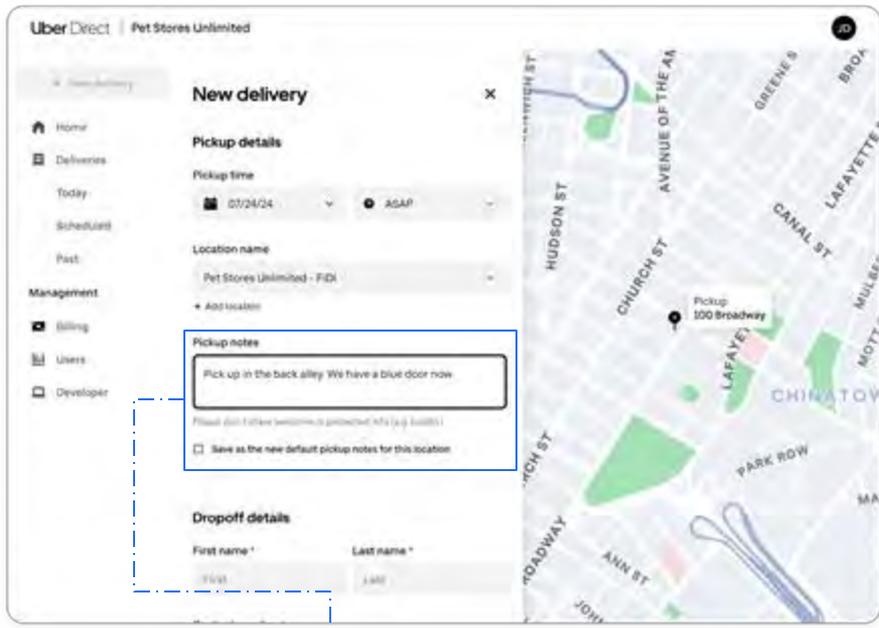
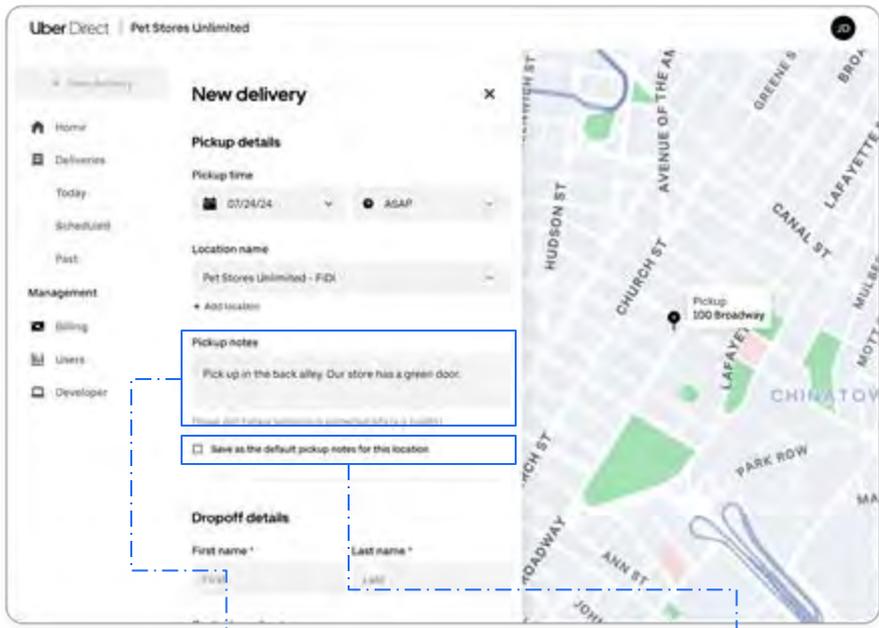


User the toggle to select your store location or create a new location (Admin or Employee Dashboard permissions required)



Add new locations via address pin field. Click and drag pin to choose exact location

DIRECT DASHBOARD | Creating a New Prescription Delivery - Add (default) Pickup Notes



Set clear pickup instructions for the courier by adding detailed pickup notes.

Save default pickup notes for a specific store

Edit default pickups notes for a store

DIRECT DASHBOARD | Creating a New Delivery - Add Dropoff Address

Dropoff details

Dropoff address * Edit
Tesla, 888 Boylston St Ste 055, Boston, MA

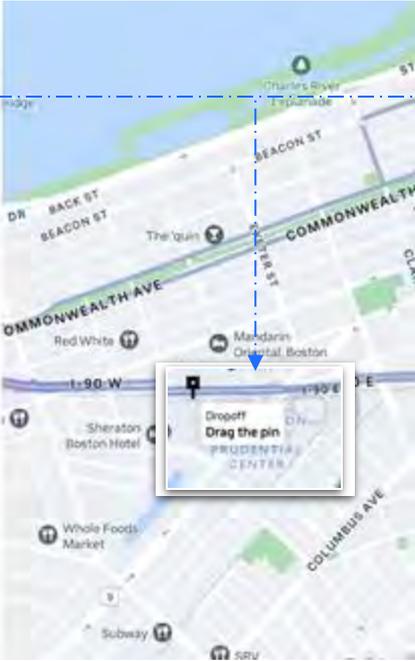
Apt / Suite / Floor
E.g. Apt 101

Dropoff instructions
E.g. go to front desk

Note: Please don't share sensitive or protected info (e.g. health)

First name * Last name *
Recipient name Recipient name

Contact number *
+1 Phone number



Type in dropoff address or use the pin and drag it to the right dropoff point.

Unhappy Path

A screenshot of the dropoff details form. The dropoff address field contains "300 Pennsylvania Ave NW, Washington, DC". To the right, a map shows a pickup location at "225 W 103rd St". A red error banner at the top of the map area says "There was an error - please try again".

Dropoff details

Dropoff address * Edit
300 Pennsylvania Ave NW, Washington, DC

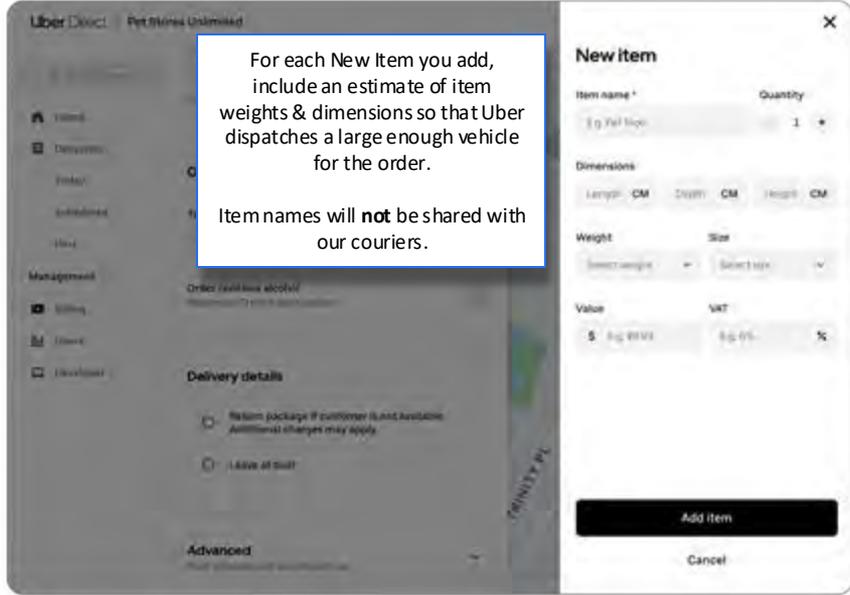
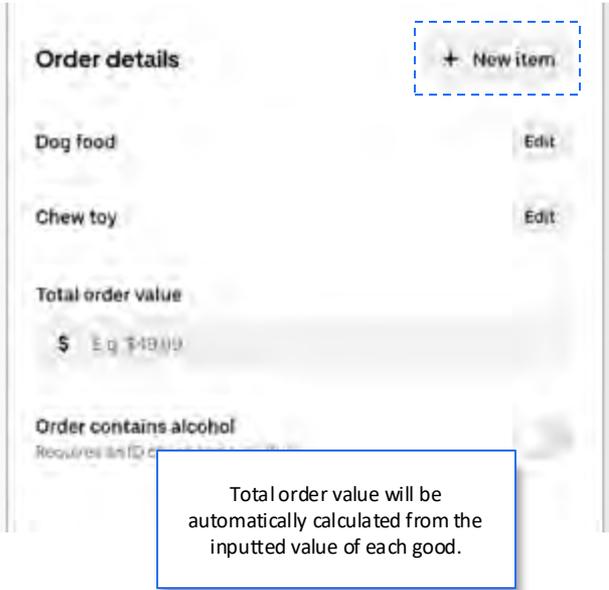
There was an error - please try again

Pickup 225 W 103rd St

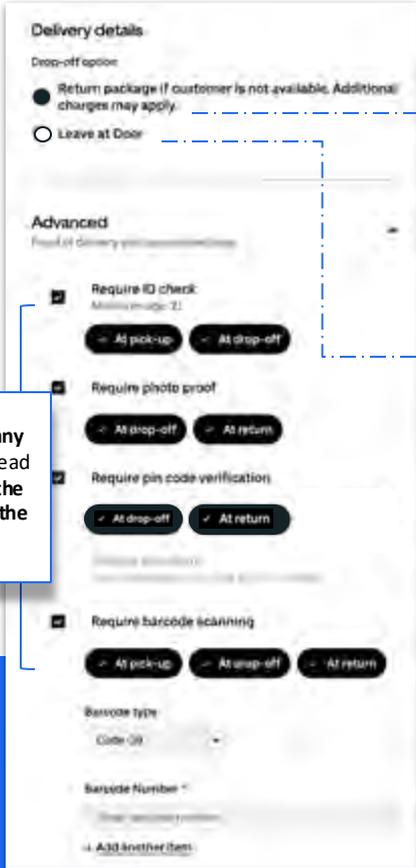
If the drop off address is unserviceable (too far away) you will see the following. See your contract for more information on distance limitations.

Best Practice
Ensure that your customer's dropoff instructions selection does not conflict with your chosen deliverable action (e.g. customer says "meet me at my door" despite it being a Leave at Door delivery in our API.

DIRECT DASHBOARD | Creating a New Prescription Delivery - Specify Order Details



DIRECT DASHBOARD | Creating a New Prescription Delivery - Dropoff Options & Proof of Delivery Selections

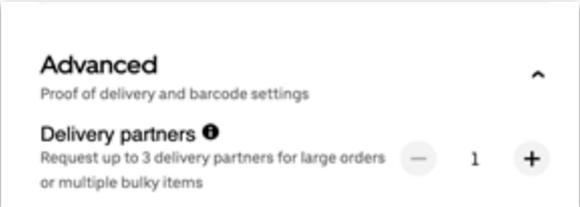


This delivery has too many proof of deliveries; will lead to delays in handoff to the courier, and friction for the end customer.

Select your preferred delivery action

Meet at Door Delivery (MAD) in which the courier will hand the goods directly to the customer.

Leave at Door (LAD) delivery; in which the courier arrives at drop off and immediately leaves the goods at the drop off location.



Select multiple couriers: For large orders requiring multiple couriers, each trip will be treated separately, with its own unique Uber Order ID.

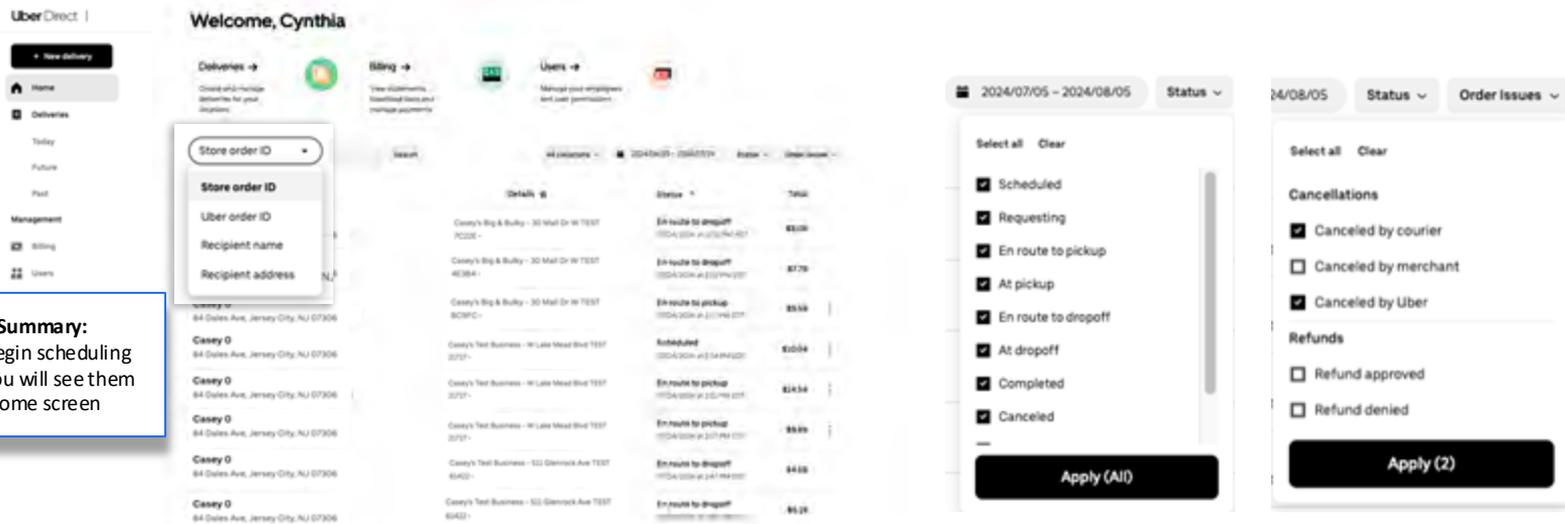
Select your preferred proof of delivery method to ensure your delivery is secure.

You can choose when to include proof of delivery in the process, such as requiring an ID check at order pickup and/or photo confirmation at drop off. For leave at door deliveries, the most common proof of delivery is a photo.

Barcode scanning is also available for returns - make sure that you **provide the right barcode number** if you select this option

We do not recommend stacking more than 2 Proof of Deliveries on any leg of the trip to enable a frictionless customer experience. For more information on Proof of Delivery options click [here](#)

DIRECT DASHBOARD | Filtering for Trips on the Home Page



Order Summary:
Once you begin scheduling deliveries you will see them on the home screen

Filtering by Orders:
Filter for specific orders from their Uber ID or the store's version of the ID. The Uber Order ID is Uber's non-unique identifier for the trip, while the Store Order ID is your internal unique identifier for that same trip.

Filtering by Time Range:
The home page will automatically filter to orders in the past month from newest to oldest. Toggle the date range and filter for orders from a specific store.

Filter by the most recent trip status in the API, by cancelling party, or search for refunded trips.

DIRECT ONBOARDING | Deliveries Tab - Looking at Past Deliveries (1/2) (Up to One Month Archive deliveries only)

2024/05/03 - 2024/06/03

May 2024

Su Mo Tu We Th Fr Sa

1 2 3 4

- Past Week
- Past Month
- Past 3 Months
- Past 6 Months
- Past Year
- Past 2 Years
- None

Filtering by Dates:
Filter date ranges up to 2 years in the past

Past deliveries

Select date range

Casey's First Business - W Lak...

May 30, 2024, Thursday

Delivery to 2005 Arbor Forest St Completed at 10:44 AM PDT	Casey's Test Business - W Lake Mead Blvd Y151 2005 Arbor Forest St	\$6.00
Delivery to 2006 Arbor Forest St Completed at 7:52 AM PDT	Casey's Test Business - W Lake Mead Blvd Y151 2005 Arbor Forest St	\$6.00

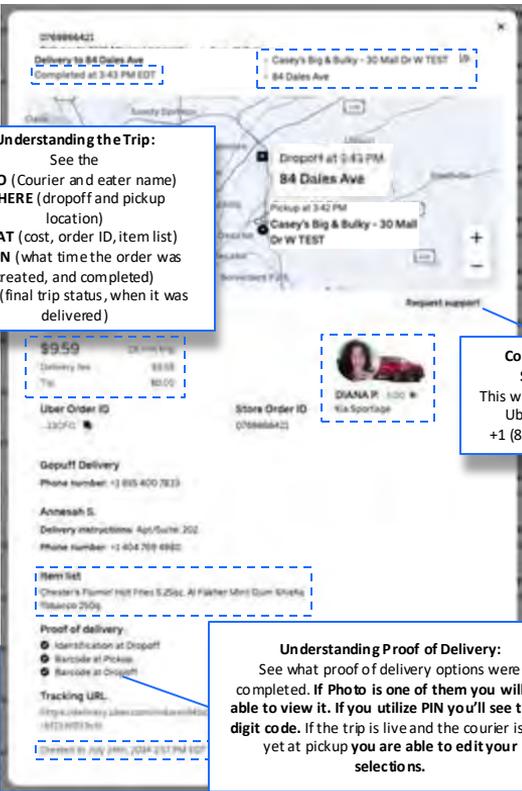
May 29, 2024, Wednesday

Delivery to 2005 Arbor Forest St Completed at 4:26 PM PDT	Casey's Test Business - W Lake Mead Blvd Y151 2005 Arbor Forest St	\$6.00
Delivery to W Lake Mead Blvd Dropoff in 0 min	2005 Arbor Forest St W Lake Mead Blvd	\$12.00

Finding Trip Details:
Clicking on a past trip opens up the trip card, enabling you to see details on the trip.

DIRECT ONBOARDING | Analyzing The Trip Card

Past Successful Delivery

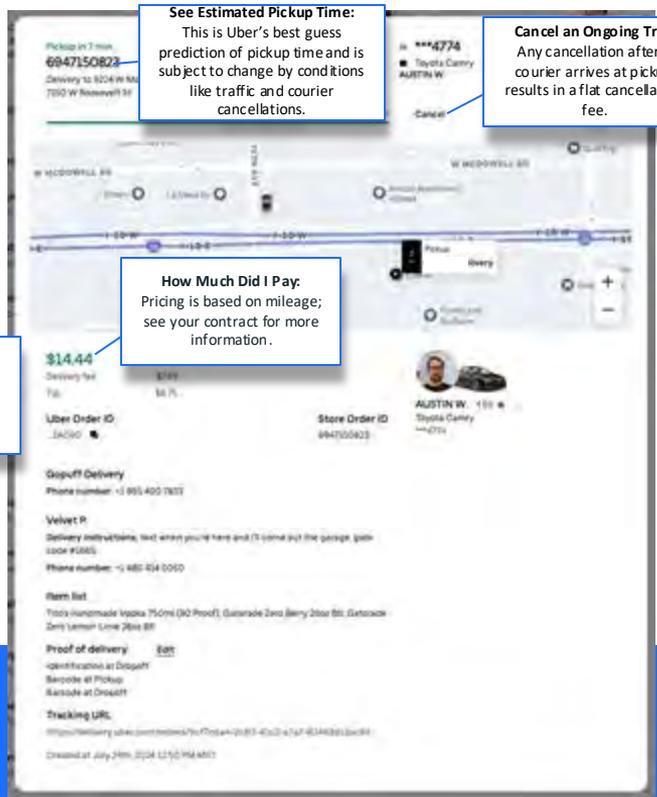


Understanding the Trip:
See the **WHO** (Courier and eater name) **WHERE** (dropoff and pickup location) **WHAT** (cost, order ID, item list) **WHEN** (what time the order was created, and completed) **HOW** (final trip status, when it was delivered)

Connect with Support:
This will direct you to Uber Support +1 (866) 987-3750

Understanding Proof of Delivery:
See what proof of delivery options were completed. If **Photo** is one of them you will be able to view it. If you utilize **PIN** you'll see the 4 digit code. If the trip is live and the courier is not yet at pickup you are able to edit your selections.

Delivery in Progress

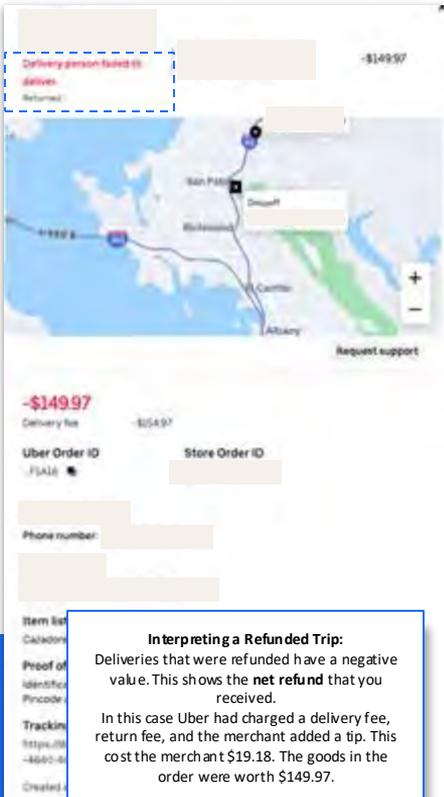


See Estimated Pickup Time:
This is Uber's best guess prediction of pickup time and is subject to change by conditions like traffic and courier cancellations.

Cancel an Ongoing Trip:
Any cancellation after a courier arrives at pickup results in a flat cancellation fee.

How Much Did I Pay:
Pricing is based on mileage; see your contract for more information.

Past Delivery That Was Refunded

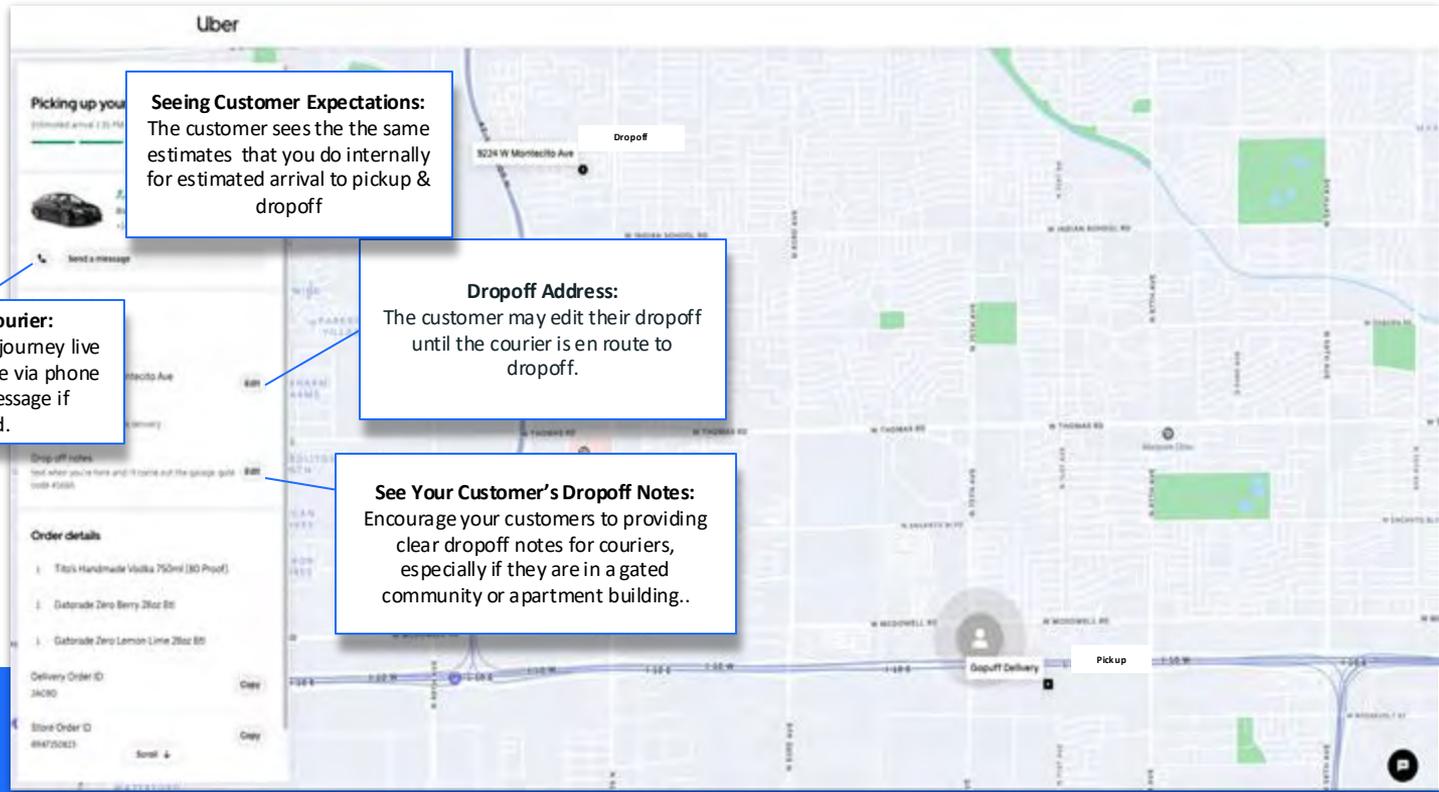


Interpreting a Refunded Trip:
Deliveries that were refunded have a negative value. This shows the **net refund** that you received.
In this case Uber had charged a delivery fee, return fee, and the merchant added a tip. This cost the merchant \$19.18. The goods in the order were worth \$149.97.

Uber refunded the merchant \$169.15; the \$149.97 shown is that refund minus the what the merchant paid for the delivery.

DIRECT ONBOARDING | Analyzing The Tracking Link

The end customer will receive an SMS with the tracking link upon order creation.



Track the Courier:
See the courier's journey live and communicate via phone call or text message if needed.

Seeing Customer Expectations:
The customer sees the same estimates that you do internally for estimated arrival to pickup & dropoff

Dropoff Address:
The customer may edit their dropoff until the courier is en route to dropoff.

See Your Customer's Dropoff Notes:
Encourage your customers to providing clear dropoff notes for couriers, especially if they are in a gated community or a partment building.

SUPPORT Instructions

How to contact Uber Support:

- Order en route or refund -> 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.
- Delivered order (missing/wrong order) - > eds@uber.com or 1-833-956-0466. Please have your delivery token or **Uber Order ID** available to share with the receiving agent.

Email Templates to Contact Uber Direct Support

Index

- [Missing Package \(Entire Order\)](#)
- [Missing Package \(Partial Order/Missing Items\)](#)
- [Wrong Package](#)
- [Quality Issue](#)
- [Delivery Person Issues/Feedback](#)

[Support Email Templates.docx](#)

BILLING Instructions

Pharmacy Billing

1. Pharmacy will accrue charges inside there portal.
2. IPC will manage all billing through a central billing, master account.
3. iCare+ pharmacies will be billed directly by IPC, and payments will be drafted via the ACH account on file with IPC finance.

Pharmacy Pricing for Delivery (How much pharmacy is charged per delivery)

Distance (Miles)*		Delivery Charge (US\$)			
<i>Is greater than or equal to</i>	<i>But is less than</i>	<i>Outside California, New York City, and Seattle</i>	<i>Within California</i>	<i>Within New York City</i>	<i>Within Seattle</i>
0	2	5.75	8.75	10.75	15.75
2	5	6.85	9.85	11.85	16.85
5	8	8.55	11.55	13.55	18.55
8	10	9.95	12.95	14.95	19.95
10	12	12.70	15.70	17.70	22.70
12	15	14.90	17.90	19.90	24.90

GPO Negotiated Pricing with Uber Direct