

Corporate customer manual

Register, get approved, fund the wallet, and book at km rates.

BUSINESSES

bringya.ca · support@bringya.ca · Updated September 2026

How pharmacies, groceries, and other businesses register, get approved, and book deliveries at **fixed km rates**.

- Website: <https://bringya.ca>
- Register: <https://bringya.ca/corporate/register>
- Sign in: <https://bringya.ca/login>
- Support: support@bringya.ca

Corporate accounts are created on the **website**. After approval you book from the web portal (and can use the same login rules as other customers where enabled). Do not use the personal **Create an account** page if you need a business account.

Personal senders should use the customer manual.

1. What a corporate account includes

- Business profile (pharmacy, grocery / retail, or other)
- Primary contact login (phone + email)
- **Admin-set km price bands** instead of the public per-km consumer fare
- Optional **staff logins** for people who book for the business
- **Prepaid wallet** - corporate deliveries are paid from the wallet balance
- Email when the account is approved

You cannot book until:

1. Phone is verified by SMS
2. Email is verified
3. BringYa admin approves the application and sets your km bands

2. Register the business

1. Open <https://bringya.ca/corporate/register>.
2. Fill in:

Field	Notes
Business name	Legal or trading name
Business type	Pharmacy, Grocery / retail, or Other
Primary contact name	Person who will manage the account
Business phone	Must receive SMS
Login email	Used for verification and approval emails
Password / confirm	At least 8 characters
Notes (optional)	Volume, area, special needs

1. Accept the **Terms of Service** and **Privacy Policy**.
2. Tap **Submit application**.

3. Verify your phone (SMS)

BringYa immediately sends a **6-digit SMS code** to the business phone.

1. Enter the code on the **Verify your phone** screen.
2. You can resend if the code expires (a short cooldown applies).
3. Wrong number? Go back and correct the phone, then submit again if needed.

Phone verification is required **before** we treat the application as ready for email verification and review. Approval does **not** replace this SMS step.

4. Verify your email

After the phone is confirmed:

1. Open the email from BringYa (check spam / junk).
2. Click the verification link. It expires in **24 hours**.
3. If you need another link, use **Resend verification email** on the success screen, or later from the corporate status page.

Until the email is verified, our team cannot finish approval.

5. Wait for admin approval

After email verification, the application status is **Pending review**.

- Our team sets your **km delivery bands** (for example \$15 for 0-15 km, \$20 for 15-20 km).
- You receive a **second email** when the account is **approved** and ready to book.

- While pending, signing in at <https://bringya.ca/login> shows that the account is **pending approval**. You will not get a full session until approval.

If the application is **rejected**, you will see that message on sign-in. Contact support@bringya.ca or submit a new application if your details have changed.

If the account is later **suspended**, you cannot book until BringYa unsuspends it.

6. Sign in after approval

1. Open <https://bringya.ca/login>.
2. Use the **business phone** and password.
3. You land in the customer portal: <https://bringya.ca/account>.

Forgot password? Use <https://bringya.ca/forgot-password>. We send an SMS code, then you set a new password.

Staff members that admin adds use **their own** phone and password.

7. Prepaid wallet

Corporate deliveries are charged to the **corporate wallet**, not the public cash/card consumer checkout (unless your account is set up differently).

1. Open **Wallet** in the portal.
2. Check the current balance.
3. Top up with a saved card when card payments are enabled, or ask BringYa to credit the wallet.
4. Watch the low-balance warning. If the balance is too low, booking will fail until you add funds.

The wallet page also shows a recent ledger (credits, delivery charges, notes).

Tip: keep enough balance for a typical day's deliveries before the busy period.

8. Book a corporate delivery

1. Sign in and go to **Book**.
2. Complete the same booking steps as a personal customer:

Pickup > Drop-off > Receiver > Package > Schedule (now or later) > Fare

1. The fare screen shows **Corporate rate** and the km band that matched the road distance (for example 0-15 km).
2. Pay from the **wallet**.
3. Confirm and post.

Rules that still apply:

- Pickup and drop-off must be in an active service area

- Distance must fall inside one of your approved km bands
- Fare is calculated on the server from the road route
- Waiting time at pickup can still add a charge after the grace period
- Scheduled pickups must be at least **2 hours** ahead and within **90 days**

If the trip is longer than your highest band, the quote will fail. Ask admin to add a longer band, or split the work if that is your agreement.

9. After you book

Use **Deliveries** (and Overview) to:

- See **Finding a rider**, then assigned rider and live status
- Copy the **tracking link** for the receiver (<https://bringya.ca/t/...>)
- Share the **delivery PIN** with the person receiving the parcel
- Open support from the order if something goes wrong

The receiver does not need a BringYa account. After pickup they can watch the rider on the map.

When the delivery completes, the wallet is charged the final amount (including any billable wait). Historical orders keep the prices from the day you booked - later band changes do not rewrite old invoices.

10. Staff logins

The primary contact is the first login. BringYa admin can:

- Add more staff (name, phone, email, password)
- Reset a staff password from the admin corporate page

Staff should sign in with **their** phone number. Do not share one password across the shop if you have separate staff accounts.

If you need a new staff member, email support@bringya.ca or ask your BringYa contact - staff are added by admin, not self-serve on the public site.

11. Portal map

Menu	Use it for
Overview	Active deliveries and shortcuts
Book	New corporate delivery
Wallet	Balance, top-up, ledger
Payments	Saved cards (when enabled)
Deliveries	History and tracking

Support	Tickets
Addresses	Saved pickup / shop addresses
Profile	Name and account details

Pending, rejected, or suspended corporate logins are limited to a **status** screen until the account is active again.

12. How corporate pricing differs

	Personal customer	Corporate
Where you register	App or `/register`	`/corporate/register` only
When you can book	After SMS verification	After SMS + email + admin approval
Fare	Base + per km + fees	Flat km band set by admin
Typical payment	Cash or card	Wallet
Extra people	One login	Staff logins

Waiting charges and tax still follow BringYa's global rules.

13. Common problems

Problem	What to do
No SMS during registration	Confirm the phone, wait, resend. Approval email is a later step - SMS comes first.
"Account is pending approval"	Finish email verification if needed, then wait for the approval email. This is expected.
"Invalid credentials"	Use the corporate phone and password. If you just applied, you may still be pending - the login page should explain that.
Cannot book	Wallet disabled or low balance, address outside the zone, or trip outside your km bands.
Need different rates	Ask BringYa to update your bands. New bands apply to new quotes only.
Staff cannot sign in	Confirm admin created their login and they use their own phone. Reset via admin/support.

14. Quick checklist

- [] Register at bringya.ca/corporate/register
- [] Verify the business phone with SMS
- [] Click the email verification link
- [] Wait for the approval email (admin sets km rates)
- [] Sign in at bringya.ca/login
- [] Fund the **Wallet**
- [] Book a delivery and share the tracking link + PIN
- [] Ask admin to add staff logins as the team grows