

Customer manual

Register, book a parcel, track, and rate your rider.

PERSONAL CUSTOMERS

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

How to register and send a small parcel with BringYa. This guide is for **personal customers** (not businesses).

- Website: <https://bringya.ca>
- Support: support@bringya.ca
- Service area: Edmonton, Alberta (and nearby active zones)

If you are a pharmacy, grocery, or other business that needs staff logins and prepaid km rates, use the corporate customer manual instead.

1. What you can do

With a customer account you can:

- Send one small parcel from a pickup address to a drop-off address
- See the fare **before** you confirm
- Pay with **cash** or **card** (when enabled)
- Track the rider live
- Share a private tracking link with the receiver (no app required)
- Give the receiver a **delivery PIN** so only they can complete the drop-off
- Rate the rider after delivery

BringYa is for small parcels only - not freight, pallets, or multi-stop routes.

2. Create an account

You can register in the **BringYa mobile app** (iPhone or Android) or on the website.

Option A - Mobile app (recommended)

1. Download **BringYa** from the App Store or Google Play.
2. Open the app and tap **Create an account / Register**.
3. Enter:
 - Full name

- Phone number
 - Email
 - Password and confirm password
4. Accept the **Terms of Service** and **Privacy Policy**.
 5. Submit. BringYa sends a **6-digit SMS code** to your phone.
 6. Enter the code. Your phone is now verified and the account is ready.

Option B - Website

1. Go to <https://bringya.ca/register>.
2. Enter the same details as above and accept Terms and Privacy.
3. Enter the SMS code when asked.
4. You are signed in and taken to your account.

Tips

- Use a phone number you can receive SMS on. The code expires after a few minutes.
- If you do not get the code, wait for the cooldown and tap **Resend**.
- You must be **18 or older**.

3. Sign in

- **App:** open BringYa and sign in with your phone number and password.
- **Web:** <https://bringya.ca/login>.

Forgot your password? On the website tap **Forgot password?** and follow the SMS reset steps. In the app, use the forgot-password option on the sign-in screen.

If the app says your phone is not verified, enter the new SMS code. You cannot book until the phone is verified.

4. Send a package

On the website

1. Sign in and go to **Book** (<https://bringya.ca/account/book>), or tap **Book a delivery** from Overview.
2. Follow the steps:

Step	What to enter
Pickup	Address where the rider collects the parcel. You can pick a saved address.
Drop-off	Destination address.
Receiver	Receiver name and phone (required). Email, unit, and delivery notes are optional.

Package	Short description. Mark fragile if needed. Small parcels only.
Schedule	Deliver now, or schedule pickup at least 2 hours ahead (up to 90 days).
Fare	Review distance, drive time, fare breakdown, and waiting-charge notice.

1. Choose **Cash** or **Card**.
2. Confirm and post the delivery. You will see the order number and delivery PIN.

In the mobile app

1. Open **Home**.
2. Tap **Send a package** (or enter pickup and drop-off, then get the fare).
3. Complete the same steps: pickup > drop-off > receiver > package > fare > payment > confirm.

The fare is always calculated on BringYa's servers from **road distance**, not a straight line. What you see before you confirm is the price (waiting time at pickup may add a small charge if the wait exceeds the grace period).

5. After you post

The order status updates live. Typical flow:

1. **Finding a rider** - nearby approved riders receive the request.
2. **Rider assigned** - you see the rider's first name and rating.
3. **Heading to pickup > Arrived at pickup > Picked up.**
4. **On the way > Arrived at drop-off > Delivered.**

You can:

- Open the delivery from **Deliveries** (app) or **Deliveries** on the website
- Copy or share the **tracking link** with the receiver
- Show the **delivery PIN** to the receiver (do not post it publicly)
- Cancel according to the on-screen policy if the rider has not already collected the parcel

6. Tracking for the receiver

Every confirmed delivery gets a secure link such as <https://bringya.ca/t/...>

The receiver does **not** need an account or the app. They can see:

- Order number and current status
- Destination and estimated arrival
- Rider first name, photo (if available), and rating

- Live map after the parcel is picked up
- Delivery PIN (when enabled)
- Proof of delivery after completion

The link is private. If you need to stop it, regenerate or revoke it from the order details (or ask support).

7. Delivery PIN

The rider must enter the correct PIN to finish the delivery. Give the PIN only to the person who should receive the parcel. You can find it on the order screen and on the tracking page.

8. Payments

- **Card:** you authorize payment when you book. The final amount may include waiting time after pickup. BringYa does not store raw card numbers.
- **Cash:** pay the rider the amount shown at drop-off. The rider confirms cash collected.

Receipts appear on the completed order. Saved cards (when enabled) are managed under **Payments** in the account.

9. Rate your rider

After a successful delivery, rate the rider **1-5 stars**. You can add tags (for example Friendly, Fast delivery) and an optional comment. You can rate each delivered order once.

10. Account tools

Tool	Where
Saved addresses	Account > Addresses (web) or saved addresses in the app
Profile and password	Account > Profile
Support ticket	Account > Support, or email support@bringya.ca
Become a rider	Account > Become a Rider in the app - see the rider manual
Delete account	Account > Profile > Delete account, or email support@bringya.ca

11. Common problems

Problem	What to do
No SMS code	Check the phone number, wait, then resend. Ask support if it still fails.

Address not accepted	Pickup and drop-off must be inside an active BringYa service area.
Fare looks high	Price uses real road distance and time, plus any waiting after the grace period.
Cannot find a rider	Stay on the order. Dispatch can assign a rider. Contact support if it stays unassigned.
Wrong tracking link	Open the order and copy the current link. Old links stop working if you regenerate.

12. Quick checklist

- ☐ Download the app or open bringya.ca/register
- ☐ Verify your phone with the SMS code
- ☐ Enter pickup, drop-off, receiver, and package
- ☐ Check the fare, then pay cash or card
- ☐ Share the tracking link and PIN with the receiver
- ☐ Rate the rider after delivery