Curbside Pickup

> This is a premium user feature and requires additional setup prior to going live. If you are interested in utilizing JDispatch curbside pickup, please call us at **1-800-663-1978**

Overview

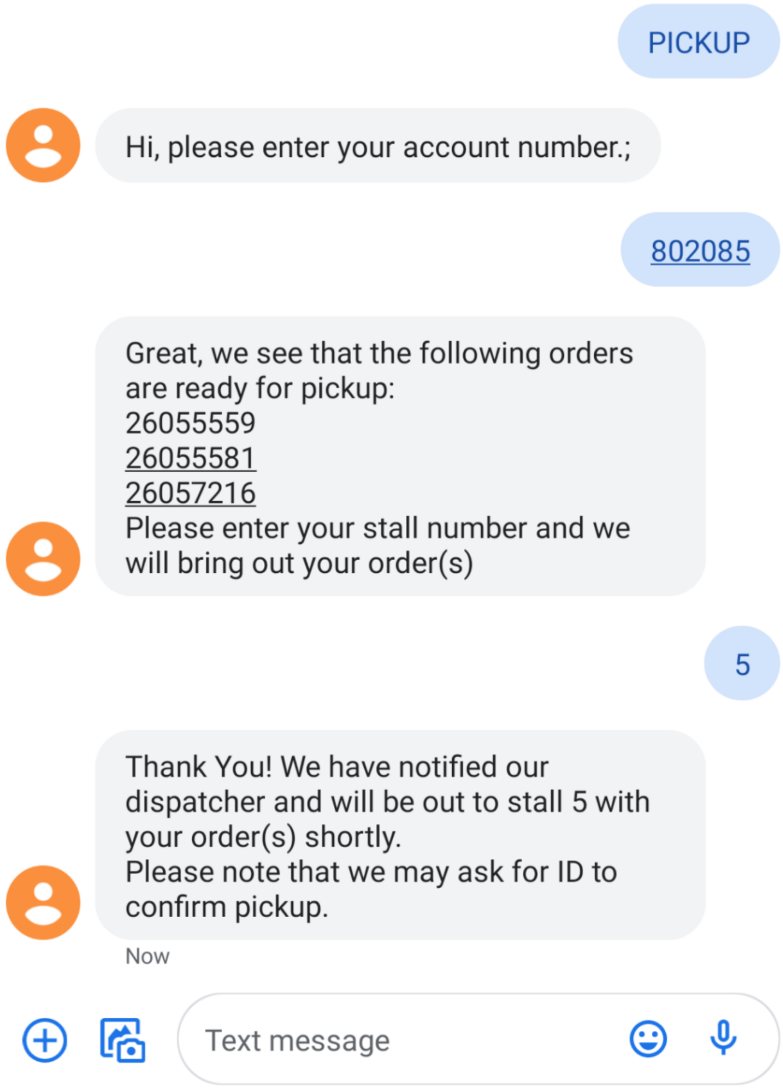
JDispatch curbside pickup allows your customers to notify your dispatch team of their arrival and provides information to your dispatcher through the JDispatch web dashboard to allow them to bring product out to the customer and, optionally, take a signature.

Process For Customers

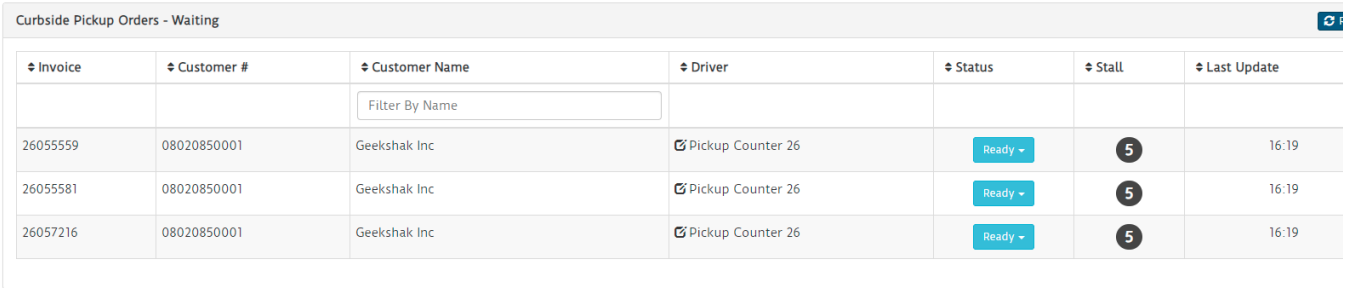
Wholesale Customers

- Customer Texts: PICKUP
- System Responds: *Hi, please enter your account number.*
- Customer Texts their account number
- System Responds with a list of any orders currently ready for pickup, and asks them to enter their stall number
- Customer texts back with a stall number

- System responds: *Thank You! We have notified our dispatcher and will be out to stall* **[STALL NUMBER]** *with your order(s) shortly. Please note that we may ask for ID to confirm pickup.*



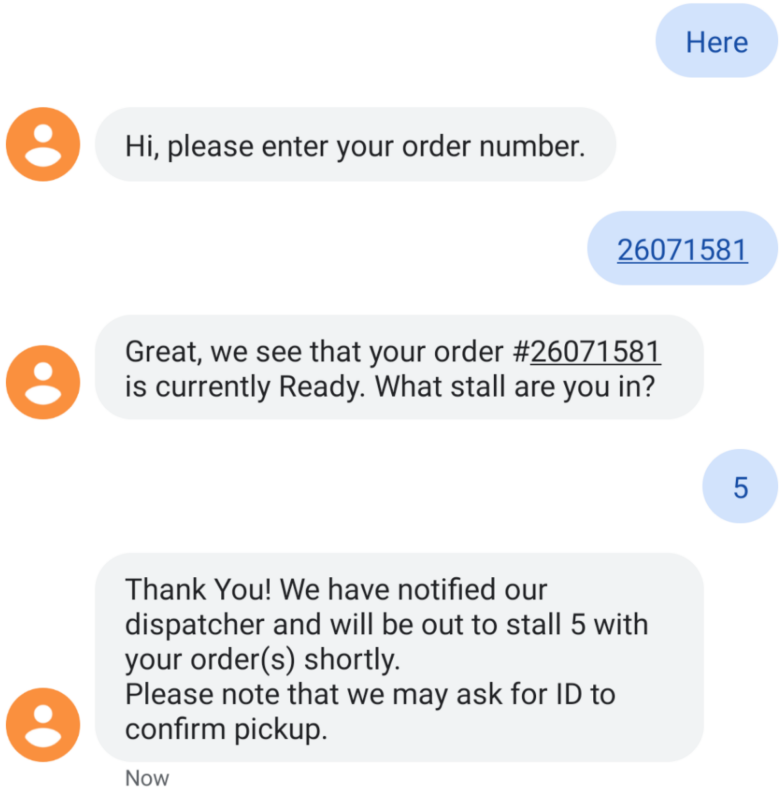
- The system will then post all of that information into the 'Curbside Pickup' screen, assigned to a 'pickup' driver associated with your branch. The pickup driver is usually assigned to a tablet running off the branch WiFi.



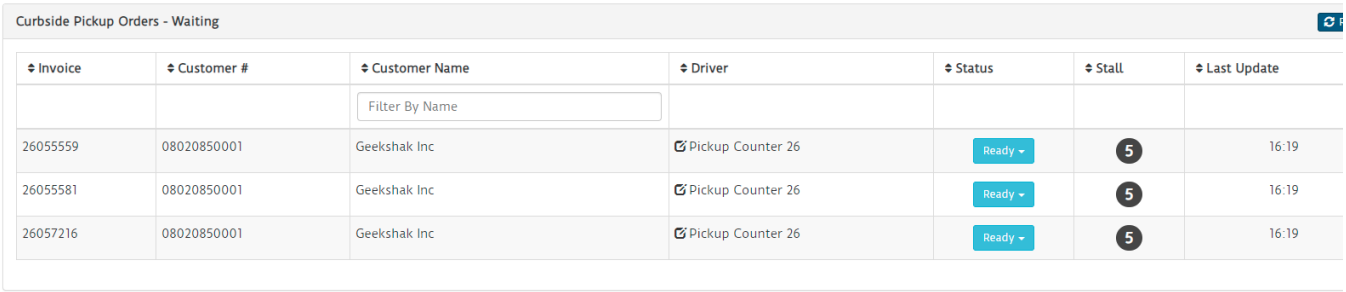
- From there, users of our phone system would get a page in to their dispatch area over the phone to let the dispatcher know that someone was waiting curbside. Not sure if that will be possible with your phone system. Possibly.
- Staff can then bring the invoices out, and take e-signature at the vehicle.

Retail Customers

- Customer Texts: HERE
- System Responds: *Hi, please enter your order number.*
- Customer Texts their order number
  - *This can be provided via email using the autoecat retail 'pick up in store' feature*
- System Responds with the status of the order and, if it is ready, will as what stall the customer is in
- Customer texts back with a stall number
- System responds: *Thank You! We have notified our dispatcher and will be out to stall* **[STALL NUMBER]** *with your order(s) shortly. Please note that we may ask for ID to confirm pickup.*



- The system will then post all of that information into the 'Curbside Pickup' screen, assigned to a 'pickup' driver associated with your branch. The pickup driver is usually assigned to a tablet running off the branch WiFi.



- From there, users of our phone system would get a page in to their dispatch area over the phone to let the dispatcher know that someone was waiting curbside. Not sure if that will be possible with your phone system. Possibly.
- Staff can then bring the invoices out, and take e-signature at the vehicle.

Revision #1
Created 2021-08-20 16:45:56 UTC by Jim
Updated 2021-09-07 17:27:29 UTC by Jim