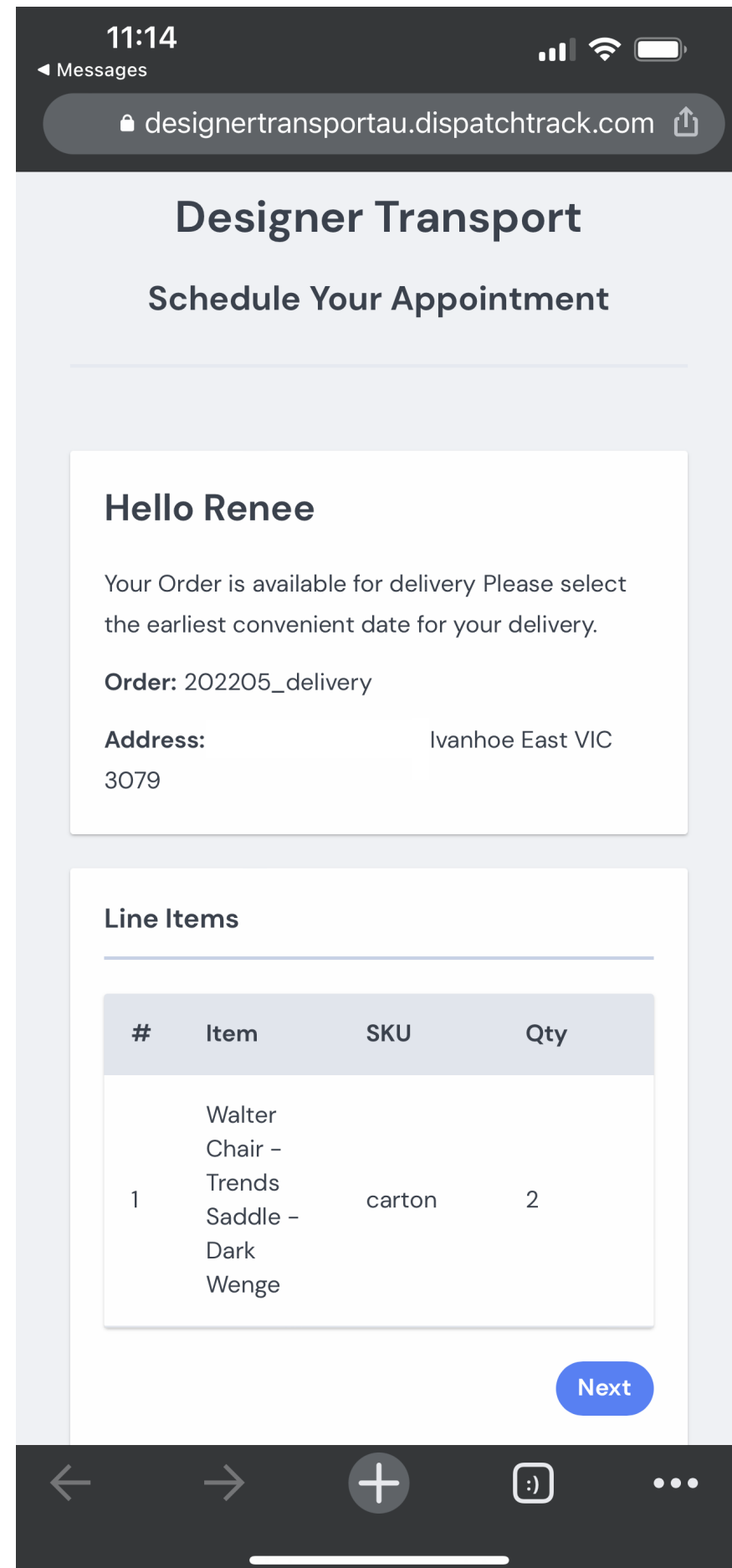




L A S T M I L E
C U S T O M E R
C O M M U N I C A T I O N
2 0 2 3

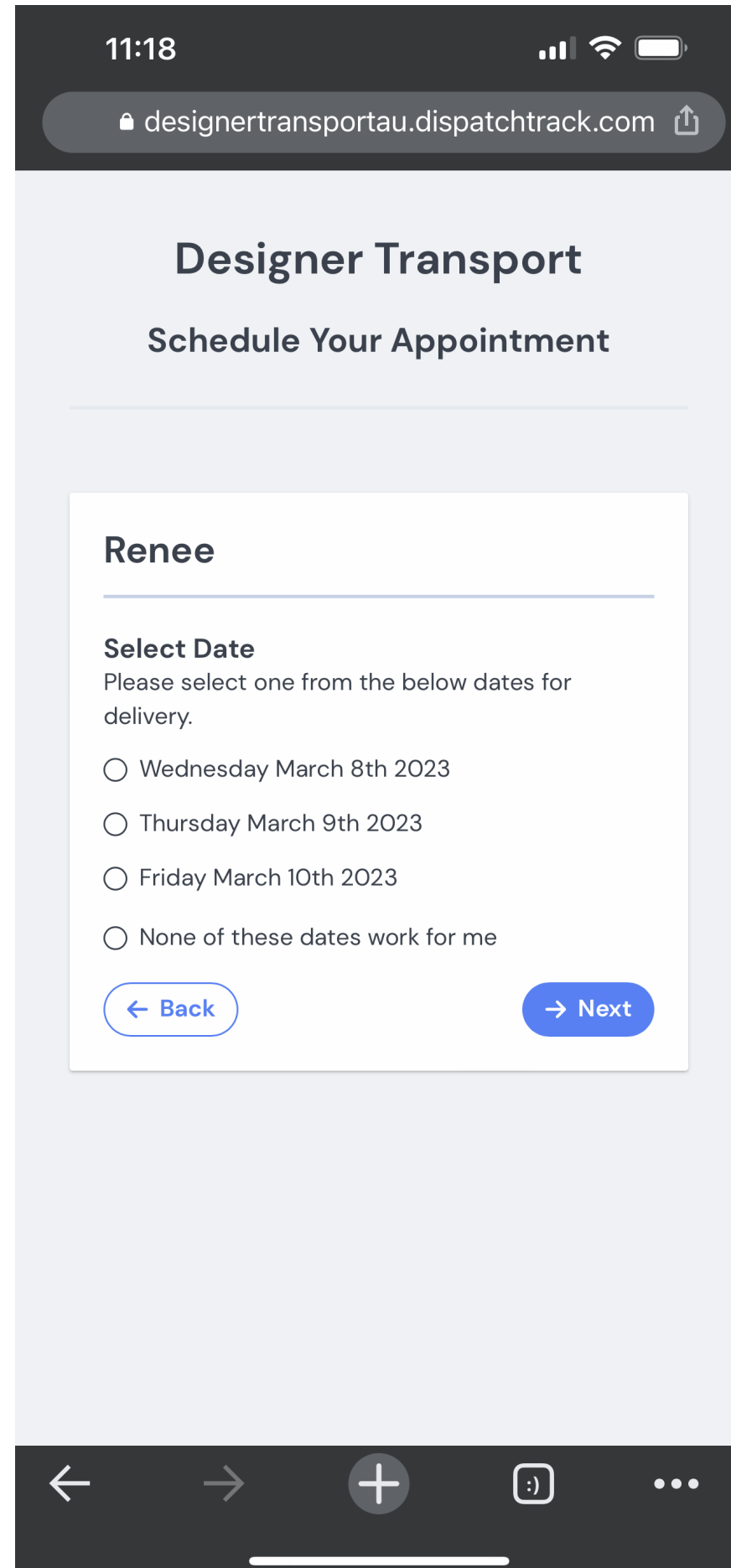
Last Mile Customer Communication



Once a shipment is ready for delivery, the customer receives an SMS and Email to schedule their preferred delivery date.

The URL in the SMS and Email will take the customer to the page as displayed in the screenshot.

Last Mile Customer Communication

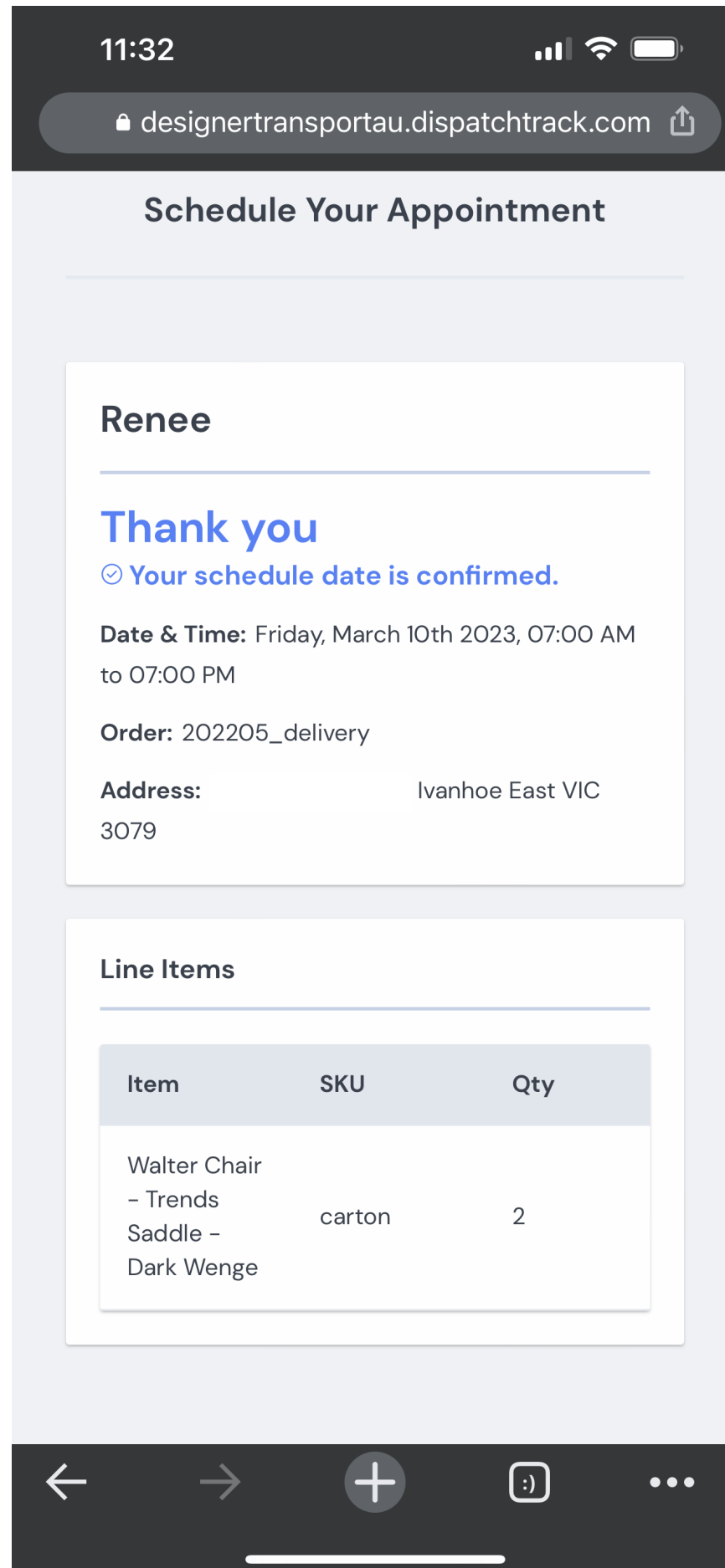


The screenshot shows a mobile application interface for scheduling an appointment. At the top, the status bar displays the time 11:18, signal strength, Wi-Fi, and battery icons. Below the status bar is a dark navigation bar with the URL "designertransportau.dispatchtrack.com" and a share icon. The main content area has a light gray background with the text "Designer Transport" and "Schedule Your Appointment". A white card contains the name "Renee" and a "Select Date" section with the instruction "Please select one from the below dates for delivery." and four radio button options: "Wednesday March 8th 2023", "Thursday March 9th 2023", "Friday March 10th 2023", and "None of these dates work for me". At the bottom of the card are two buttons: "← Back" and "→ Next". The bottom of the screen shows a dark navigation bar with icons for back, forward, home, and search.

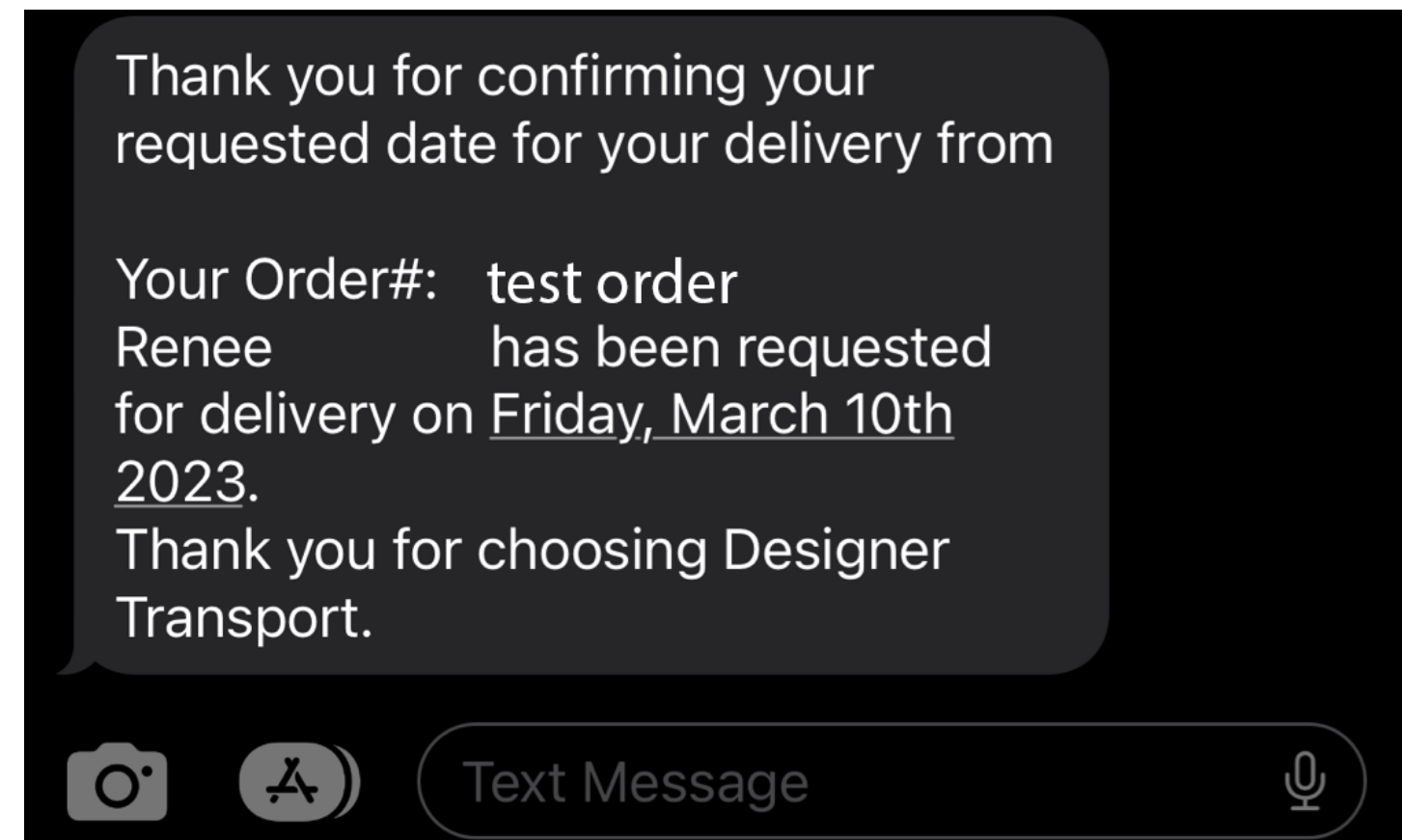
The customer will select their preferred date and press the next button.

If the customer is not able to find a date that is convenient, the customer is still able to contact our customer service team to discuss options.

Last Mile Customer Communication



A confirmation page will be displayed after a date for delivery has been selected by the customer. Further confirmed via SMS & Email.



Last Mile Customer Communication

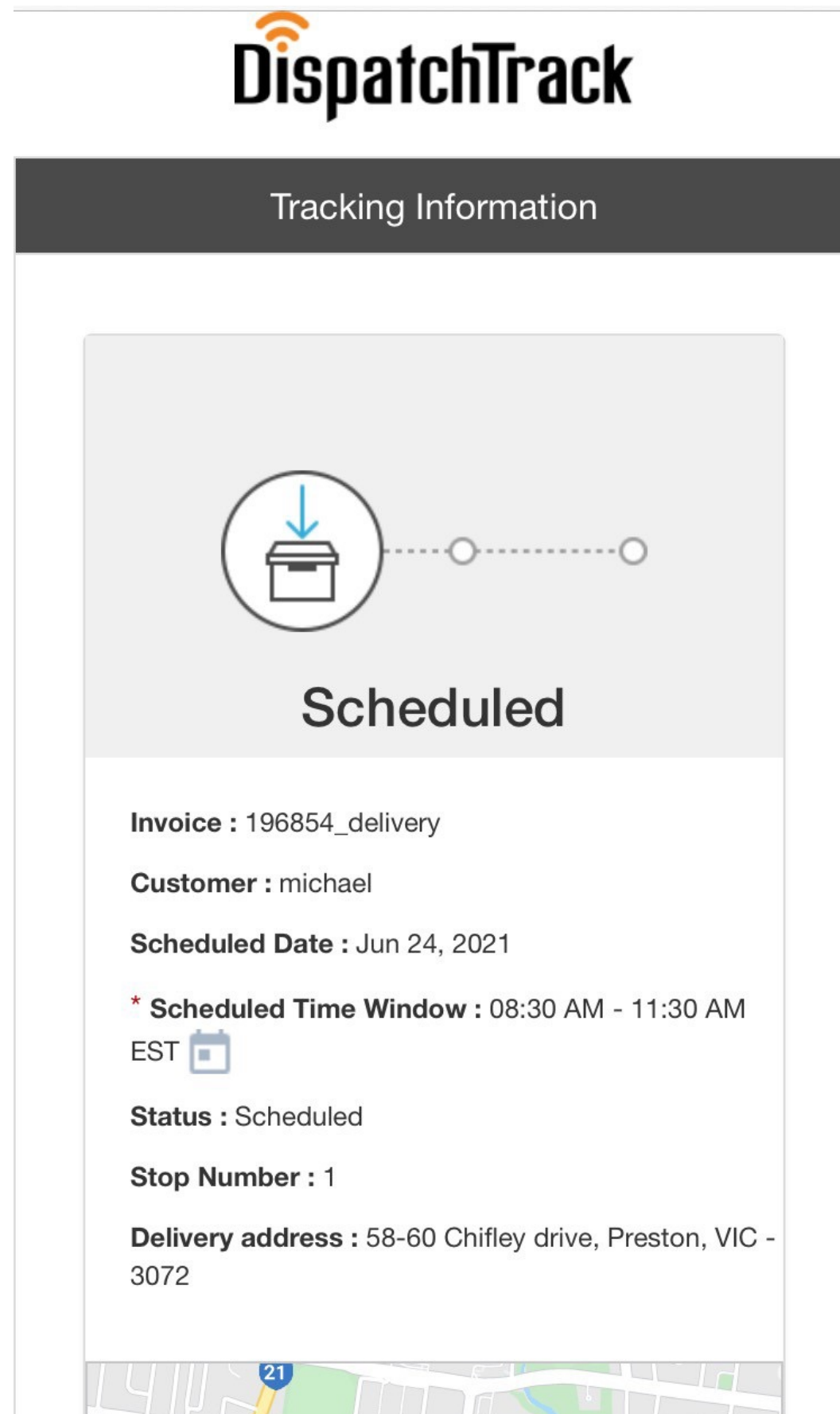
This a notification from Designer Transport for [redacted] - your

delivery will reach you between 08:00 AM-11:00 AM at 10 merrilong avenue, Mount Kuring-Gai, NSW, 2080. If you would like to track your order in real time please click the link below:

https://designertransportau.dispatchtrack.com/track-order/b52d01a/DIST-ZGEzZjZhNjQzMTg5NDdfZGVsaXZlc_nkyMzc=%0A

48 hours prior to delivery, the customer will receive a text message and email that will confirm the time-slot for the day of delivery.

Last Mile Customer Communication



The morning of the delivery, customer will be sent a reminder text message and/or email with a link to the pictured screen.

The customer will receive the delivery window and their position in the delivery queue.

Last Mile Customer Communication

This is a notification from Designer Transport for [redacted] Your

delivery will reach you in approximately 45 minutes at [redacted] Mount Kuring-Gai, NSW, 2080. If you would like to track your order in real-time please click the link below:

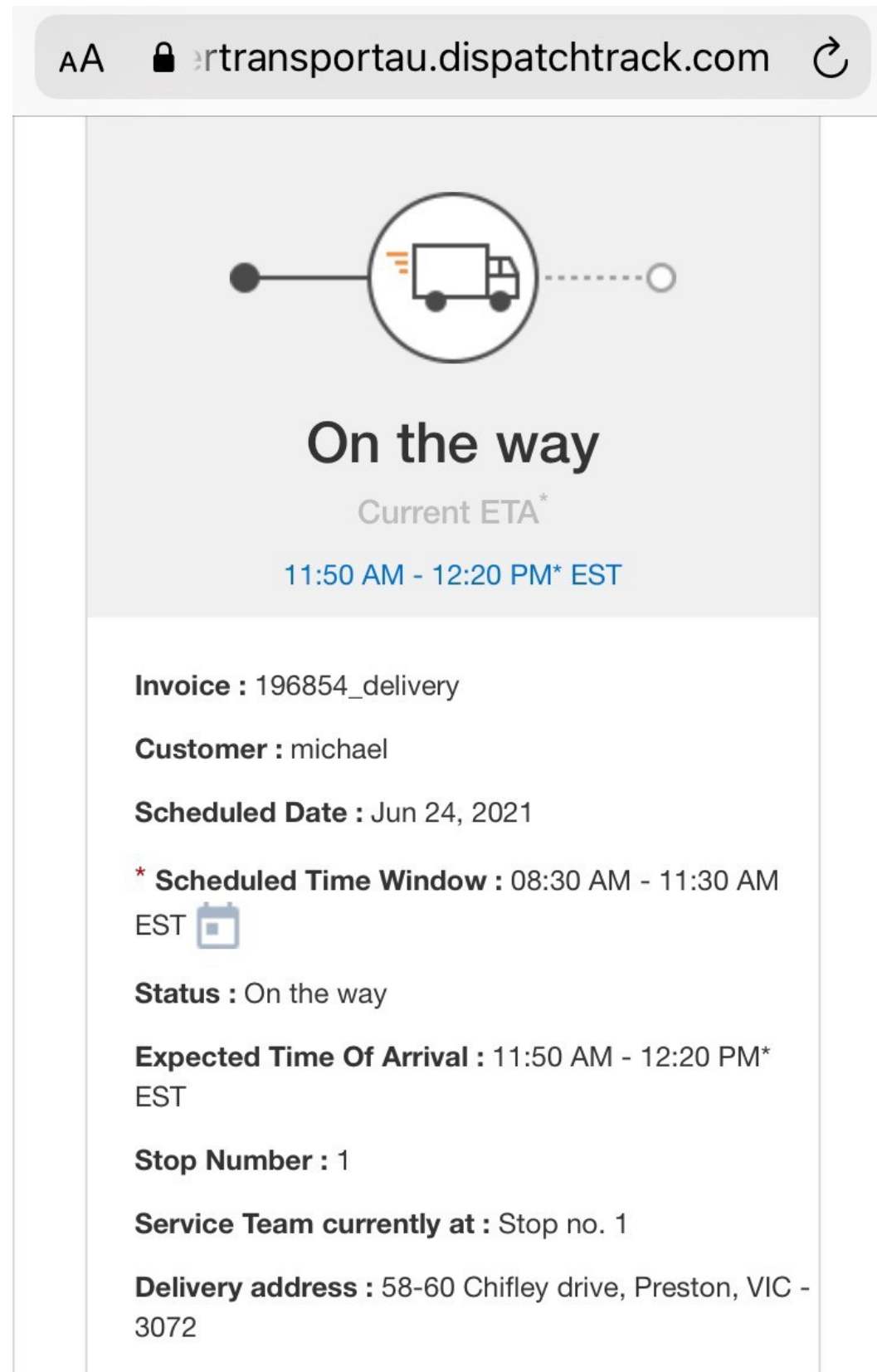
<https://designertransportau.dispatchtrack.com/track-order/b52d01a/DIST-ZGEzZjZhNjQzMTg5NDdfZGVsaXZlcnkyMzc=%0A>



Text STOP to end texts. Powered by DispatchTrack.


When the delivery team starts the delivery on the PDA.

The customer will receive the link shown, with the estimated time of arrival.


Last Mile Customer Communication



AA  transportau.dispatchtrack.com 



On the way
Current ETA*
11:50 AM - 12:20 PM* EST

Invoice : 196854_delivery
Customer : michael
Scheduled Date : Jun 24, 2021
*** Scheduled Time Window :** 08:30 AM - 11:30 AM EST 
Status : On the way
Expected Time Of Arrival : 11:50 AM - 12:20 PM* EST
Stop Number : 1
Service Team currently at : Stop no. 1
Delivery address : 58-60 Chifley drive, Preston, VIC - 3072

By clicking on the link the customer will be able to see the location of the truck.

This will update whenever the link is opened or the page is refreshed. The map will be visible by scrolling down

