



LOCKERS

Customer drop off

1. Customers will text "Locker" to the number provided and receive an automatic response with a vCard and a link.
2. Once the customer has clicked on the link, they will be taken to the mobile app and will be prompted to click the button "Place New Order".
3. After the customer has clicked the "Place New Order" button, they will scan the barcode on the locker or type in the locker code under the barcode. For example: LOCKER1
4. When the customer has entered or scanned the barcode, they will click "Continue" and will get a success message showing the locker number and location.
5. Next, the customer will click "Continue" and will be brought to a screen to enter cleaning instructions.
6. Finally, the system will ask the customer for their card information and will have the customer review their order. If the customer has done everything correctly the system will notify them that the order was successfully added.
7. From the final screen, the customer can track their order using the mobile app.

Picking up from a locker

1. Once the customer has placed an order, it will show as a new pick up in the Lockers route.
2. The driver can see the locker number where the customer left their bag within the stop instructions.
3. The driver will create a new order when retrieving it from the locker and mark the stop as completed.

Delivering to a locker

1. Once the customer's order has been completed, the delivery driver will load it in their van.
2. When the driver arrives at the locker location, they will find an empty locker to put the clothes in.
3. Then, they will open the mobile app and go to that customer's stop in the "To Do" list.
4. Next, the driver will scan the barcode inside the locker and then scan the ticket for the order(s) they are putting inside the locker.
5. After the order(s) has been placed inside the locker, the driver will tap the customer contact icon to view the phone number.
6. The driver will then lock the locker using the last four digits of the customer's phone number as the combination.
7. Finally, the driver will tap done, completing all of these steps for each locker customer.

Once the done button has been pressed, it will trigger the system to send a text or email making the customer aware that their clothes/items are ready to be picked up