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*Phase 1:  
Alerts & Notifications*

**Mobile Project App Build**

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# Complete Wizard Reminder

## Complete Wizard Reminder

The customer will have downloaded the application, entered their verification code, set their password within the application and have initiated the wizard. If the wizard has been initiated and not completed within 48 hours, the following notification and email will be sent to the respective groups:

### Customer Notification

#### “Come Back! Finish the Booking Wizard to Confirm Your Upcoming Move”

### Sales Representative

#### Application webservice will generate an email to the Sales Representative informing them to follow up with their customer directly

# Book Your Move

## Book Your Move

If an In-Home Estimate has been completed for a customer, but does not ‘Book the Move’ with the Sales Consultant at that time, then the customer’s information will be saved, a new contact created in JIM, the customer’s verification code and application download instructions will be sent to the customer. Once the customer has Completed the Wizard the following notification and email will be sent to the respective groups:

### Customer Notification

#### “Thank you – Your Move has been Booked!”

### Sales Representative & Move Coordinator

#### Application webservice will generate an email that is sent to the Sales Representative, individual Move Coordinator, and the Move Coordinators Distribution List ([newcodbookings@jkmoving.com](mailto:newcodbookings@jkmoving.com)) informing all parties that the “Estimate for [Customer] has been Booked and Deposit collected.”

# Pre-Move Confirmation Notification

## First Pre-Move Confirmation Notification

Once the Move has been Booked, the customer will begin to receive a series of Notifications prior to the First Day of Service.

### Customer Notification

#### The first Pre-Move Confirmation Notification will be sent to the customer via the app five (5) days before the first day of service

##### “Are You Ready?”

###### Customer can respond to this Notification through the app by selecting, “Yes” or “No” A response is not required

If “Yes” is selected by the Customer, their answer will be recorded in JIM and will not be prompted with the “Are You Ready?” notification again

If “No” is selected by the Customer, a text box will be available for the customer to enter any needed guidance, information, or instructions from their Move Coordinator. The Customer is not required to enter information into the text box. The Customer’s response, “No,” will be recorded in JIM

### Move Coordinator

#### Application webservice will generate an email to the Move Coordinator informing them the Customer has identified that they are not prepared for their move. If the Customer provided any questions or comments, that information will be available within this email

#### If the Customer did not provide a response to the notification, the Application webservice will record that “No Response” was provided for that notification

## Second Pre-Move Confirmation Notification

### Customer Notification

#### The second Pre-Move Confirmation Notification will be sent to the customer via the app four (4) days before the first day of service

##### “Are You Ready?”

###### Customer can respond to this Notification through the app by selecting, “Yes” or “No” A response if not required

If “Yes” is selected by the Customer, their answer will be recorded in JIM and will not be prompted with the “Are You Ready?” notification again

If “No” is selected by the Customer, a text box will be available for the customer to enter any needed guidance, information, or instructions from their Move Coordinator. The customer is not required to enter information in the text box. The customer’s response, “No,” will be recorded in JIM

### Move Coordinator

#### Application webservice will generate an email to the Move Coordinator informing them the Customer has identified that they are not prepared for their move. If the customer provided any questions or comments, that information will be available within this email

#### If the Customer did not provide a response to the notification, Application webservice will record that “No Response” was provided for that notification

## Third Pre-Move Confirmation Notification

### Customer Notification

#### The third Pre-Move Confirmation Notification will be sent to the customer via the app three (3) days before the first day of service

##### “Are You Ready?”

###### Customer can respond to this Notification through the app by selecting, “Yes” or “No” A response if not required

If “Yes” is selected by the Customer, their answer will be recorded in JIM and will not be prompted with the “Are You Ready?” notification again

If “No” is selected by the Customer, a text box will be available for the customer to enter any needed guidance, information, or instructions from their Move Coordinator. The customer is not required to enter information in the text box. The customer’s response, “No,” will be recorded in JIM

### Move Coordinator

#### Application webservice will generate an email to the Move Coordinator informing them the Customer has identified that they are not prepared for their move. If the customer provided any questions or comments, that information will be available within this email

#### If the Customer did not provide a response to the notification, Application webservice will record that “No Response” was provided for that notification and a task is created within JIM for the Move Coordinator to follow-up directly with the Customer

# Beginning of Day of Service Check-In Notification

## Beginning of Day of Service Check-In Notification

The “Beginning of Day of Service Check-In Notification” will be sent to the Customer each day at 10AM of their scheduled service

### Customer Notification

#### “Is everything okay?”

##### Customer can respond to this Notification through the app by selecting, “Yes,” or “No” A response if not required

###### If “Yes” is selected by the Customer, their answer will be recorded in JIM

###### If “No” is selected by the Customer, a text box will be available for the Customer to enter information and details regarding any issues or questions about their Move. The Customer is not required to enter information in the text box. The Customer’s response, “No,” will be recorded in JIM

### Move Coordinator

#### Application webservice will generate an email to the Move Coordinator informing them that the user has identified they are experiencing issues regarding their move. If the customer provided any questions or comments, that information will be available within this email

#### If the Customer did not provide a response to the notification, Application webservice will record that “No Response” was provided for that notification and a task is created within JIM for the Move Coordinator to follow-up directly with the Customer at 12PM (noon)

# End of Service Check-In Notification

## End of Service Check-In Notification

The “End of Service Check-In Notification” will be sent to the Customer at 5PM on their last scheduled service day

### Customer Notification

#### “Did everything go okay?”

##### Customer can respond to this Notification through the app by selecting, “Yes,” or “No” A response if not required

###### If “Yes” is selected by the Customer, their answer will be recorded in JIM

###### If “No” is selected by the Customer, a text box will be available for the Customer to enter information and details regarding any issues or questions about their Move. The Customer is not required to enter information in the text box. The Customer’s response, “No,” will be recorded in JIM

### Move Coordinator

#### Application webservice will generate an email to the Move Coordinator informing them that the user has identified they are experiencing issues regarding their move. If the customer provided any questions or comments, that information will be available within this email

#### If the Customer did not provide a response to the notification, Application webservice will record that “No Response” was provided for that notification and a task is created within JIM for the Move Coordinator to follow-up directly with the Customer at 11:59PM

# Final Payment Made

## Final Payment Made Notification

The “Final Payment Made Notification” will be sent to the Customer at the time Final Payment has been successfully made

### Customer Notification

#### “Thank you for your business! We will be sending you a survey within the next 2-3 business days regarding your experience. Please take a moment to complete to tell us how we did.”

# Date of Service Change Notification

## Date of Service Change Notification

The “Date of Service Change Notification” will be sent to the Customer if any date changes from the ‘Service Dates’ as displayed from their Dashboard

### Customer Notification

#### “One or more of your Service Dates has changed. Please open the app for details.”