

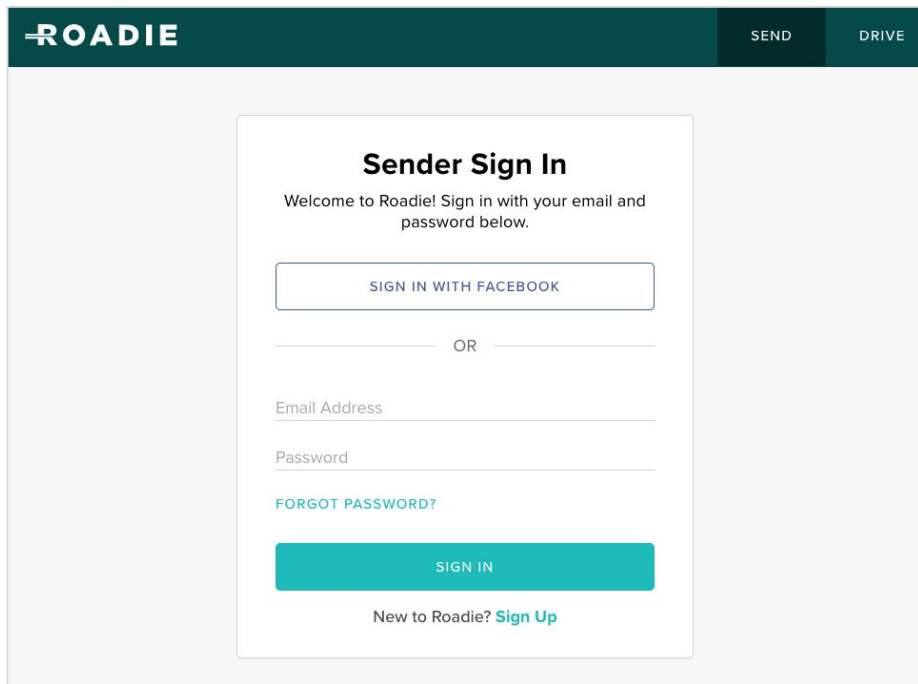


ROADIE

HOW TO SEND WITH ROADIE

SEE IT IN ACTION

How to log in



The screenshot shows the Roadie web application interface. At the top is a dark teal header with the 'ROADIE' logo on the left and 'SEND' and 'DRIVE' buttons on the right. The main content area is light gray and contains a white sign-in box. The box is titled 'Sender Sign In' and includes a welcome message: 'Welcome to Roadie! Sign in with your email and password below.' Below this is a button labeled 'SIGN IN WITH FACEBOOK'. A horizontal line with the word 'OR' in the center separates this from the email and password fields. There are two input fields: 'Email Address' and 'Password'. Below the password field is a link for 'FORGOT PASSWORD?'. At the bottom of the box is a large teal 'SIGN IN' button. Below the button, it says 'New to Roadie? Sign Up'.

ROADIE SEND DRIVE

Sender Sign In

Welcome to Roadie! Sign in with your email and password below.

SIGN IN WITH FACEBOOK

OR

Email Address

Password

[FORGOT PASSWORD?](#)


SIGN IN


New to Roadie? [Sign Up](#)


1. Go to my.roadie.com/send
2. Sign in with your existing credentials

SEE IT IN ACTION

Your new dashboard

 ROADIE

 KAYAK OUTFITTERS [SIGN OUT](#)



Kayak Outfitters
waterbound@kayakout.com
★★★★★ (18)

[Dashboard](#)

[Get an Estimate](#)

[Create a Gig](#)

SENDING WITH ROADIE

[Updates](#)

[How Tos](#)

MY ACCOUNT

[Profile Information](#)

[Payment Details](#)


[Email Support](#)

[GET AN ESTIMATE](#)

[CREATE A GIG](#)


CURRENT GIGS


ARCHIVED GIGS



Shane L.
DRIVER


58723234-2

 Kayak Outfitters
Canton, GA

 Sam Kenneson
Roswell, GA


[MATCHING DRIVER](#)


\$64.00



Ariel W.
DRIVER


42342522-1

 Kayak Outfitters
Canton, GA

 Mac Miller
Atlanta, GA


[DRIVER ASSIGNED](#)


\$72.00



Ben W.
DRIVER

90328523-1

 Kayak Outfitters
Canton, GA

 Lindsay Keating
Atlanta, GA

[DRIVER ASSIGNED](#)










\$70.00

 ROADIE

SEE IT IN ACTION

Helpful features


SEE CURRENT & ARCHIVED GIGS

CURRENT GIGS		ARCHIVED GIGS
 Shane L. DRIVER	58723234-2	MATCHING DRIVER \$64.00
	 Kayak Outfitters Canton, GA	 Sam Kenneson Roswell, GA
 Ariel W. DRIVER	42342522-1	DRIVER ASSIGNED \$72.00
	 Kayak Outfitters Canton, GA	 Mac Miller Atlanta, GA
 Ben W. DRIVER	90328523-1	DRIVER ASSIGNED \$70.00
	 Kayak Outfitters Canton, GA	 Lindsay Keating Atlanta, GA

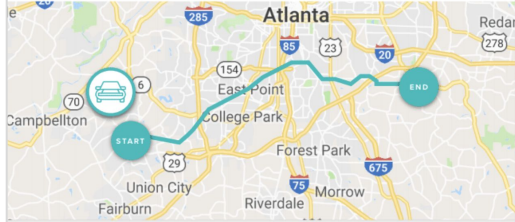
FIND HELPFUL RESOURCES

Dashboard
Get an Estimate
Create a Gig
SENDING WITH ROADIE
Updates
How Tos


SCROLL DOWN FOR TRACKING


**Get Live Tracking**
Follow your Gig online using the Roadie Live Tracker


[TRACK MY GIG](#)



OUR DRIVER

**Venessa L.**
(404) 123-4321
Grey Pickup Truck



 (14)

CREATE A GIG

Item Info

- **Category & Size**
Select the category of the item you're sending, as well as the estimated size, from the drop-down menus.
- **Item Count & Dimensions**
You will need to input how many items, and the estimated dimensions of larger items.
- **Order Number**
Enter your order or reference number here, if you have one.
- **Photos**
Photos are helpful for Drivers, but not necessary.
- **Item Details**
Anything else Drivers need to know about the *items*.

CREATE A GIG

Item Info

Tell us more about you're sending.

ITEM INFORMATION

What kind of items are you sending?

Category
Sports Equipment

What is the size of your entire delivery?

Size
Fits in a pickup truck (Huge)

How many items are in the delivery?

Quantity

How many of your items are longer than 4 feet or greater than 50 lbs?

Quantity

MORE DETAILS

Is there an order number associated with this delivery?

Order / Reference Number (Optional)

Do you have any photos of your item(s)?

Photos help Drivers avoid surprises at pickup and make sure they fully understand what you are sending.

ADD PHOTO
OPTIONAL

Is there anything else that the Driver needs to know about the item(s)?

Pickup and delivery related instructions will be added in a later step.

Item is fragile, ship upright, perishable, awkward (Optional)

CANCEL NEXT

ITEM 1

Quantity	Description
1	Kayak
	Length 109 - 132" (9 - 11 ft)
	Width 25 - 36" (2 - 3 ft)
	Height 0 - 12" (0 - 1 ft)
	Weight 51 - 75 lbs

CREATE A GIG

Pickup Details

- **Pickup Location**
Type in your store address and make sure to select it from the drop-down options.
- **Pickup Notes**
Tell the driver what they'll need to know when they arrive at the store.
- **Pickup Contact**
This is who Drivers can contact when they arrive if there are any questions.
- **Pickup Time**
The default is ASAP, but you can also schedule a Pickup at a specific day and time.

ITEM INFO

PICKUP

DELIVERY

PAYMENT

CREATE A GIG

Pickup Details
Tell us more about pickup for your item.


PICKUP LOCATION

Where should the Driver pickup the item(s)?

Address
421 E Main St, Canton, GA 30114
Can't find your address? [Click here.](#)

Location Name (Optional)
Kayak Outfitters

Apt, Building, Suite (Optional)



What does the Driver need to know for pickup?

[Parking info, where to pick up items, pickup window...](#)
All gigs picked up Monday-Friday must be picked up before 5PM.

These instructions will be available to the Driver only during pickup.

PICKUP CONTACT

Who is available for questions at pickup?

Full Name Or Business
Front Desk

Mobile Number
(404) 123-4321

Email Address (Optional)

PICKUP TIME

When is the earliest the Driver can arrive for pickup?

☒ As Soon As Possible

☐ Schedule a Pickup

BACK

SAVE & CONTINUE

CREATE A GIG

Delivery Details

- **Delivery Location**
Please be sure to select the address from the drop-down options.
- **Delivery Notes**
This is what Drivers need to know for a successful delivery.
- **Delivery Recipient**
This needs to be filled out with the customer's name and number, in case the Driver needs to get in touch.
- **Delivery Deadline**
Your deadline will default to the recommended time, but you can change it to be sooner or up to 2 weeks in the future.

ITEM INFO

PICKUP

DELIVERY

PAYMENT

CREATE A GIG

Delivery Details

Tell us more about where your Gig is going.

DELIVERY LOCATION

Where should the Driver deliver the item(s)?

Address

Apt, Building, Suite (Optional)

What does the Driver need to know for delivery?

Gate code, call on arrival...

These instructions will be available to the Driver only during delivery.

DELIVERY RECIPIENT

Who is receiving the delivery?

Full Name Or Business

Mobile Number

Email Address (Optional)

Do you want to add delivery confirmation?

☐ Require a Signature

DELIVERY DEADLINE

When is the deadline for delivery?

Day

Time

Today

05:00 PM

EDT

BACK

NEXT

CREATE A GIG

Payment Details

- **Extra Compensation**
This defaults to no extra payment, but you can sweeten the pot if you want to.
- **Coverage Details**
We cover your delivery up to \$500.
- **Payment Details**
If you've already created a Gig, your payment information will be saved.
- **Payment Breakdown**
You'll be able to see an itemized list of all charges, including the base rate, coverage and extra compensation.

ITEM INFO

PICKUP

DELIVERY

PAYMENT

CREATE A GIG

Payment Details

Add a tip, select payment, and create your Gig.

EXTRA COMPENSATION

Would you like to add extra payment to the Driver?

Extra payment will go 100% to the Driver.

☒ No, do not add extra payment.

☐ Yes, add extra payment.

COVERAGE DETAILS

What is the value of your entire delivery?

Roadie covers your delivery up to \$500 for free, but you can purchase additional coverage up to \$10,000.

Declared Value

500

PAYMENT DETAILS

How would you like to pay for your delivery?

Cardholder First Name

Cardholder Last Name

Credit Card Number

MM/YY

CVV Code

Street Address

City

State

ZIP

Do you have a promo code that you would like to use?

Promo code

APPLY CODE




CREATE A GIG




Reviewing your Gigs




- **My Gigs**
See all of your recent Gigs in one handy spot, including the one you just created.
- Tap on a Gig to see more information about it, including live updates.

CURRENT GIGS

ARCHIVED GIGS

**58723234-2**
 **Kayak Outfitters**
Canton, GA
 **Sam Kenneson**
Roswell, GA

**42342522-1**
 **Kayak Outfitters**
Canton, GA
 **Mac Miller**
Atlanta, GA

**90328523-1**
 **Kayak Outfitters**
Canton, GA
 **Lindsay Keating**
Atlanta, GA

MATCHING DRIVER

\$64.00

DRIVER ASSIGNED


A Driver has been assigned and will begin momentarily.

42342522-1

Deliver immediately after pickup and leave the order paperwork with customer. You'll find the full order number in the pickup instructions once you start the Gig.

SIZE	PRICE	QUANTITY
X-Large	\$72.00	2 items


DELIVERY INFORMATION

 **Pickup after 8:00 AM**

Kayak Outfitters
421 Main St
Canton, GA 30114
[View Map](#)

Kayak Outfitters
(404) 123-4321
water@kayak.com


Pickup Photo
Will Appear
Here

 **Delivery before 10:00 AM**

Local Kayaks Shop
324 Piedmont Rd NE
Atlanta, GA 30305
[View Map](#)

Mac Miller
(404) 123-4321
mac@gmail.com

Dropoff Photo
Will Appear
Here

**ROADIE**

Viewing Published Gig Details

- **Gig Status**
You can view updates about your Gig at the top of your dashboard.
- **Gig Details & Delivery Information**
You can see a detailed summary of each Gig, including pickup and dropoff agents.
- **Track Delivery**
Track your delivery using the map embedded in the dashboard, or click “TRACK MY GIG” to see even more details.
- **Your Driver**
Know exactly who your Driver is and how to get in touch, if needed.

DRIVER ASSIGNED
A Driver has been assigned and will begin momentarily.

42342522-1
Deliver immediately after pickup and leave the order paperwork with customer. You'll find the full order number in the pickup instructions once you start the Gig.

SIZE	PRICE	QUANTITY
X-Large	\$72.00	2 Items

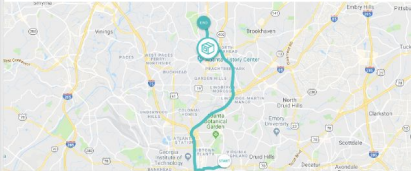
DELIVERY INFORMATION

Pickup after 8:00 AM
Kayak Outfitters
421 Main St
Canton, GA 30114
[View Map](#)
Kayak Outfitters
(404) 123-4321
water@kayak.com
Pickup Photo
Will Appear
Here


Delivery before 10:00 AM
Local Kayaks Shop
324 Piedmont Rd NE
Atlanta, GA 30305
[View Map](#)
Mac Miller
(404) 123-4321
mac@gmail.com
Dropoff Photo
Will Appear
Here


TRACK DELIVERY

Get Live Tracking
Follow your Gig online using the Roadie Live Tracker
[TRACK MY GIG](#)



YOUR DRIVER

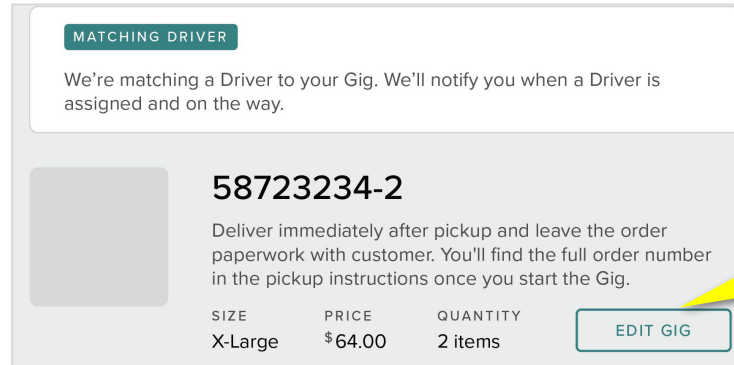
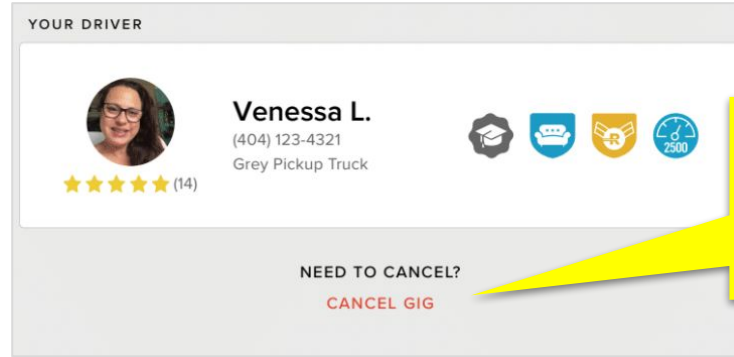

Ariel W.
(404) 123-4321
Grey Pickup Truck
★★★★★ (14)



CREATE A GIG

Editing or cancelling Gigs

- **Cancelling**
If you need to cancel a Gig, scroll down to the bottom of your screen and click "Cancel Gig."
- You must give a reason for cancellation.
- **Editing a Gig**
You can edit a Gig until a Driver has been assigned, after which you will need to cancel the Gig and repost it with new details.



FAQs

Logging In & Your Account

- **Can I still log in via roadie.com?**

To log in to your new and improved Roadie dashboard, please make sure you bookmark **my.roadie.com**.

- **Will all of my account information be saved in the new dashboard?**

Yes! Your profile information, credits, payment information (including invoice accounts), archived Gigs and other preferences will all automatically transfer to your new Roadie dashboard. Plus, there are great new features, like how-to videos and updates from our blog.

- **How can I change the payment information on my Roadie account?**

If you are paying with a credit card or PayPal, you will be able to replace this payment information with a new credit card via the “Payment Details” link on your dashboard under “My Account.”

Creating a Gig

- **Where did the “Gig Title” go?**

Our app will do the work for you to automatically create a Gig Title based on the information you input, so there's no need for you to add a title.

- **What will the new Gig Titles look like in my dashboard?**

We want to make sure that your deliveries are organized in a way that is most helpful to you, so your new Gig Titles will be the order number or item category and name of the recipient for each delivery.

- **Do I need to provide item information?**

This is optional. You only need to provide item dimensions if you are sending something very heavy or very long. This helps our drivers be more prepared for smoother, faster deliveries.

- **What is my “Order Number” or “Reference ID”?**

This is what you use to label the items in your delivery. Roadie drivers use this information to tell associates what they're picking up. This data is protected and not shown until a driver has been assigned to a Gig.

After You Post a Delivery

- **How can I view the details for a specific delivery?**

After you post a delivery, you will be able to see all of your current Gigs on your dashboard. At a glance, you'll be able to see the pickup and dropoff locations and recipients, as well as the status of your driver. Click on any Gig to view more detailed information, including notes and live tracking.

- **Why is the tracker in two places?**

You may prefer to open the tracker in a separate browser tab to monitor your delivery's process in greater detail, but we've also included it embedded in the dashboard so you can see everything at a glance. Please note that you will need to refresh your browser page to see the latest status in the embedded tracker.

- **What do I do if I need to edit a delivery?**

If you need to edit a delivery and a driver has **not been assigned**, click on the Gig listed under "Current Gigs" on your dashboard. There will be a button to "Edit Gig" at the top of the page next to the Gig details.

If you need to edit a delivery that a driver has **already been assigned to**, you will need to scroll to the bottom of this page and click "Cancel Gig." You will need to re-post the Gig with your updates.