

E-Ticketing

Dufferin Concrete is proud to introduce its latest addition to its suite of paperless solutions.

WHAT IS E-TICKETING?

E-ticketing is a paperless solution that will eliminate the need for paper tickets, ticket scanning, and ticket storage. The ticket information will be available via the driver's tablet which customers can review, add comments to, and sign before submission. The ticket PDF will be emailed to customer contacts assigned to receive E-tickets. These tickets will also be available via merged E-invoice/BOLs and on the Customer Portal.

FAQ's.

- 1. Who is E-ticketing intended for?**
Anyone who is authorized to receive a copy of the ticket/BOL that requires it on the day of delivery, such as the Site Superintendent.
- 2. Who do I contact to sign-up for E-ticketing?**
Contact your Sales Representative to be signed up for E-ticketing. A maximum of five (5) people or emails can be signed up **per project (Ship-to)**. The company owner must authorize each E-ticketing contact.
- 3. What if I do not have specific projects set up by Ship-to locations?**
Please speak to your Sales Representative to discuss possible options. We will work with you to find a solution that will meet your needs.
- 4. What if I am placing an order, but have not yet signed up for E-ticketing?**
Our Customer Service Representatives have the ability to add a **one-time** E-ticketing contact at order entry. This E-ticket contact will only apply to the one order. You will need to contact your Sales Representative to be added to the list of E-ticket contacts for the project (Ship-to).
- 5. Who is able to sign for my load?**
Authorized site personnel can sign for the load on the driver's tablet. If the customer is unavailable to sign, our drivers have the option to select 'Customer Unable to Sign,' and the E-ticket will be sent to the designated E-ticketing contact(s).

6. When will I receive the E-ticket PDF?

Once the ticket image is submitted on the driver's tablet, you will receive the email immediately. The subject line will include the order number, the ticket number, and the project number.

7. What if I do not receive my E-ticket PDF?

Please contact your Sales Representative, or the order desk to request your ticket PDF. The tickets will all also be available online via our Customer Portal two days after delivery. If you have not yet registered for our Customer Portal, please self-register online at www.dufferinconcrete.ca

8. When will the ticket image be available on the portal?

The ticket image will be available on the portal two (2) days after delivery. Invoices including merged PDF ticket images will be available weekly.

9. How do site personnel make notes on the ticket?

Site personnel can make comments in the 'Customer Comments' section on the Ticket Acceptance page of the MOBILEticket app, available on all of our drivers tablets.

10. How does the pump operator, or swamper get a copy of the ticket?

Only designated users will be approved to receive emailed copies of the ticket. If someone not signed up for E-ticketing would like a copy, they will have to be approved by the company owner/representative.

11. How do our testing companies get the ticket information?

There will be a QR code available on the MOBILEticket app on the driver's tablet. This code can be scanned by a free QR-code scanner app, available on the App or Play store, which will upload all ticket information to your smartphone or device. Please see the information PDF on **QR Code Scanning**.

12. Will paper copies of the tickets still be available?

If you require them, paper copy tickets/BOLs will be available during the first phase of the E-ticketing launch. These tickets will be for reference only, as we will no longer be scanning the paper tickets into our system. The E-ticket PDF's will be available in our system two days after concrete delivery. In an effort to go paperless, the paper tickets will eventually be phased out.

13. Without a paper ticket, how can I track my order?

Dufferin U-track is a solution that allows you to track your delivery from plant to site on your mobile device or desktop. This allows for order review, real time status updates, and monitoring of your received concrete quantity. If you have not already been signed-up, please contact your Sales Representative.