Get text updates on your Ready Logistics transportation in real time!

- Dealer clients can text last 8 digits of VIN to a phone number to get ETA status updates
- Updates include link to view transportation milestones associated with the VIN
- Status updates will stop after delivery confirmed or client can type STOP at any time to stop updates

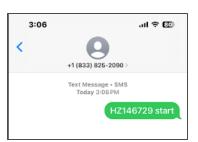
To request text updates on a VIN:

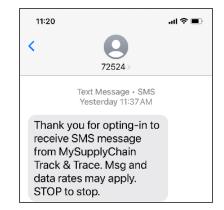
- 1. Text 1(833) 825-2090
- Enter the last eight digits of the VIN
- 3. Leave a **space** and then type **start**



4. Responses will come from **72524**



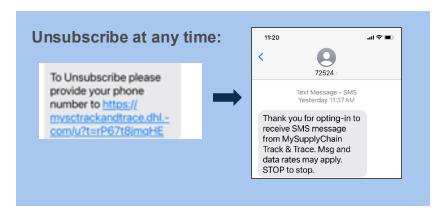


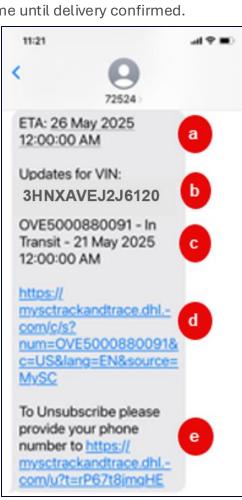


5. Once subscribed, transportation updates will be sent in real-time until delivery confirmed.

Message includes:

- a. ETA (all updates have a default time stamp of 12:00am)
- b. VIN
- c. Order number and current status
- d. Link to view order events and see additional details
- e. Link to unsubscribe to updates
- If multiple VINs match the last 8 digits of VIN entered, the system will look for vehicles that have not been delivered to provide status updates
- A new message will be sent each time the status of the transportation updates

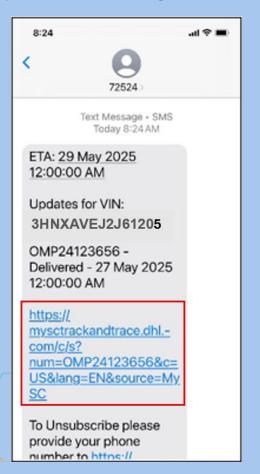






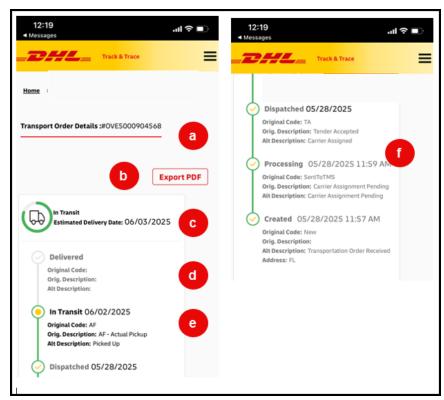
Link to additional information

Additional information to view order details is available from the link provided in the message:



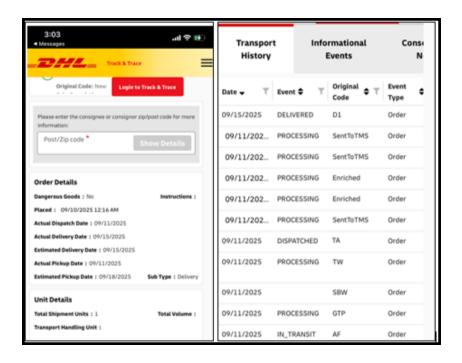
Information included:

- a. Order number
- b. Link to export to PDF is not functional from text
- c. Status and ETA
- **d. Future status** will be greyed out without information
- e. Current stats has yellow circle next to update and date
- **f. Previous status** will be displayed with checkmarks and date of event



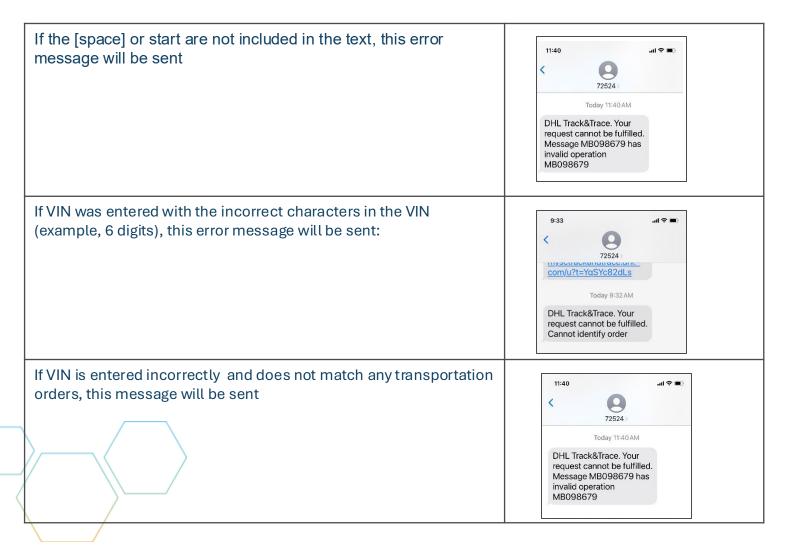
Continue to scroll down screen to view:

- a. Zip code field does not return any results
- b. Order and Unit details summary
- Transportation History details similar to My Vehicles page





Error Messages







Frequently Asked Questions

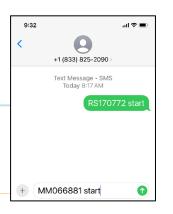
I submitted a request for status update and have not received the update:

Troubleshooting steps:

- Confirm request was sent to correct phone number 1(833) 825-2090
- Confirm request was not sent to the 'Reply' text message: **72534**, example:

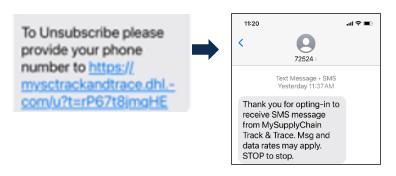


 Confirm multiple requests were not sent in same message, caller needs to click Send between Vins Example of correct submission:



I want to stop the status updates:

- · Click link on update to unsubscribe phone number
- Type **STOP** in the Reply message to stop updates



The update I received shows the status update was 12:00am, but I just received the message. Are updates delayed in being sent?

 All status updates are defaulted to 12:00am. Status updated should be sent close to real time.

What happens if there are multiple orders with same last 8 of VIN?

 If multiple VINs match the last 8 digits of VIN entered, the system will look for vehicles that have not been delivered to provide status updates



text for status knowledge article

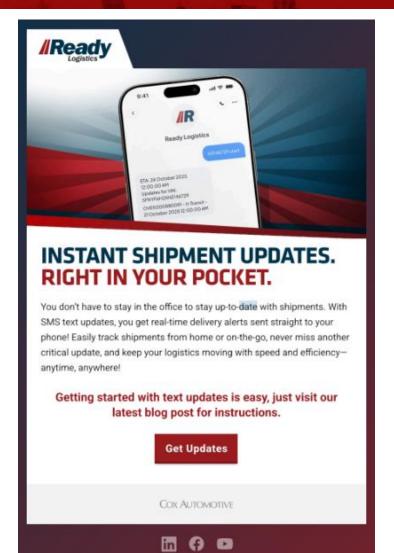


Get Quote

NEW Get real-time SMS text updates on any delivery! Learn more >

Marketing campaign will being on November 3rd.

Emails will be sent to all Dealer Clients and banner will be displayed on ReadyLogistics.com



Video demo (no sound)

