

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 am placing an order but have not yet signed up for E-ticketing?**
Our Customer Service Representatives can add a **one-time** E-ticketing contact at order entry. This E-ticket contact will only apply to the one order, so please contact your Sales Representative to be added to the list of E-ticket recipients for the project (Ship-to).
- 4. 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 recipient(s).
- 5. 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. This usually occurs after the truck has been unloaded, allowing the truck

operator time to add any site-added materials to the ticket via his tablet. These materials will also be included on the customer's e-ticket copy. To review ticket information prior to concrete placement, you can check the driver's tablet or scan the ticket QR code to upload all ticket information to your own device.

6. 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 <https://portal.dufferinconcrete.ca/home>

7. 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.

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

Site personnel can make comments in the 'Customer Comments' section on ticket using our driver's tablets.

9. 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.

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

There is a Ticket QR code available on the driver's tablet. This code can be scanned using a free QR-code scanner app, which will upload all ticket information to your smartphone or device.

11. 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.

12. 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.