

**connect
with**

***your
customers***

we have
**a complete
solution** *for your
cleaners*



Fabricare
Customer Gateway

what is it?

Your customers will be able to connect to your store through Fabricare's Customer Gateway. The service provides access to an entire suite of tools and services offered to your dry cleaning customers, allowing them to view invoice history, update profile information such as starch and package preference and request pickups through the app.

User friendly for your customers to sign up. They can choose between the following methods to create an account



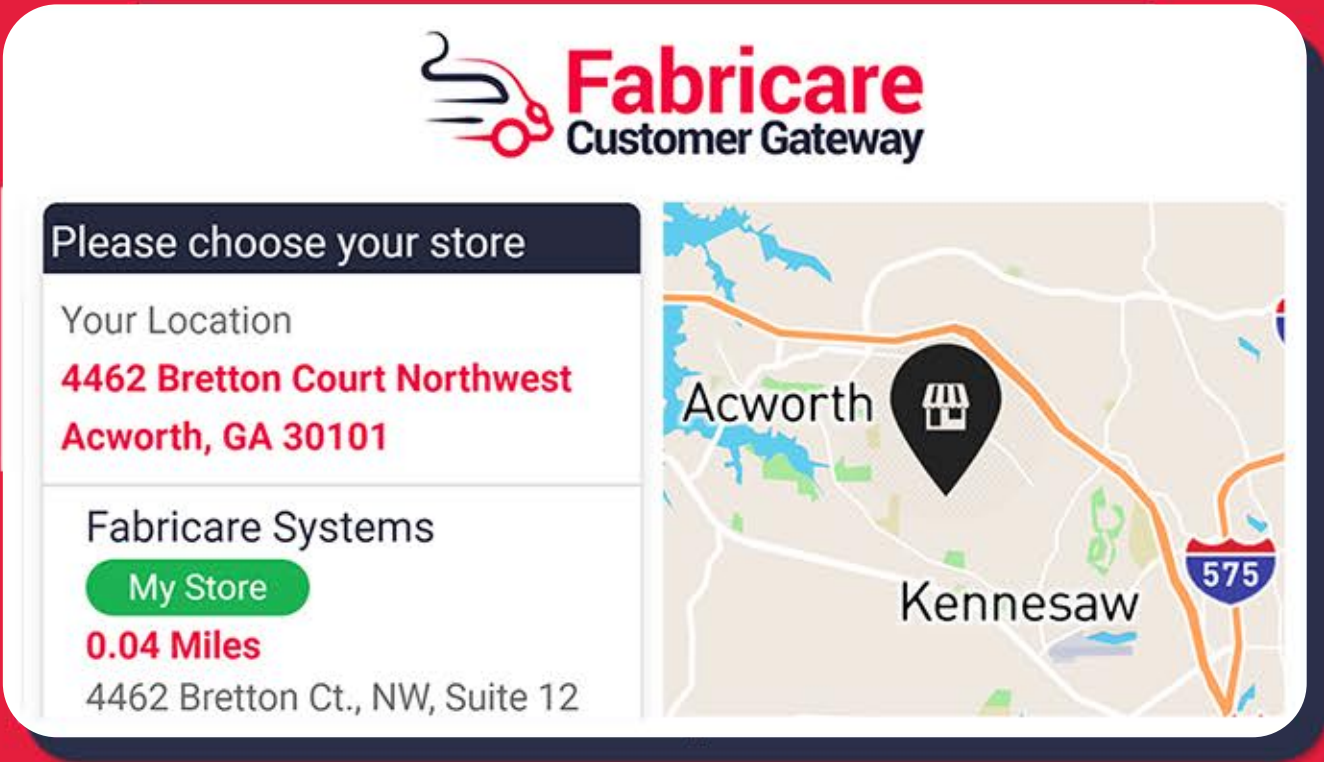
Google



E-mail

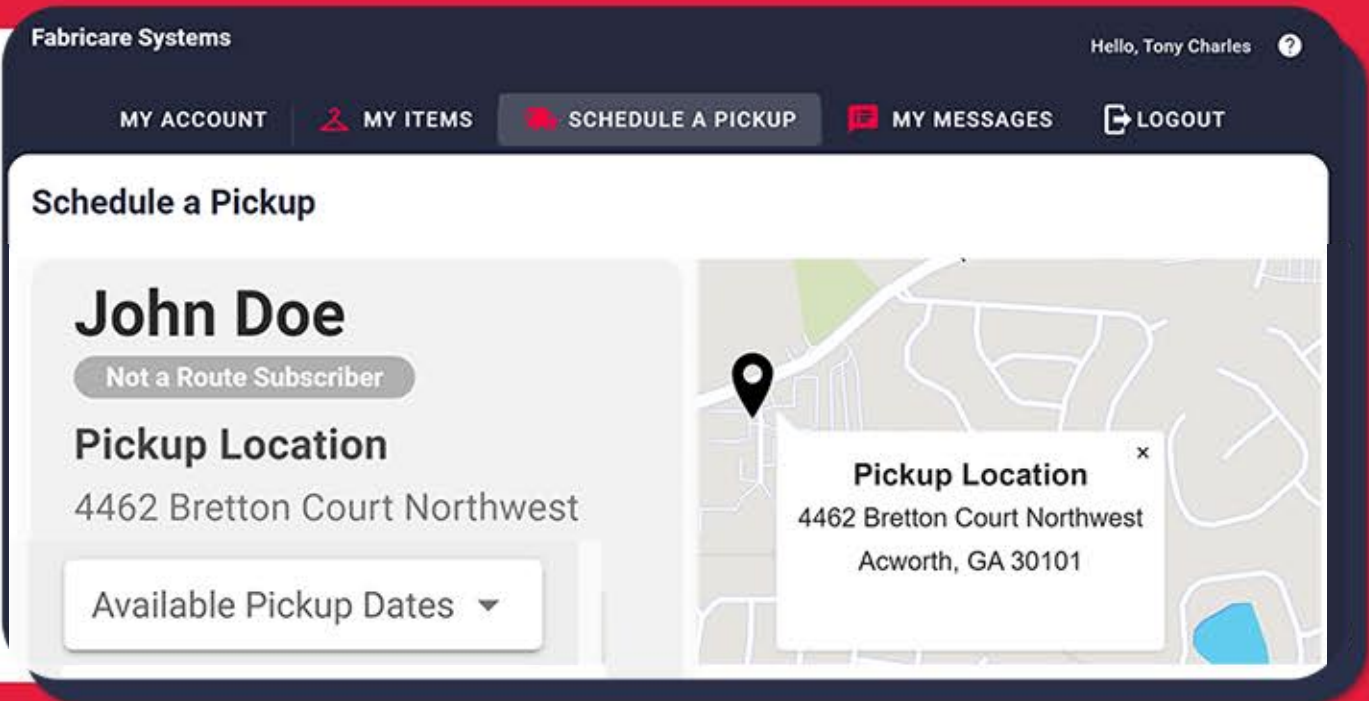
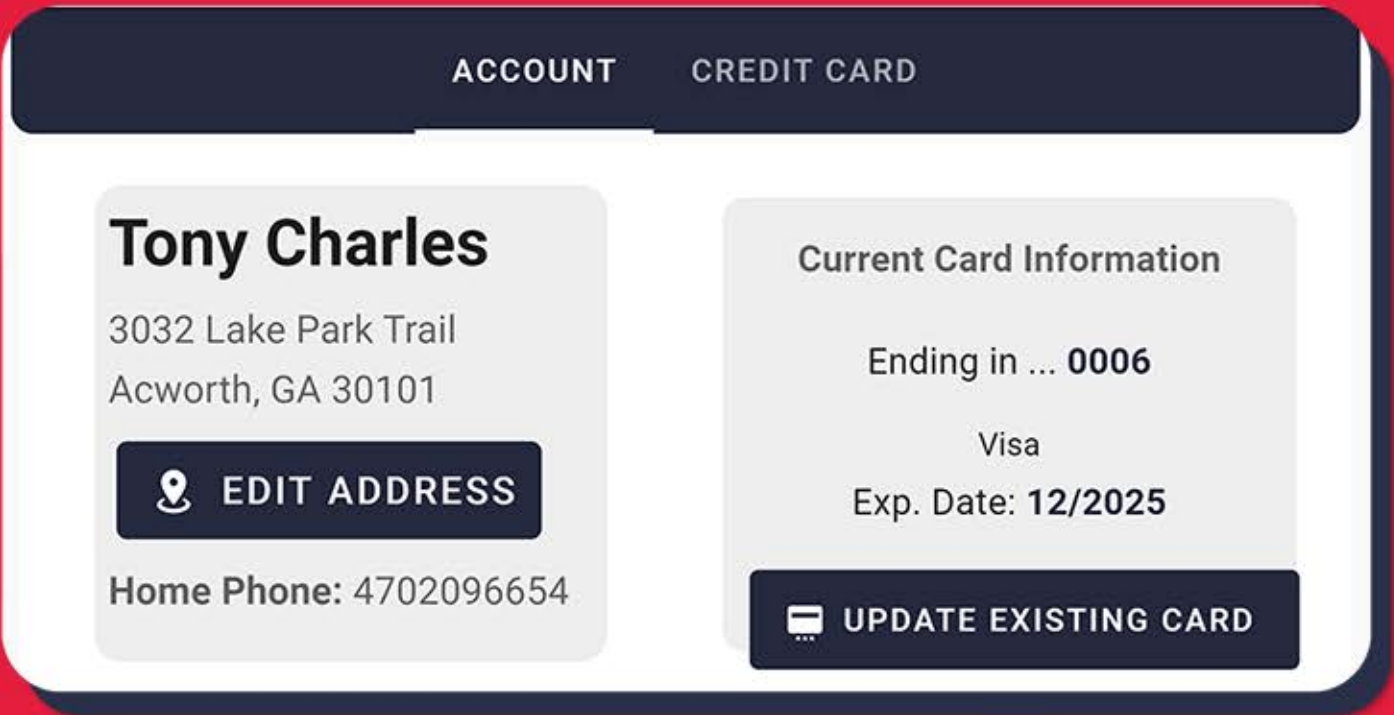


Phone



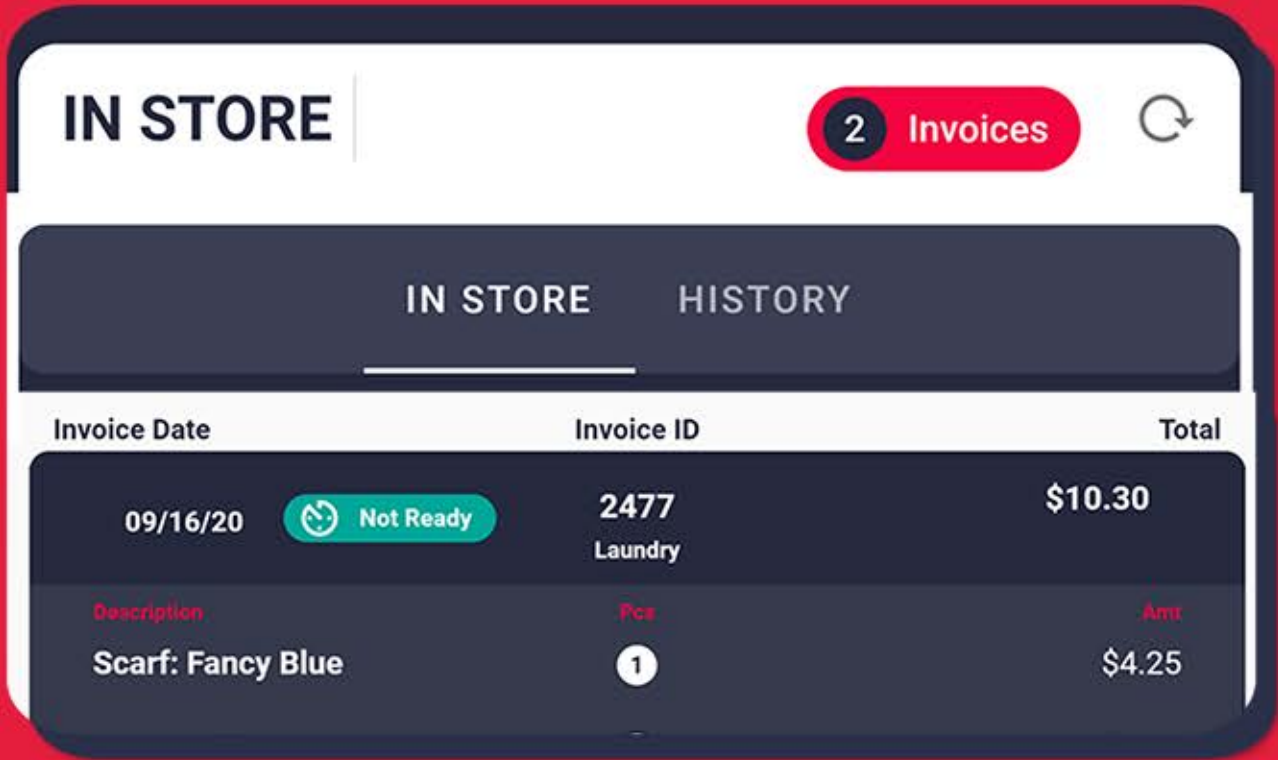
Ability to view and select store location

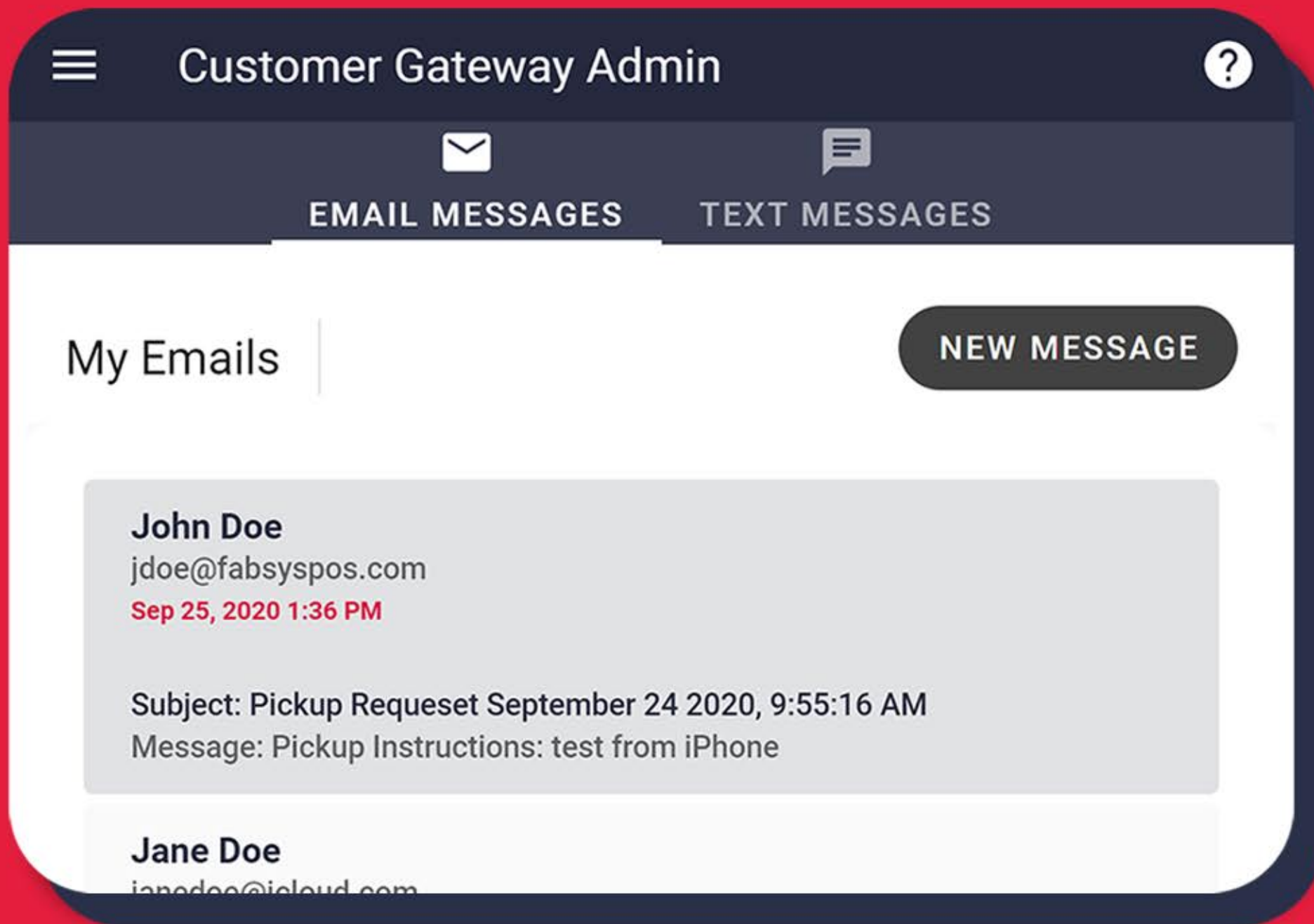
Update account information: credit card, address, starch and package preferences



Route pickups can be scheduled or changed within the app

View order activity

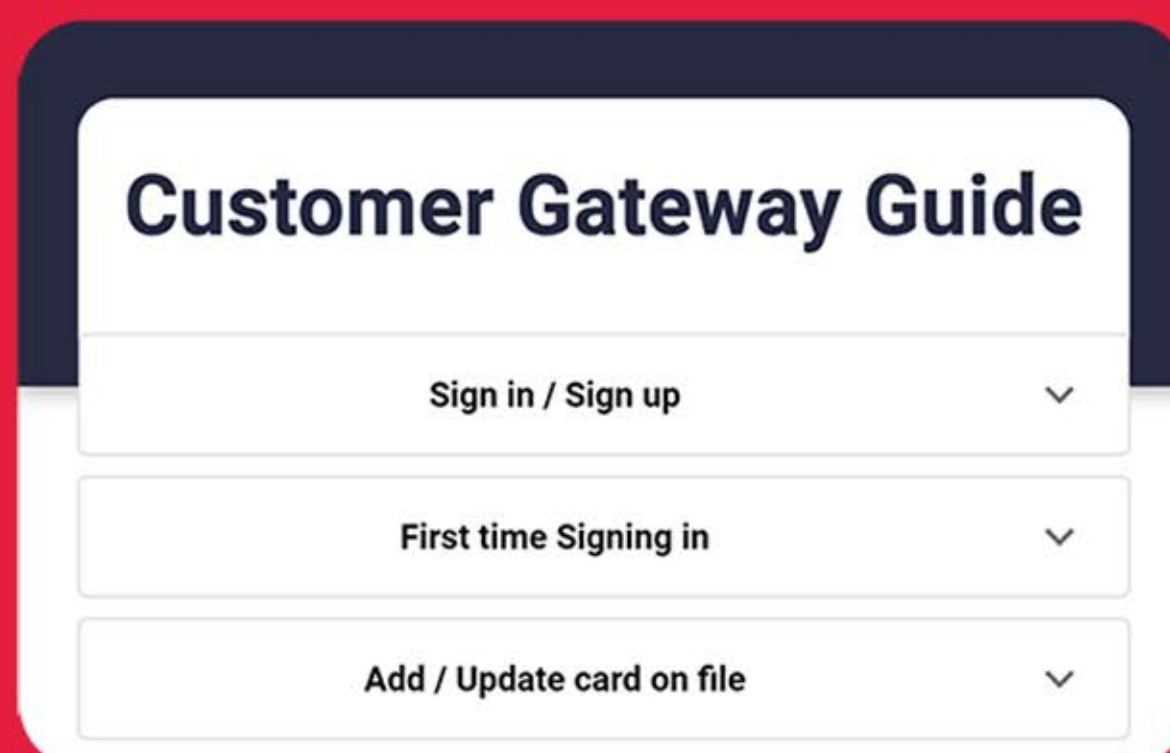




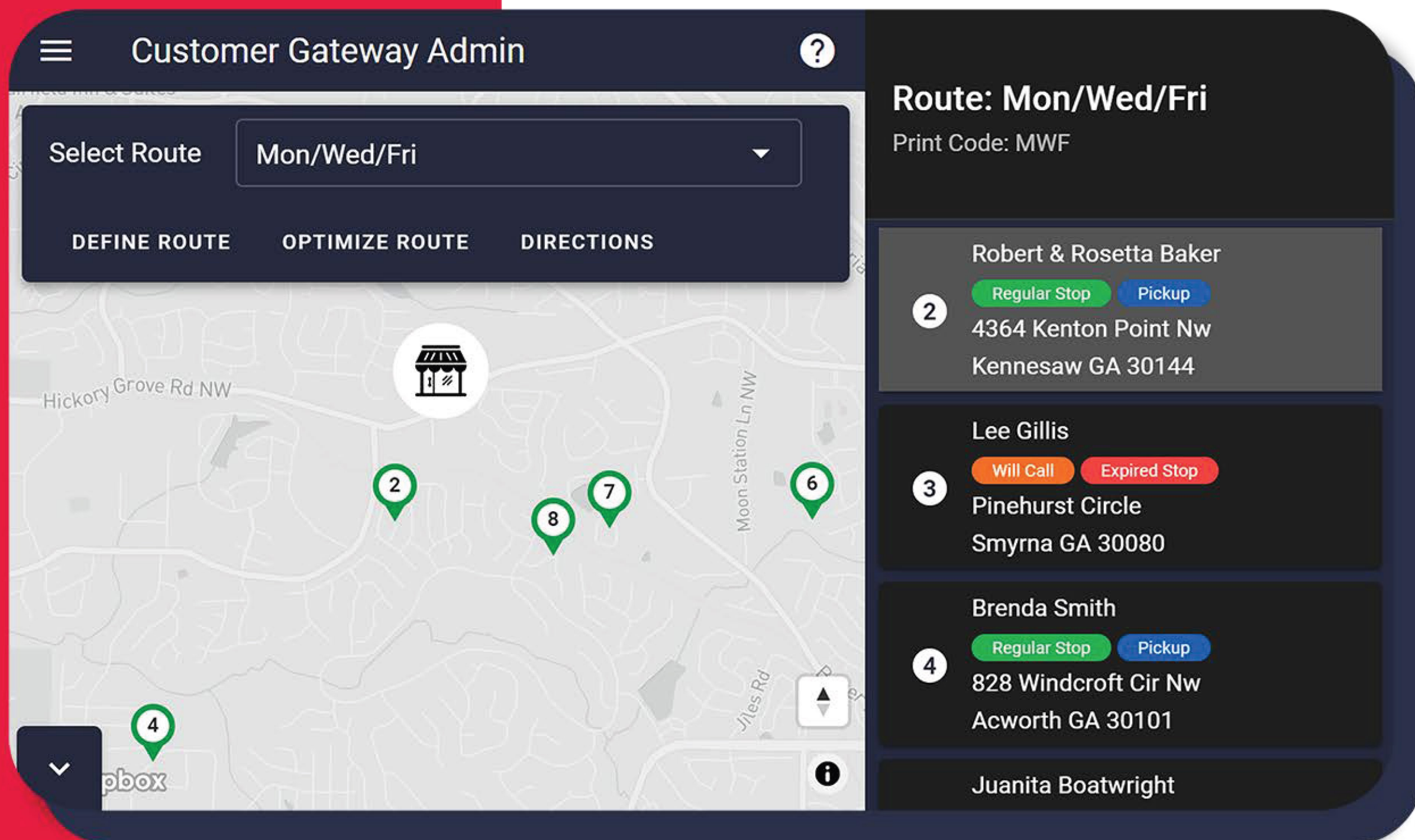
customer
interactions

- Interact with stores via text or email using Customer Gateway
- Customers can inform the cleaners they are en route to pickup their orders
- Message driver in real time regarding any route changes
- Send notifications to pickup and delivery customers via text, notifying them of upcoming services, while also allowing them to skip their next pickup

Help topics to
assist while using
Customer Gateway



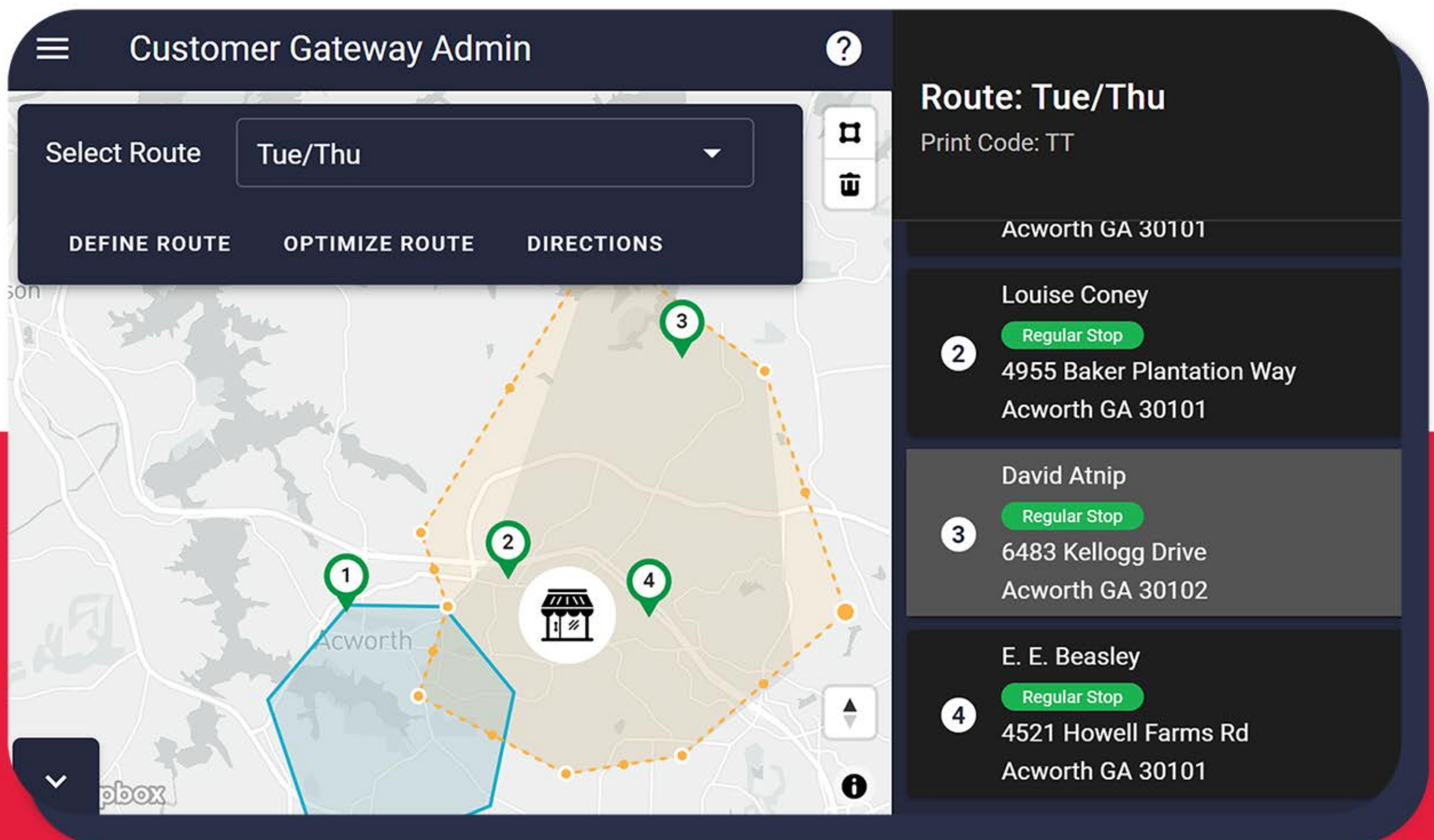
route management



- View and optimize route stops
- Send your customers a manifest when their orders are delivered
- Driver can change stop configuration
- Driver can scan invoices when delivered to eliminate delivery mistakes
- Update customers' addresses via GPS thus ensuring correct location

route management

- Define route by simply selecting areas on the map
- View location reporting with driver position tracking
- Turn-by-turn directions
- Reports show scanned delivery and/or pickup timestamps
- Notify your customers when their orders are picked up or delivered





app *customization*

Branded with cleaner's
custom logo and colors

App availability:





invoices

Your customers can view both past and current in-store invoices from your store



requests

Allow on-demand and regular customers to request a pick-up based on scheduled days and their location



messaging

Allow customers to send email and text messages directly to the store within the app



updatable

Through Customer Gateway customers can update their account preferences and credit card on file information



changes

Send automatic text messages the night before pickup, serving as both a friendly reminder and allowing the customer to skip their scheduled pickup



navigation

Turn-by-turn navigation with real time traffic optimization based on past traffic patterns

contact us

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**Fabricare
Manager**
System Solutions
for Dry Cleaners



**Fabricare
Customer
Gateway**

Eobrio