

Vic Mix SMS Dispatch Notification - FAQ's (Frequently Asked Questions)

What is it?

SMS Dispatch Notification is a Vic Mix in-House messaging service that sends SMS (text messages) to mobile numbers provided by our Customers.

The service is designed to make concrete deliveries **easier to track and more convenient**, while helping reduce the need for telephone enquiries about the status and expected arrival of deliveries..



Who can use the Service?

The service is available to:

- Existing and new Customers with an active Trading Account; and
- Customers without a Trading Account who provide a mobile number when placing an order.

How much does it cost?

The service is free to receive.

Your mobile phone provider may charge you for sending an SMS reply—for example, if you reply STOP to unsubscribe. Any such charges are the responsibility of the mobile phone user.

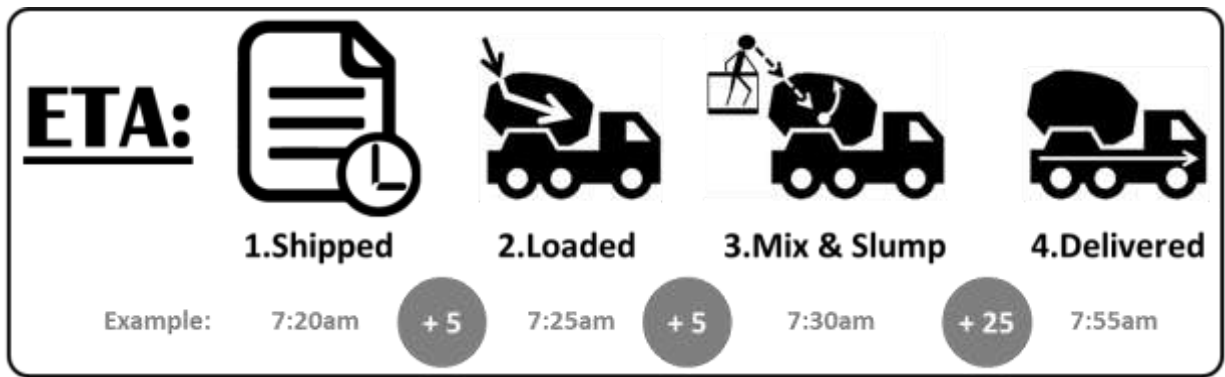
How does it work?

When a load of concrete is Shipped by our system, an SMS notification is automatically generated and sent to the mobile number associated with the order.

Please note: “Shipped” does not mean “Loaded”.

In the Vic Mix system, Shipping is the process of preparing and organising the information and materials required for the delivery. The vehicle is normally loaded shortly after the load is shipped.

The SMS includes an Estimated Time of Arrival (ETA) based on the information available at the time. The ETA is an estimate rather than a guaranteed arrival time and is automatically updated as vehicle location and traffic information changes..



What information will I receive?

Key information relating to the delivery. Here is an example with brief explanation for each line of data:

Message Content:

- Dkt: [500664](#)
- 14.0 of 14.0 m3
- ETA: 10:03 on site
- at: 1 OROTH STREET
- 7.0 m3 in Trk: 739
- shipped: 09:06
- Sender: VicMix COB
- To opt out reply: STOP
- or call: [03 9319 9300](#)

Tracking Link:

Track Your Order
#473012
cellero.net

Key Information:

- Unique Tracking No for the load
- Progressive of Total Ordered
- Estimated Time of Arrival
- Confirmation of Street
- Load size & Truck No
- Time Shipped
- Confirmation of Supply Plant
- Option to STOP messages
- Phone No of Supply Plant
- A link to additional delivery and vehicle information

Why did I receive a message saying my load was “Cancelled”?

A load is normally loaded within approximately 15 minutes of being Shipped. Occasionally, however, a last-minute change or correction may require us to cancel and re-ship the load.

When this occurs, the system will send a Cancelled notification.

Once the load is Shipped again, a new SMS notification will be sent with the updated information.

This process helps ensure that the information provided to you is as accurate as possible.

How do I register?

There is no separate registration process.

When you place an order with Vic Mix and provide us with your mobile number, the number can be automatically included in our SMS Dispatch Notification service.

How do I STOP the service?

Simply reply **STOP** to the SMS you received.

Alternatively, contact Vic Mix on **03 8792 3150** and we can assist you.

What if I change Mobile Number?

Simply provide your new mobile number when placing your next order. Alternatively, you can email us at info@vicmix.com.au.

What happens if I close my Trading Account?

SMS Dispatch Notifications are generated only when an active order has a load that is Shipped. If your Trading Account is closed and there are no active orders, no further SMS Dispatch Notifications will be generated.

I'm not receiving my SMS notifications. What should I do?

Successful delivery of an SMS depends on several different systems working together: 1. Correct information → 2. Vic Mix software → 3. SMS Gateway → 4. Mobile Network → 5. Your mobile phone



Most issues can be traced to one of these five areas.

1. Correct Information

The most common cause of problems is incorrect or incomplete information.

For example:

- Was the correct mobile number provided to Vic Mix?
- Was the number entered correctly?
- Is the mobile number associated with the correct Customer, Project or Order?

If you believe your mobile number is incorrect, please contact us so we can check our records.

2. Vic Mix Software

Vic Mix has developed its own Software to collate Customer & Order information and generate messages that are sent from our Servers to an SMS Gateway for transmission to the Mobile Network. We will use best effort to keep these systems operating 24/7, but cannot guarantee 100% up-time. Our primary function is to produce “the best” concrete, not “the best” software programs.

3. SMS Gateway Provider

Vic Mix uses Soprano as our SMS Gateway provider to transmit messages to mobile networks. The SMS Gateway is the service that receives the message generated by Vic Mix and passes it into the mobile telecommunications network for delivery.

Soprano operates large-scale messaging infrastructure used by organisations around the world. Planned maintenance or unexpected service interruptions can occasionally affect message delivery.

4. Your Mobile Network Provider

Your mobile service must be active and your phone must be within an area with suitable network coverage.

Vic Mix has no control over your mobile network or coverage and cannot resolve problems originating with your mobile service provider..

5. Your Mobile Phone

Your phone is the final part of the delivery process.

Please remember that SMS, MMS and iMessage are different messaging technologies, and the way your phone handles messages can depend on your handset, operating system, settings and software version.

If you are experiencing problems receiving SMS messages generally, you may need to contact your mobile phone provider or handset manufacturer..

Why can't Vic Mix guarantee that I will always receive an SMS?

SMS delivery depends on several independent systems, including your mobile phone, mobile network, the SMS Gateway and Vic Mix systems.

While we make every reasonable effort to provide a reliable service, **we cannot guarantee that every SMS will be successfully delivered.**

If you do not receive a notification, please contact Vic Mix and we will check whether we can identify the cause.

Vic Mix SMS Dispatch Notification - Terms & Conditions

- The SMS Dispatch Notification service is provided by Vic Mix free of charge to Customers.
- Vic Mix is not responsible for any charges incurred by a Customer when replying to SMS messages or otherwise interacting with the service.
- Vic Mix reserves the right to determine eligibility for the service and may modify, suspend or withdraw the service at any time.
- Vic Mix will make reasonable efforts to ensure mobile numbers are correctly recorded and associated with the appropriate Customer, Project and Order.

- Due to the scale and complexity of the service, technical or human errors may occasionally result in an SMS being sent to an unintended recipient.
- If Vic Mix becomes aware that an SMS has been sent to an unintended recipient, we will endeavour to investigate and correct the issue as soon as reasonably practicable.
- Vic Mix will not be liable for any claim, loss or damage arising from an SMS being sent to an unintended recipient, to the extent permitted by law.

Need assistance?

For assistance with your Vic Mix SMS Dispatch Notifications, please contact us:

- Phone: **03 8792 3150**
- Email: **info@vicmix.com.au**