



JOBOX

Jobox Logistics

**Logistics + Tech Summit
November 2022**



Peter Kuykendall
Product Manager



Viviana Nieto
Product Manager



Jobox Overview

Jobox puts your business in your hands

Focusing on Home Services



Appliance Repair



Roofers



Plumbing



Locksmith



Pest Control



HVAC



Electricians

Empowering a 2 Sided Marketplace for Home Services



“Demand Partners” provide Leads (B2B)

- Parse & Lead Management
- Route
- Dispatch to Pros

Pros do the work (B2C)

- Job Management
- Payments
- Customer Communication
- Team Management

Jobox Key Value Elements



Take Leads and give Job Offers to the right Pros

Use ML to maximize completion

Support the Pros decisions and job performance

Give Pros tools that enable them to do their business more effectively & efficiently

Tools to drive Pros, Owners & Demand Partners profit

Give Management control and reporting tools to make optimal choices

Screen Shots



The image displays three overlapping screenshots from the Minute Key platform. The background is a desktop view of a 'Closing report' for a job at 3033 S Hanley Rd, Maplewood, MO 63143. The report shows a status of 'CLOSED', a payment of \$52.00 via card, and a list of updates including 'Closed', 'Tech closed', 'Payment taken', 'Message received', 'Accepted', and 'Received'. The middle foreground shows a mobile app interface for the same job, displaying a map, job details (Auto lockout, Mazda 2012), and 'ACCEPT JOB' and 'REJECT JOB' buttons. The right foreground shows a receipt for 'LOCKSMITH SERVICES' dated 9/2/18 2:00pm, with a total payment of \$197.10, broken down into a subtotal of \$180.00 and tax of \$17.10.

Desktop Interface:

- Header: JOBOX, Minute Key
- Job Info: 3033 S Hanley Rd Maplewood, MO 63143, JOBS # 0002H
- Status: CLOSED
- Closing report: Parts \$52.00, Payment Card
- Updates:
 - 3:25pm, 4/20: Closed
 - 3:20pm, 4/20: Tech closed
 - 2:38pm, 4/20: Payment taken (Credit card)
 - 2:38pm, 4/20: Message received (Please select job subtype.)
 - 2:30pm, 4/20: Accepted
 - 2:30pm, 4/20: Received
- Job Description: Car Door Unlocking Gray 2007 Nissan Versa K/ MO11 CallID 3146450543 Price to quote \$105.00

Mobile App Interface:

- Map: Shows location in Alto, CA with a blue route and a Minute Key icon.
- Header: Minute Key via Jobox Connect
- Job Details:
 - Your share: 52%
 - Description: Auto lockout, Mazda 2012
 - Appointment: ASAP
 - Address: Palo Alto, CA 94301
 - ETA: 13min
- Buttons: REJECT JOB, ACCEPT JOB

Receipt:

- LOCKSMITH SERVICES 9/2/18 2:00pm
- Job completed by an affiliate of MinuteKey 1-888-555-1234
- Job Reference #C114
- Total Payment: \$197.10
- Subtotal: \$180.00
- Tax: \$17.10
- Job Total: \$197.10



Logistics & Locations

Jobox puts your business in your hands

Overview of Locations in The Flow



Pro & Customer UX

Dispatch the Lead

Go to the Job

Do the Work

Fraud Management

Team Management

Ops Management

Dispatch the Lead



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications

enable



Dispatching with *actionable location insights* that increase the likelihood of acceptance and completion of a job

What service do you need?

Service category
Home

Door lockout

Re-key

Lock change

Door repair/adjustment

Fresh lock installation

Other

Additional notes or comments



Go to the Job



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- On-time notification to end customer when professional is likely to arrive
- Reduces overhead on supply/customer communication
 - Enables user interface for the user to know where the professional is (ASAP jobs)

Do the Work



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- Help on creating service time distributions associated with specific metadata
 - Input for dispatch matching and supply availability check
- Enables sharing performance based information to Jobox demand and supply partners

Fraud Management



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- Helps on identifying actions from potential bad actors
- Integrates with other microservices to detect potential fraud

Team Management



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- Help Team owners oversee team
- Service Quality Control
- Provide better dispatching recommendations based on actual team member location

Pro & Customer UX



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- Pros can get Maps, Routes & Directions
- Customer has knowledge of ETAs and where the professional is at

Ops Management



Locations Services

Locations

Nearby Requests

Order Tracking

Geofence

Geotag Tracking

Dashboards

Notifications



- Real-time embedded dashboard to help on rapid dispatching follow up decisions
- Location based mapping with metadata filters to improve operational performance
- Provides source of truth supporting information for claim management



JOBOX

Thank you!