SPILLORDER

Managing Issues with my SpillOrder Delivery

What is the Delivery Status?

AWAITING DRIVER

Is it past the scheduled Pickup ETA?

- **Yes**
  - **Reassign**
    Requests a new DSP to look for a driver from their network.
    **If you incur a fee, note that you can request a refund from the DSP.*
- **No**
  - **Wait it Out**
    A DSP should assign a driver to pickup the order at or before the pickup time.

PICKING UP

Is it past the scheduled Pickup ETA?

- **Yes**
  - **Contact DSP**
    Click "Get Help" to contact DSP to investigate the driver issue.
  - **Redispatch**
    Requests a new driver from the DSP.
    **If you incur a fee, note that you can request a refund from the DSP IF* the pickup ETA has passed.*
- **No**
  - **Check the Live Tracking Map.**
    - **Driver is close on the map.**
      - **Almost Here**
        - **Wait it Out**
          Redispatch will incur additional fees and will likely further delay the order pickup.
      - **Seems Lost**
        - **Contact DSP**
          Click "Get Help" to contact DSP to investigate the driver issue.
    - **Driver is far away on the map.**
      - **Wait it Out**
        You may want to wait until the Pickup ETA has passed before you decide to Redispatch so as not to incur an additional fee.
      - **Redispatch**
        Requests a new driver from the DSP.
        **If you incur a fee, note that you can request a refund from the DSP IF* the pickup ETA has passed.*