SPILLORDER

Managing Issues with my SpillOrder Delivery

What is the Delivery Status?

AWAITING DRIVER

PICKING UP

Is it past the scheduled Pickup ETA?

Is it past the scheduled Pickup ETA?

Yes | No

Yes | No

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.

Wait it Out

A DSP should assign a driver to pickup the order at or before the pickup time.

Call Driver | Contact DSP

Click **"Call Driver"** in live tracking map, or click **"Get Help"** to contact DSP for investigation – resolving the issue directly may be faster than using Redispatch.

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.*

Check the Live Tracking Map.

Driver is close on the map.

Driver is far away on the map.

Almost Here

Seems Lost

Wait it Out

If your driver is close by then it's best to keep an eye on the live tracking map and wait for arrival. Using Redispatch will incur additional fees and will likely further delay the order pickup.

Call Driver | Contact DSP

Click **"Call Driver"** in live tracking map, or click **"Get Help"** to contact DSP for investigation.

Call Driver | Wait it Out

Click **"Call Driver"** in live tracking map if you want to reach out about the ETA. We don't suggest using Redispatch option until Pickup ETA has passed and you've already tried contacting driver and/or DSP for troubleshooting.

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.*