

 supermove

The
**Supermove
Showcase**

April 2024

LIVE



Your Presenters



Wonjun Jeong
CEO & Co-founder
Supermove



Mark Miyashita
CTO & Co-founder
Supermove



We are building the
command center
for moving companies.



Moving Industry Transformation

90s-2000s



2010s



2023



And in 2024...



Chat GPT & AI
ranked **#1 trend** to
adopt.

Automation
ranked **#2.**

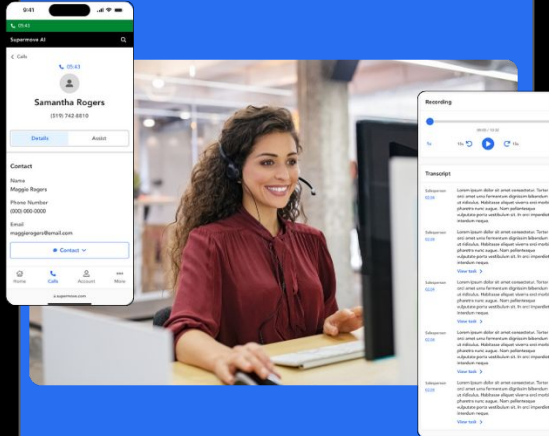
by movers

What We'll Show You Today

RETRO
Sales &
Marketing
Automations



RELEASE
AI Sales Copilot



ROADMAP
Future
of Moving



RETRO
SALES & MARKETING
AUTOMATIONS

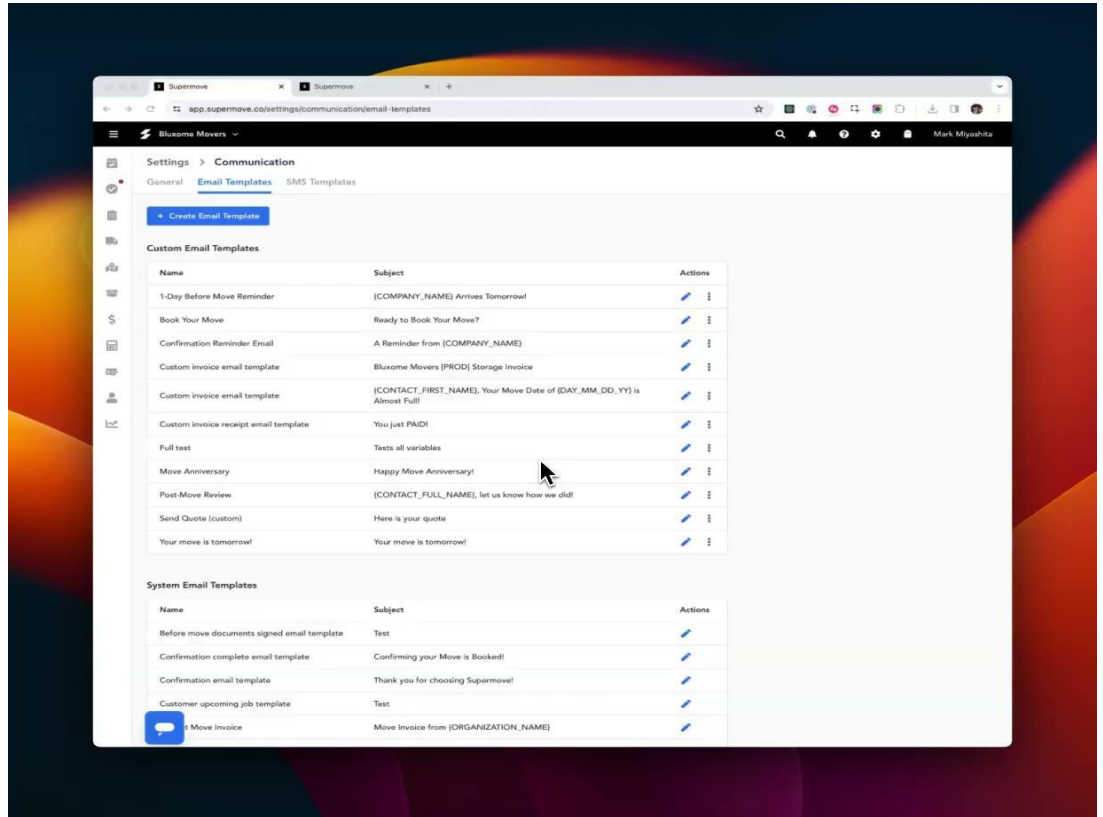


1

Fast Response to Inquiries & Leads

Send an **automatic email to a lead that has filled out a form** on your website requesting a quote.

Speed to lead matters.

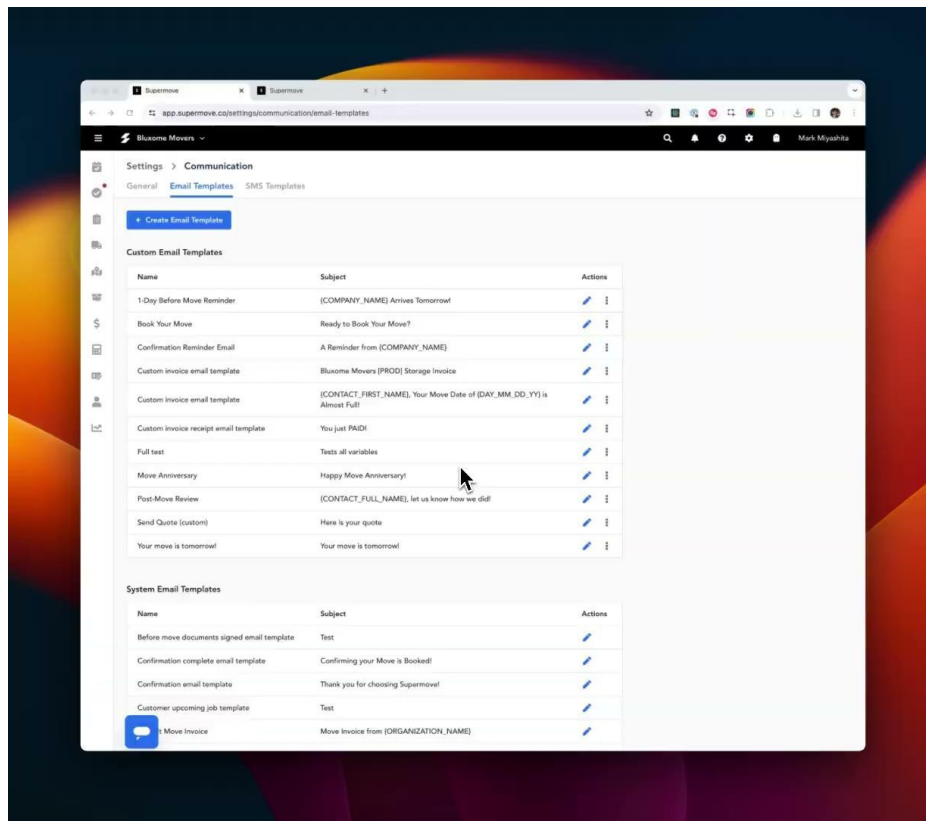


2

Reminder to Accept & Sign Quote

How often do customers accept your quote upon the first send? It takes a couple of reminders, but that's manual effort on your end.

To avoid having to do this manually each time, **automations can help sign more quotes faster.**

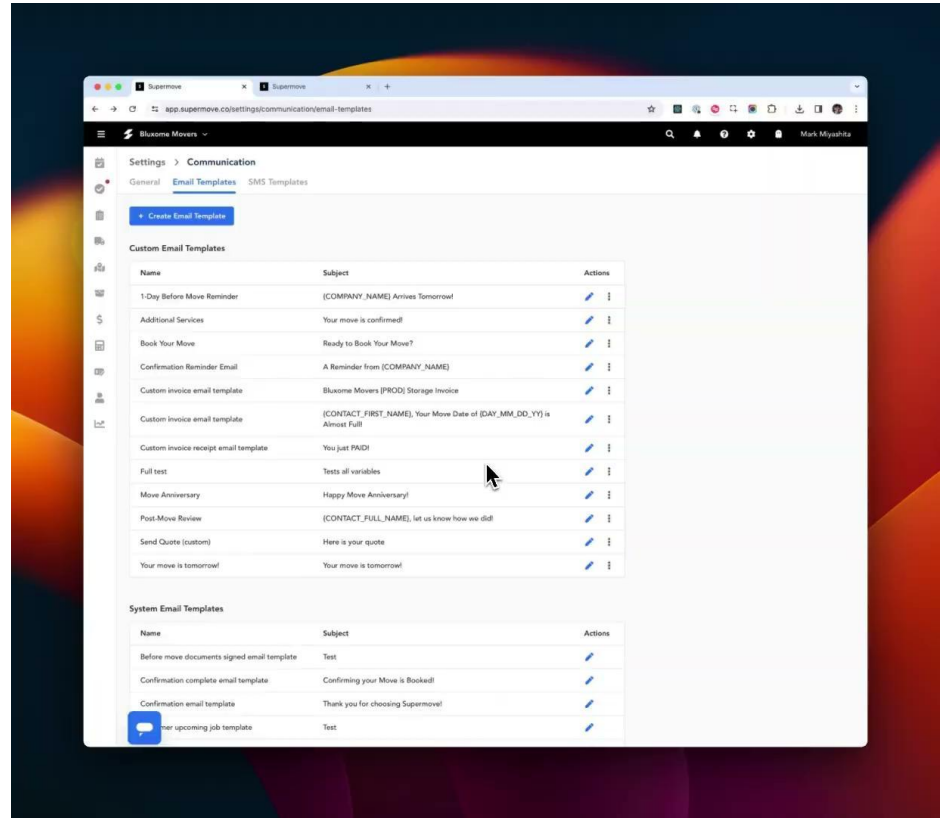


3

Confirmation Email with Additional Services

Increase your total revenue by increasing the sale price of every move.

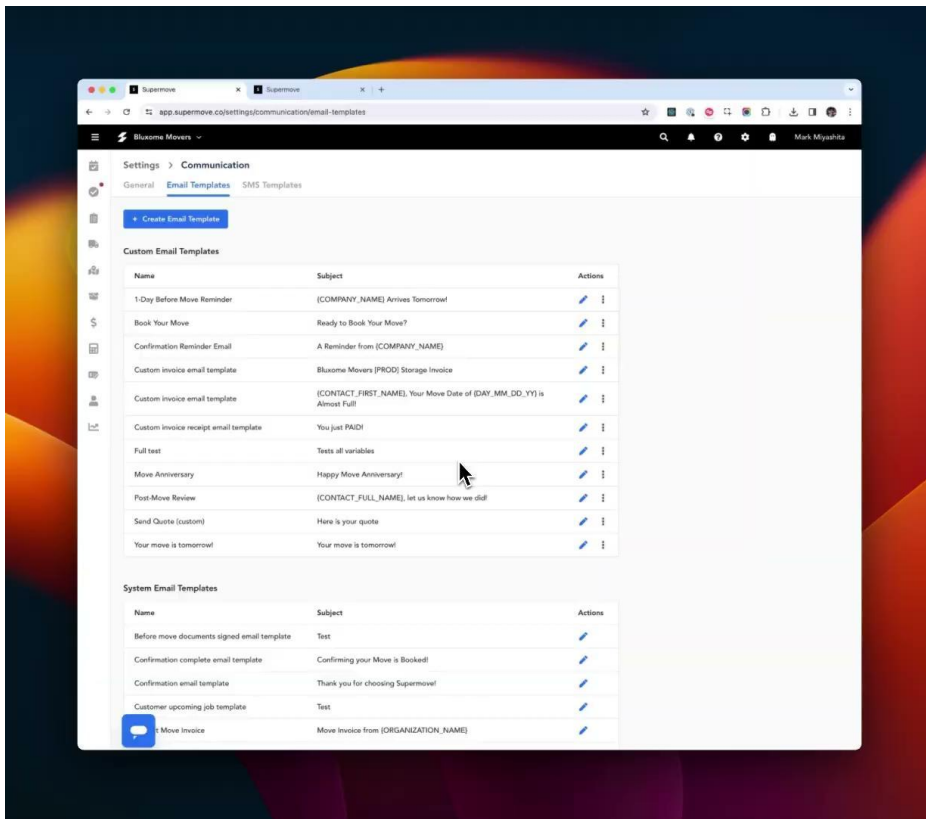
You can do that by **offering more services you can deliver** like packing, furniture assembly, storage, junk removal and others to help your customer's move feel more stress-free.



4

Pre-Move Email to Customers for Preparation

To help your customer prepare for their upcoming move, it's beneficial for you and the customer to **automate an email to send a few days before the move, to reconfirm details and outline expectations.**

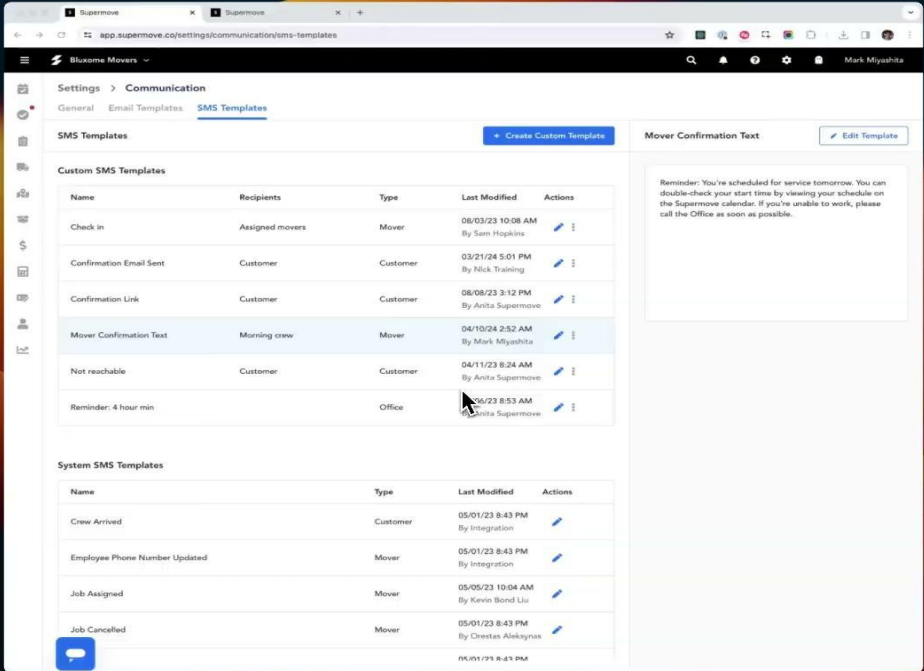


5

Text Reminders to Movers Before Move Day

Re-confirm with your movers that they are still available for their jobs the next day.

To avoid doing this manually, an automation can be set up in Supermove to streamline the process.



The screenshot shows the Supermove web interface for managing SMS templates. The page is titled "SMS Templates" under the "Communication" settings. It features a table of custom SMS templates and a preview of a "Mover Confirmation Text" template.

Name	Recipients	Type	Last Modified	Actions
Check in	Assigned movers	Mover	06/03/23 10:06 AM By Sam Hopkins	Edit
Confirmation Email Sent	Customer	Customer	03/21/24 5:01 PM By Nick Training	Edit
Confirmation Link	Customer	Customer	06/08/23 3:12 PM By Anita Supermove	Edit
Mover Confirmation Text	Morning crew	Mover	04/10/24 2:52 AM By Mark Miyashita	Edit
Not reachable	Customer	Customer	04/11/23 9:24 AM By Anita Supermove	Edit
Reminder: 4 hour min		Office	06/03/23 8:53 AM By Anita Supermove	Edit

Name	Type	Last Modified	Actions
Crew Arrived	Customer	05/01/23 8:43 PM By Integration	Edit
Employee Phone Number Updated	Mover	05/01/23 8:43 PM By Integration	Edit
Job Assigned	Mover	05/05/23 10:04 AM By Kevin Bond Liu	Edit
Job Cancelled	Mover	05/01/23 8:43 PM By Crestas Aleksynas	Edit

Mover Confirmation Text [Edit Template](#)

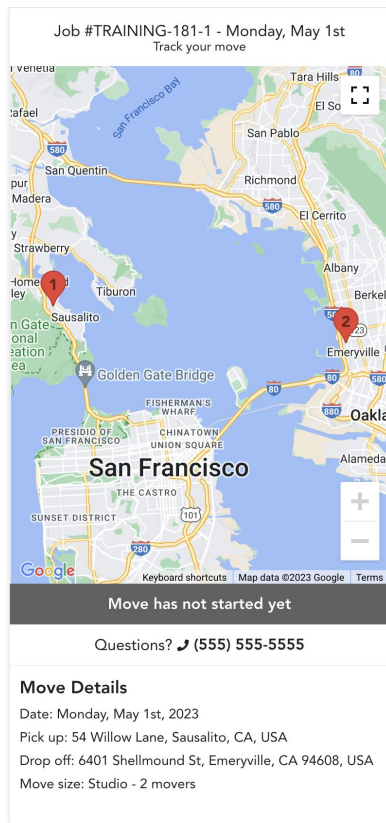
Reminder: You're scheduled for service tomorrow. You can double-check your start time by viewing your schedule on the Supermove calendar. If you're unable to work, please call the Office as soon as possible.

6

Move Day Text Message with ETA

On the day of the move, **automate a text message to the customer that it's their big day** and you're going to be there soon.

With Supermove, you can **include an estimated time of arrival (ETA)** to enhance your customer experience.

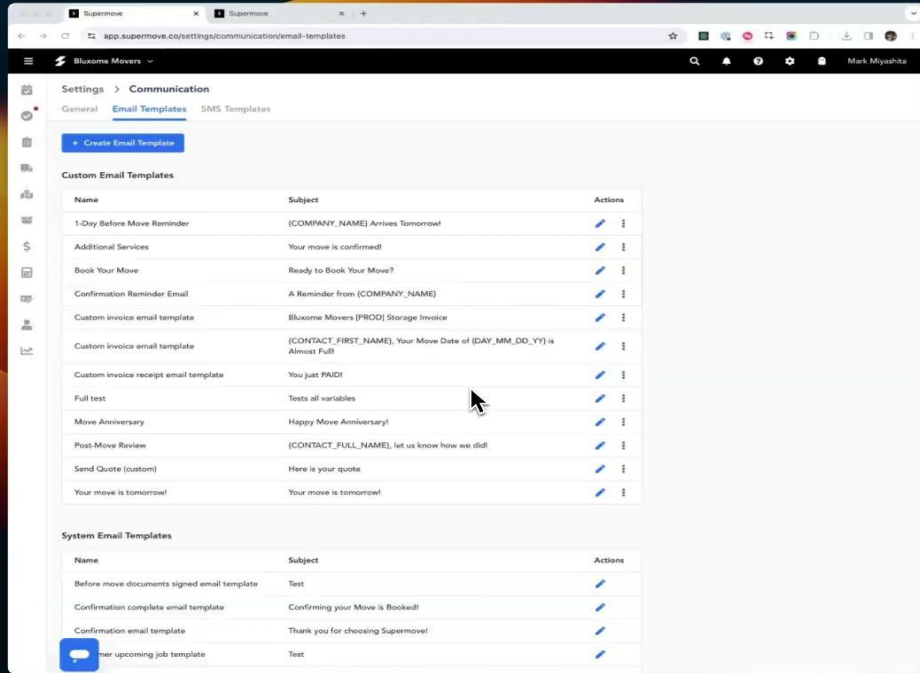


7

Ask for a Review After the Move

Ask for a review immediately after a move is complete, especially when you are still top of mind for the customer.

Set up an automated email or text message in Supermove asking the customer for their feedback and include the links to your review sites.



The screenshot shows the Supermove settings page for email templates. The page is titled "Settings > Communication" and has tabs for "General", "Email Templates", and "SMS Templates". A blue button labeled "Create Email Templates" is visible. Below this, there are two sections: "Custom Email Templates" and "System Email Templates".

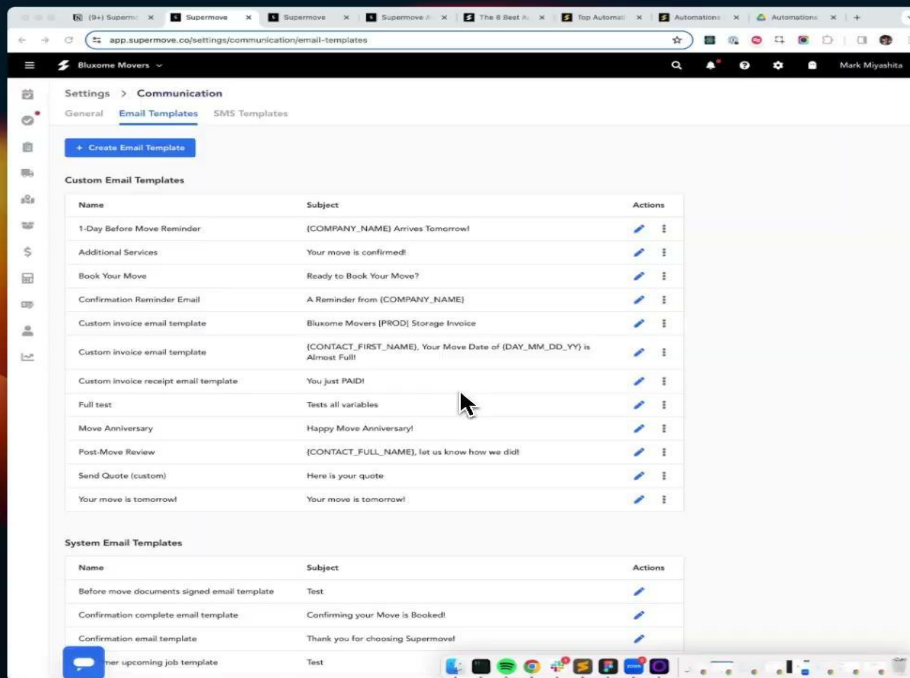
Name	Subject	Actions
1-Day Before Move Reminder	{COMPANY_NAME} Arrives Tomorrow!	[Edit] [Delete]
Additional Services	Your move is confirmed!	[Edit] [Delete]
Book Your Move	Ready to Book Your Move?	[Edit] [Delete]
Confirmation Reminder Email	A Reminder from {COMPANY_NAME}	[Edit] [Delete]
Custom invoice email template	Bluxome Movers (PROD) Storage Invoice	[Edit] [Delete]
Custom invoice email template	{CONTACT_FIRST_NAME}, Your Move Date of {DAY_MM_DD_YY} is Almost Full!	[Edit] [Delete]
Custom invoice receipt email template	You just PAID!	[Edit] [Delete]
Full test	Tests all variables	[Edit] [Delete]
Move Anniversary	Happy Move Anniversary!	[Edit] [Delete]
Post-Move Review	{CONTACT_FULL_NAME}, let us know how we did!	[Edit] [Delete]
Send Quote (custom)	Here is your quote	[Edit] [Delete]
Your move is tomorrow!	Your move is tomorrow!	[Edit] [Delete]

Name	Subject	Actions
Before move documents signed email template	Test	[Edit]
Confirmation complete email template	Confirming your Move is Booked!	[Edit]
Confirmation email template	Thank you for choosing Supermove!	[Edit]
Enter upcoming job template	Test	[Edit]

8

Move Anniversary Check-In

Set up an automation to send customers a **check-in email 9 months after their move day**.



Top Automations to Set Up
(Supermove Users Only)



8 Must-Have Automations
(Educational)



RELEASE

AI SALES COPILOT



1

Call recording and Transcribing

Supermove Sales Copilot

Calls

Today

(222) 333-4444	5m 50s	11:59 PM	>
(222) 333-4444	14m 36s	11:59 PM	>
(222) 333-4444	12m 34s	11:59 PM	>
(222) 333-4444	7m 15s	11:59 PM	>
(222) 333-4444	14m 42s	11:59 PM	>
(222) 333-4444	11m 9s	11:59 PM	>
(222) 333-4444	33s	11:59 PM	>
(222) 333-4444	4s	11:59 PM	>
(222) 333-4444	5m 50s	11:59 PM	>
(222) 333-4444	14m 36s	11:59 PM	>
(222) 333-4444	12m 34s	11:59 PM	>
(222) 333-4444	7m 15s	11:59 PM	>
(222) 333-4444	14m 42s	11:59 PM	>

Supermove Sales Copilot

< (222) 333-4444 Incoming

12/08/23 11:59 PM 5m 50s

Call Analysis

00:00 / 00:00

1x 15s 15s

Transcript

Megan 00:00 This call is being recorded for quality and training assurance.

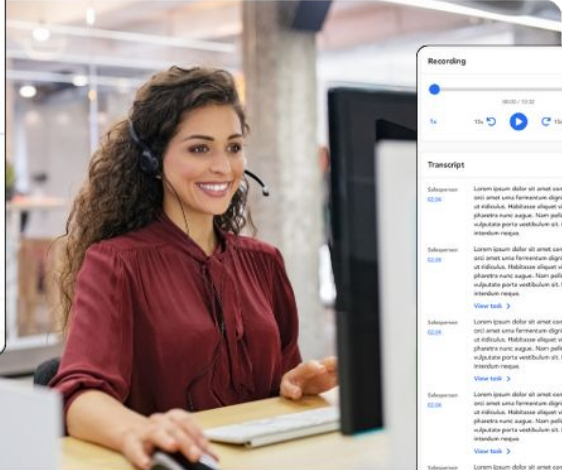
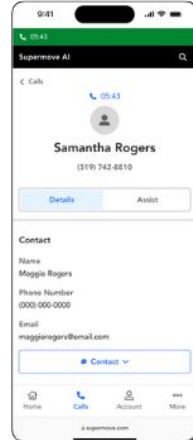
Christie 00:06 All service moving. This is Christie. How can I help you today?

Megan 00:10 Hi Christie, my name is Megan. I am just calling because my husband and I are moving this Friday, and I was curious if you guys had any availability for the 15th. Sorry, I know it's quick.

Christie 00:22 Yeah, I can definitely take a look at my schedule for you. Um, are you doing a move in Portland, Seattle, Los Angeles or Phenix area?

Megan 00:30 A Kirkland, Washington. So right across. So like I guess.

Christie Okay. Yeah. Taking a look at my



Recording

00:00 / 00:00

1x 15s 15s

Transcript

00:00 Lorem ipsum dolor sit amet consectetur. Tortor sed amet enim fermentum dignissim bibendum ut mollis. Habitasse aliquet venenae enim modis pharetra nunc sagun. Nam pellentesque aliquate porta vestibulum ut. In arcu imperdiet interdum neque.

00:06 View text >

00:09 Lorem ipsum dolor sit amet consectetur. Tortor sed amet enim fermentum dignissim bibendum ut mollis. Habitasse aliquet venenae enim modis pharetra nunc sagun. Nam pellentesque aliquate porta vestibulum ut. In arcu imperdiet interdum neque.

00:09 View text >

00:24 Lorem ipsum dolor sit amet consectetur. Tortor sed amet enim fermentum dignissim bibendum ut mollis. Habitasse aliquet venenae enim modis pharetra nunc sagun. Nam pellentesque aliquate porta vestibulum ut. In arcu imperdiet interdum neque.

00:24 View text >

00:29 Lorem ipsum dolor sit amet consectetur. Tortor sed amet enim fermentum dignissim bibendum ut mollis. Habitasse aliquet venenae enim modis pharetra nunc sagun. Nam pellentesque aliquate porta vestibulum ut. In arcu imperdiet interdum neque.

00:29 View text >

2

Live Prompting & Objection Handling

Supermove Sales Copilot

< (222) 333-4444 Incoming 12/08/23 11:59 PM 5m 50s

Call Analysis

Call Checklist

- Find out the exact date of the last time the customer moved
- Greet the customer
 - ✓ Completed at 1
- Figure out what date and time the move will be scheduled for
 - ✓ Completed at 11
- Confirm if the customer is going to pack on their own or use the packing services of the company
 - ✓ Completed at 29
- Ask the customer what their first and last name is
 - ✓ Completed at 4

Action Items ★ Ai Generated

[Generate Email](#) [Generate SMS](#)

- Calculate and email the estimate for the

Supermove Sales Copilot

< (222) 333-4444 Incoming 12/08/23 11:59 PM 5m 50s

Call Analysis

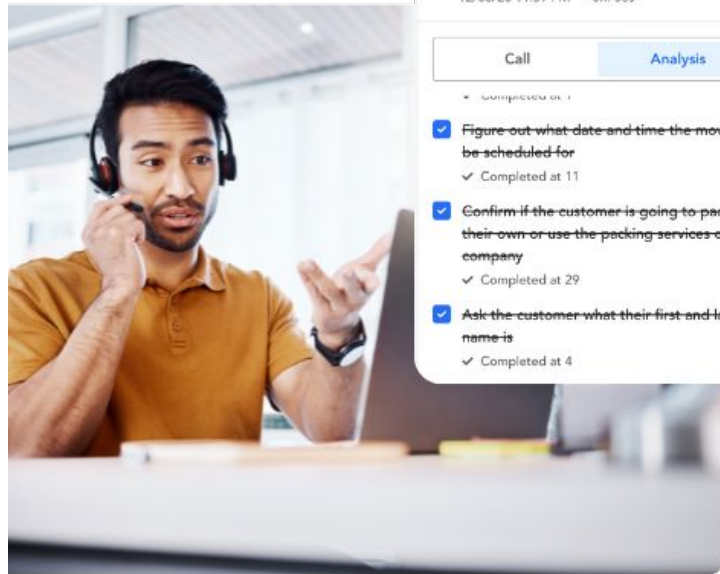
Completed at 11

- Figure out what date and time the move will be scheduled for
 - ✓ Completed at 11
- Confirm if the customer is going to pack on their own or use the packing services of the company
 - ✓ Completed at 29
- Ask the customer what their first and last name is
 - ✓ Completed at 4

Action Items ★ Ai Generated

[Generate Email](#) [Generate SMS](#)

- Calculate and email the estimate for the move
- Follow up on the customer's review of the quote
- Find out the exact date of the last time the customer moved



Supermove Sales Copilot

< (222) 333-4444 Incoming 12/08/23 11:59 PM 5m 50s

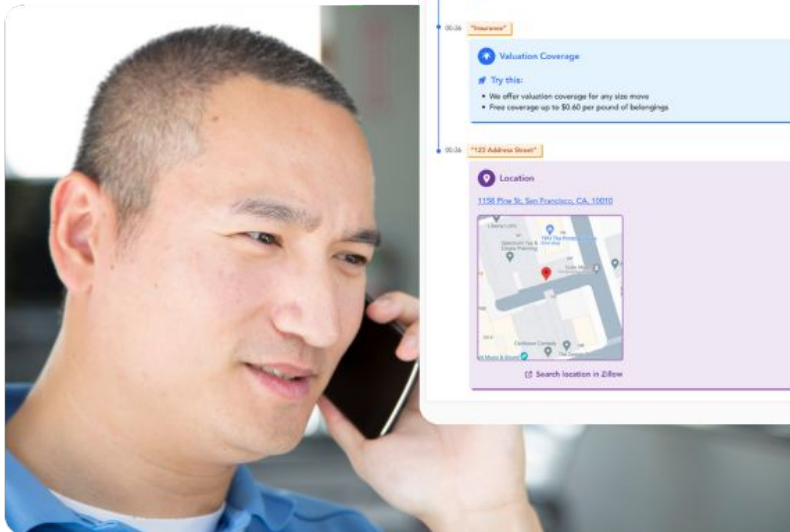
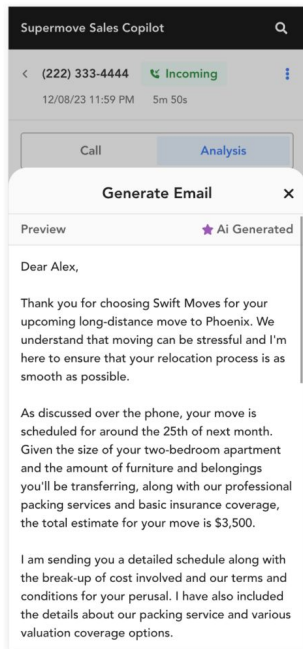
Call Analysis

Completed at 11

- Figure out what date and time the move will be scheduled for
 - ✓ Completed at 11
- Confirm if the customer is going to pack on their own or use the packing services of the company
 - ✓ Completed at 29
- Ask the customer what their first and last name is
 - ✓ Completed at 4

3

Upselling Other Services



4

Automated Follow-Up (Email & Text)

Supermove Sales Copilot

< (222) 333-4444 Incoming
12/08/23 11:59 PM 5m 50s

Call Analysis

Generate Email ✕

Preview ★ Ai Generated

Dear Alex,

Thank you for choosing Swift Moves for your upcoming long-distance move to Phoenix. We understand that moving can be stressful and I'm here to ensure that your relocation process is as smooth as possible.

As discussed over the phone, your move is scheduled for around the 25th of next month. Given the size of your two-bedroom apartment and the amount of furniture and belongings you'll be transferring, along with our professional packing services and basic insurance coverage, the total estimate for your move is \$3,500.

I am sending you a detailed schedule along with the break-up of cost involved and our terms and conditions for your perusal. I have also included the details about our packing service and various valuation coverage options.

Supermove Sales Copilot

< (222) 333-4444 Incoming
12/08/23 11:59 PM 5m 50s

Call Analysis

Generate Email ✕

Commands

Length

Tone

Details

Custom Feedback
 Ex: Mention their dog, Lucky

Supermove Sales Copilot

< (222) 333-4444 Incoming
12/08/23 11:59 PM 5m 50s

Call Analysis

Generate SMS ✕

Preview ★ Ai Generated

Hi Alex, Lisa here from Swift Moves. Your NY to Phoenix move is estimated at \$3,500, including packing & basic insurance. Detailed quote is being emailed. Confirm to book. Reach out with queries!

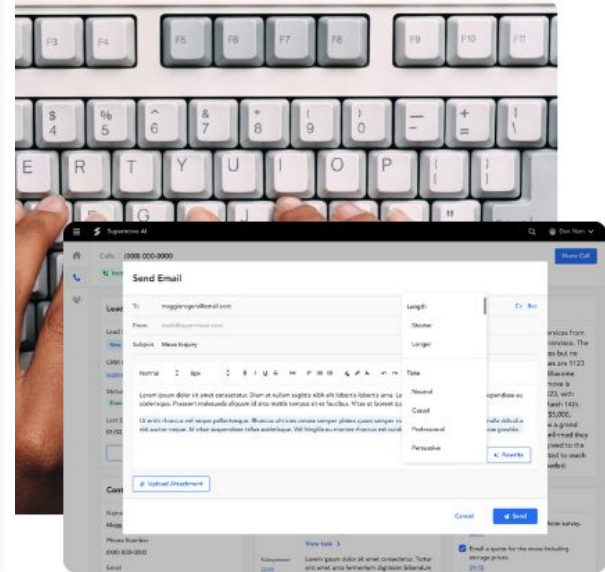
Commands

Length

Tone

Details

Custom Feedback



4

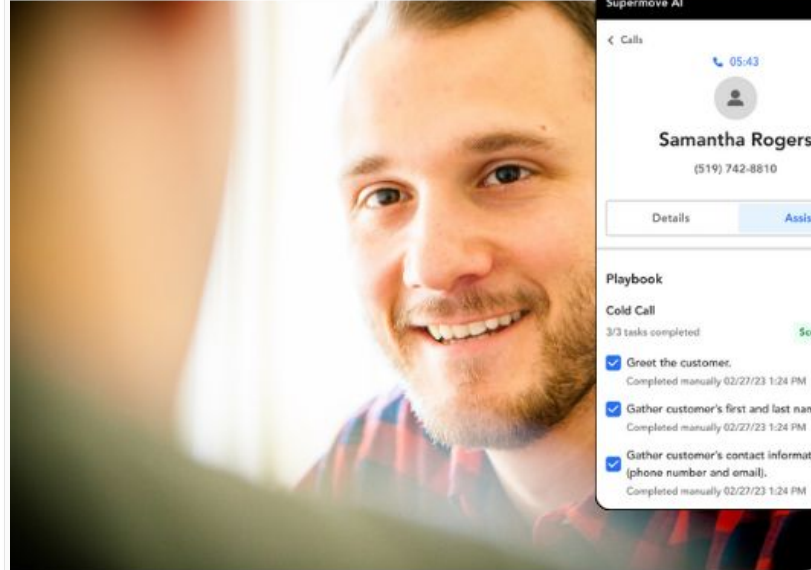
Coaching & Scoring via Playbooks

Playbook

Cold Call

11/13 tasks completed Score: 85%

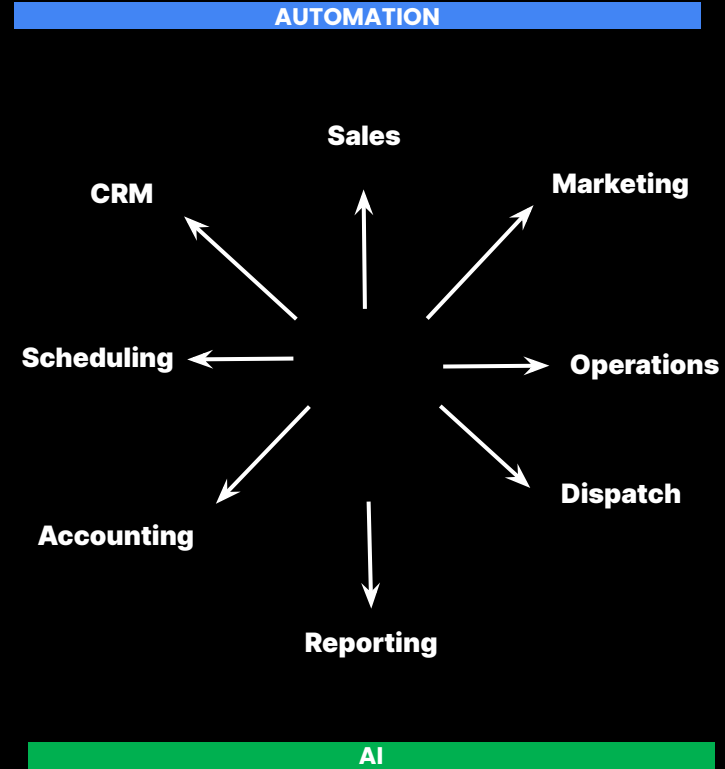
- Ask for the customer's name and phone number
Completed manually 03/19/24 11:48 AM
- Ask for the customer's email address
Completed manually 03/19/24 11:49 AM
- Ask for the customer's zip codes
Completed manually 03/19/24 11:49 AM
- Ask for the date when the customer is moving
Completed manually 03/19/24 11:49 AM
- Ask how the customer heard about the moving company
Completed manually 03/19/24 11:50 AM
- Ask what type of home the customer is moving in and out from
Completed manually 03/19/24 11:50 AM
- Ask how large the residence is (square feet or number of rooms)
Completed manually 03/19/24 11:50 AM
- Ask the customer if they know the weight of the move
Completed manually 03/19/24 11:50 AM
- Ask the customer if they have any special or heavy items to move
Completed manually 03/19/24 11:50 AM
- Ask the customer if they will need packing services
- Provide a live estimate to the customer
Completed manually 03/19/24 11:50 AM
- Schedule a follow up call
Completed manually 03/19/24 11:50 AM
- Collect the initial deposit



FUTURE OF MOVING



We are building the
command center
for moving companies.



NEW: Tablet Surveys

1

The screenshot displays the PRD Moving app interface for a survey titled "Survey 312". The app header includes a menu icon, the company logo "PRD Moving", and user information "Mark Miyashita". The survey details show it was created by "Mark Commercial" on "02/29/24 - 04/03/24" with a status of "TBD".

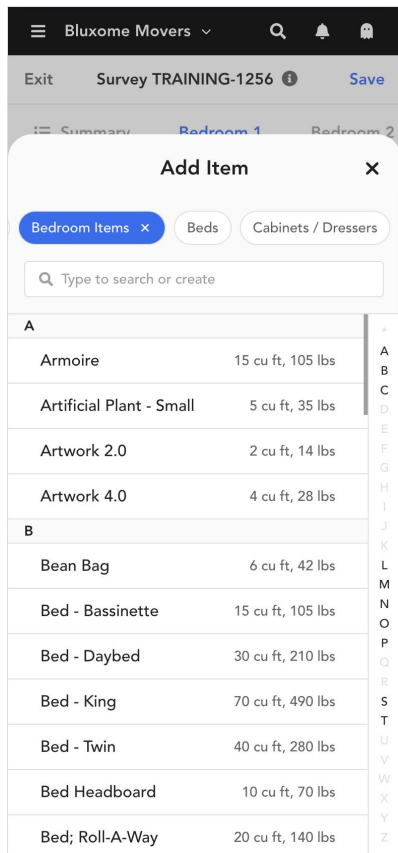
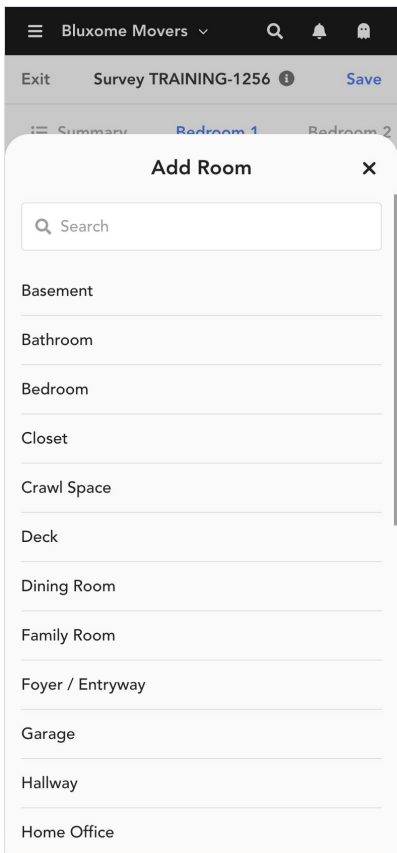
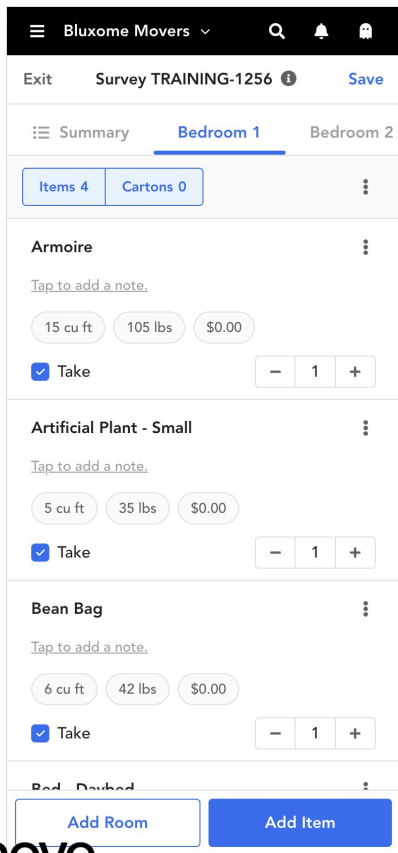
The main content area is divided into two sections. On the left is a list of items, and on the right is a detailed view of the selected "Vanity" item.

Item Name	Volume	Weight
2 Wheel Dollies	1 cu ft	7 lbs
Air Compressor	10 cu ft	70 lbs
Air Cond Window - Large	20 cu ft	140 lbs
Air Cond Window - Small	15 cu ft	105 lbs
Air Purifier	5 cu ft	35 lbs
Aquarium 10.0	10 cu ft	70 lbs
Aquarium 20.0	20 cu ft	140 lbs
Arcade Game	50 cu ft	350 lbs
Armoire	15 cu ft	105 lbs
Artificial Plant - Large	10 cu ft	70 lbs
Artificial Plant - Small	5 cu ft	35 lbs

Item Name	Volume	Weight	Price	Quantity	Take
Vanity	20 cu ft	140 lbs	\$0.00	1	<input checked="" type="checkbox"/>
Vanity Seat	2 cu ft	14 lbs	\$0.00	1	<input checked="" type="checkbox"/>
Bed Headboard	10 cu ft	70 lbs	\$0.00	1	<input checked="" type="checkbox"/>
Bed - Twin	40 cu ft	280 lbs	\$0.00	1	<input checked="" type="checkbox"/>

NEW: Mobile Surveys

2



NEW: Faster Commercial Timesheets

3

Location ● CREW MODE Actions

Job Timesheet + Add Time

Foreman ▾

Drive	Work	B...	Work	D...	In progress...
7:00 AM	8:00 AM	12:...	12:30 PM	4:0...	4:30 PM

Driver ▾

Drive	Work	B...	Work	D...	In progress...
7:00 AM	8:00 AM	12:...	12:30 PM	4:0...	4:30 PM

Mover ▾

Drive	Work	B...	Work	D...	In progress...
7:00 AM	8:00 AM	12:...	12:30 PM	4:0...	4:30 PM

Back Next

NEW: Additional Crew Hours

4

Location CREW MODE Actions

Crew Hours

[+ Add Time](#)

Job Time ■ Work ■ Drive ■ Break ■ Wait
Crew Time ■ Work ■ Drive ■ Break ■ Wait

Driver	6:00 AM	6:30 AM	7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM
Dan Driver 10H 0M									
Devin Driver 9H 30M									
Madison 9H 30M									
Mark Driver									

[Back](#) [Next](#)

NEW: Blazing Fast & Accurate Reports

5

Reports

Moves Revenue Sales Performance Moves Invoices Storage Invoices Payments **Crew Hours (Beta)** Referral Source Report Revenue by Truck Report Estimated vs Actual Hours Company Dashboard Sales Funnel

Workweek: Workweek Starts On: [Share](#)

Overtime Starts At (Per Week): Overtime Starts At (Per Day):

Mover:

Summary						
	Hours (Regular)	Hours (Drive)	Hours (Overtime)	Hours (Total)	Pay (Tip)	Pay (Total)
> 2024/02/26 - 2024/03/03	345.50	90.00	11.00	446.50	\$0.00	\$0.00
> 2024/03/11 - 2024/03/17	114.00	25.00	0.00	139.00	\$0.00	\$0.00
∨ 2024/03/25 - 2024/03/31	17.50	6.00	0.00	23.50	\$0.00	\$0.00
Dan Driver	7.50	2.00	0.00	9.50	\$0.00	\$0.00
Devh Driver	3.50	2.00	0.00	5.50	\$0.00	\$0.00
Mark Driver	6.50	2.00	0.00	8.50	\$0.00	\$0.00

Time Worked							
Workweek	Mover	Mover ID	Job Date	Client	Hours (Regular)	Hours (Overtime)	Hours (Drive)
2024/02/26 - 2024/03/03	Mark Foreman		2024/02/29	Mark Miyashita	7.50	0.00	2.00
2024/02/26 - 2024/03/03	Mark Foreman		2024/02/29	Mark Test	7.50	0.00	2.00
2024/02/26 - 2024/03/03	Mark Foreman		2024/02/29	Mark Commercial	7.50	0.00	2.00

Date Range: Date Window: Daily **Weekly** Monthly Yearly

Branch:

Project Status: PENDING LEAD BOOKED COMPLETED

Project Type:

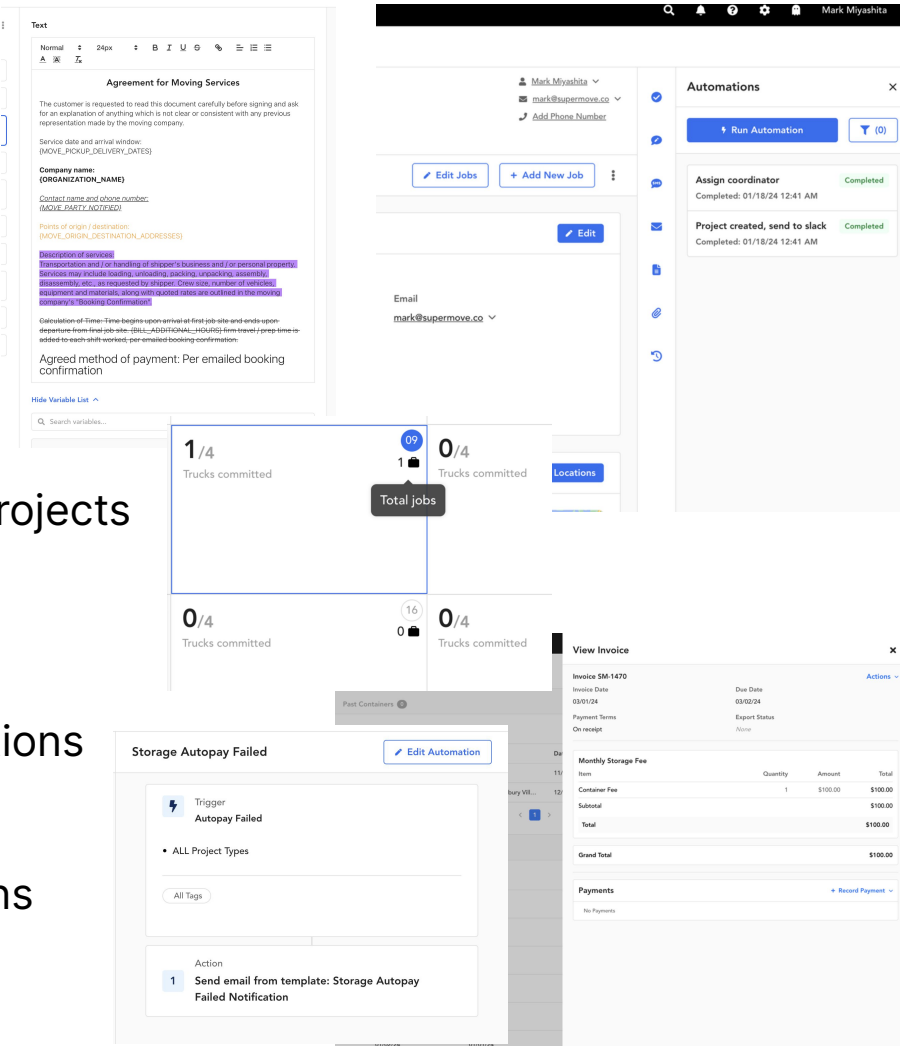
Project Tag:

% Billable Hours None

Summary			
	Jobs	Total Hours (Billable)	Total Hours (Crew)
FRS Moving	38	793	798

And many more launches!

1. Documents support for rich text
2. Communication settings
3. Automations widget
4. Manually trigger automations
5. Performance improvements for editing projects
6. Capacity calendar multiple metrics
7. Storage invoice & payments quick view
8. Storage autopay failed payment notifications
9. Performance improvements for billing
10. Project triggers for marketing automations



Upcoming Roadmap

1. Global Reports Library
2. Two Way Email (opt-in)
3. Simple Billing for Hourly, Flat Rate, and Tariffs
4. Global Billing Library
5. Crew App Photo Improvements

FUTURE OF MOVING AI

AI Copilot Coming Soon

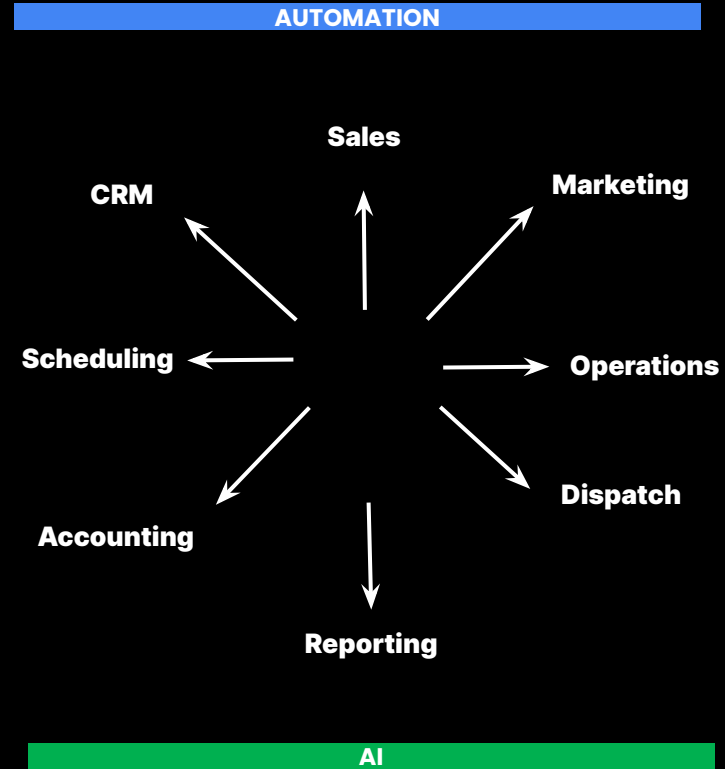
1. Enriched Caller ID
2. Chat / Text Off Hour Support
3. Inventory Transcriptions
4. Insights & Recommendations



AI gets better over time

**AI will empower every
single person within the
moving company**

**Focus on the complex
AI will take care of the rest**



Thank You

Customer Tutorials:

help@supermove.com

Get a Personalized Demo:

supermove.com

(628) 400-5961