

MANUALLY PROGRESS AN ORDER

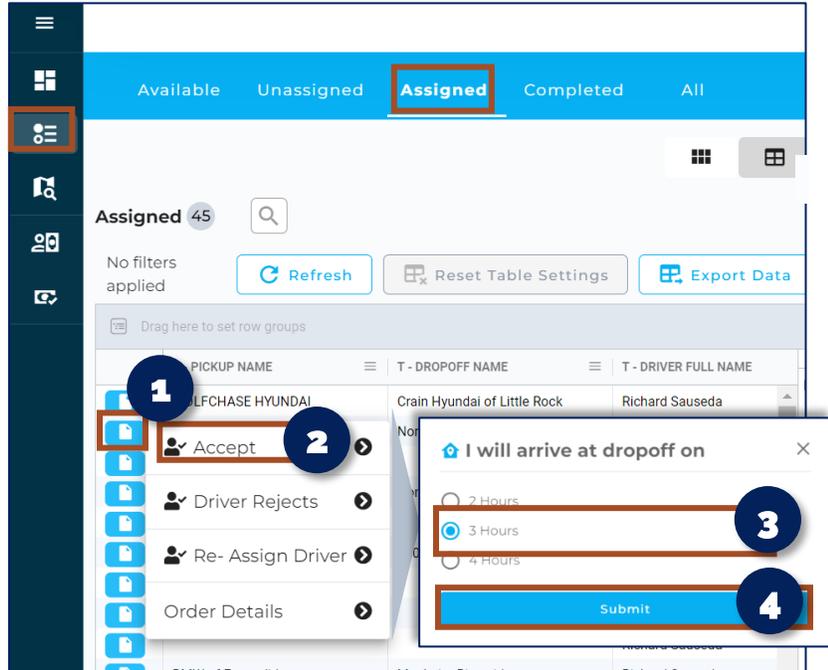
This job aid show how to manually progress an order through to delivered status.

FROM THE ASSIGNED TAB UNDER ORDERS VIEW

1. Click the  icon to select action steps for that particular order
2. Select **Accept**

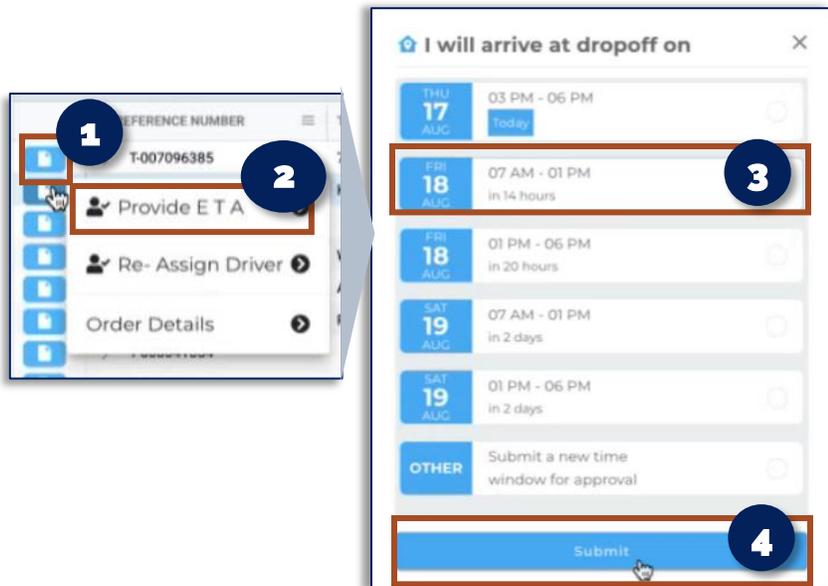
The *"I will arrive at dropoff on"* screen will display.

3. Select pickup arrival
4. Click **Submit**



PROVIDE ETA AND DROPOFF TIME

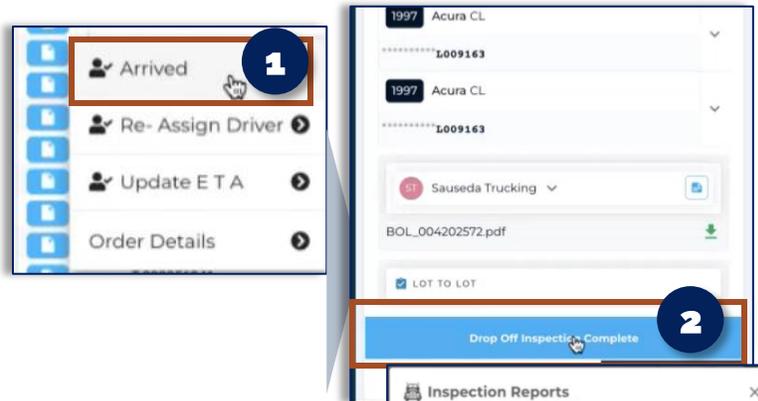
1. Click the  icon to select action steps for that particular order
2. Select Provide ETA
3. Select the arrival time range
4. Click **Submit**



SELECT NEXT STEPS

1. Select the next action needed for the order.
To push the order through, select **Arrived**.

A Drop Off Inspection Complete button screen will appear



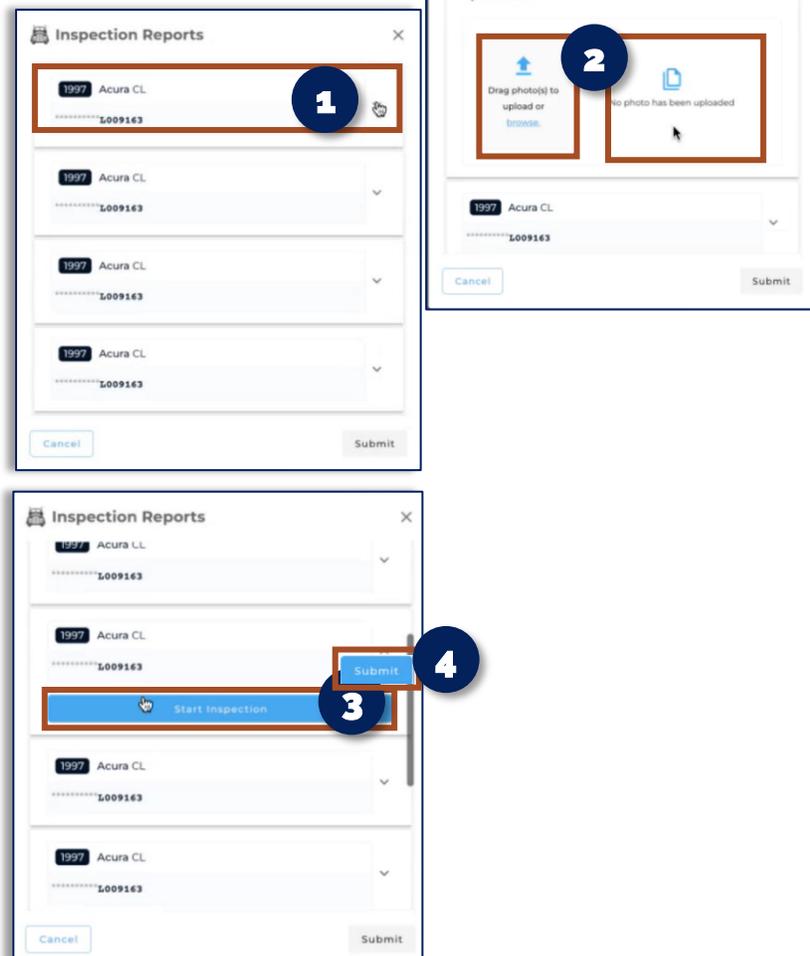
COMPLETE INSPECTION REPORTS

Once receive photos via text or email from Drivers to upload in Hitch, follow the steps below.

1. Select the appropriate order
2. Drag and drop photos by clicking the blue arrow. To upload photos, click the blue browse link. If no photos are available, click the *No photos has been uploaded* area.

 **NOTE:** A maximum of 20 photos can be uploaded at a given time.

3. After all photos have been uploaded, **click Start Inspection** after each order of photos has been uploaded
4. Click **Submit**



SIGNATURES

You may select the appropriate signature format mentioned. To add a drop off contact signature follow the steps below:

1. Select **Drop Off Contact Signature Upload**
2. Type in full name or John Doe.
3. Draw in N/A or a mock signature in signature box
4. Type N/A in Notes box
5. Click **Submit**

The left screenshot shows a menu with three options: 'Drop Off Contact Signature Upload' (highlighted with a red box and a '1' in a blue circle), 'No Drop Off Contact Signature', and 'Drop Off Driver Signature Upload'. The right screenshot shows the 'Provide Customer Signature' form. It has three main sections: 'Full Name (Required)' with the text 'John Doe' (highlighted with a red box and a '2' in a blue circle), 'Signature (Required)' with a hand-drawn signature (highlighted with a red box and a '3' in a blue circle), and 'Notes (Optional)' with the text 'n/a'. At the bottom right, there is a 'Submit' button (highlighted with a red box and a '4' in a blue circle) and a 'Cancel' button.

ATTACHED	07/25/2022 09:01 AM PDT
DRIVER ASSIGNED	07/25/2022 09:01 AM PDT
DRIVER REJECTED	07/25/2022 12:19 PM PDT
DRIVER ASSIGNED	07/25/2022 12:19 PM PDT
DRIVER ACCEPTED	07/25/2022 12:19 PM PDT
DRIVER ARRIVED	07/25/2022 12:19 PM PDT
VEHICLES PICKEDUP	07/25/2022 12:21 PM PDT
VEHICLES SIGNATURE PICKEDUP	07/25/2022 12:21 PM PDT
PROVIDED ETA DROPOFF	08/17/2023 09:40 AM PDT
VEHICLES DELIVERED	08/17/2023 09:43 AM PDT

Hitch

POWERED BY

RunBuggy