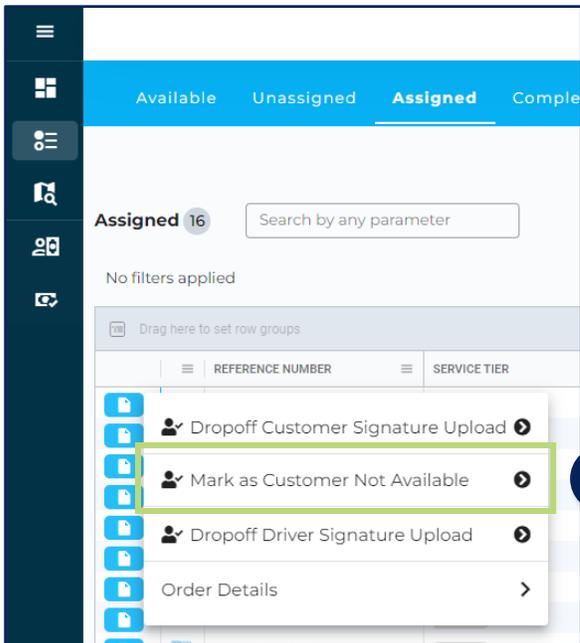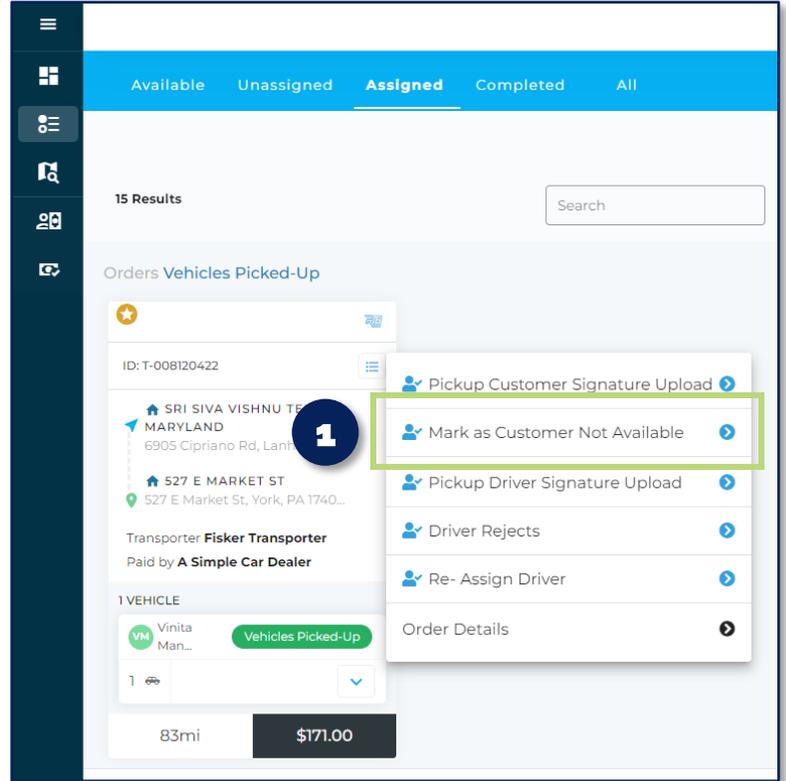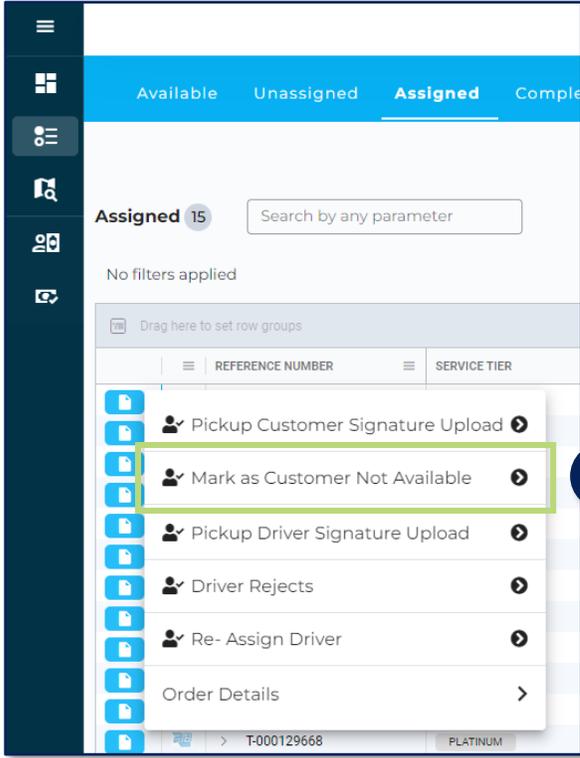# REMOTE SIGNATURE FEATURE

This job aid shows you how to progress an order when a Customer is unable to sign for a vehicle's pickup or dropoff as a RunBuggy admin using the remote signature feature.

STEP 1: CLICK "MARK AS CUSTOMER NOT AVAILABLE".
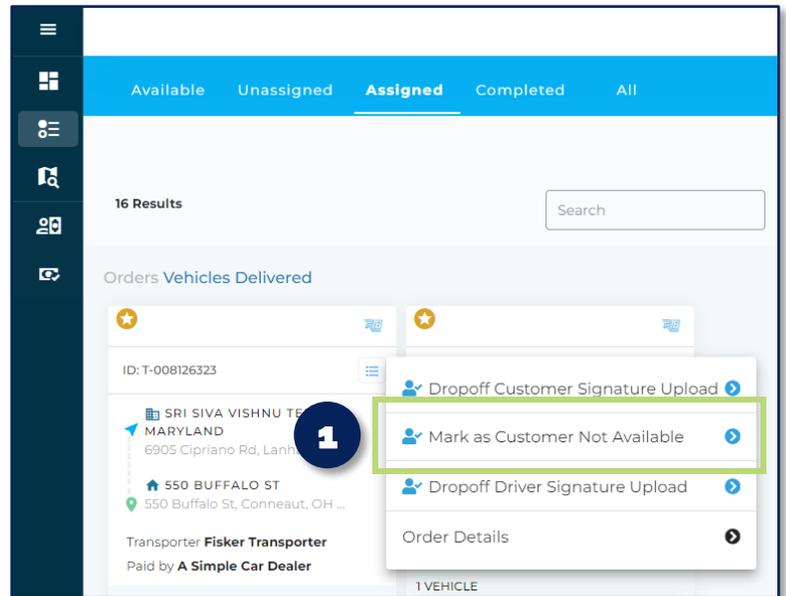
NOTE: The **Mark as Customer Not Available** option is available at two stages of an order, after a vehicle's pickup and dropoff inspections have been completed in the platform.
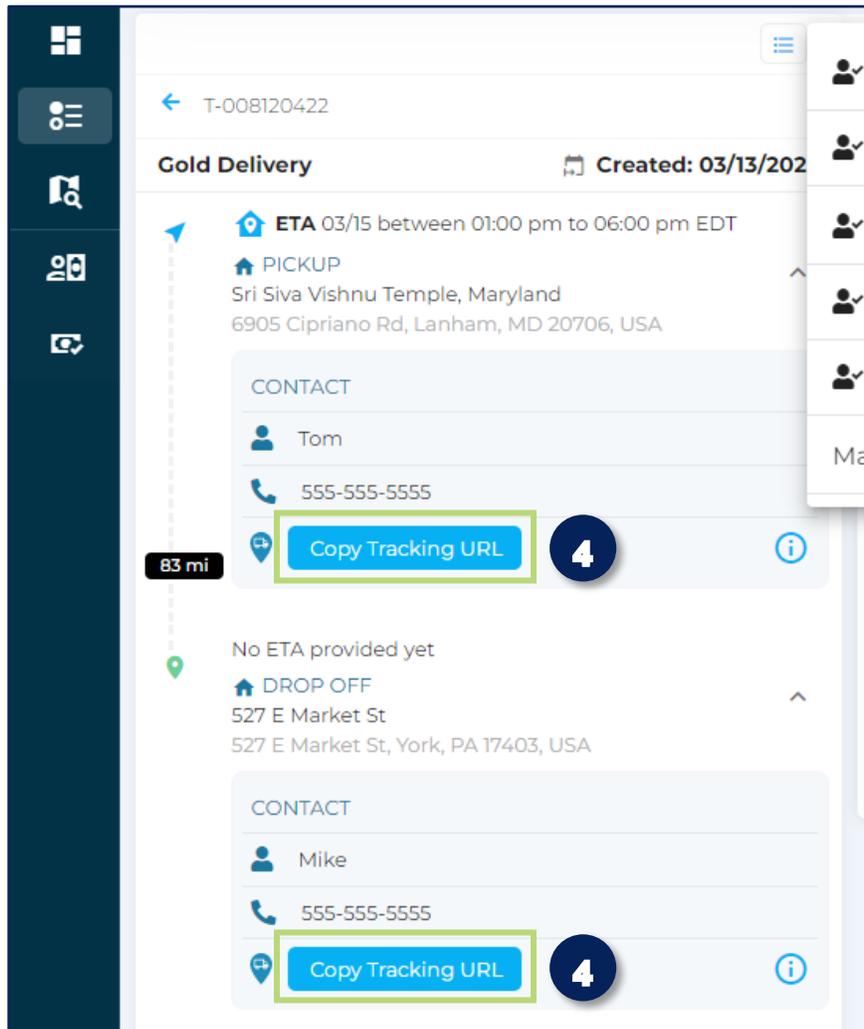
STEP 2: SELECT A REASON FOR PROGRESSING THE ORDER, THEN CLICK "PROGRESS ORDER". *ADMIN ONLY*
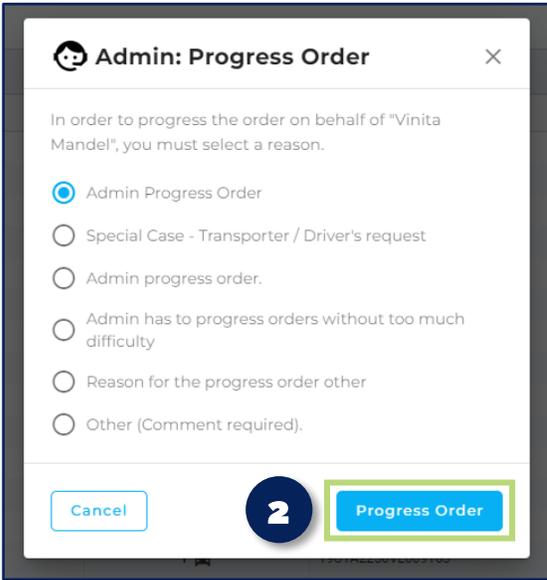
STEP 3: ENTER THE REASON WHY THE CUSTOMER IS UNABLE TO SIGN, THEN CLICK "SUBMIT".

STEP 4: ON THE ORDER DETAILS SCREEN CLICK THE APPROPRIATE "COPY TRACKING URL" BUTTON, THEN SEND THE LINK TO THE PICKUP OR DROPOFF CUSTOMER.

STEP 5: THE CUSTOMER WILL FOLLOW THE LINK WHERE THEY WILL ACCEPT THE TERMS & CONDITIONS, THEN CLICK "VIEW AND SIGN". ***TO BE COMPLETED BY THE CUSTOMER.***

STEP 6: THE CUSTOMER IS TAKEN TO THIS SCREEN, WHERE THEY WILL CLICK "SIGN BOL". ***TO BE COMPLETED BY THE CUSTOMER.***

STEP 7: THE CUSTOMER WILL ENTER THEIR FULL NAME, SIGN, ENTER ANY NOTES IF DESIRED, THEN "SUBMIT" THEIR SIGNATURE. *****TO BE COMPLETED BY THE CUSTOMER.*****