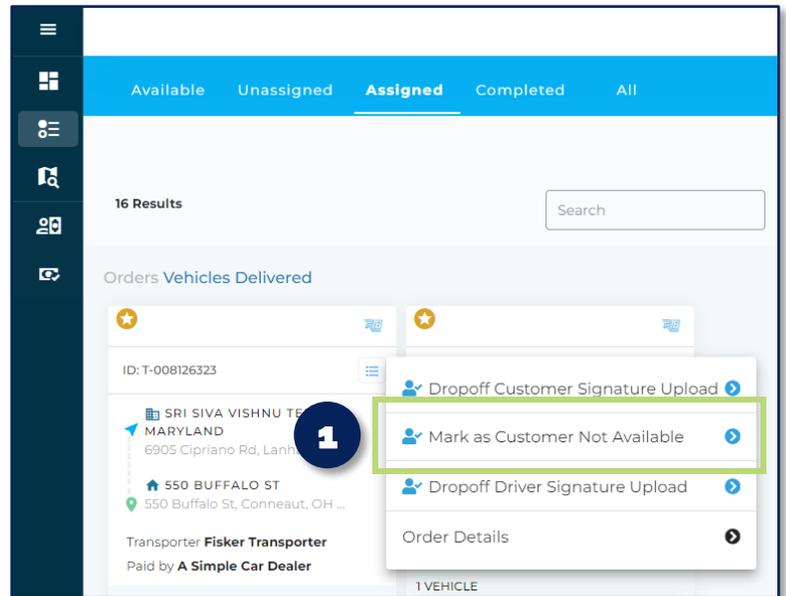
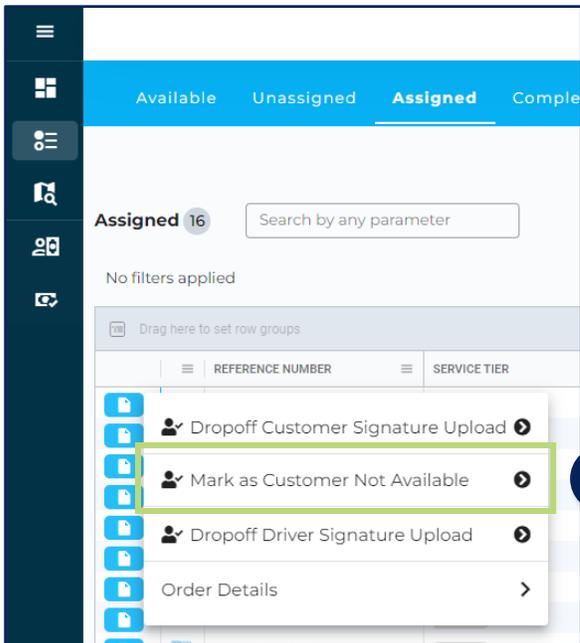
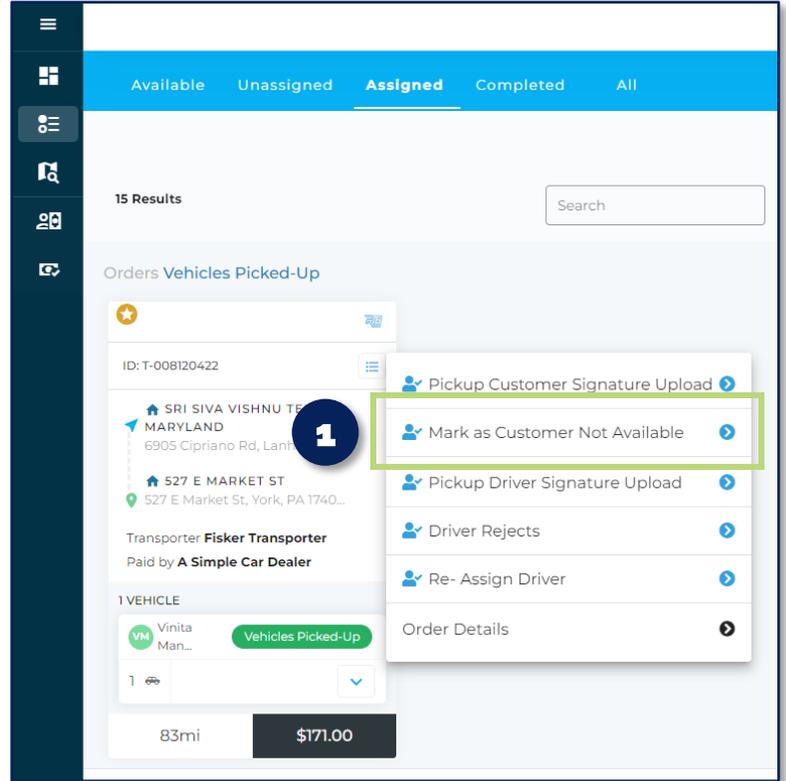
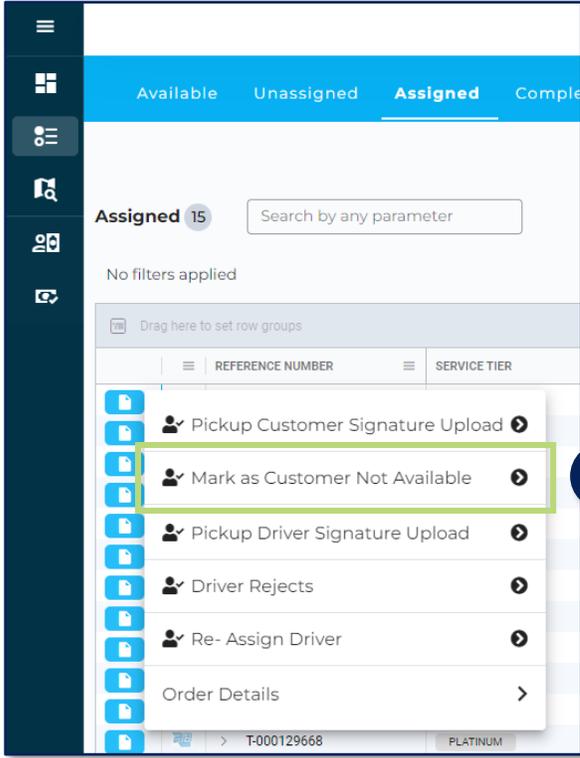




REMOTE SIGNATURE FEATURE

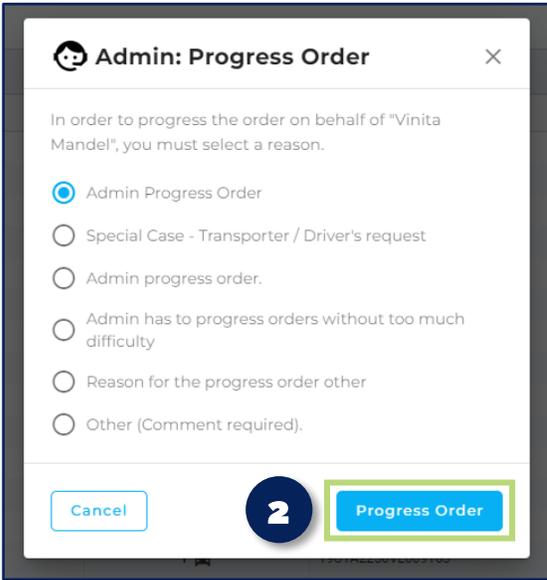
This job aid shows you how to progress an order when a Customer is unable to sign for a vehicle's pickup or dropoff as a RunBuggy admin using the remote signature feature.

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.

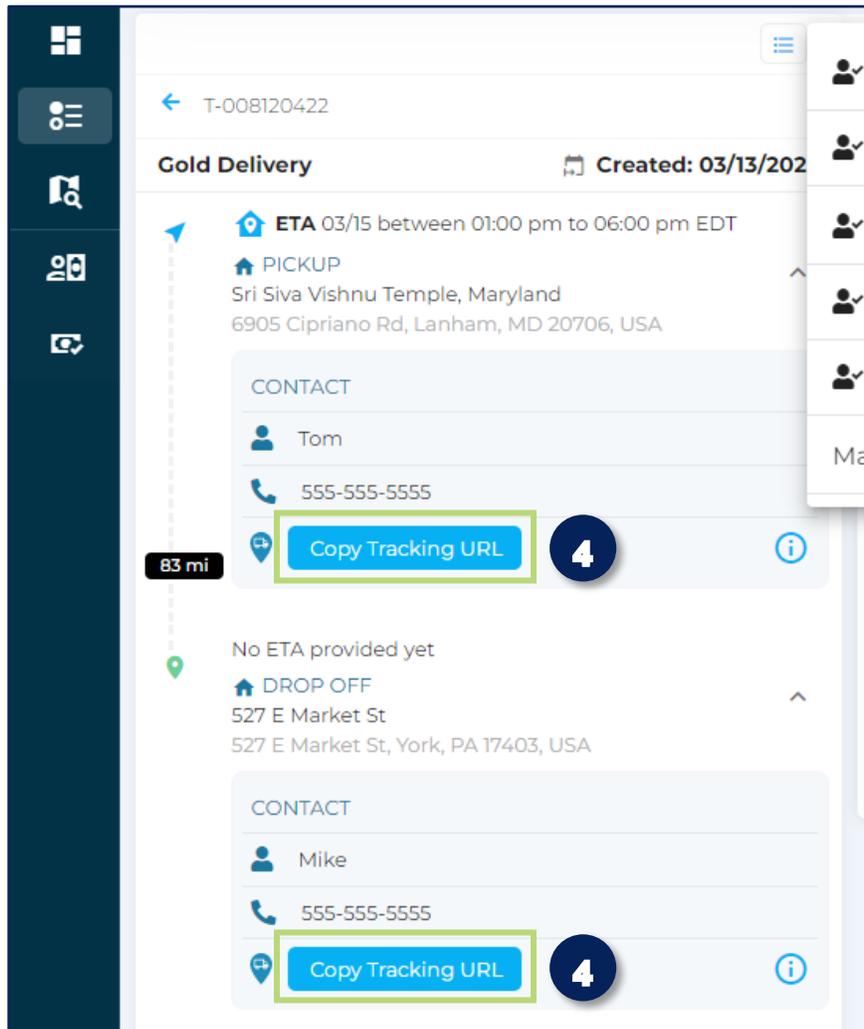
STEP 2: SELECT A REASON FOR PROGRESSING THE ORDER, THEN CLICK "PROGRESS ORDER". *ADMIN ONLY*****



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.*****

The screenshot shows the RunBuggy logo at the top. Below it, there are three columns: Order (#S-009634659), VIN (1HGCS1B31BA014055), and Vehicle (Honda Accord (2011)). A red warning box contains a triangle icon, the text "Signature for Pickup Missing.", a green-bordered button labeled "View and Sign.", and a blue circle with the number "5". Below the warning box are three navigation options: "ORIGIN REPORT" (with a blue underline), "DESTINATION REPORT", and "LOCATION MAP". At the bottom, there is a summary bar with "Vehicle 1/1", "VIN: 1HGCS1B31BA014055", "Year: 2011", "Make: Honda", and "Model: Accord".

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

The screenshot shows a "Bill of Lading" screen. At the top right, there is a blue circle with the number "6" and a blue button with a checkmark icon and the text "Sign BOL". The main content area is titled "Bill of Lading" with "Order ID: T-008120422" below it. A horizontal line separates the header from the details. The details are organized into four sections: "Origin" (6905 Cipriano Rd, Lanham, MD 20706, USA), "Origin Contact" (Tom, 555-555-5555), "Transporter" (Fisker Transporter, 123 ABC Ln, Troy, MO 63379, USA, 5555555555, vmandal+transporter@fiskerinc.com), and "Driver" (Vinita Mandel). The "Destination" section (527 E Market St, York, PA 17403, USA) and "Destination Contact" (Mike, 555-555-5555) are partially visible at the bottom.

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.*****

Provide Customer Signature 7

Full Name (Required)
Mike

Signature (Required)
[Handwritten Signature]

Notes (Optional)
Enter Notes

Cancel Submit 7



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