



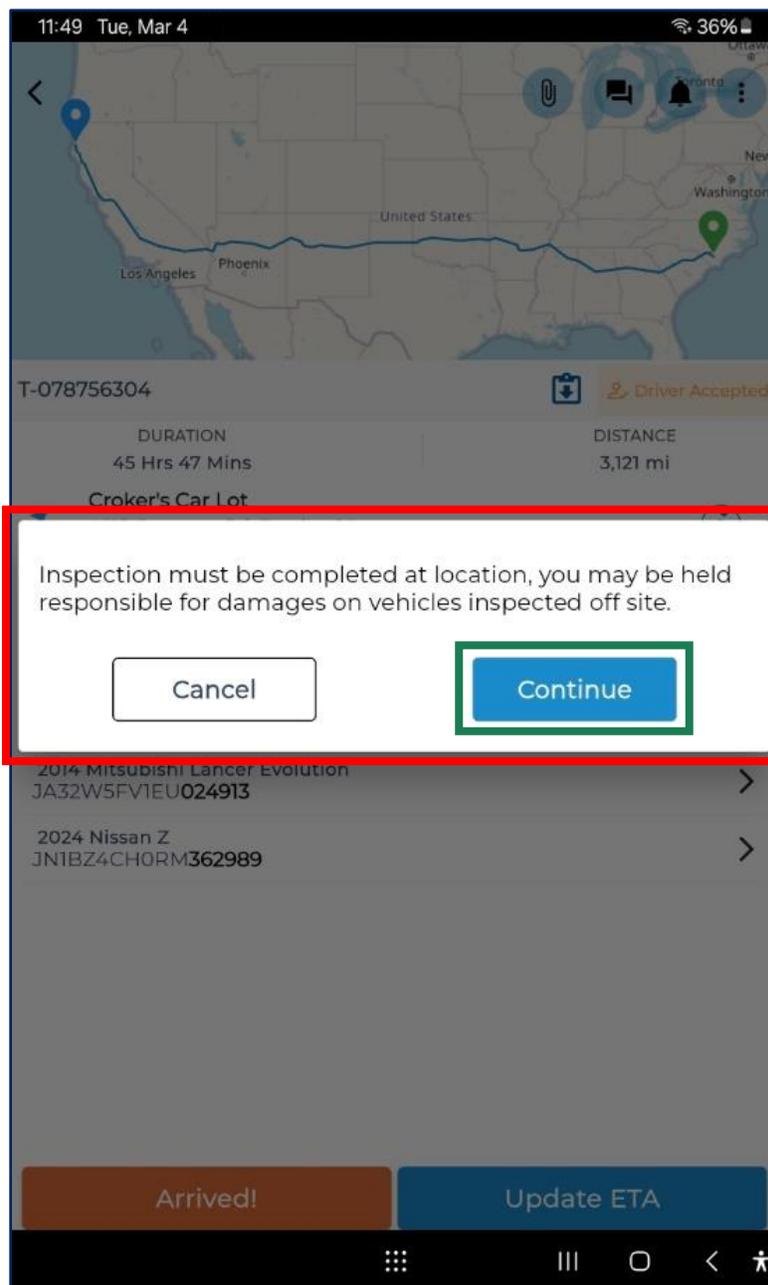
TROUBLESHOOTING INSPECTIONS

This job aid details the issues that may occur when completing inspections and how to solve them.

ISSUE: Attempting to complete a vehicle inspection when you are not at the pick up or drop off location, you will see the message in the app below.

SOLUTION #1: Drive to the pick up or drop off location, then complete the inspection.

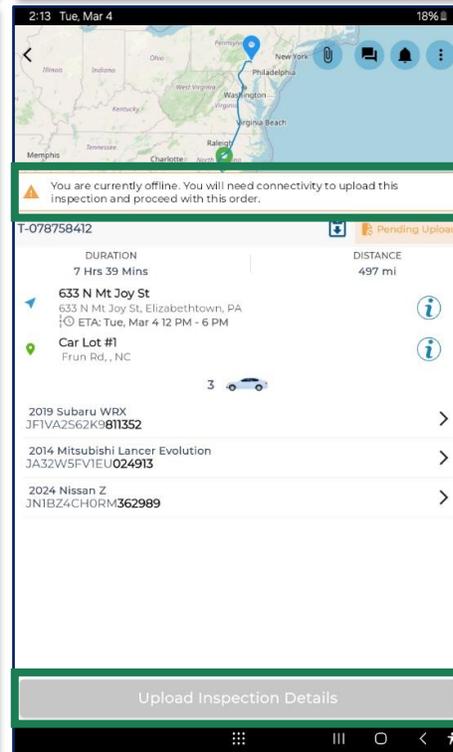
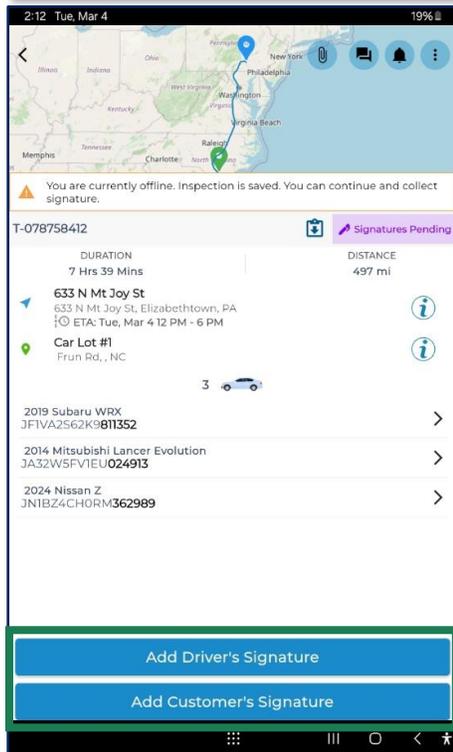
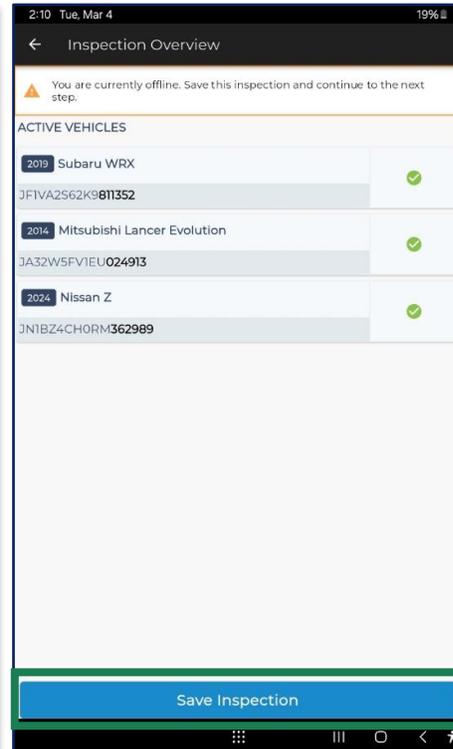
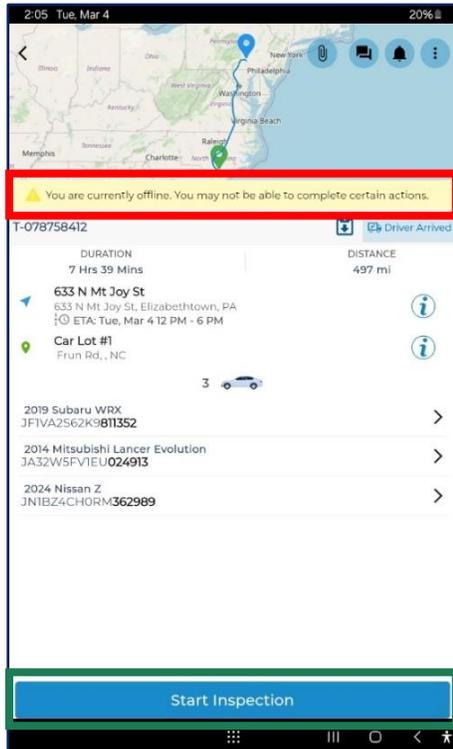
SOLUTION #2: If you are unable to drive to the pick up or drop off location, tap **Continue** and complete the inspection away from the pick up or drop off location. *If you complete an inspection off site, you may be held responsible for any damages to the vehicles.*



ISSUE: Attempting to complete a vehicle inspection without internet connection, you will see message in the app below.

SOLUTION #1: Restore internet connection, then complete the inspection.

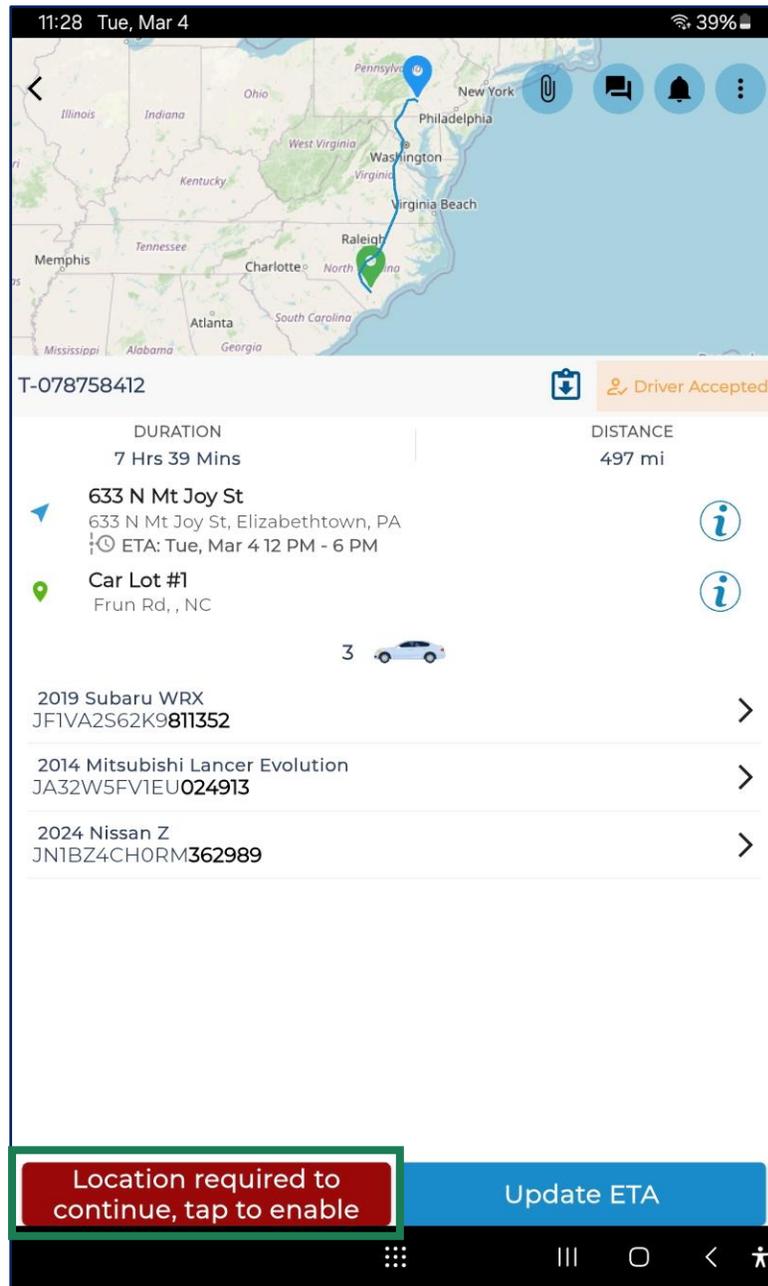
SOLUTION #2: If you are unable to restore the internet connection, tap **Start Inspection**, then complete the inspection. Once the inspection has been completed, tap **Save Inspection, Add the Driver and Customer Signatures**, then restore internet connection at your earliest convenience to **upload the inspection details** and proceed with the order.



NOTE: Drivers can complete inspections and obtain signatures without internet connection, but internet connection must be restored to upload inspection details and photos and provide a dropoff ETA.

ISSUE: Attempting to complete a vehicle inspection with your device's location services disabled, you will see the button in the app below.

SOLUTION: Tap the button to enable your device's location.



Ship Cars **SMARTER.**