

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.

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**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.





