

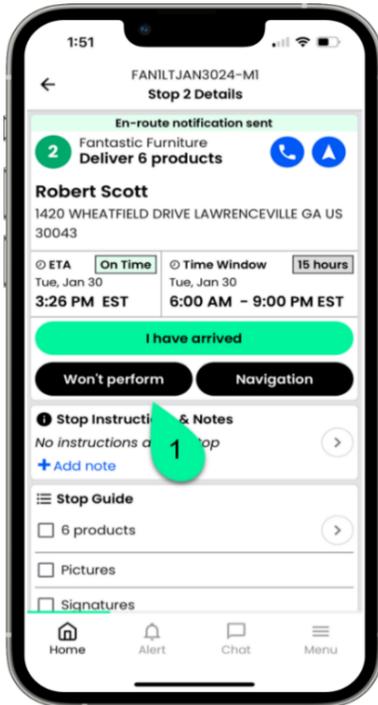
RXO Deliver Exceptions



Stop Level Exceptions (Prior to arrival) Page 1

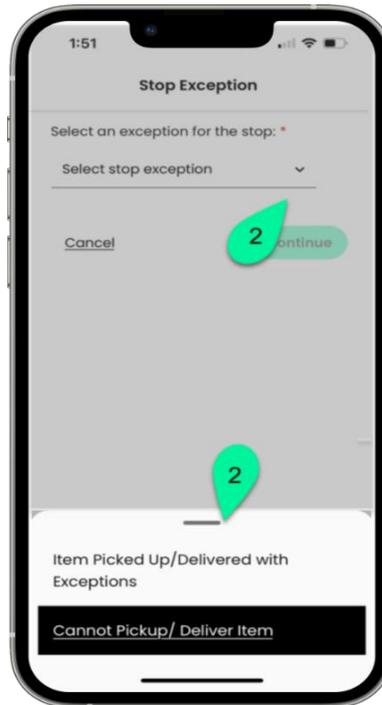
1

Tap **Won't perform**



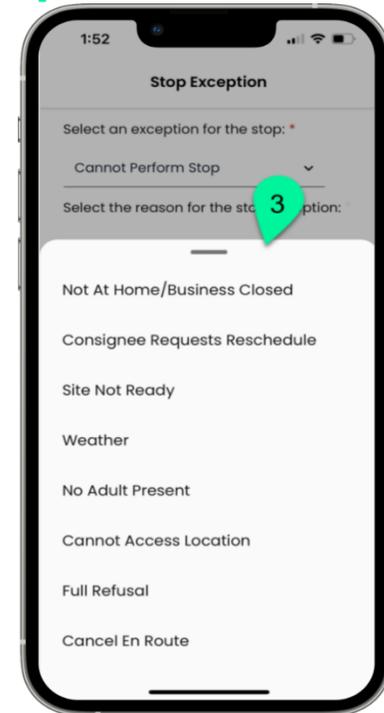
2

Using the drop down, **Select** the **stop exception**



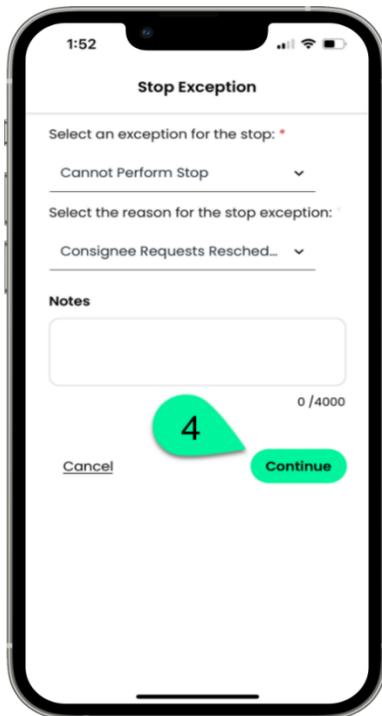
3

Using the using the dropdown, **Select** the **reason for the stop exception**

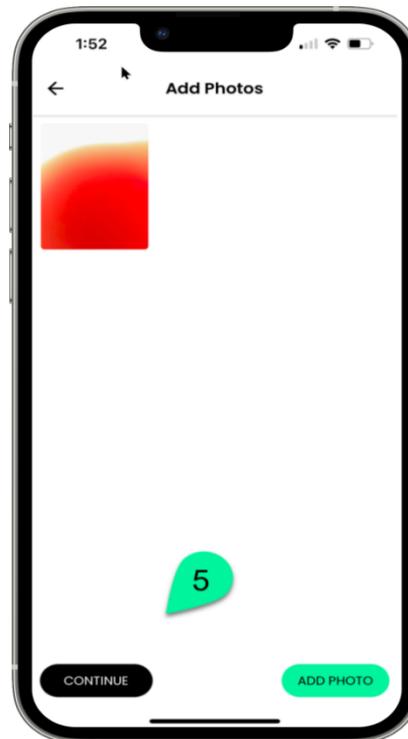


Stop Level Exceptions (Prior to arrival) Page 2

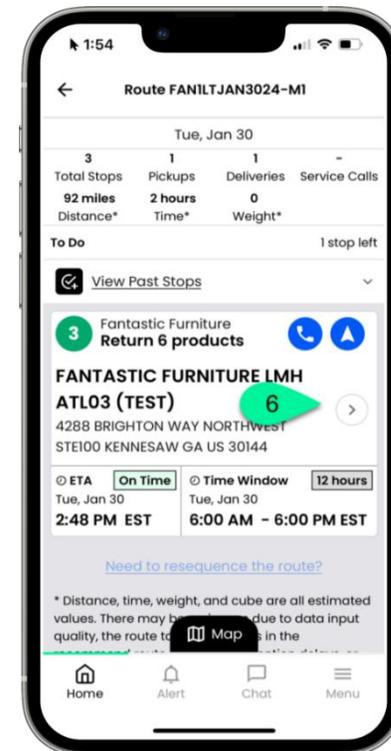
4 Once you have select the reason, tap **Continue**



5 Capture a photo then tap **CONTINUE**

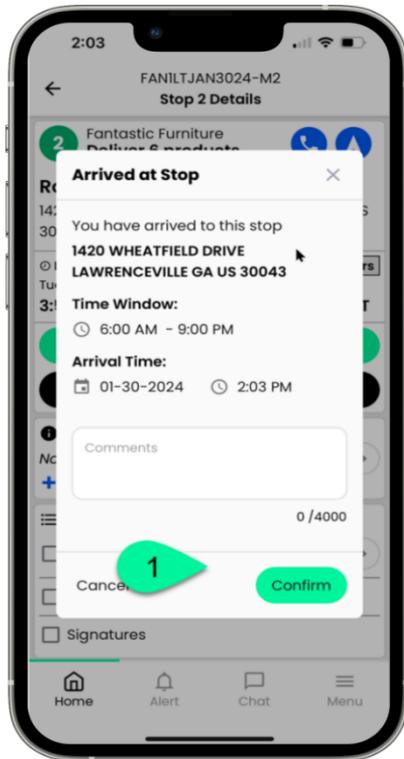


6 The return stop is created, and you are returned to the Route screen

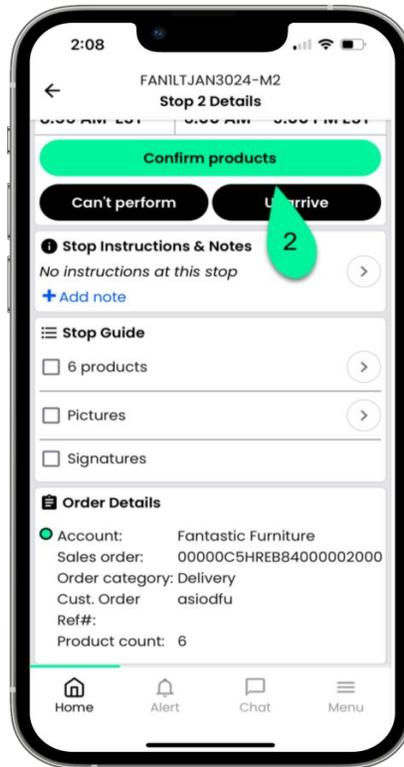


Stop Level Exceptions (after arrival) page 3

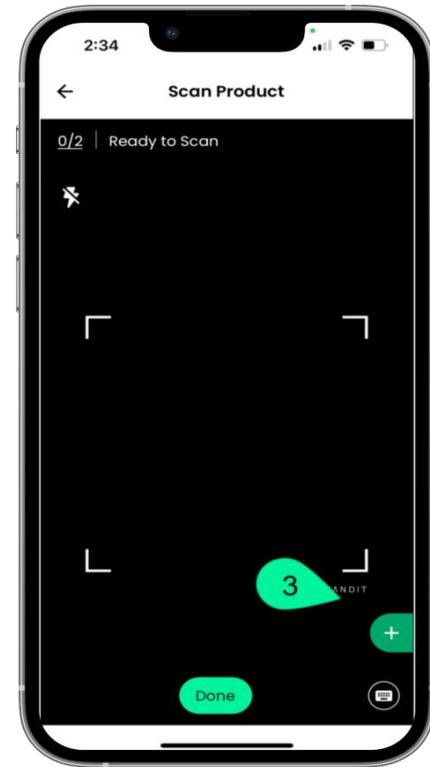
1 Arrive at the stop



2 Tap **Confirm products**

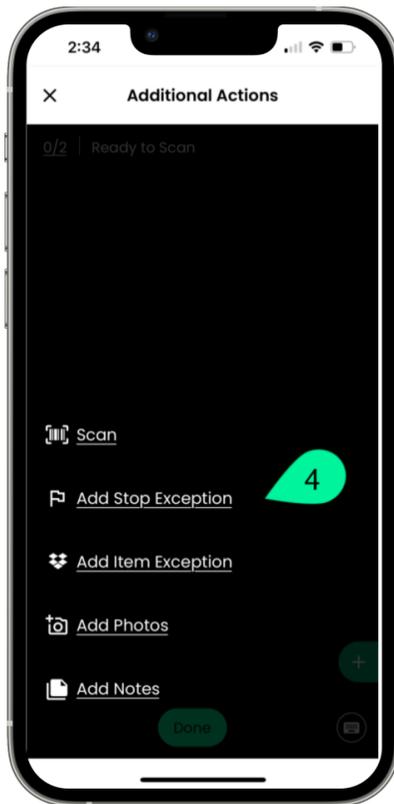


3 Tap the menu  button

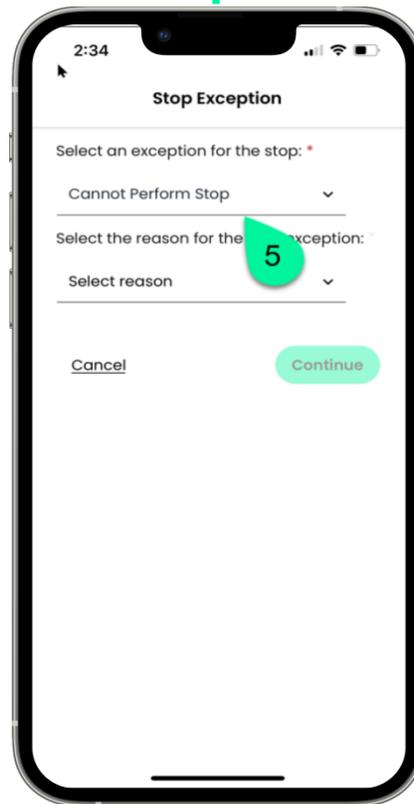


Stop Level Exceptions (after arrival) page 4

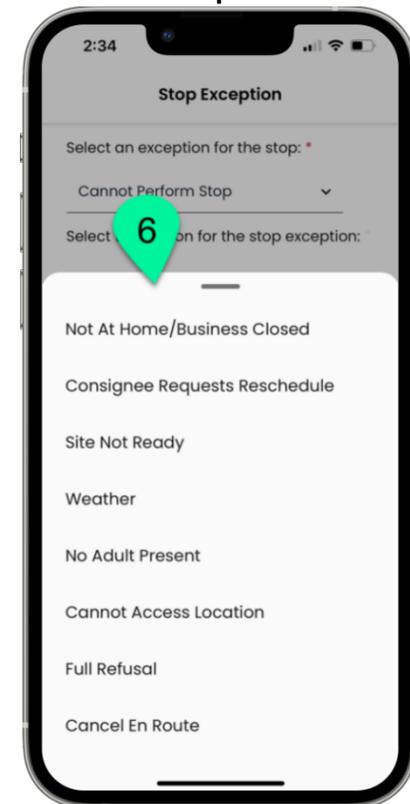
4 Tap **Add Stop Exception**



5 Select the stop exception **Cannot Perform Stop**

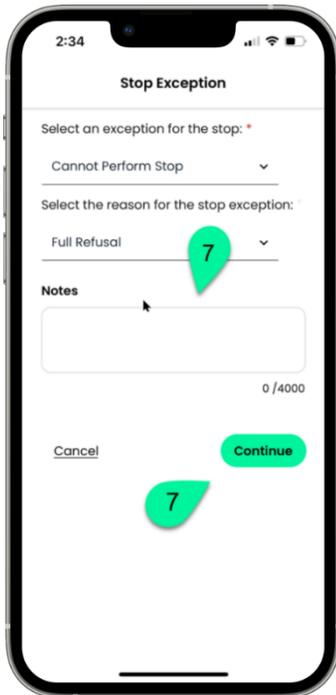


6 Select the exception reason from the dropdown

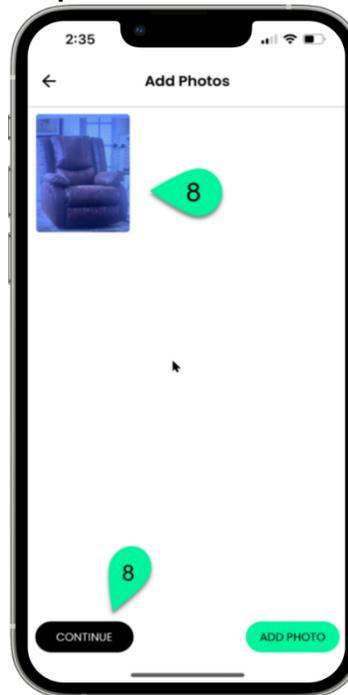


Stop Level Exceptions (after arrival) page 5

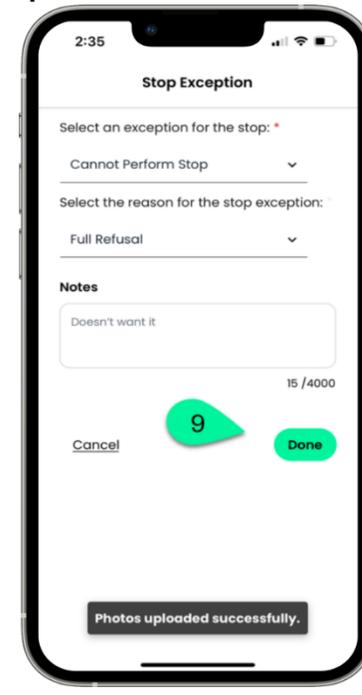
7 Enter a brief note and tap **Continue**



8 Capture an image of the product(s) and tap **CONTINUE**

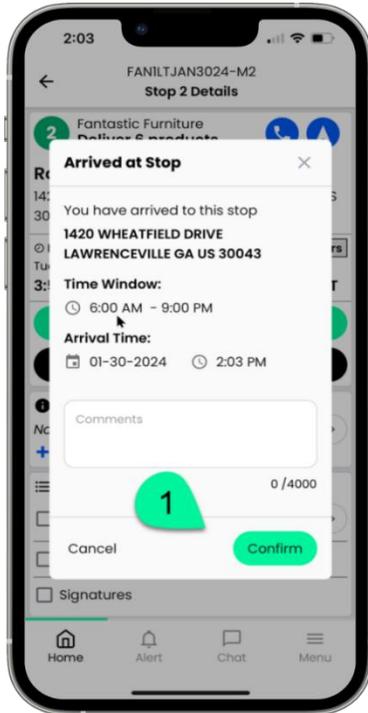


9 Tap **Done** to complete the exception

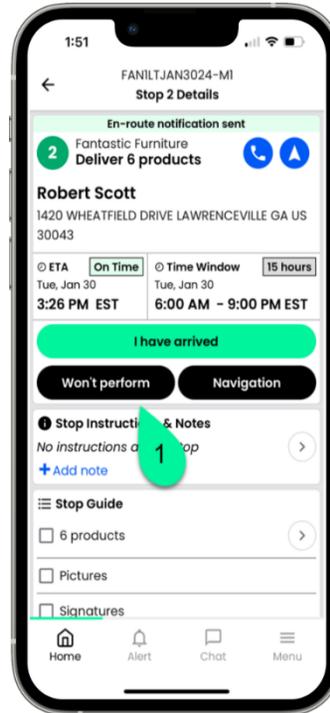


Item Level Exception – Page 1

1 Arrive at the delivery stop



2 Tap **Confirm products**

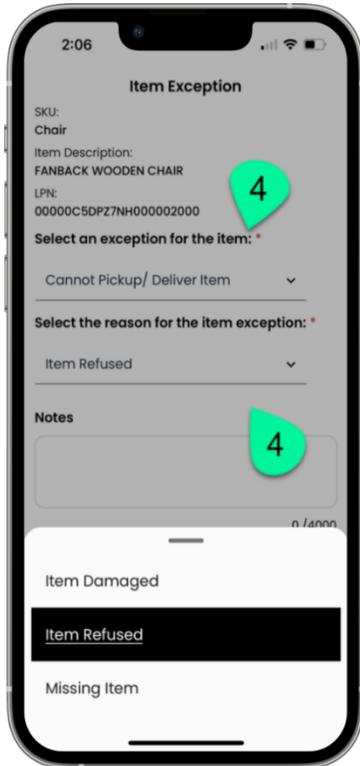


3 Scan the product and tap **+Exception**



Item Level Exception – Page 2

4 Select the **Item exception** and **reason**



5 Type in a reason for the exception and tap **Done**



6 Once you get back to the scanning screen either complete scanning or tap **Done**

