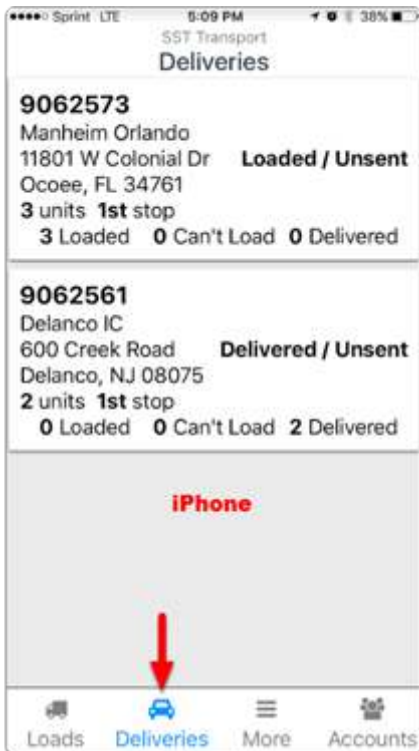


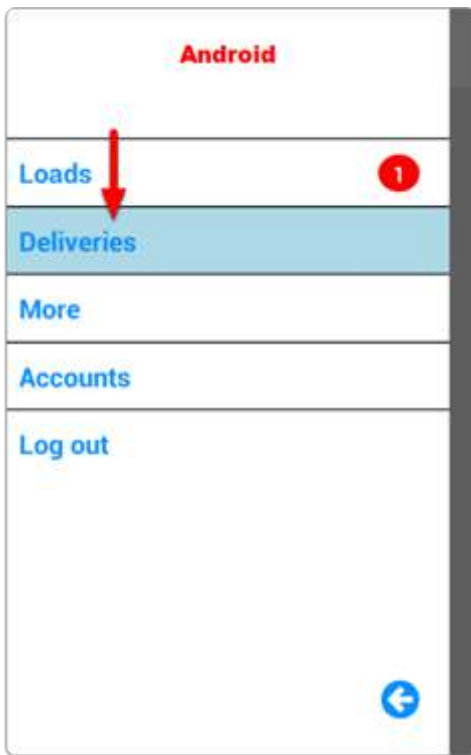
Delivering a Load with Damages

Modified on: Tue, 18 Dec, 2018 at 2:29 PM

After you have loaded and submitted a load via the app it will be available in the **Deliveries** tab.

1. Click the **Deliveries** tab (iPhone) or select **Deliveries** from the side menu (Android).





2. Click on a load to bring up options for this load.

3. Choose an option.

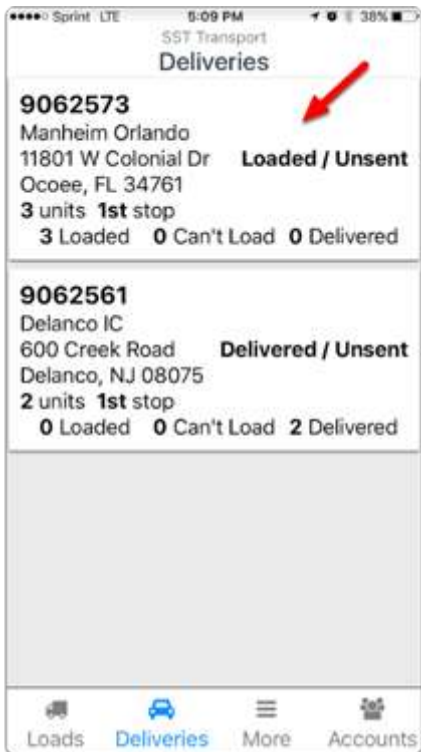
Navigate To...: Choose this option for directions to the delivery location. This will open your device's map application.

Phone Number: Choose this option to call the delivery location.

Show Notes: Choose this option to show any notes for the delivery location.

Cancel: Choose this option to close this window and go back to the load details.

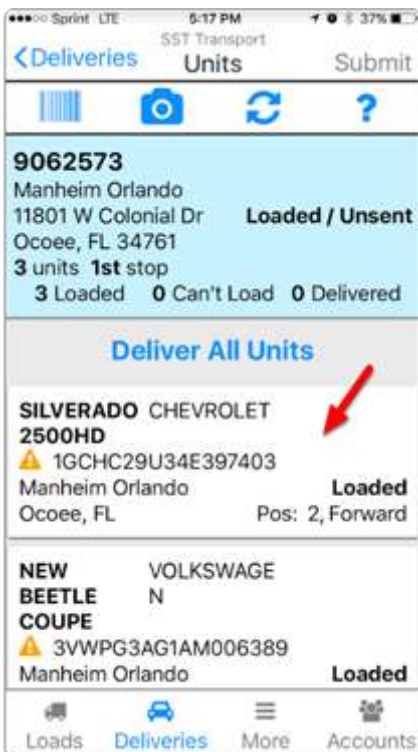
Deliver: Choose this option to start the delivery process.

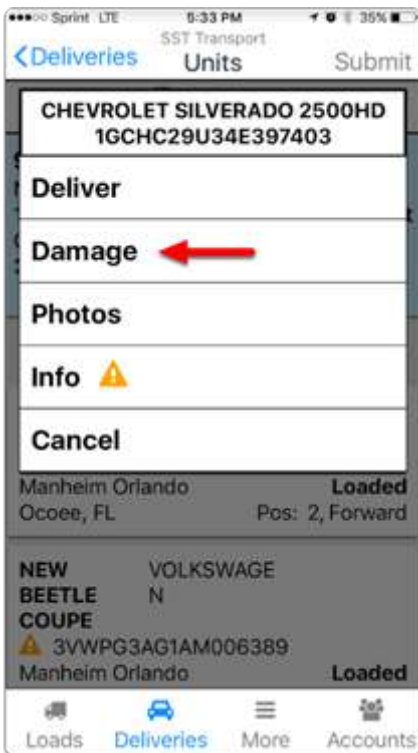




Deliver

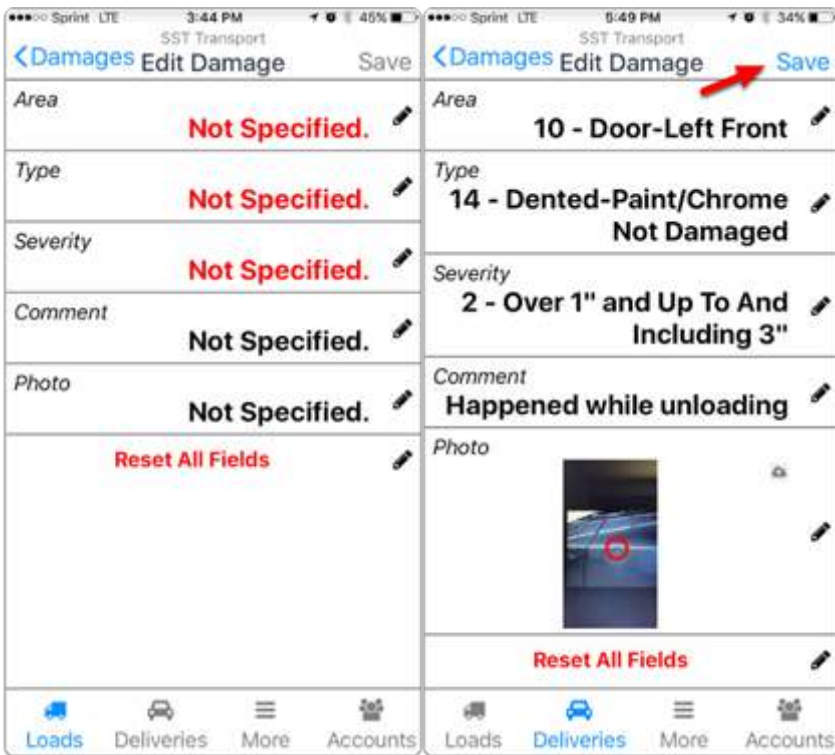
1. Select the vehicle you would like to deliver. A menu of options will open.
2. Click **Damage**.
3. Click **Press here to add one.**, or click **Add** in the top-right corner.





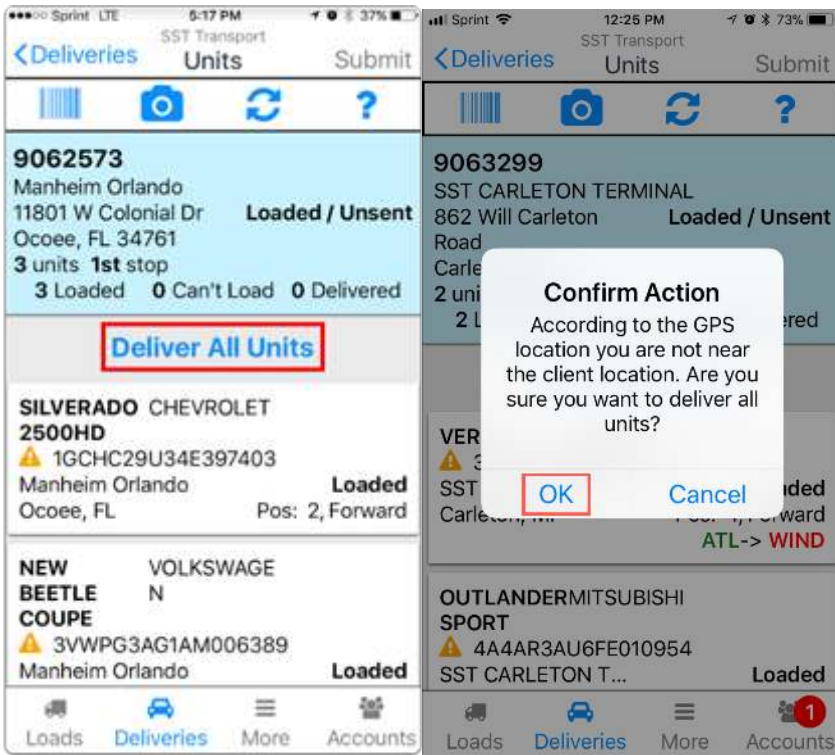
4. Select the **Area**, **Type** and **Severity** of damage that the attendee has agreed to (you will be able to dispute these damages later). You can also enter any **Comments** (optional) and take a **Photo** of the damage (optional or as required by each company).
5. Click **Save**.
6. Click **Units** to return to load details or **Add** to enter additional damages to the current vehicle.
7. Repeat this process with all vehicles that have damage upon delivery.

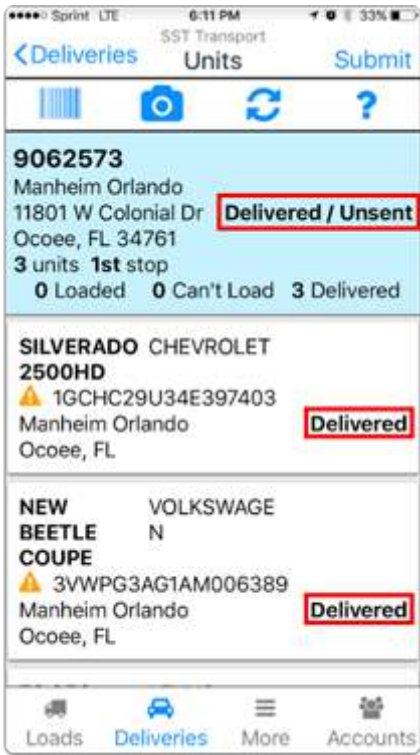




8. Once all damages have been documented, return to the **Units** screen and click **Deliver All Units**.
9. If you are not currently at or near the delivery location you will be alerted and asked to confirm that you want to deliver the unit(s) for this client. Click **OK** to confirm.
10. If you are at or near the delivery location then you will only be asked to confirm you want to deliver all units. Click **OK** to confirm.
11. All vehicles will now be marked **Delivered**. And the Load status will be marked as **Delivered/Unsent**.







Next, you will need to submit the delivered load via the app. See [Submitting a Delivered Load](https://vtvsolutions.freshdesk.com/support/solutions/articles/17000056178-submitting-a-delivered-load) (<https://vtvsolutions.freshdesk.com/support/solutions/articles/17000056178-submitting-a-delivered-load>).

