

DAFT/DEFT

Q4 2026 SLS Metrics/Behaviors/Disputing Explained – Path to F+

Safety						
Metric	Weight	Target	Freq	Category	Dispute? Exclusion?	Dispute Reasoning (Proof contrary to infraction criteria)
Seatbelt	11.7%	<0.75	Weekly	Geotab	Dispute	Dispute by stating "Faulty Reading at time of Violation"
			Daily	Review Netrodyne	Dispute	Driver or passenger with unfastened seatbelt fastened or is not properly worn
Speeding	11.7%	<2.0	Weekly	Geotab	Dispute	10 Miles per Hour (MPH) or more for roughly one city block (Posted Speed Limit Signs take precedence)
			Daily	Review Netrodyne	Dispute	
Distractions	7.5%	<0.75	Daily	Review Netrodyne	Dispute	DA is looking down or at their phone, or talking on their phone
Following Distance	5.0%	<0.75	Daily	Review Netrodyne	Dispute	0.6 seconds or less following distance from the vehicle in front
Sign/Signal	11.7%	<2.0	Daily	Review ND / Red Light	Dispute	Full stop, do not "beat" yellow light
				Review ND / Stop Sign	Dispute	Full stop, do not "roll through"

Quality						
Metric	Weight	Target	Freq	Category	Dispute? Exclusion?	Dispute Reasoning (*Virtual Audit Trail must indicate DA Accomplished necessary steps)
CED	12.70%	0	Email		Dispute	Dispute Coaching Defects as per normal 7 Day Dispute Policy
CDF	6.30%	<750	Weekly	Not Follow Instructions	Dispute	"No instructions listed at time of delivery, or Delivery Method, Geopin and Photo align with Del. Intr."
				Delivered to Wrong Address	Dispute	"GeoPin, Delivery method and photo prove DA delivered to correct address"
DCR	12.70%	>99.7%	Weekly	UTA/UTL/NSL/ Dog/CX Unavail/Bad W.	Exempt	CC: Call (3rd Ring) then Text. IF failure, call Driver Support
				Hub Lockers	Exempt	Mark "No Locker Available" or "Insufficient Space"
				Business Closed	Exempt	Mark Business Closed, within Geofence, In Business Hours, 30 secs time lapse within Geofence
				Object Missing RTS - Other	Dispute	"Packages removed from route by station, or package not loaded onto van and marked "Object Missing", found by another DA/Station."
DSB	12.70%	<150	Weekly	50+ Meter Delivery	Dispute	"Geofence or App GPS was incorrect at the time of Delivery. DA reported to Driver Support"
				Scanned - ND NR	Dispute	"Packages RTS'ed and not processed correctly by Station, or packages physically delivered and contact made to SDS to update package status to Delivered" *Include photos of packages RTS'ed for proof
				Attended Delivery - Incorrect Scan	Dispute	"DA Delivered where no business hours exists, or within posted business hours"
POD	3.10%	>99.6%	-		N/A	

Team & Fleet						
Metric	Weight	Target	Freq	Category	Dispute? Exclusion?	Dispute Reasoning
VERO	5.00%	0	Weekly	1 route completed every 14 days for active vehicles	Dispute	Vehicle Status not accurate as "active", or Vehicle Service Precedence did not allow rotation because insufficient routes
TWF	Paused	>90%	Weekly	DAs completing minimum of 30 routes		

Pickup Quality						
Metric	Weight	Target	Freq	Category	Dispute?	Dispute Reasoning
PSB	5.00%	<10	Weekly		Dispute	See PSB section below

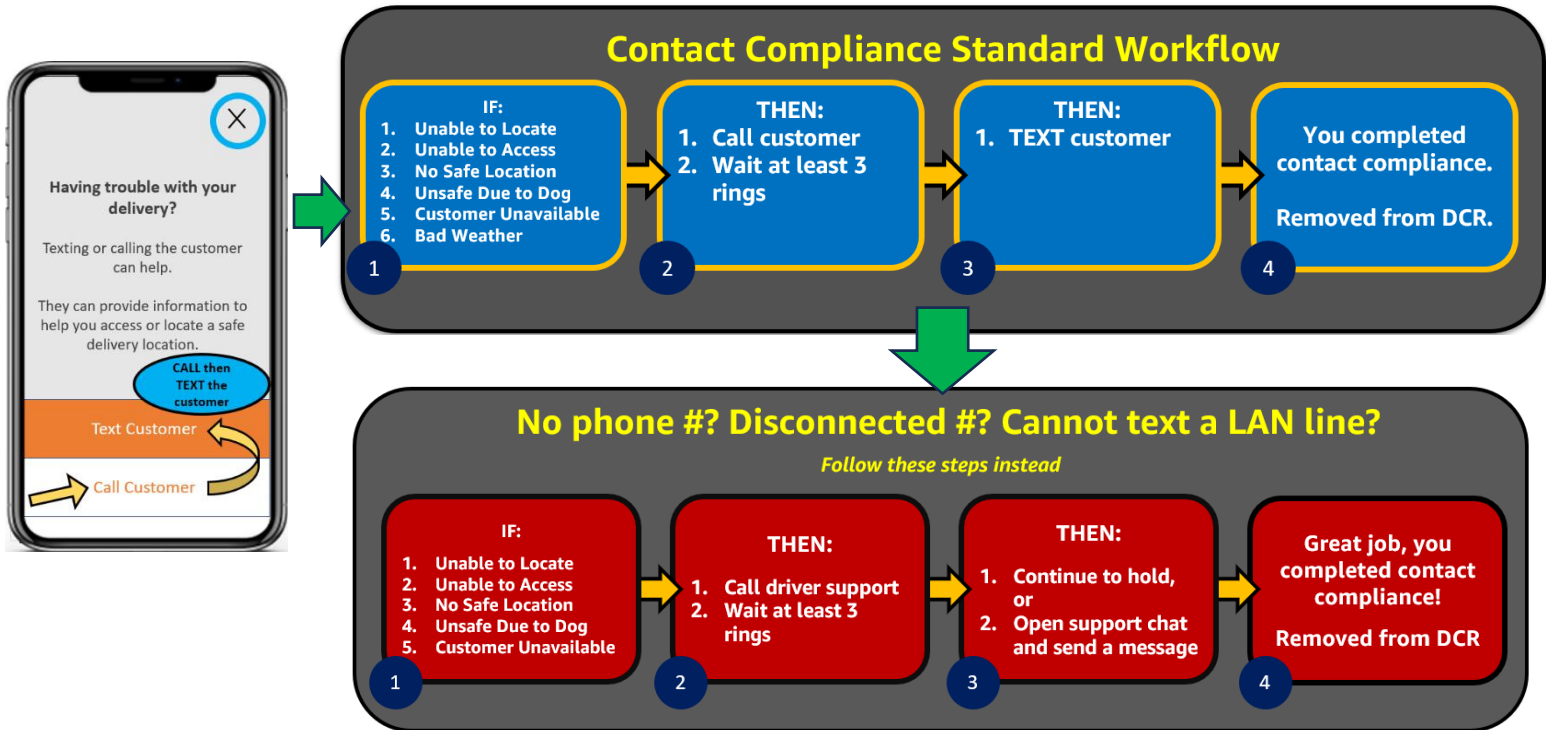
DCR - Delivery Completion Rate (impacts DEA, RTS, OODT, DPPH)

1. Exemptions from DCR:

A. Successful CONTACT COMPLIANCE

NOTE: CC applies to the following reason codes

1. Unable To Access
2. Unable To Locate
3. No Safe Location
4. Unsafe due to Dog
5. Customer Unavailable
6. Bad Weather



B. Successful BUSINESS CLOSED protocol

Business Closed - DCR Exemption

Four Criteria to meet

1. DA within the Geofence
2. DA arrives within posted business hours
3. 30 seconds lapse between package scan & swipe to finish
4. DA marks package "Business Closed"

1. Verify business hours accurate and update in either In-App Defects or GeoStudio
2. DA Controllables: Route Adherence, Pacing (Arrival duringo business hours)

C. Successful HUB LOCKER protocol

1. DA Mark Lockers marked "No Locker Available" or "Insufficient Space" Exempts from DCR
2. Do not use "Out of Service" or "Locker not Working", no exemption applied

2. BEST PRACTICES for DCR:

- A. Attempted all packages at least once (no packages left "in-transit" or "up next")
- B. Reattempt packages found on van, previously marked missing through itinerary troubleshooting.
- C. Dispute All "Object Missing" and "RTS Other"

3. DCR Data Dispute Cases

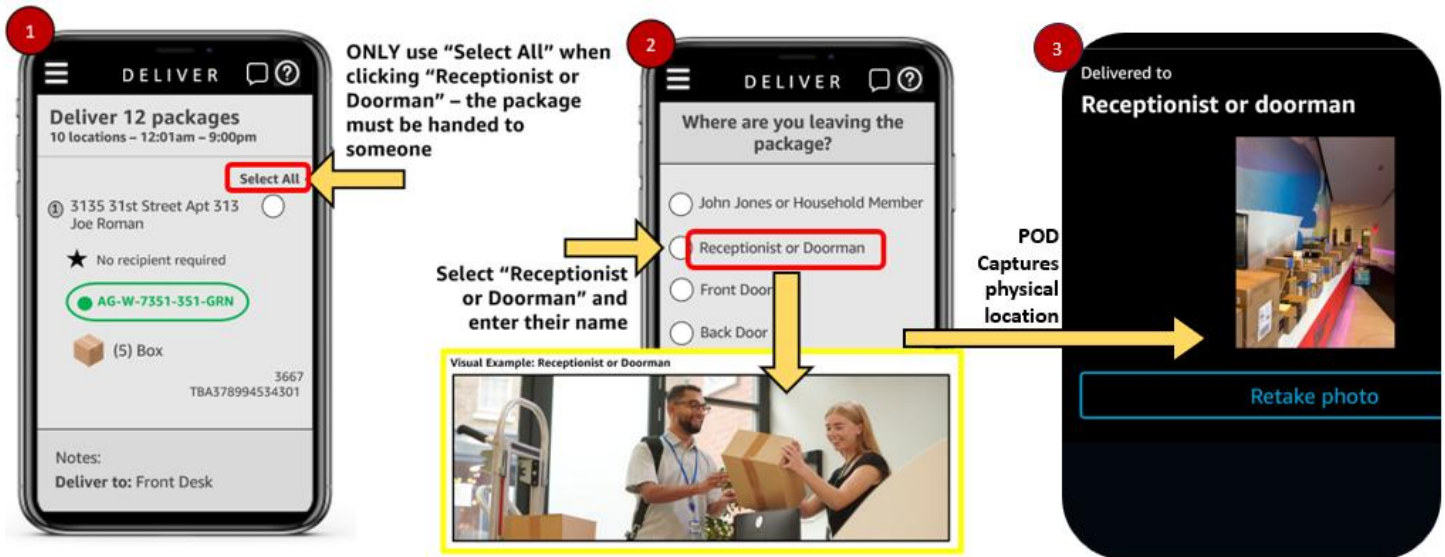
DCR Data Dispute use cases:

Required information: Incident date, Transporter ID, Route Code, Delivery City, TBA (if applicable) and Holiday Name (if applicable)

- 1) **Dispatch delayed for 2+ hours.** A valid dispute includes RTS packages incurred when station dispatch was delayed for over two hours.
- 2) **Business Closed – Federal/Local Holiday.** A valid dispute includes RTS packages incurred due to a business being closed for a federal or local holiday. Local holiday means a holiday which applies to a particular township or district of the State and which is not a public holiday throughout the State. We will verify this local holiday had a large-scale impact on scheduled deliveries in the DSP's RGU.
- 3) **Safety incident or Unsafe situation prevented delivery.** A valid dispute includes RTS packages incurred due to an unsafe situation or incident that impacted the delivery. We will verify that standard operating procedure was followed and the incident was reported to Shipping & Delivery Support (SDS) or to the Last Mile Emergency Team (LMET). TBA is required to review dispute.
- 4) **Weather event prevented delivery.** A valid dispute includes RTS packages incurred due to a local weather event impacting at the time and location of delivery. We will verify local weather event occurrence. TBA is required to review dispute.
- 5) **Package not on van for delivery.** A valid dispute includes RTS packages incurred due to Station physically removing packages from the route prior to DA departure from the station or package not loaded onto the van for delivery and associated with an "Object Missing" RTS scan. TBA is required to review dispute.
- 6) **Large-scale event or unexpected road closure.** A valid dispute includes RTS packages incurred due to a large-scale event or unexpected road closures.
- 7) **Process or data error not on this list.** A valid dispute includes DSPs impacted by local events that resulted in a significant number of RTS packages.

DSB - Delivery Success Behaviors (impacts Concessions-DNR)

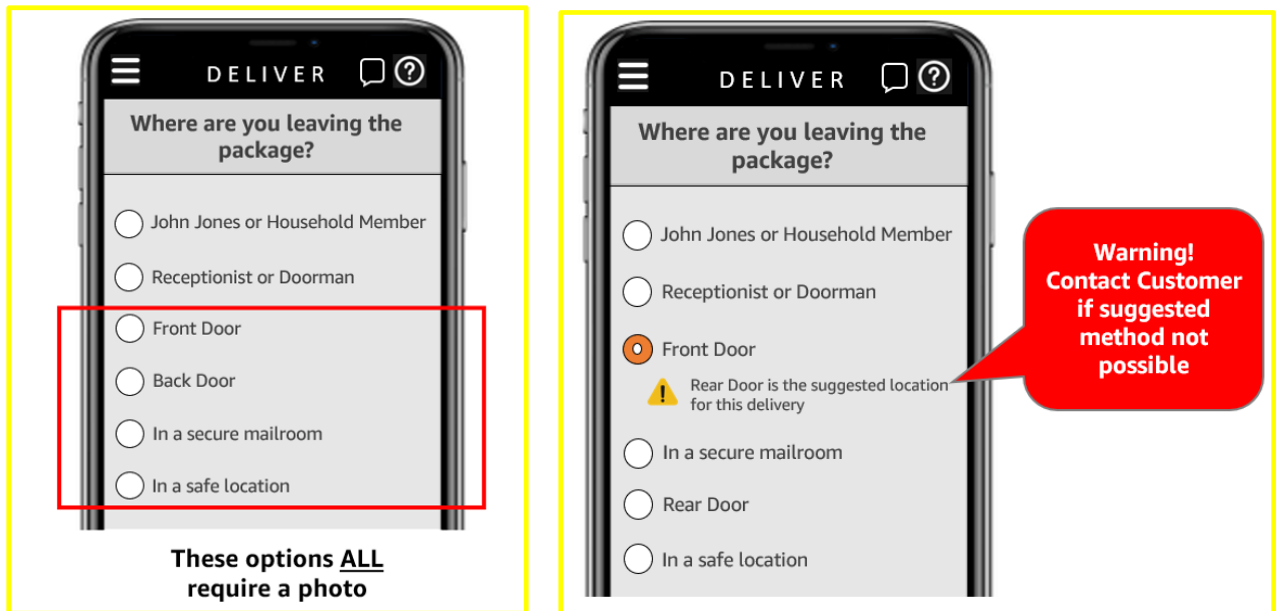
1. **Simultaneous Delivery** - DNR Occurred when DA utilized "Select All" for unattended deliveries. Utilize "Select All" when delivering to a receptionist only, capture photo of delivery location if prompted.



2. **Incorrect Scan Usage - Unattended Delivery** – DNR Occurred when DA deviated from suggested Unattended Delivery location (illustrated below).

A. This suggestion is recommended by Customer or learned from previous successful deliveries.

1. Inclusive of Delivered to Doorstep, Safe Location, Mailroom, Rear Door, etc
2. **NOTE:** Flex App may force skip POD for unattended deliveries, at the request of a customer or building privacy preference. DNR attributed to such is EXEMPTED from DSP Scorecard
3. Examples below are unattended deliveries, and indication of the recommended "Rear Door/Rear Porch" **suggested delivery** method.

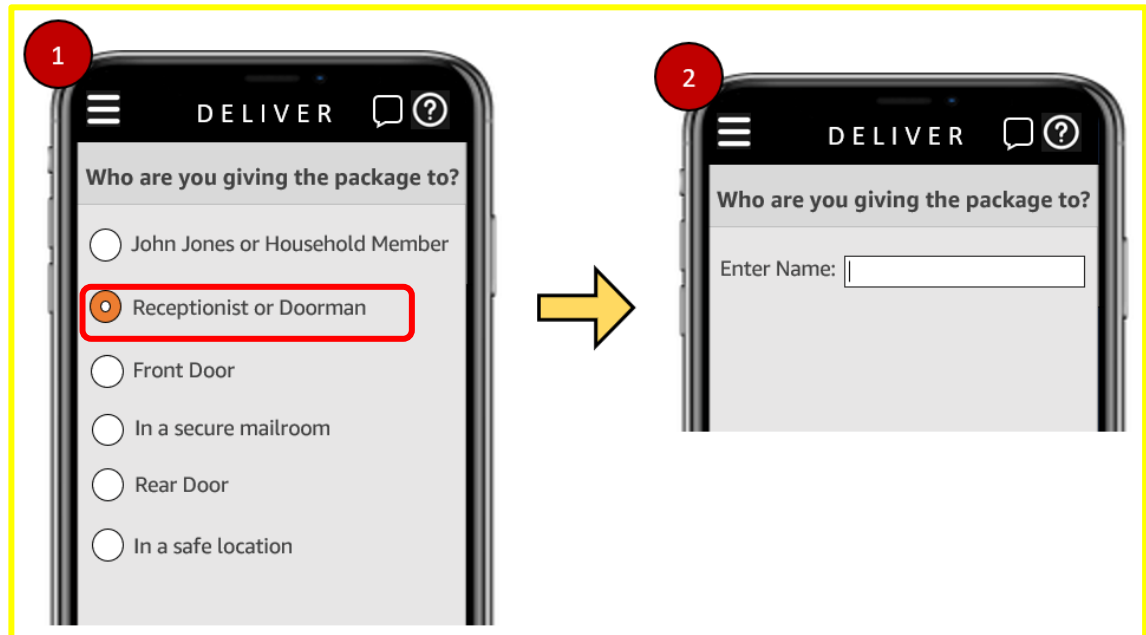


B. If no preferred delivery preference set, follow customer notes or next safest location (Ex. Front Door)

3. Incorrect Scan Usage - Attended Delivery – DNR when DA virtually marked as ANY attended delivery.

- A. Inclusive of Delivered to a Receptionist, Mail Room Clerk, Household Member, etc
- B. Deprioritize “Delivered to Household Member”, cannot dispute. Deliver to Front Door with POD
- C. USE the “Enter Name” field to indicate WHO packages are handed to. **Ensure accuracy, avoid “Security”, “Mailroom”, “Loading Dock”, or “Front Desk”**

1. **NOTE:** Below “Enter Name” text field immediately appears on customer delivery notification, DAs may overcommunicate to alleviate potential DSB or CDF. Ex: “Security Paul did not allow door to door delivery”. “Locker full, redirected to leasing office, Pam”.

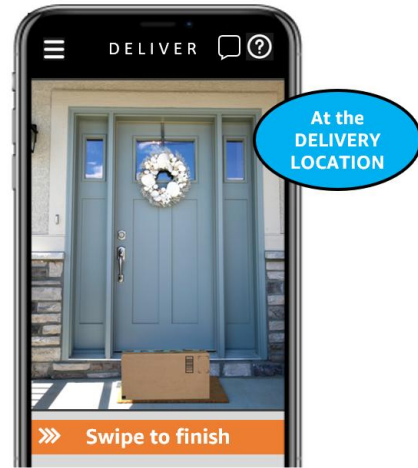
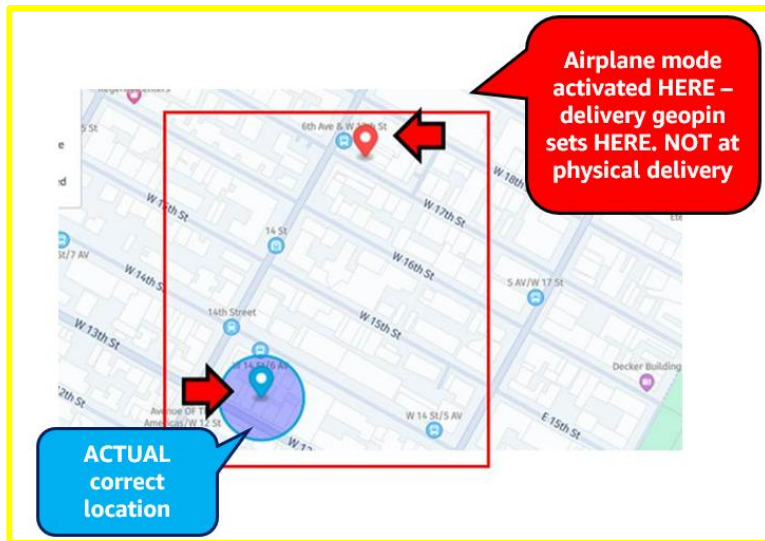


4. Completed Delivery >50 meters:

A. Risk of Delivery in “AIRPLANE MODE” – Utilize when GPS location inaccurate. FlexApp records the GPS location at the time Airplane mode is activated, which becomes the GPS Geopin set for delivery. Contact Driver Support to report poor service at stop

1. **NOTE: TURN OFF AIRPLANE MODE AFTER EACH DELIVERY. Update the network**

B. Deliver utilizing Driver Support – use as LAST resort only if DA cannot perform themselves



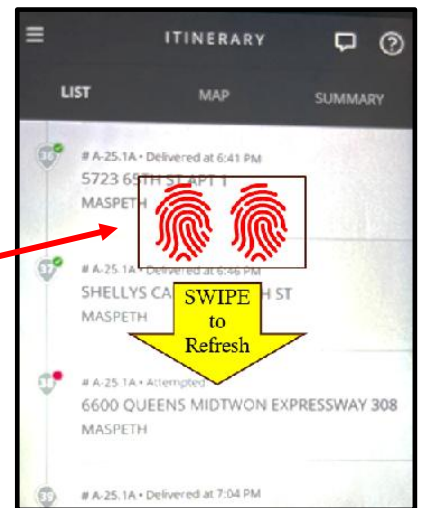
C. Airplane mode can be used to reset your GPS location: turn on airplane mode, wait 15 seconds, then turn off, proceed with delivery.

D. Swipe to finish only at the final delivery location

5. **Scanned, Not Delivered, Not Returned – BEST Practices**

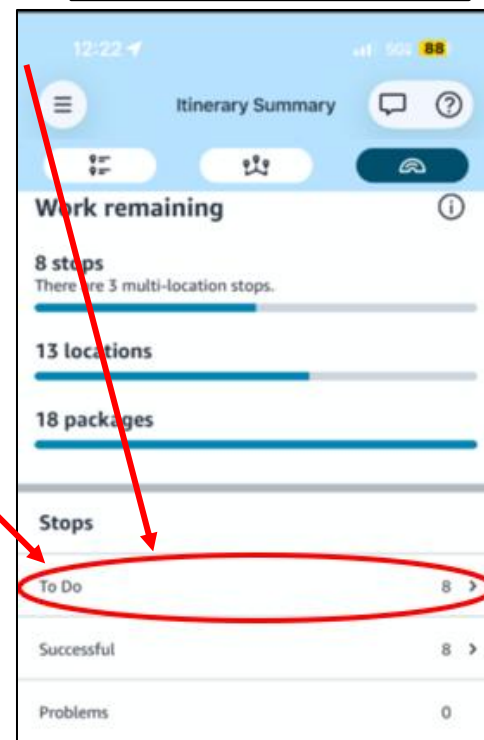
A. **While ON-ROAD**

1. Mark all Missing packages as "Object Missing" (DSB Exemption)
2. Physically delivered packages failing to update virtual package status require SDS support (Escalate to DSP Leadership)
 - a) NOTE: DA contacts Driver Support (EG "State stop #25, 10 packages, mark Delivered to Mailroom", then REFRESH ITINERARY)
 - b) If SDS fails update or incorrectly, request OTR to update via SCC or submit CO Shipment Scrub SIM within 24 hours of OFD - CO Shipment Scrub SIM
3. DA Verifies completed itinerary prior to RTSing (0 "To Do")

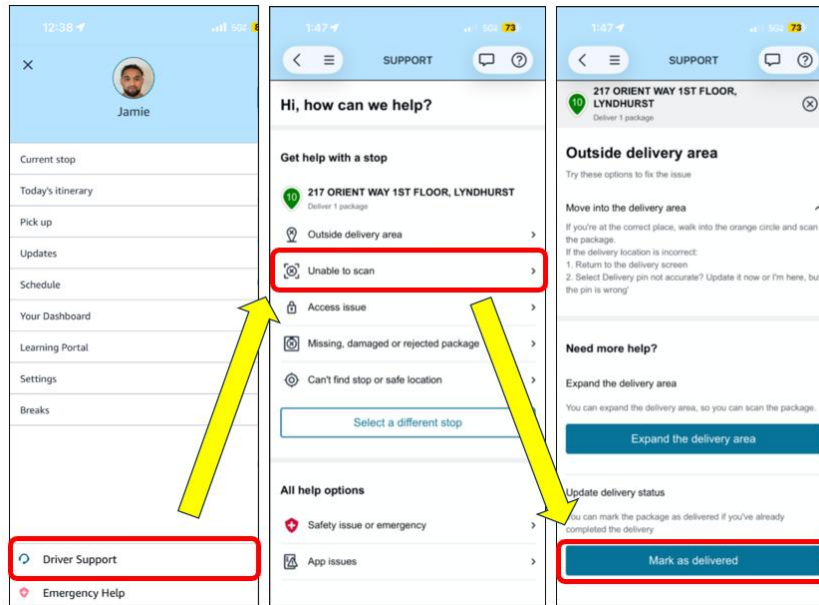


B. **During RTS**

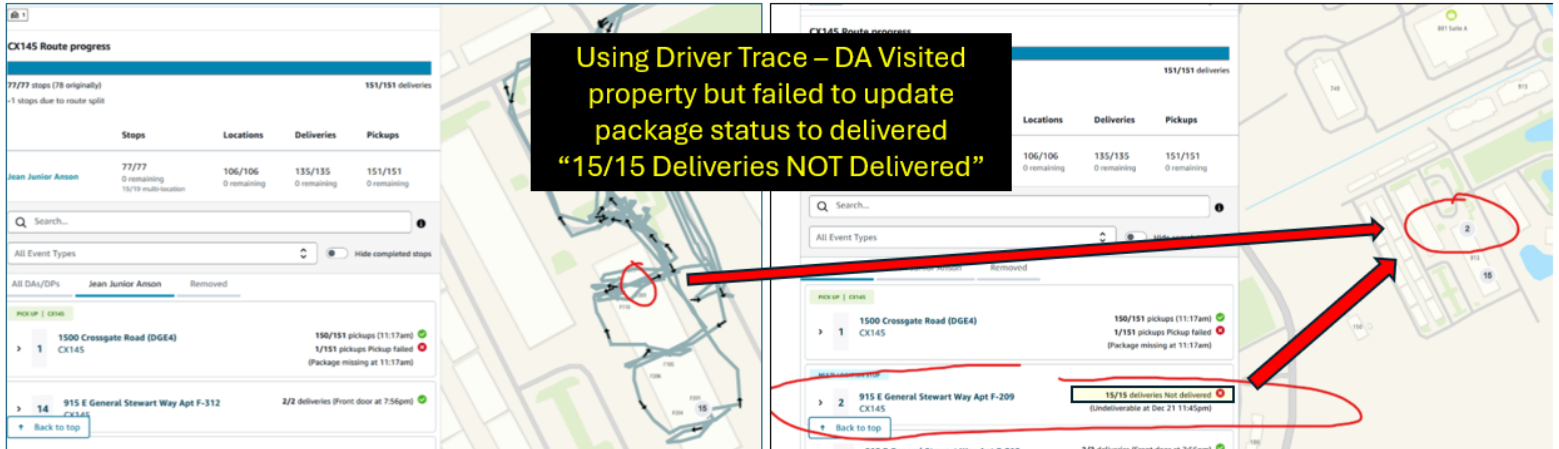
1. DO NOT SKIP RTS (DA may have unattempted or missing RTS)
2. DSP Leadership to verify with DA on flex app clean Itineraries.
3. "To-Do" have yet to be attempted, and subject to DSB if not updated to "Delivered" or physically returned.
 - a) OTR can update package status by either SCC package status update for CO Shipment Scrub SIM
 - b) DA can self-serve package status update to delivered using new Driver Support in-app Rework (see Below new workflow)



DA Self Service Driver Support Package Status Update – In App



4. Ex: Cortex - How to identify potential packages at risk of DSB – Scanned Not Del Not Rec



5. Charge/Turn on all devices DA utilized on road to resync all data to network (dead batteries, etc)
6. Utilize SELF SERVICE RETURN (**DSB Exemption – DA must be within Site's Geofence**)
 - a) If RTS =>10, Engage OTR to physically scan packages at that moment (**DSB Exemption**)

C. OFD + 1 (Next Day)

1. DSPs verify in RTS Dashboard packages at risk of DSB (would generate “RTS – Other” as “OODT”), since packages never received an attempt.
 - a) **NOTE:** Site OTR RTS Team required to run EOS On-Road SIM for “RTS-Other” to populate DSP/Site OTR still able to submit CO Shipment Scrub SIM on OFD+1

Delivery Associate ↓↑	Impact DCR ↓	RTS Code ↓↑	Customer Contact Details ↓↑	Tracking ID ↓↑	Planned Delivery Date ↓↑	Exemption Reason ↓↑
[Redacted]	Y	NO SECURE LOCATION	No after-hours contact to SDS	TBA327703655450	2026-01-09	No Exemption Applied
[Redacted]	Y	OODT	Contact Compliant	TBA327588986634	2026-01-05	No Exemption Applied
[Redacted]	Y	RTS – OTHER	Contact Compliant	TBA327650561230	2026-01-07	No Exemption Applied

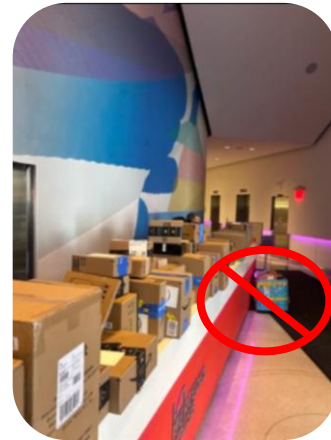
6. DSB Data Dispute Cases

DSB Data Dispute use cases (Required information: TBA, Transporter ID)

- 1) **DNR concession for inaccurate delivery Geopin:** Valid only for Delivered to Household member and package delivered 50+ Meters from the Geopin location. For Simultaneous Deliveries, this is a valid dispute only if the Geopin is incorrect for more than one package in a group stop (all impacted TBAs to be submitted for data dispute process).
- 2) **DNR concession when Third-Party Lockers are full.** Valid only when package is delivered 50+ Meters from the Geopin location, when Third-party lockers are full. Driver Support and/or Customer contact is mandatory.
- 3) **Alignment to Deliver outside the Geopin with Customer or Driver Support.** Valid only when package is delivered 50+ Meters from the Geopin location. Driver Support and/ or Customer contact is required.
- 4) **DNR concession for Incorrect Scan Usage – Attended Deliveries.** Valid only when deliveries are marked as 'Delivered to Receptionist' or 'Delivered to Mailroom Clerk' for businesses where there are no specified Business Working Hours or the delivery occurred within open business hours known to Amazon.
- 5) **DNR Concession Associated with Freight Forwarder Location.** A valid dispute includes DNR concessions incurred at a known Freight Forwarder location where the driver followed all Delivery Success Behaviors. This dispute case is valid only for DSB defects associated with the Inaccurate Scan Usage – Attended Delivery and Simultaneous Delivery behaviors.
- 6) **Package lost at station.** Valid only for packages with a Scanned-Not Delivered-Not Returned DSB defect where 1) the package was marked as "Damaged" on road and was returned to the delivery station's Problem Solve area but was not subsequently scanned for Reprocessing by the station team, 2) the package was successfully returned to the station but was not scanned in appropriately via the RTS process, or 3) the package was physically delivered but was not systemically marked as delivered. In addition to the required TBA and Transporter ID information, please also attach a photo of package if damaged and relevant communication with the station regarding the case. Documentation is required for approval.
- 7) **DSB PDE.** Valid for packages with a Scanned-Not Delivered-Not Returned defect incurred due to an unsafe situation or incident that impacted the delivery. We will verify that standard operating procedure was followed, and the incident was reported to Driver Support or to the Last Mile Emergency Team (LMET).

POD – Photo on Delivery Compliance (Concessions-DNR)

1. Rejected photos are never seen by the customer
2. **NOTE:** Apartments/Units Delivery, include apartment numbers on the door
3. Verify Picture is of top quality, "Retake" if not, (Front door in photo?). Eight examples of rejected photos illustrated
4. Totes should never be in POD, Amazon Property

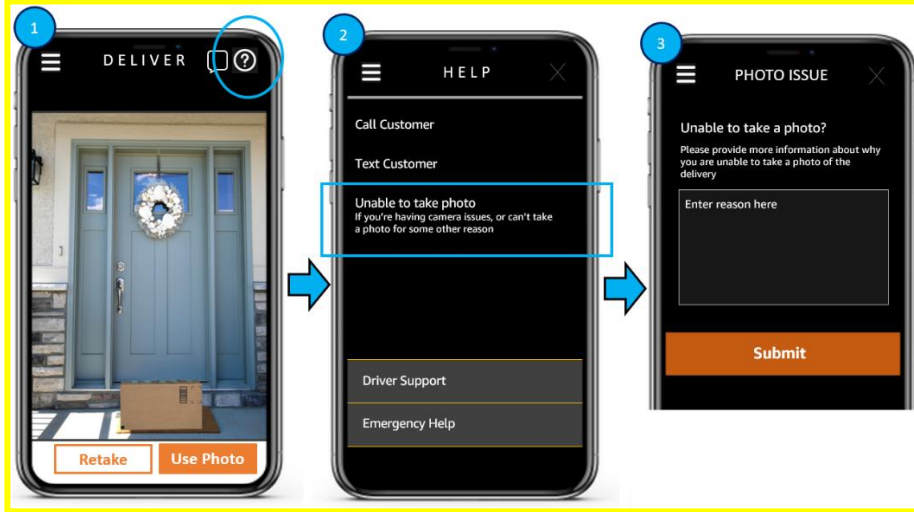


8 Primary Photo Defect Types

Defect Types	Example Photos	Defect Types	Example Photos
Blurry Photo		Package in Hand	
Package Too Close		Human in Photo or Reflection	
Package Not Clearly Visible		Vehicle in Photo	
No Package		Photo too Dark	

5. "Bypass" POD bucket explained

- A. DA selects "?" - Help
- B. DA selects "Unable to take photo"
- C. DA provides reason and clicks "Submit"



CDF – Customer Delivery Feedback (Concessions-DNR)

- 1. Use Delivery Methods for their intended purposes!

UNATTENDED DELIVERIES

DO NOT "Select All" for unattended deliveries – Pictures are required for these delivery types

This is a safe location **This is a front door** **This is a mailroom**

ATTENDED DELIVERIES

DO NOT "Select All" **"Select All" and ask/enter their name** **"Select All" and ask/enter their name**

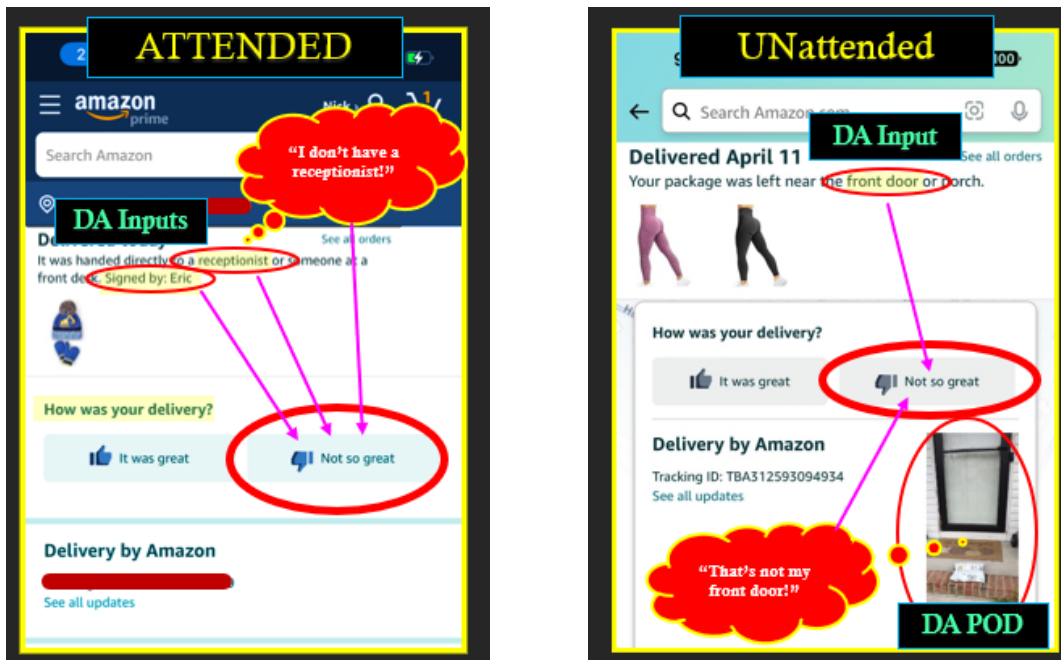
This is a household member **This is a doorman** **This is a receptionist**

The complex block contains two main sections. The top section, 'UNATTENDED DELIVERIES', features a blue header and a warning: 'DO NOT "Select All" for unattended deliveries – Pictures are required for these delivery types'. It includes three photos with green circles highlighting the delivery points: a garden area labeled 'This is a safe location', a front door labeled 'This is a front door', and a mailroom labeled 'This is a mailroom'. The bottom section, 'ATTENDED DELIVERIES', features an orange header and three scenarios. The first, 'DO NOT "Select All"', shows a driver handing a package to a household member with a red-bordered warning box: 'NPA or a household member must be present to complete delivery. If you are unable to hand the package directly to the customer, press "Cancel" and find a safe location to leave the package.' The other two scenarios, 'This is a doorman' and 'This is a receptionist', show drivers interacting with a doorman and a receptionist respectively, both with green circles around the interaction points.

- A. "Front Door" – Did you deliver to front door? Is the Customer's front door in photo?
- B. "Rear Door" – Did you deliver to rear door? Is the Customer's rear door in photo?
- C. "Receptionist" – Does building HAVE one? Did you capture their name accurately?
- D. "Household Member" – Did you actually GIVE it to the customer? STOP using
- E. "Safe Location" – Does picture PROVE safe location? Does picture EXIST?
 - 1. Not in plain sight of the street?
 - 2. Low traffic area?
 - 3. Out of the elements?
- F. "Mailroom" – Does picture PROVE mailroom? Does picture exist? Is there a mailroom?

2. **The Customer Delivery Notification:** DA's DIRECT LINE OF COMMUNICATION to the CUSTOMER

- A. **CRITICAL:** Upon SWIPE TO FINISH, the **Delivery Method + Photo** or **Receptionist's Name + Photo** are instantaneously sent to the customer, allowing customers to provide CDF of the DA based SOLELY on these DA virtual inputs. Ensure accuracy!
- B. Think of these inputs as direct lines of communication to the customer



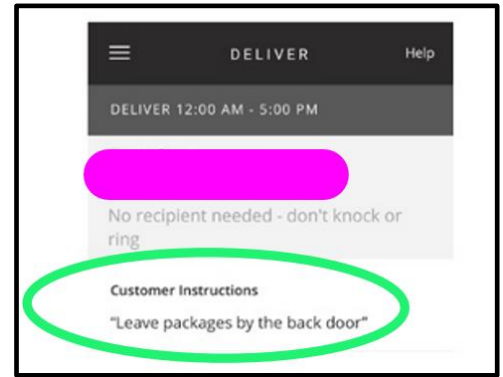
- C. **Delivered to Wrong Address:** Photo and/or delivery method will PROVE it!
 - 1. Verify address on package, App address, and physical address Match.



- Utilize Project “Lumos” to break up routing generated Group Stops with multiple comingled buildings, to prevent miss-delivery between buildings (walkthrough illustrated on Last Page of doc)

D. **Delivery instructions were not followed:**

- Photo/Receptionist Name & delivery method will prove if instructions were followed
- If no instructions exist, deliver to safest location (front door, rear door, etc)
- If instructions are either impossible to follow or conflicting, contact the customer.



E. **Never received delivery:** Photo/Name/Delivery method will PROVE delivery quality

- DISPUTE Auto Resolve:** If “Never Received Delivery”, CDF will auto-reverse off scorecard if customer claims DNR on same TBA.

3. New L3 Customer Delivery Feedback added to quantitate data, providing coaching conversations

DA Controllable L2 → L3 Feedback Mapping	
L2 Feedback	L3 Feedback
Delivered to wrong address	<ul style="list-style-type: none"> Delivered to wrong unit number Delivered to wrong street address Delivered to neighboring address
Delivery instructions were not followed	<ul style="list-style-type: none"> Package not left in specific place I requested Package not delivered according to instruction notes I provided Package not left in appropriate location
Never received delivery	<ul style="list-style-type: none"> Package is not in location shown in delivery photo Package was not delivered to location provided in instructions
Driver mishandled delivery	<ul style="list-style-type: none"> Driver threw package Driver dropped package Driver left package in bad weather
Driver was Unprofessional	<ul style="list-style-type: none"> Driver wasn't wearing Amazon attire Driver was playing loud/inappropriate music Driver showed potentially unsafe driving behaviors Driver used inappropriate language Driver walked on grass/mulch Driver was talking on phone

4. **CDF Data Dispute Cases**

CDF Data Dispute use cases (Required information: TBA, Transporter ID, DA name, delivery date, DSP Risk & Relations (DRR) case number (if applicable), description of unsafe condition encountered (if applicable))

- ✓ **Driver did not follow my delivery instructions:** A valid dispute includes instances when the DA did follow the customer delivery instructions or the customer delivery instructions were not be followed because the instructions were unavailable or contradictory to the DA standard work practices.
- ✓ **Negative Customer Feedback for DA based on a medical condition/disability:** A valid dispute includes negative customer feedback received due to a DA with a documented medical condition or disability who is not able to follow customer instructions. Before submitting a dispute under this reason code, the DSP must submit the [DSP Accommodation Intake Form](#) and receive the applicable accommodation for a Scorecard adjustment on the specified metric.
- ✓ **Delivered to wrong address:** A valid dispute includes negative customer feedback received because an inaccurate delivery geopin caused the Delivery Associate (DA) to deliver the package to the wrong address.
- ✓ **Unsafe delivery conditions led to negative customer feedback:** A valid dispute includes negative customer feedback received on a delivery where the DA encountered unsafe conditions (i.e. dog).

PSB – Pickup Success Behaviors

#	Program	Time Window (Early / Late Defects)	Geo Location Adherence	Not Attempted	Contact Compliance	Picked Up, Not Returned	Out Of Return Label Failure
		If SWA STOP is visited before or after 2:15pm 05:15pm local time	Selecting stop exception far from pickup pin	DA did not take any actions on the itinerary stop	Not being contact compliant when selecting: ADDRESS_NOT_FOUND, INACCESSIBLE_PICKUP_LOCATION, UNSAFE_DUE_TO_DOG and CUSTOMER_UNAVAILABLE	Package scanned as picked up but never received back to the station	Failure exception selected by DA
1	Amazon Shipping	Yes	Yes, 500m	Yes	N/A	N/A	N/A
2	Counter Pickups	N/A	Yes, Geofence	Yes	N/A	Yes	N/A
3	Locker Pickups	N/A	Yes, Geofence	Yes	N/A	Yes	N/A
4	AMZL Doorstep Pickups	N/A	Yes, Geofence	Yes	Yes	Yes	Yes
5	AMXL Pickups	N/A	Yes, 100m	Yes	Yes	Yes	Yes

The metric is calculated as Defects per 100 Opportunities calculated as follows:

$$PSB\ Defect\ Rate = \left(\frac{D = \text{Defects, \# of failed pickup stops}}{P = \text{Total pickup stops}} \right) * 100$$

D = Total Pickup Defects count of all pickup defects for a given DA, DSP in a day, week etc. This includes failures like missing time window, outside of 500m radius exception or not attempted stop visit.

P = Total Pickup Stops is count of all scheduled pickup stops (shipper locations) for a given DA, DSP in a day, week etc.

PSB Data Dispute Cases

- ✓ **Late Arrival dispute (SWA applicable)**
In the event of a pickup operation occurring after 5:00 PM local time, there are two applicable dispute reasons:
 - Large-scale events or unexpected road closures that impacted the DA's ability to reach the Pickup location on time.
 - Late dispatch that resulted in a delay of more than 30 minutes, affecting the DA's ability to complete the Pickup promptly. To be approved for this dispute, the DA still must meet the geo-location threshold of being within 500 meters of the stop when marking the business as closed.
- ✓ **Outside of Geo location dispute:** If a DA marks a stop exception while being far away from the designated Pickup geo-pin, there are two applicable dispute reasons:
 - Incorrect geo-location: In cases when actual pickup pin location differs from the routed address, DSPs will be able to dispute this failure.
 - No cell phone service – Network Down: In case when DA visited pickup stop location but did not have connection to make exception inside of 500m radius.
- ✓ **Large Scale Event:** Large-scale events or unexpected road closures that impacted the DA's ability to perform pickup.
- ✓ **Pickup Reassigned (SWA applicable):** This dispute addresses situations where Central Operations verbally communicates changes in SWA package pickup assignments from DSP to ATS pickup, but the system still shows the stop assigned to the DSP, which can result in metric defects for DSPs due to this discrepancy between verbal instructions and system assignments.

CED – Customer Escalation Defects - Repetitive Coaching Tip Defects (RCTDs)

1. Identify DAs who repeatedly receive CTs for similar issues
2. Spot behavior trends early and address them before they become serious
3. Better train and support their workforce by understanding these behavior patterns
4. Manage large teams more effectively by highlighting which drivers need the most attention

RCTDs escalate non-scorecard impacting CTs to scorecard-impacting Defects for DAs who consistently accrue a high volume of CTs. The calculation is based on a Weekly Coaching Tip DPMO (Defects Per Million Opportunities) for each DA, determined as:

$$\text{(Count of Coaching Tips Issued in Week to DA / Count of Total Dispatched Packages for a DA in week)} \times 1,000,000$$

For a DSP to receive a scorecard-impacting RCTD, the following criteria must be met:

1. The DA must remain in the top 10% of CT DPMO across Amazon DSPs for two consecutive weeks
2. The DA must have more than four weeks of tenure
3. The DA must receive more than two CTs per week during those two consecutive weeks

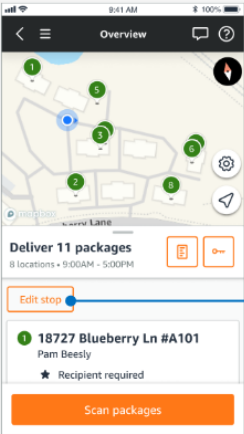
To help prevent RCTDs, DSPs will receive a weekly RCTD Report highlighting drivers nearing the threshold. This allows for proactive corrective action before coachable behaviors escalate to Defects. Like other Defects, RCTDs are appealable through the existing defect notification email process

Group Stop Editing - Project Lumos (Break-up/create more efficient group stops)

Removing Locations from a Vehicle Stop

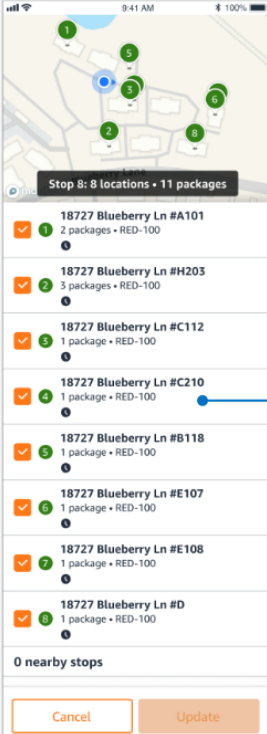
Step One

At the stop - on approach to a stop and parking, drivers will see locations planned for that stop, and may choose to re-plan by tapping the 'Edit stop' button



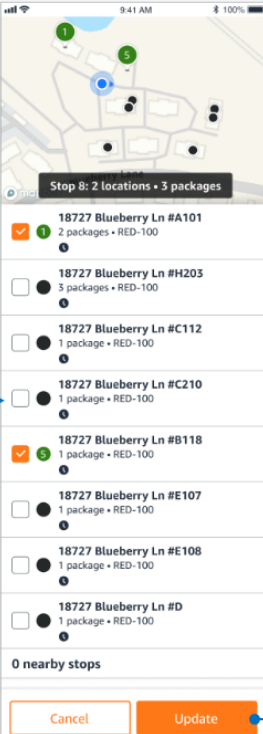
Step Two

Drivers will see relative locations of nearby stops on the map and tap the stop number in the list and then select 'Update' to remove the location from the current stop



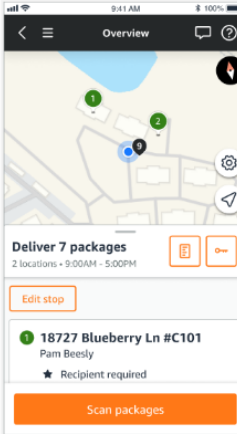
Step Three

On the map, the deselected location pins are replaced with location markers for all locations associated with that stop and the stop status is updated to reflect selection



Step Four

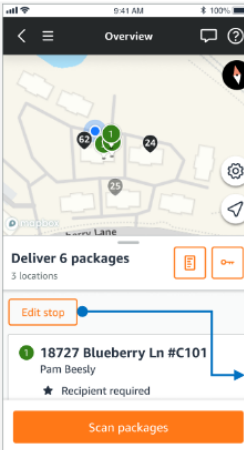
The driver will tap 'Update' to confirm their selection and a new stop is created for the locations that were removed.



Adding Locations to a Vehicle Stop

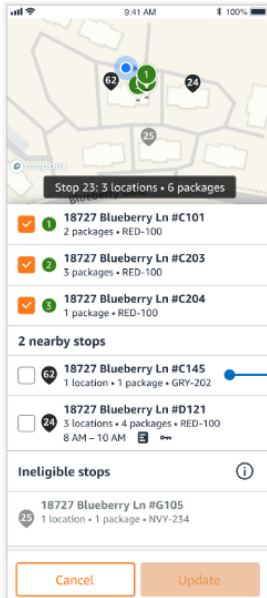
Step One

At the stop - on approach to a stop and parking, drivers will see locations planned for that stop, and may choose to re-plan by tapping the 'Edit stop' button



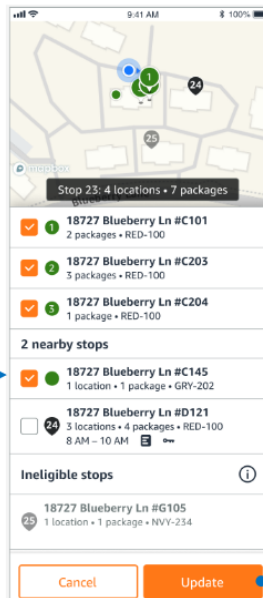
Step Two

To add a location, tap the stop number on the address list



Step Three

On map, the selected stop pin is replaced location marker for all locations associated with that stop. Stop status is updated to reflect selection



Step Four

The selected/updated locations will be added to the current stop after tapping the 'Update' button

