Cheetah Picture Requirements

Driver Mobile Application

Jan 2023

Confidential and proprietary

Purpose of Cheetah

Enhance Drivers Experience

- Route Optimization
- Improved daily route completion schedule expectations for Drivers
  - “Yes, I can get home in time for my child’s ballgame”
- Improve Daily Schedule Expectations
- Driver’s photos taken on site reduces property damage claims
- Ease of communication through Mobile App

Visibility to SSC Agents of the field operations

- Cheetah Service Desk assist Customers with ETA questions
- SSC Agents can quickly see updated ETAs via Service Desk, which reduces the number of outbound phone calls to the field
- Informed Customers are happier customers

Safety

- Photo documentation container was strapped prior to departure

Initial Delivery or Redelivery from Storage Center

2 Required Pictures

Storage Center Stop





<u>Minimum required pictures</u> any time a container is placed on a truck or trailer

- (1) Left side of truck with container secured
- (1) Right side of truck with container secured

Pictures should capture

- Container is secured with chains
- Container number

Initial Delivery or Redelivery (NEW or RDL)

4 Required Pictures

Initial Delivery (NEW or RDL)









<u>Minimum required pictures</u> for ALL Initial & Redelivery Jobs

- (1) Customer property for pre-placement – include any pre-existing damage
- (1) Left side of container post-placement area
- (1) Right side of container post-placement area
- (1) Side view with container number

Pictures should capture

- The picture of the area where the container is going would be used for pre-existing damage support
- Container number

Return to Storage (WRT)

6 Required Pictures

Return To Storage (WRT)

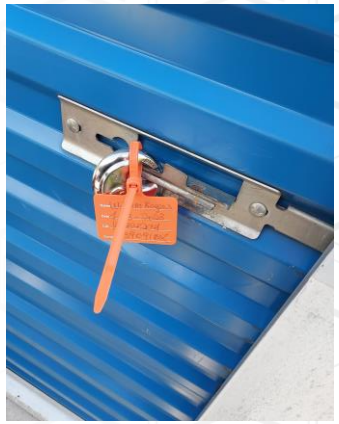












<u>Minimum required pictures</u> for ALL Return to Storage Jobs

- (2) Customer property prior to picking up the container (Left-side and Right-side) – include any pre-existing damage
- (1) Customer property post pickup of the container
- (1) Left side of truck with container secured
- (1) Right side of truck with container secured
- (1) Picture of Orange Tag

Pictures should capture

- The picture of the area where the container is going or has been would be used for pre-existing damage
- Container number

Move to Move

8 Pictures Required

Move to Move – “From” Location

Prior to pickup





Post pickup



Container on truck





<u>Minimum required pictures</u> for ALL Move-to-Move Jobs

5 At “From” Location

- (2) Customer property prior to picking up the container from both sides – include pre-existing damage
- (1) Customer property post pickup of the container
- (1) Left side of truck with container secured
- (1) Right side of truck with container secured

Pictures should capture

- The picture of the area where the container is going or has been would be used for pre-existing damage
- Container number

Move to Move – “To” Location







<u>Minimum required pictures</u> for ALL Move-to-Move Jobs

3 At “To” Location

- (1) Customer property prior to picking up the container and loading on the truck – include any pre-existing damage
- (1) Left side of area where container is placed
- (1) Right side of are where container is placed

Pictures should capture

- The picture of the area where the container is going or has been would be used for pre-existing damage
- Container number

Final Pickup (FPU)

5 Pictures Required

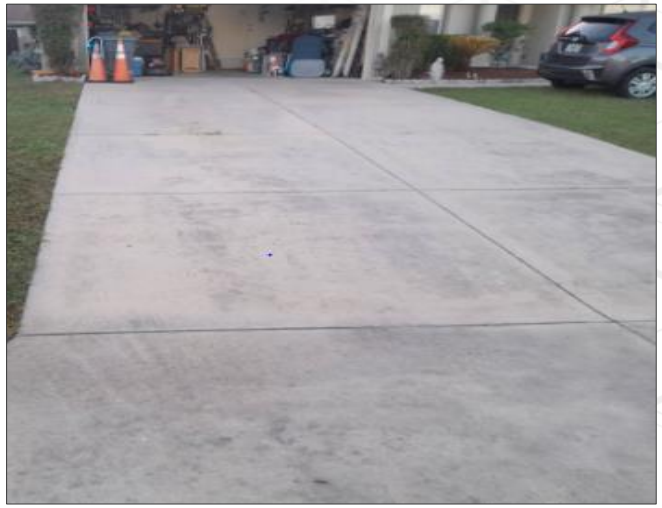
Final Pickup (FPU)











<u>Minimum required pictures</u> for ALL Final Pickup Jobs

- (2) Customer property prior to picking up the container (Left-side and Right-side) – include any pre-existing damage
- (1) Left side of truck with container secured
- (1) Right side of truck with container secured
- (1) Area where the container was picked up (i.e. driveway)

Pictures should capture

- The picture of the area where the container is going or has been would be used for pre-existing damage
- Container number

Additional Scenario Pictures

Sample Picture that can be added to any customer



Container was marked OS at Pick up



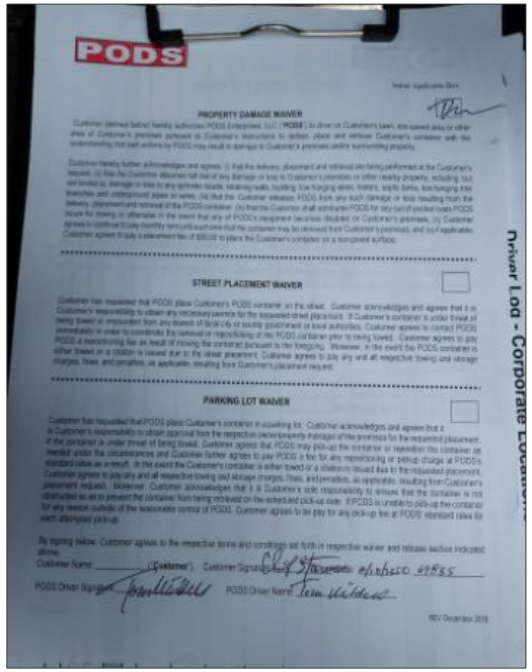
Item Blocking Container



Damaged Container by customer with tool in area



Poor Access to location



Signed Waiver

Thank You

PODS®
Moving & Storage