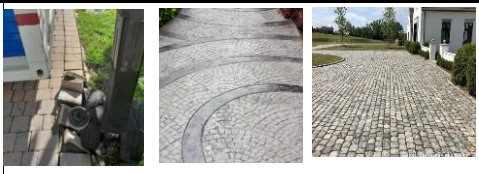
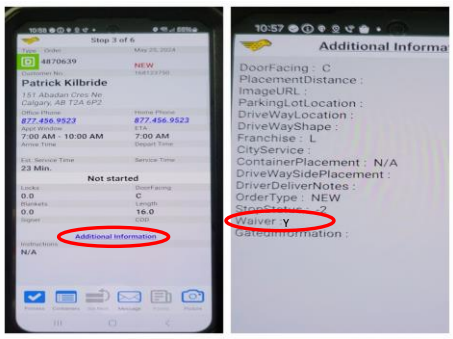
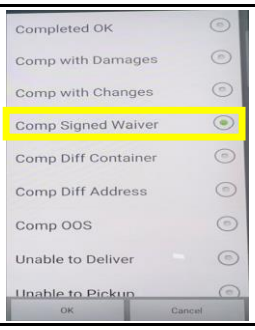
Standard Work

PODS Moving & Storage	**Core Process - Safe Container Delivery**	Date Created:	5/24/2024
		Version #	1
		Date Revised:	5/24/2024
		Revison #	1
	Process Name: Fragile & Non-Paved Surface (F&NPS) - Electronic Waiver Acknowledgment	Leadership Sponsor	Rich Schwartz
		Process Owner:	Vice President Operations & Business Strategy

	Step		Key Points & Background	Visuals & Job Aids
1	**During, or following, the customer property inspection, the driver must determine where the PODS container can be placed safely**	1.1	Refer to Safe Container Delivery - Standard Work for guidance in conducting property inspection and all around process for safe container dleivery	
		1.2	Refer to Waiver Acknowledgement - Standard Work for guidance in scenarios to gather variety of waviers	
2	**Following property inspection, driver shall determine if any part of the PODS container will be placed on a Fragile & Non-Paved Surface**	2.1	Fragile Surfaces(Any surface that is not traditional concrete or asphalt): •Pavers •Stone •Bricks •Decorative (Pervious) Concrete •Tile •Cobblestone	
		2.2	Non-Paved Surfaces (Any surface that is not traditional concrete or asphalt) •Dirt •Grass •Gravel (any type) •Crushed stone •Shell •Sand •Pine straw	
3	**Once it has been determined the container will be placed on a Fragile & Non-Paved Surface, driver shall determine if customer has acknowledged F&NPS waiver online before delivery**	3.1	By reviewing waiver status in the Cheetah Mobile App, Driver shall take the following steps: 1.Select the customer job 2.Locate "Additional Information" and click 3.Locate where it says "Waiver" 4.If the indicator is "Y" then the customer has acknowledged the F&NPS Waiver 5.If the indicator is "N" then the customer has not acknowledged the F&NPS Waiver	
		3.2	If customer has not acknowledged the F&NPS Waiver and one is required due to PODS container being placed on a non-paved surface: 1.Driver can direct customer to login to their **myPODS.com** account to acknowledge (link will be displayed at top of screen following myPODS.com login). Any waiver acknowledged by the customer will appear in Cheetah within 20 minutes. 2.Driver shall attempt to gather signature on paper waiver and attach picture of waiver per process outlined in **Waiver Acknowledgement – Standard Work** and **Cheetah Driver Mobile Application User Guide.**	
4	**Multiple Container Deliveries**	4.1	In the case a customer has multiple container deliveries, only one waiver is required, for the same address	
		4.2	Each additional address will require new waiver to be acknowledged.	
5	**Driver must select appropriate placement information and timestamp appropriately**	5.1	Within process to complete job, driver must select the surface in which the container was placed (ie. Paved or Unpaved) **Paved = Concrete or Asphalt ONLY** **Unpaved = F&NPS**	 
		5.2	Within process to timestamp job, if container was placed on a F&NPS, and the customer acknowledged waiver, including electronically before delivery, driver must select "Comp Signed Waiver" in Job Status Screen. ***(If paper waiver is acknoledged onsite, and driver selects "Comp Signed Waiver", future container moves, at the same address, will communicate waiver acceptance.)***	