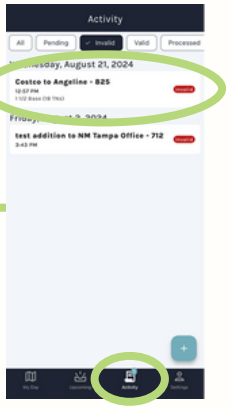
Driver App Validation

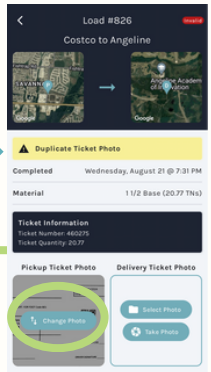
How to fix invalid tickets in NewMile

1. Visit the “Activity” tab in the NewMile app to check all your tickets by Valid, Invalid, or Pending

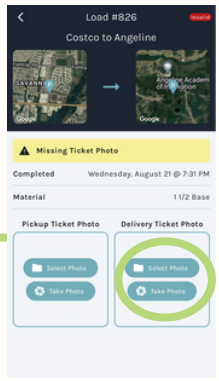
   Click on the invalid tickets to get details



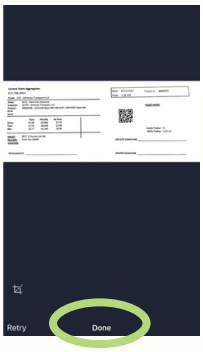
2. Read the message in yellow for the reason ticket is invalid and to see notes from the validation team. Click “Change the Photo”



3. Click “Select Photo” if you have the correct ticket in your photo album or click “Take Photo” to take new photo of the correct ticket



4. After you “select or take” the new photo click done. This will go to our validation team for review



5. Be sure to check back the next day to see that the load has been validated

   Note: Please visit the Activity page every day so you can see all your tickets and the status.

