

SOP 41 | Associate work

Recover from offline or tracking problems

Protect pending work and resolve recording or upload failures.

For Mobile · Associate / Supervisor

Before you start Stay with the same device and signed-in account holding the pending evidence.

Open Active run or setup > Status

Step 1 Read the exact warning

Distinguish permission failure, stale or inaccurate location, interrupted collection, camera/storage trouble and pending answers or photo uploads. Record the property, run and warning.

Step 2 Restore the required condition

Reconnect to the network for upload problems. Check location permission and services for recording problems. Return to the active task after changes.

Step 3 Use the existing recovery action

Use the displayed recovery action for the same run. Saved question steps, answers and photos can upload after clock-out or expiration; reopening the app must not create a new answer merely to retry.

Step 4 Verify stop and upload separately

Read collection status separately from answer, photo, route and finish uploads. Saved on phone, uploaded and supervisor-reviewed are different results. An unresolved upload does not authorize off-shift collection.

Step 5 Escalate unresolved problems

Contact your supervisor with the message and approximate time. Keep the app's pending records; do not uninstall or clear storage as a retry method.

Check your result The app either confirms recovery or shows a specific remaining issue for supervisor follow-up.

If something goes wrong An emergency cutoff limits authorization even while offline. Restoring connectivity does not authorize collecting new off-shift location.

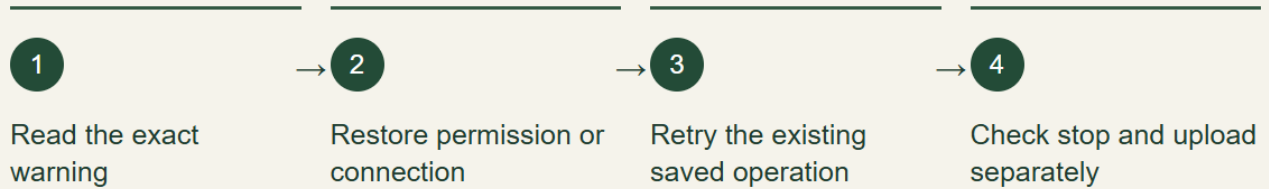
See the picture reference on the next page.

SOP 41 Picture reference

Recover from offline or tracking problems

WORKFLOW ILLUSTRATION · SOP 41

Recover from offline or tracking problems



Preserve pending evidence and retry the same operation. Do not uninstall or clear app storage.

DK VALET WORKFORCE · Follow the numbered procedure for the complete instructions.

Step 2 · Preserve pending evidence and retry the same operation. Do not uninstall or clear app storage.

Workflow illustration. Follow the complete numbered instructions on the previous page.