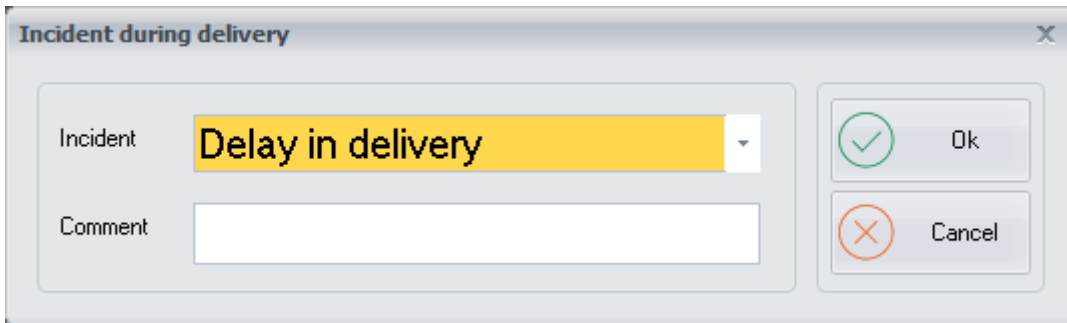


Delivery Incident

Once the driver have clicked on the **Come back** option through the **Delivery** screen and accept to enter an incidence, or on the **Delivery incident** button through the **Check Order** screen, we will see a screen like the one we can see below:

A screenshot of a software dialog box titled "Incident during delivery" with a close button (X) in the top right corner. The dialog contains two input fields on the left: "Incident" with a dropdown menu showing "Delay in delivery" (highlighted in yellow) and a small downward arrow, and "Comment" with an empty text box. On the right side, there are two buttons: "Ok" with a green checkmark icon and "Cancel" with a red X icon.

In this screen we must choose from the drop-down list the reason for the delivery incident, we can write a comment if we wish it for a later consult and press the **OK** button.

We can configure the dropdown list with all the delivery incident reasons, through the screen **Delivery Incidents**

We can check all the delivery incidents of the delivery orders, through the **Daily Reports** screen.

The **Cancel** button allows us to exit of the screen without making any changes.