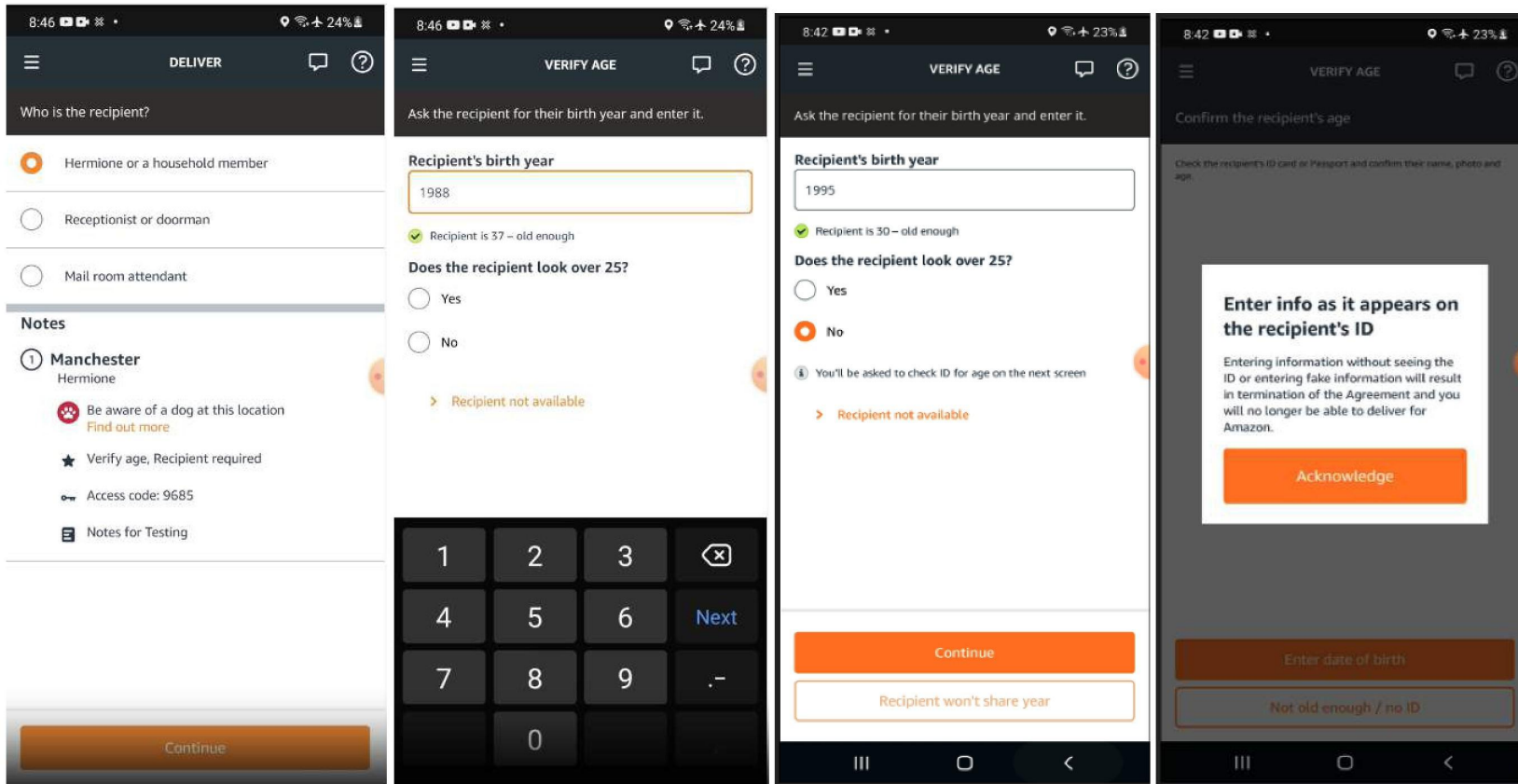
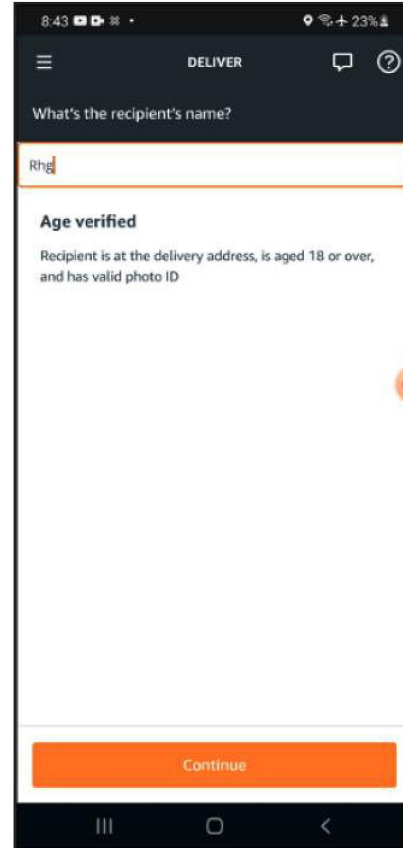
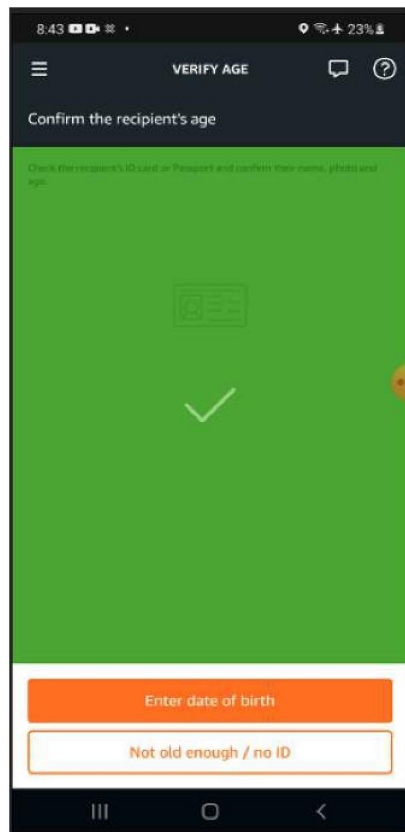
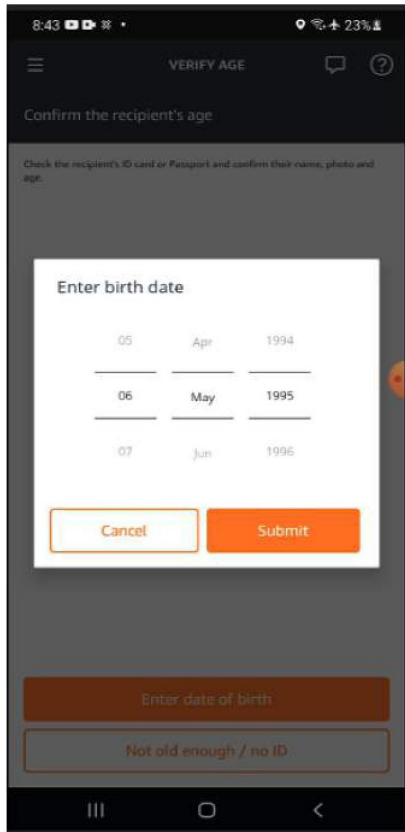
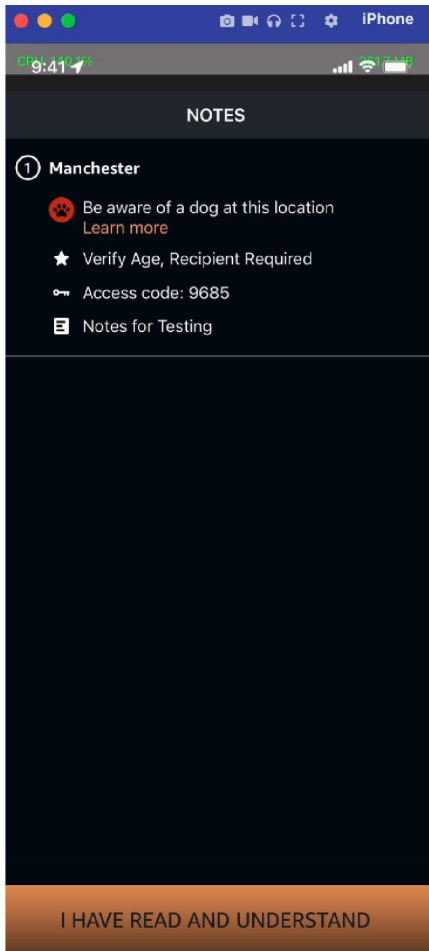


Workflow – Recipient is or looks under 25

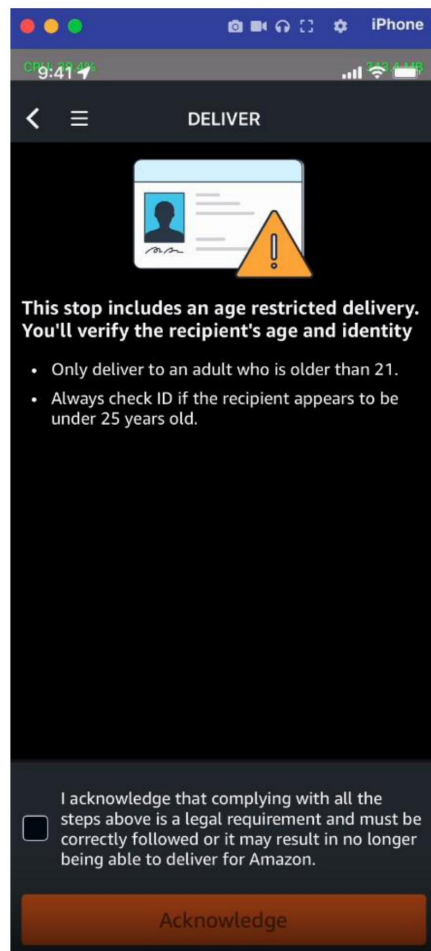




UK Age Verification Core Workflow, Part One

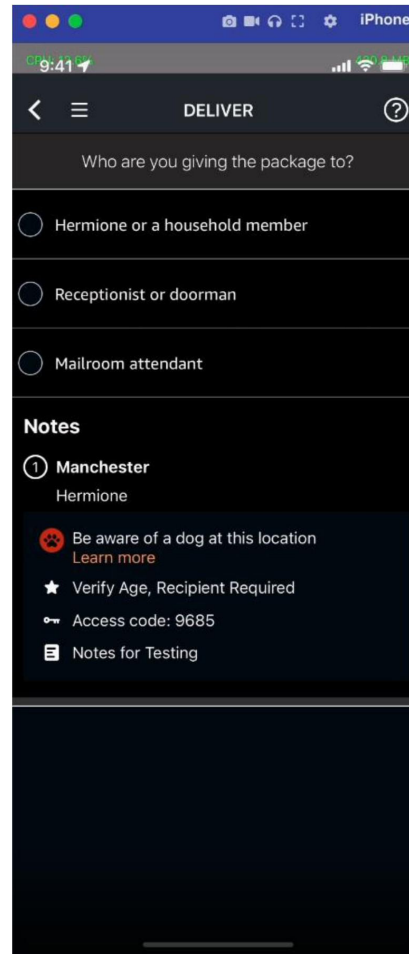


Transporter arrives at stop and informed of requirement to verify age and deliver attended, to a physical recipient

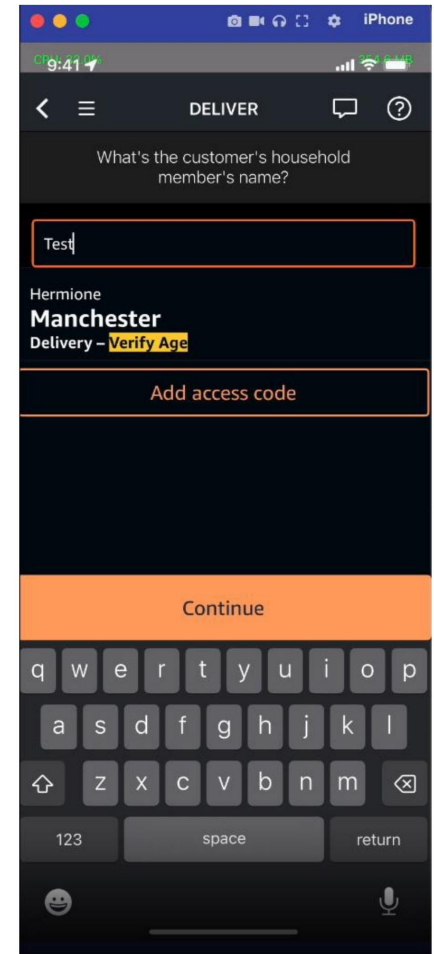


Following stop preview, transporter is informed of specific age verification requirements, and must acknowledge

*Ran into few issues in test environment and global variable age 21 selected, but this is regionalized. 18 in UK. Will update.

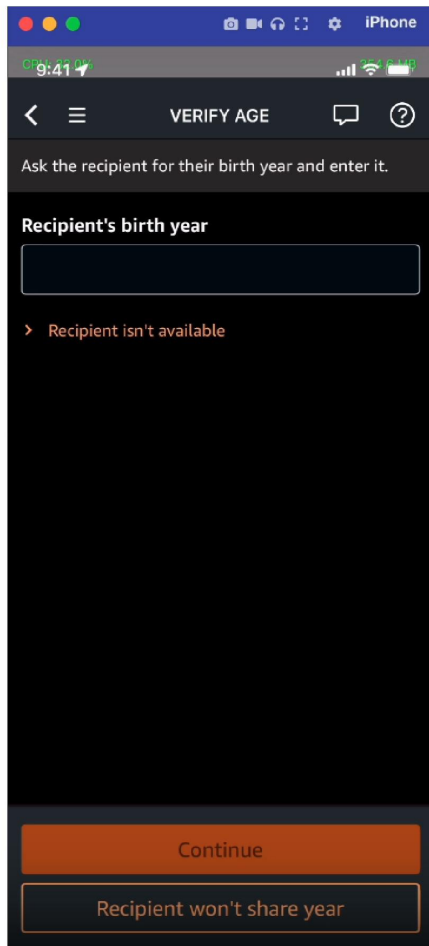


Following acknowledgement, transporter is presented only attended reason codes as well as requirement reminder

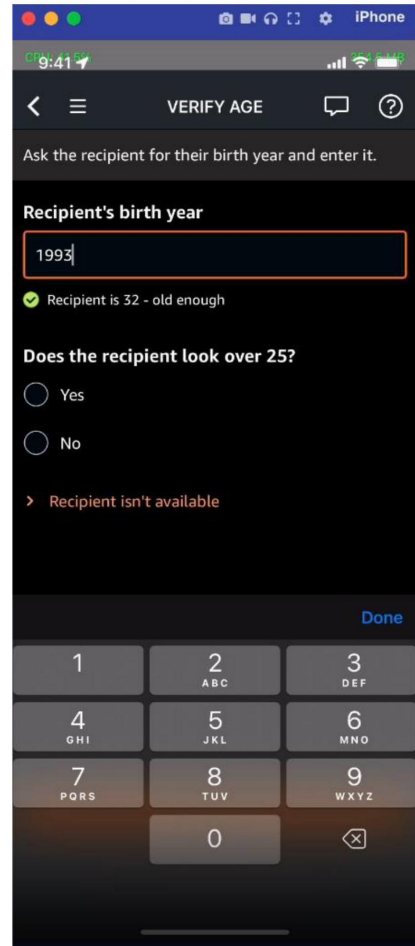


Transporter inputs recipient name, minimum of two characters required

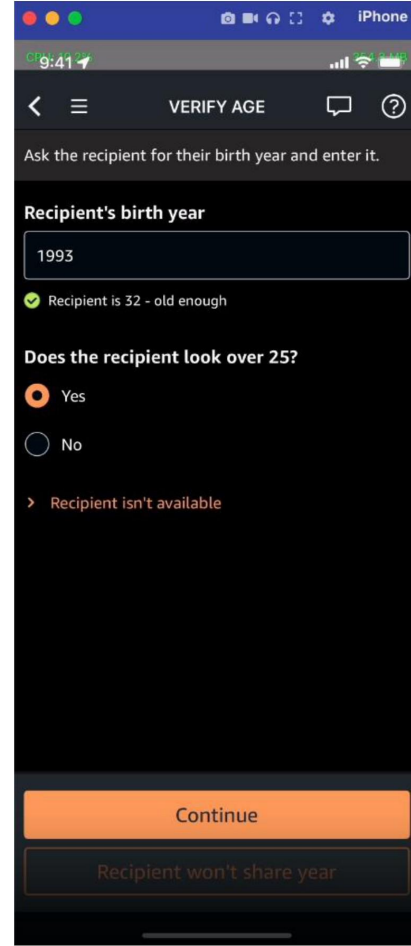
UK Age Verification Core Workflow, Part Two



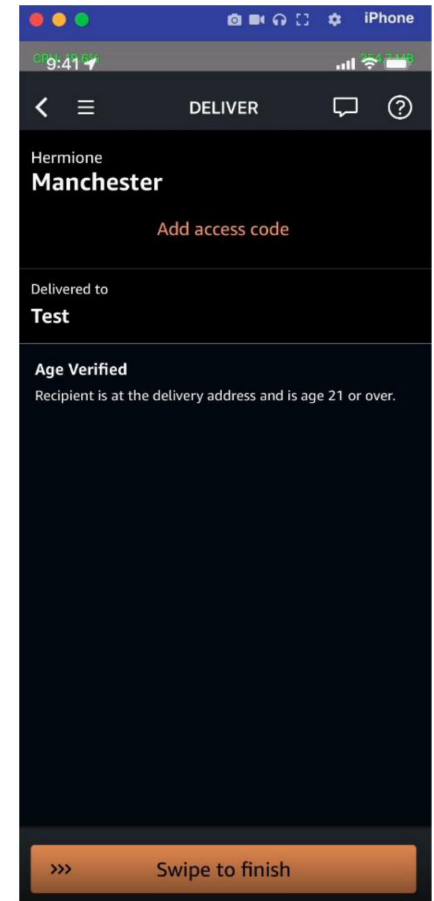
Following delivery location selection and name entry, transporter must input recipient's birth year



Four digits required, real-time verification check performed



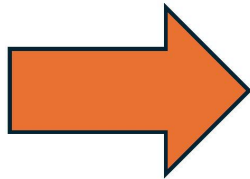
Transporter is asked if recipient appears over 25. If so, they can continue. If not, they are required to manually verify ID. *Issues in test environment, will update to show "No" response



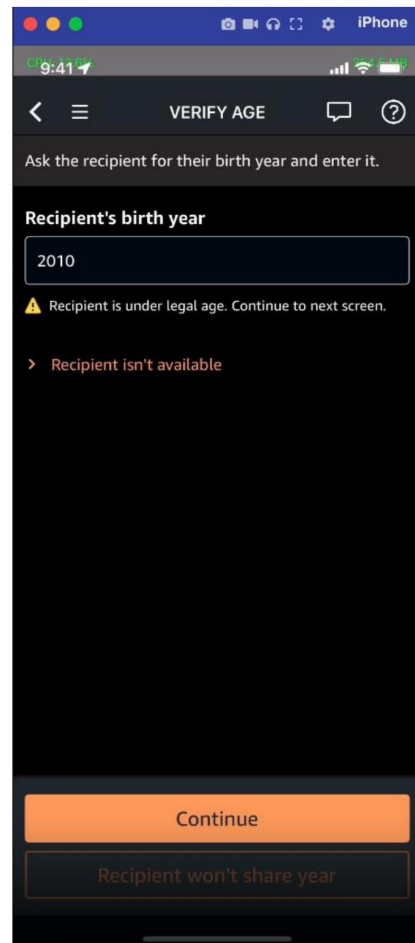
After successfully completing verification, they can swipe-to-finish delivery. If any verification steps fail, they are informed not to deliver and return package

AMA000065_0004

UK Age Verification, Underage Failure



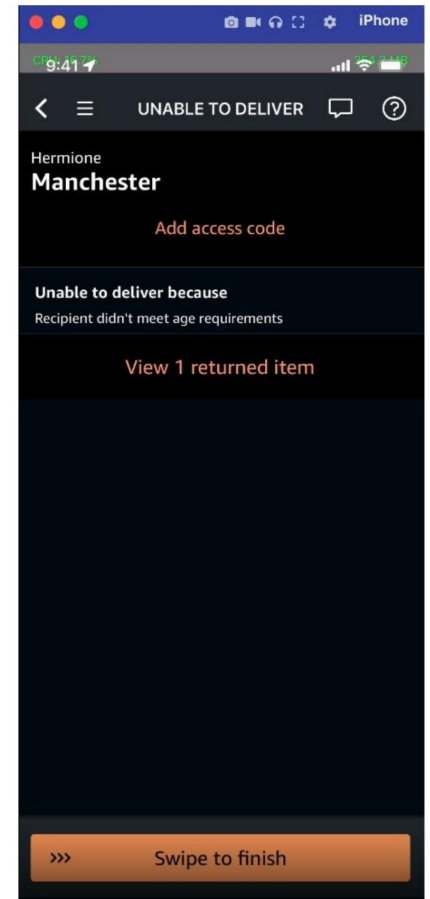
Core flow and expectations/UX are identical up to this point



Real-time age verification check confirms recipient is underage, transporter informed not to deliver

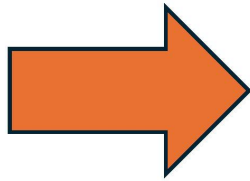


Upon continue, transporter is informed not to deliver again and to keep all packages, then continue their route

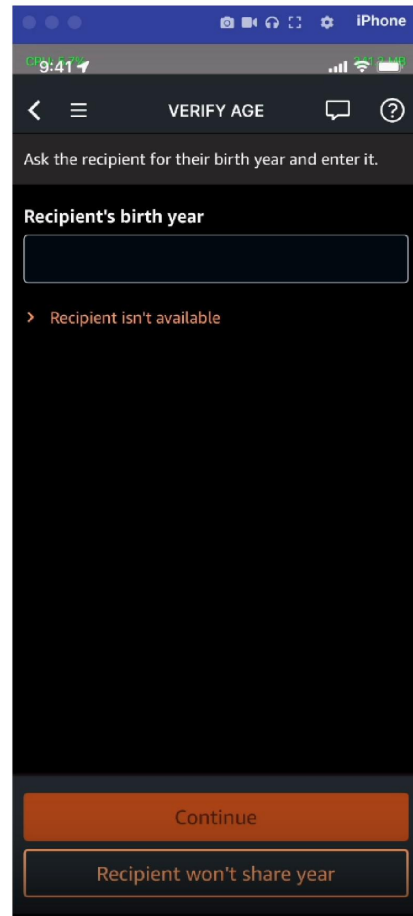


Transporter swipes to finish the stop, confirming they were unable to deliver packages, and to return

UK Age Verification, Refusal to Provide Age Failure



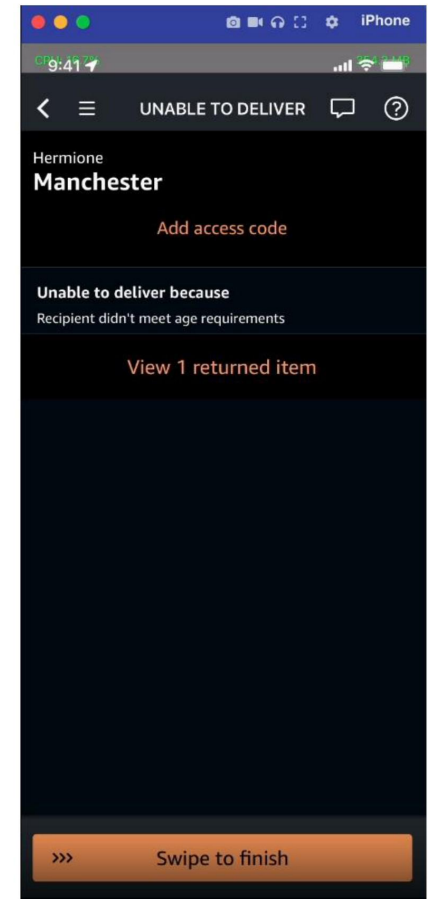
Core flow and expectations/UX are identical up to this point



Recipient refuses to share birth year, leading to no delivery and return of packages



Transporter is informed not to deliver as recipient did not meet age requirements/did not provide information, and to continue on their route



Transporter swipes to finish the stop, confirming they were unable to deliver packages, and to return