SNAP SEND SOLVE UPDATE
CHANGE TO REPORTING PROCESS

Snap Send Solve is changing the order of our reporting process.

This means that instead of being asked to take a photo first, users will select their location. The new reporting order will be:

1. Select your location
2. Select the Incident Type
3. Take a photo of the issue
4. Fill out notes and any additional fields
5. Send report

This Change will not affect the reports that your authority receives.

This change in the reporting process enables Snap Send Solve to develop functionality that will allow your authority to add options for sound and video files to be included in reports, present the Call Only and Call Recommend functions at the beginning of the reporting progress and present dynamic responses based on information provided ie; Recommendations for reports involving private vs public property.

If you have any questions or feedback regarding these changes please contact your Snap Send Solve Account Manager.