POD upload procedure

🔍 Purpose of POD

Delivery documentation (Proofs of Delivery - PODs) are crucial documents to be sent to DFDS after each finished job, in order to selfbill being posted, and then the payment made.

You or your drivers should not leave the loading place without them. If delivery documents were not given to you/your driver and it could not be found (in trailer or with goods) please contact your DFDS Planning Team immediately for further instruction.

If you will be asked to do the transport without documents, please ask for a confirmation email from Planning Team in case of any POD requests. If your job will be cancelled or destination place will be changed during your job, please ask Planning Team for email confirmation. Please always ensure to get an email confirmation in such situations.

We would like to present you POD quality in a nutshell to make sure that the documents won't be rejected in the process.

✓ Acceptable POD contains

| COLLECTION PLACE | DELIVERY PLACE | REFERENCE NUMBER | GOODS DESCRIPTION | DELIVERY DATE | STAMP AND SIGNATURE | DELIVERY NOTES | GOOD QUALITY DOCUMENTS |

✕ Rejection reasons

| MISSING ONE OF THE ABOVE | FEW JOBS IN ONE FILE | NOT ACCEPTABLE BACKGROUND | NOT FULL PAGE SHOWING | TOO FAINT, TOO DIRTY | FILE NAMED WRONGLY |

dfds.com/en/about/suppliers

Ways of sending POD

1. **Truckcom** –mobile of browser version, which can help to send a POD on the same day when delivery is done
2. Sending documents via **email** address → **pod@dfds.com**
    a. One job per PDF. In case of POD with delivery notes, they can be attached in the same PDF file
    b. PDF file must be named with booking number – you can use full booking - ex. XXXX13487828A or short version using only digits and last letter - ex. 113487828A
3. **Driver App** - a quick photo or scan, you can upload PODs directly through the app. No need for extra photos, emails or complicated file naming — just snap and send.