

POD upload procedure

Dear Haulier,

Below you can find instructions to help you with sending POD documents in the correct format to avoid any rejections or payment delays. Following the below guidelines will help us provide our services more efficiently and ensure that your paperwork will be checked and accepted on time.

POD documents are necessary to create your selfbill invoices, therefore you or your drivers should not leave the loading/unloading 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.**

When the delivery is completed, you will have to provide us with POD documents to ensure that we can upload them to our system and create your selfbill invoice. Please read below instructions, which will help you send documents correctly.

1. POD Quality

Document quality is a main reason of POD rejection, and it causes many troubles in the selfbilling process. It can cause payment delays as delivery jobs cannot be selfbilled without an accepted POD.

Acceptable POD contains:

- **Most important** - Stamp or signature of the receiver as proof that delivery was done – right bottom corner is a special place for it (mostly) but most important - it should be in a visible place and not covering other important information
- Pickup place and delivery place details (address)
- Goods description
- All delivery notes included to delivery documents (also should be signed)

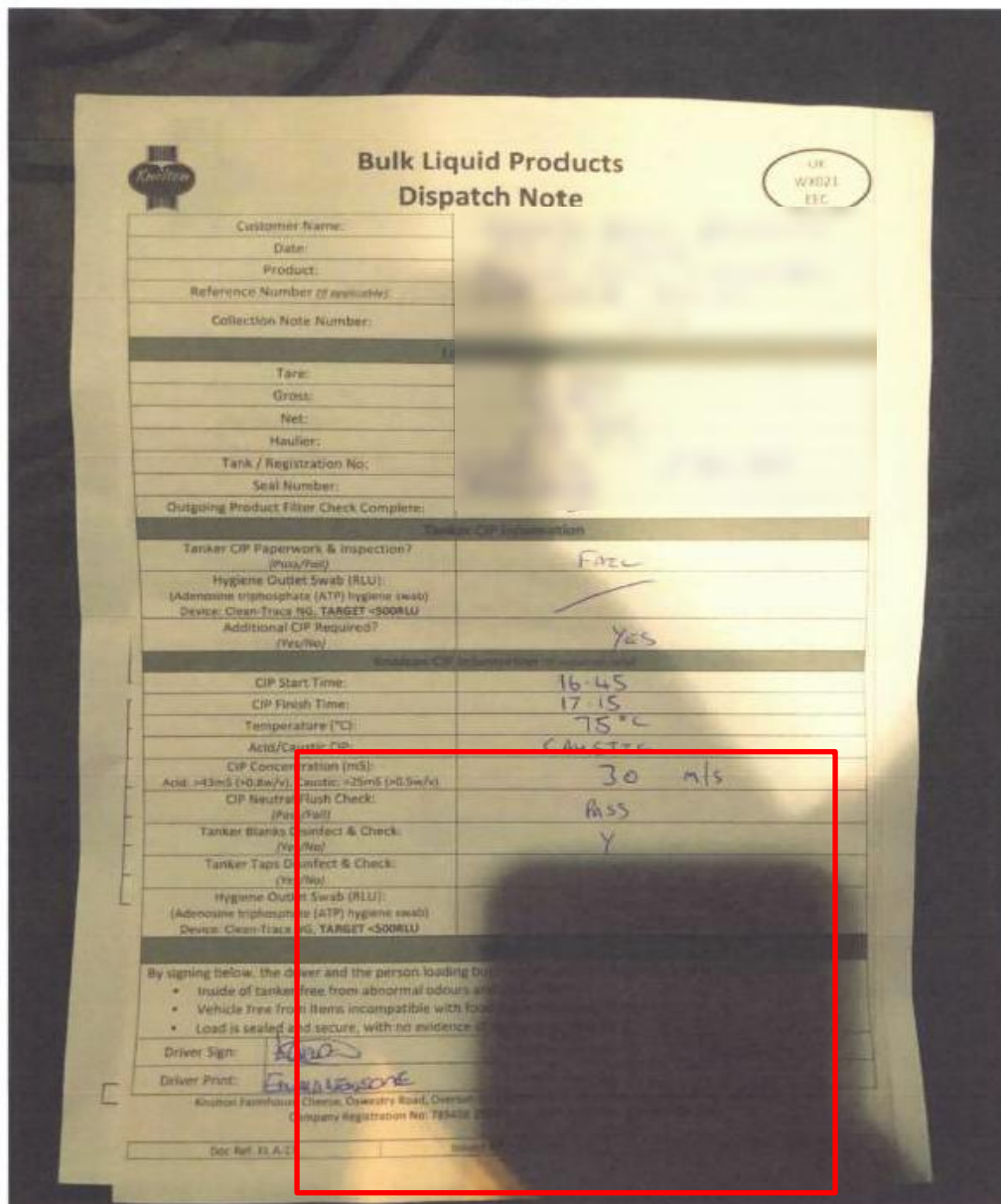
Rejection reasons:

- Missing one of the above
- Few jobs in one file
- Not acceptable background
- Not full page showing, too faint, too dirty, too many creases
- Wrongly uploaded or attached paperwork has wrong booking number.

Below you can see some examples of rejected PODs and acceptable PODs

Rejected:

a) Not readable



Bulk Liquid Products Dispatch Note

Customer Name: _____
 Date: _____
 Product: _____
 Reference Number (if applicable): _____
 Collection Note Number: _____
 Tare: _____
 Gross: _____
 Net: _____
 Haulier: _____
 Tank / Registration No: _____
 Seal Number: _____
 Outgoing Product Filter Check Complete: _____

Tanker CIP Information

Tanker CIP Paperwork & Inspection? (Pass/Fail) Fail
 Hygiene Outlet Swab (RLU): _____
 (Adenosine triphosphate (ATP) hygiene swab)
 Device: Clean-Trace HG, TARGET <500RLU
 Additional CIP Required? (Yes/No) YES

Standard CIP Information (to be completed by driver)

CIP Start Time: 16:45
 CIP Finish Time: 17:15
 Temperature [°C]: 75°C
 Acid/Caustic CIP: CAUSTIC
 CIP Concentration (mS): 30 m/s
 Acid: >43mS (>0.8w/v), Caustic: >25mS (>0.5w/v)
 CIP Neutral Flush Check: Pass
 (Pass/Fail)
 Tanker Blanks Disinfect & Check: Y
 (Yes/No)
 Tanker Taps Disinfect & Check: _____
 (Yes/No)
 Hygiene Outlet Swab (RLU): _____
 (Adenosine triphosphate (ATP) hygiene swab)
 Device: Clean-Trace HG, TARGET <500RLU

By signing below, the driver and the person loading/dispatching confirm that:


- Inside of tanker free from abnormal odours and
- Vehicle free from items incompatible with food
- Load is sealed and secure, with no evidence of

Driver Sign: _____
 Driver Print: EMMA LAYNE
 Knothol Farmhouse, Cleve, Oswestry Road, Overton, Shropshire, Shropshire, Shropshire
 Company Registration No: 785438 275438

Doc Ref: K1 A.1

NER

0002159



1999 OLIMPIJOS SPALUVĖ
Tel. Nr. +370 342 61111

3

b) Not signed/stamped

Exemplaire pour le destinataire • Exemplaar voor geadresseerde • Exemplar für Empfänger

2 LETTRE DE VOITURE • VRACHTBRIEF • FRACHTBRIEF **CMR** B N° T 70397550
16102559.

Le transport est soumis, nonobstant toute clause contraire, à la Convention CMR.
Het vervoer is, ongeacht enig tegengesteld beding, onderworpen aan het CMR-Verdrag.
Trotz gegenseitiger Abmachung unterliegt diese Beförderung den Bestimmungen des CMR-Übereinkommens.

Unterzeichneter (Name, Anschrift, Staat, Genehmigungs-Nr., andere(s) Kennzeichen)

3 Pris en charge de la marchandise (lieu, Etat, date, heure) • Inontvangstneming van de goederen (plaats, Staat, datum, uur) • Warenabnahme (Ort, Staat, Datum, Uhr)
GENT 06/03/2025

7 Transporteur successeur (nom, adresse, Etat, n° de licence, plaque(s) d'immatriculation)
Opvolgende vervoerder (naam, adres, Staat, vergoedingen, platennummers)
Nachfolgender Frachtführer (Name, Anschrift, Staat, Genehmigungs-Nr., andere(s) Kennzeichen)
TAQ H Q Q 235 E

9 Réserve du transporteur lors de la prise en charge de la marchandise • Voorbehoud van de vervoerder bij de ontvangstneming van de goederen • Vorbehalt des Frachtführers bei der Warenabnahme

3 Frais affranchis au transport • Transportgebühren kosten • Transportgebundene Kosten
☐ Temps d'attente • Wachtijden • Verzuimen

CONTAINER INFO
DEPOT IN: ANTWERPEN NOORDZEE TERM. 913
CONTAINERREFERENCE: 720710157
CLOSING: 08/03/2025 23:45

10 Marchandises transportées (nature, nombre, poids brut ou net, emballage, marques et n°s, ...) • Vervoerde goederen (aard, aantal, bruto- of nettogewicht, verpakking, merken en nrs, ...)
Beeforderte Güter (Art, Anzahl, Brutto- oder Nettogewicht, Verpackung, Kennzeichen und Nrs, ...)

20FT	40FT	ARGENTINA	MSKU4292210	MAERSK
VOLVO TRUCK PARTS	COLLI	D.6394	kg.	
VOLVO PENTA PARTS	COLLI	D.60107	kg.	
VOLVO CONSTRUCTION EQUIPMENT	10 COLLI	D.801181	17.327,0 kg.	14,442
	10		17327,0	14,442

SEAL: KLC0195038
MRN: 25BE00000269463989

11 Documents annexes transmis par l'expéditeur • Door de afzender bezorgde aanvullende documenten • vom Absender zusätzlich übermittelte Dokumente
D.60107/
D.801181/240-147261

13 Instructions de l'expéditeur • Instrucciones de de afzender • Anweisungen des Absenders
☐ Contre remboursement • Onder rembours • gegen Nachnahme
☐ Reprise palettes vidées • Terugneme lege palletten • Zurücknahme der leeren Ladepaletten

12 Lieu et date d'établissement • Plaats en datum van afgifte • Ausstellungsort und Datum

15

16

Signature et cachet de l'expéditeur ou du commissionnaire
Handtekening en stempel van de afzender of commissaris
Unterschrift und Stempel des Absenders oder Bevollmächtigten


Signature et cachet du transporteur officiel
Handtekening en stempel van de wettelijke vervoerder
Unterschrift und Stempel des tatsächlichen Frachtführers

Signature, date et cachet du destinataire
Handtekening, datum en stempel van de geadresseerde
Unterschrift, Datum und Stempel des Empfängers

TIV 210 x 120g - januari 2018
E-mail: info@dfds.be
Tel: +32 (0) 20 22 79

The opposite to previous one, we can read details, but it is neither signed nor stamped

c) Not full page visible

1. Riga VIA		This carriage is subject, notwithstanding any clause to the contrary, to the Convention on the Contract for the International Carriage of Goods by Road (CMR). Ce transport est soumis, nonobstant toute clause contraire, à la Convention relative au contrat de transport international marchandises par route (CMR).			
14. Carrier's reservations and observations:					
15. Vehicle and trailer details: Equipment Number: 495220 Vehicle Registration Number: OK73FD		GTJ 097			
16. Number of packages: 1 Load		17. Gross weight of the goods: 24.000			
18. Accompanying documents:					
19. Special instructions:					
20. Senders instructions for customs etc.: Requested delivery: 15-02-2018 Customs Number:					
21. Received in good order and condition. Date:					
22.					

Accepted:

3. Transport for Customs
CMR 4250259952

15. 10396467

Seal nr.: 10396467

6. Country / name
Marta and Jan

7. Item code
8459258

8. Special operations
25 EA

9. Rating terms
Nature of the goods

10. No. of documents
44152020

11. Weight in kg
625

12. Volume in m³
168

13. Instructions
CHEP EUROPA WOOD 1200X800 NB. 25
CHEP INDPAL WD IPPC 1200X1000 (P6) NB: 6

14. Proszę o zaopiniowanie / Carriage paid
Proszę o zaopiniowanie / Carriage forward

15. Zapytanie / Quotation

24. Proszę o zaopiniowanie / Quotation

DRUKARNA ASO
www.drukarna.pl

5 Copy

INTERNATIONAL CONSIGNMENT NOTE CMR

Date: 2025-02-28 Waybill code:

This consignment is subject, without prejudice to any claims to the contrary, to the Convention on the Contract for the International Carriage of Goods by Road (CMR).

18 Carrier's reservations and declarations:

1 Dispatched with truck CB4669CK

2 Destination: Utrecht

1. Marking and contents	2. Number of packages	3. Method of loading	4. Name of the goods	5. Standard fee	6. Gross weight in kg	7. Volume in m ³
1215235-5	1	ROLL	CB CRAFT	48109230	1 897	
1215235-13	4	ROLL	CB CRAFT	48109230	8 472	
1215235-6	1	ROLL	CB CRAFT	48109230	2 209	
1215235-3	1	ROLL	CB CRAFT	48109230	2 127	
1215235-14	4	ROLL	CB CRAFT	48109230	9 536	
	11				24241	

11. Special instructions:

Mo-Fri 07:00-12:00oclock 12:30-16:00oclock
Slot tid för leverans ska bokas in i Cargoclix
Slot time needs to be booked before delivery in Cargoclix

LOAD:
IN-16:35
OUT-18:15

Arrival:
Dispatched: 2025-02-28 17:55

14. Directions to be indicated on invoice:

Y Load Code to be indicated on carriage invoice: 1610192-01

15. Station in:

GENT 2025-02-28

16. Signature and stamp of the Sender: 28/2/25

17. Signature and stamp of the Carrier:

18. Signature and stamp of the Consignee:

All details and signature visible

2. How to send POD documents

2.1 Truckcom – It has a mobile version, which can help to send a POD on the same day when delivery is done. If phone scan's quality is not good enough- not readable, there is also a webpage where you can upload scans from your computer.

Truckcom mobile application:

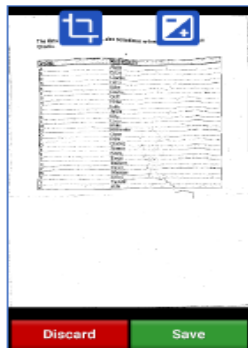
Scanning Guide

When you tap on the "POD" button you will see a scanning screen like that shown below.

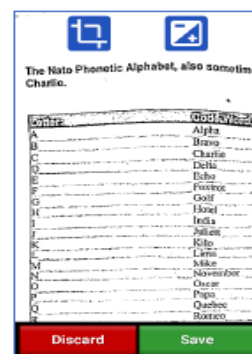


1. Tap the "Scan" button when you are happy the document is in view. Try to make the document fill as much of the screen as possible
2. When the scan has been taken, check the quality as shown below. When you're happy with the scan quality, tap "Save"
3. Repeat this with each page which needs to be scanned
4. When all pages have been scanned, tap on "Finish" then on "Complete" in the screen that follows

Checking Scan Quality:



To check the quality of the scan, Pinch to zoom in and out as shown.



The +/- button controls whether Truckcom tries to make the "whites whiter" and the "blacks blacker". You may get a better scan quality by tapping this button

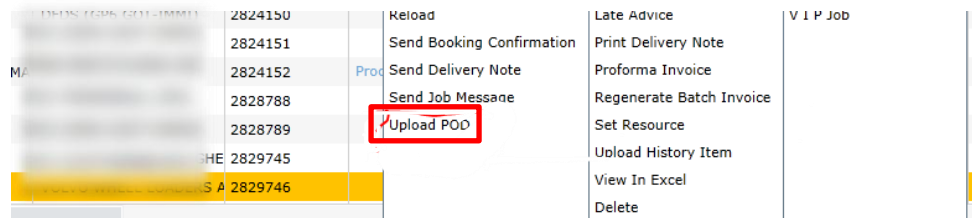


The "crop" button controls whether Truckcom tries to show just the page, or the entire photo including the surroundings. You may get a better scan quality by tapping this button

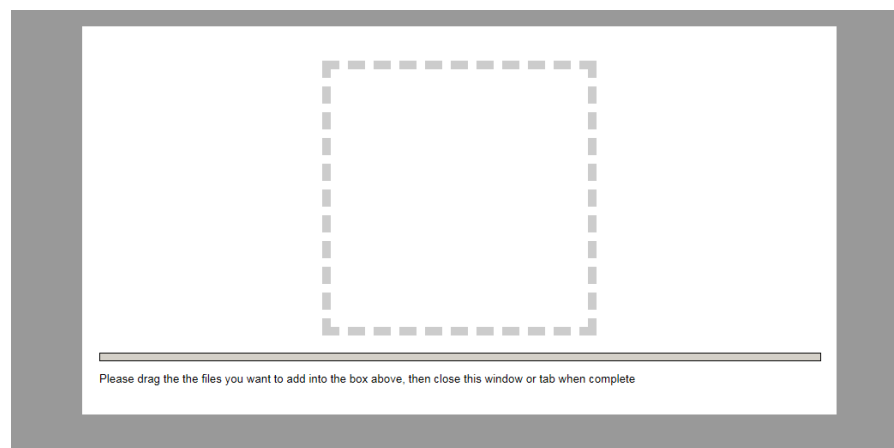
Truckcom web page - <http://dfdslog.login.truckcom.net/> - if you do not have your login and password, please contact Planning Team to get your login details

After logging in to the page:

Go to jobs ==> Right click on the job under proof of delivery ==> Press upload POD



Drag and drop the saved POD into the square



2.2 Sending documents via email address

Second option for sending POD is email address – pod@dfds.com

PODs sent to mailbox will be check **only under below conditions:**

- One job per PDF. In case of POD with delivery notes, they can be attached in the same PDF file
- You can send many files in one email
- PDF file must be name with booking number – you can use full booking ex. XXXXX113487828A¹ or short version using only digits and last letter ex. 113487828A

Please be aware pod@dfds.com is an automatic email box. Only files with correct name will be received and put for POD quality control. Files that are wrongly named will not be received.

¹ XXXXXX stands for shortcut of specific entity, you may find it in Driver Instruction or in one of reports you receive

Correctly named files of POD

☆ xxxxxx116102559A.pdf

+ Create

Convert E-Sign

2

Exemplaire pour le destinataire • Exemplaar voor geadresseerde • Exemplar für Empfänger
LETTRE DE VOITURE • VRACHTBRIEF • FRACHTBRIEF (CMR) B N° T 70397550
Ce transport est soumis, nonobstant toute clause contraire, à la Convention CMR.
 Dit vervoer is, ongeacht enig tegengesteld beding, onderworpen aan het CMR-Verdrag.
 Trotz gegenteiliger Abmachung unterliegt diese Beförderung den Bestimmungen des CMR-Übereinkommens.

☆ 116102559A.pdf

+ Create

Convert E-Sign

2

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13578190A.pdf	xxxxxx116102559A.pdf
13571364A.pdf	xxxxxxx115872698B.pdf
13555976A.pdf	xxxxxxx116589723A.pdf
13574179A.pdf	xxxxxx116103258A.pdf
13587099A.pdf	
13574179A.pdf	

Wrongly named files:

115709535.pdf	2025-01-15 00-49.pdf
0000000001259487-000001-00-A.PDF	15632584A.pdf
0000000001258691-000001-00-A.PDF	kanwaf115657485Ckanwaf115657485C.pdf
FV3.pdf	2405168_20250103_090733.jpg
115608096A@.pdf	POD-2405039-1.pdf
immplan86487186.pdf	scan_2735.pdf
15507390A .pdf	2404951_20250107_103428.jpg
POD.pdf	2404949.pdf
Immplan86468237 - immship115550838A.pdf	

2.3 Sending documents via Driver App

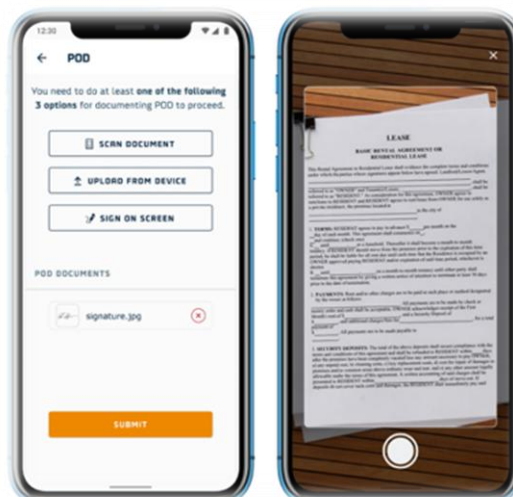
The DFDS Driver App is designed to make life easier for our logistics drivers by providing clear instructions from DFDS Planners and simplifying the delivery of Proof of Delivery (POD) documents — faster and hassle-free.

Quick and Simple POD Uploads

With just a quick photo or scan, drivers can upload PODs directly through the app. No need for extra photos, emails or complicated file naming — just snap and send! Every document is automatically forwarded to the verification team, ensuring no delays in invoicing and smooth documentation right after delivery.

Stay On Top of Your Transport Progress

By following simple steps in the app, drivers can update delivery status, start and complete jobs, and report arrivals or departures from each location easily.



DriverApp allows:



Break time tracking



Task list overview
(active and completed jobs)



Step-by-step job checks



Reporting truck or load damage



Quick access to all planners' contacts and inbox messages



Package quantity reporting in case of any discrepancies

To create your account, contact your planner — procedures may vary, depending on the supplier or country.


3. Booking number

3.1 Booking is **always** provided by Planning Team in job order.

3.2 You can find the booking number on the driver instruction:

Driver Instruction
 REFERENCE TO BE QUOTED ON INVOICE:

86527514
 86527514



HAULIER:	DRIVER: 02, FL Registration Number: ON46XX Truck Number: MH56FAB	UNIT NO: MAS6154 EQUIPMENT TYPE: MEGA MUD AND SNOW
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Start Action: Pickup terminal	Distance: 0 km Time from : - to - Unit No: MAS6154 External Ref.: 72007198 Scandia Seaways Vessel Arrival 12-01-2025 08:10 Equipment Type: Mega Mud And Snow Registration Number	
Delivery 1 [REDACTED]	Distance: 238 km Cargo: 20 PLT ALUMINIUM SCRAP BALES Gross weight: 23400 kg Net weight: 23000 kg LDM: 0 m Note: use original delivery note/CMR - always put time of arrival/departure on CMR opening hours: Mon - Thursday 6:00-19:00 FR: 06:00-18:00	Date: 14-01-2025 - 14-01-2025 Time from : 10:00 to 10:00 Unit No: MAS6154 DFDS Booking No: <div style="border: 2px solid red; padding: 2px; display: inline-block;">XXXXX 115677788A</div> Please return POD with reference <div style="border: 2px solid red; padding: 2px; display: inline-block;">15677788A</div> Equipment Type: Mega Mud And Snow Registration Number: ON46XX
Collection 1 [REDACTED]	Distance: 109 km Cargo: 44 PLT 5 empty paper bags Gross weight: 22800 kg Net weight: 22020 kg LDM: 0 m Note: Loading times 10.00-16.00	Date: 14-01-2025 - 14-01-2025 Time from : 10:00 to 16:00 Unit No: MAS6154 DFDS Booking No: <div style="border: 2px solid red; padding: 2px; display: inline-block;">XXXXX 115695774A</div> Equipment Type: Mega Mud And Snow Registration Number:

3.3 Missing POD report that is send to you weekly and each of our request contains booking number:

Delivery Haulier	Trans. inst. No.	Driver	Equipment	Sub Booking
Your company name		Driver who did delivery	Trailer/container number	xxxxxxx12345678A - booking number which should be use as a POD name

3.4 Booking number can also be found in Haulier Plan Summary:

Haulier Plan: 86672228

Your account

Haulier

POD Status Awaiting POD

Haulier Plan		Haulier Plan Date: 09-03-2025	
Equipment	Start Action	Start SubBooking	Address
684489	Pick Up	116092974A	
	Binding		
	Drop		
	Pick Up		
581110	Collection	116086234A	
581110	Via		
	Binding		

4. Contact information

In case of any issues POD or selfbill related, please contact your Team at DFDS, as per below:

Com- pany code	Company name	Query E-mail address	POD email
35	DFDS Belgium NV	poznan_selfbill2035@dfds.com	pod@dfds.com
450	DFDS Logistic B.V.	haulage.costs@dfds.com PODrequest450@dfds.com	pod@dfds.com
450	DFDS Logistic B.V. Special Cargo	Selfbill46@dfds.com	pod@dfds.com
1001	DFDS Logistics GmbH	POD.request2063@dfds.com	pod@dfds.com
414	DFDS Logistics AB	POD.request414@dfds.com	pod@dfds.com
2047	DFDS Logistics AS	scanningPOD@dfds.com	pod@dfds.com
103	DFDS Logistics Oy	selfbill103@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	FSC.Selfbill15@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	sub.dover@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	selfbill42@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	selfbill45@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	Selfbill46@dfds.com	pod@dfds.com
2015	DFDS Logistics LTD	FSC.Selfbill15@dfds.com	pod@dfds.com
2062	DFDS Logistics Con- tracts (Ireland) LTD	selfbill2062@dfds.com	pod@dfds.com