

Subject: Proof of Delivery (POD) Change of Process during COVID-19

10 March 2020

In the interest of everyone's safety and wellbeing during the Coronavirus (COVID-19) outbreak, ANC will substitute proof of delivery signatures with this effective alternative to minimise contact with others, as per key hygiene recommendations by the Department of Health.

1. customer/receiver signs original order docket or a blank piece of paper, using their own pen
2. driver takes photos of goods on site with signed paper, geotagged for proof of location
3. driver types into their own device the customer/receivers name (as per current processes) and completes the process with a **X** in place of the customer/receiver signature

Our driver teams will be required to complete all three tasks. Driver teams are asked to carry a small pad of paper for use if the customer does not have any. Please politely ask the customer to use their own pen to avoid human to human contact. Once photographed, the customer will retain and dispose of the signed paper. This change in procedure will come into effect **Wednesday 11 March 2020**.

At the same time, ANC will cease using thank you cards until further notice.

ANC has tested this method, is briefing our driver teams through toolbox sessions, is briefing our clients, and are confident this is an effective proof of delivery to protect the goods in transit, and most importantly, everyone throughout the supply chain.

Should you require any further information about this change and other activities we are implementing to protect people and processes, please speak to your Manager. ANC is reviewing other specialised services and will communicate any additional changes as soon as practical.

We thank you for your support and vigilance throughout these unprecedented times.

Regards,



[Matt Wheatley](#)

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Example of POD Process during COVID-19

Photo of goods, geotagged at address

Photo of signature, geotagged at address

NOTE: The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low. Source: [World Health Organisation](#)

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