



# PROOF OF DELIVERY

## Delivering peace of mind and reassurance

### Key Benefits

You'll benefit from a three-tier proof of delivery service:

1. Street – delivery to neighbour or household with signature capture
2. Household – delivery to household only obtaining a signature or a four-digit PIN from a household member only
3. ParcelShop – delivery to the ParcelShop obtaining a signature or a four-digit PIN

### Key Features

- Available with Standard or Next Day delivery services
- Offers real-time Management Information

### What The Service Will Do For You

Proof of delivery (POD) provides a range of secure delivery options supported by state-of-the-art visibility to benefit the retailer in problem delivery locations where there may be a high level of risk, including the number of claims made against undelivered parcels.

For the customer it will offer security for high-value items or those of particular importance.

In addition to signed proof of delivery, we also offer a PIN-protected proof of delivery solution. This is thought to be the only password-based POD service of its kind currently available in the UK.

The secure four-digit PIN will be generated by the retailer. The encrypted data will then be sent to Hermes' mobile communications system and to our network of couriers via hand-held terminals (HHTs), so the recipient can securely validate the delivery.

Value  
Importance  
Privacy

### Do you want to deliver peace of mind?

Offer added security for those high-value, private or important deliveries.

If yes, simply contact your Hermes Development Manager or e-mail

[hermes-uk@hermesworld.com](mailto:hermes-uk@hermesworld.com)

for further information.



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## Three levels of security

Hermes' Proof of Delivery service will provide you and your customers with additional reassurance by offering you three different security options.

### Street

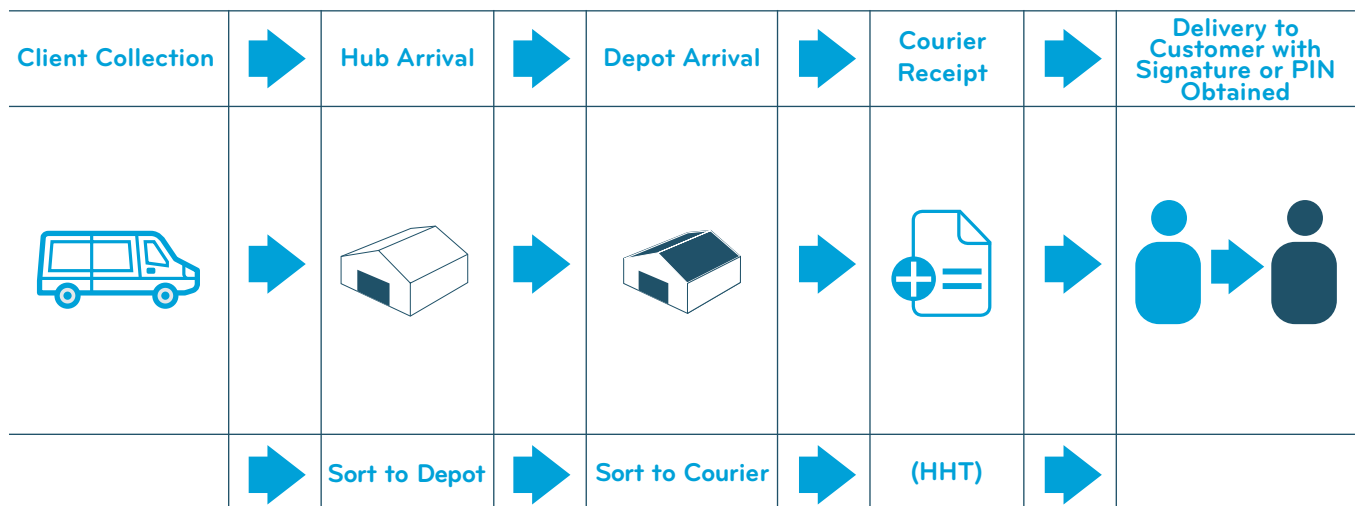
POD through obtaining a signature from a neighbour or household offering peace of mind and reassurance for high-value items.

### Household

POD through obtaining a signature or a four-digit PIN from a household member only; ideal if your customer wishes to keep purchased items private, or if your customer does not know their neighbours.

### ParcelShop

POD by obtaining a signature or four-digit PIN from the ParcelShop customer before handing over the parcel providing reassurance to both the retailer and customer.



## Client take on processes

### IT

The service uses established IT platforms allowing you to select any or all of the POD options and you can combine this service with our Next Day offer for those urgent deliveries.

### Operations

Parcels should carry the standard parcel address labels; no special handling is required and Hermes will process parcels to meet SLAs.

### Customer Services

The normal process will apply for escalated parcel chase enquiries.

### Performance Reporting

Volumes and performance reporting will be included in the standard Hermes service reporting pack.