

# Paperless collections

## FAQs for commercial teams

Ensure you're mobile ready for our new paperless collections service with these frequently asked questions.

### Key Messages:

- Paperless collects is the default process
- Drivers need to provide their mobile phone numbers at the HM weighbridge upon collection
- A paper ticket will not be provided, instead a SMS will be sent to the drivers mobile'
- Customers can retrieve the ePOC from Hub and receive it through email

### Q. Why are we moving to paperless collections?

The shift to paperless collections improves efficiency, reduces delays, and removes the risk of lost or damaged paper tickets. It also supports sustainability goals and provides customers with access to collection information soon after the collection.

### Q. Will pricing or commercial terms change because of this?

No. The move to paperless collections does not affect pricing, contract terms, or agreed commercial arrangements.

### Q. Will customers still receive proof of collection/delivery?

Yes. All information previously shown on paper tickets will now be sent via SMS to the collection driver (keeping the driver legal on the road).

The electronic proof of collection (ePOC) will be made available via email and by accessing the HM UK Hub customer platform.

Cash Sale customers will receive their electronic proof of collection (ePOC) via email (please note the customer needs to provide this at order intake stage)

### Q. Can customers opt out of paperless collections?

Paperless collections will become the standard process. If a customer has a specific operational constraint, the Commercial Team can review this on a case-by-case basis and work with our customers that supports both parties.

### Q. What if my customer is having issues accessing their tickets on Hub?

Please raise this as per your current investigation channel. There is no change in support for technical issues with Hub.