

Paperless collections

FAQs for Customer Accounts Team

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

Key Messages:

- Paper tickets will not be received from drivers into the back office
- Customer reconciliation can be completed the next day instead of waiting for paper tickets or month end invoices.
- ePOCs will be available on the Hub within 15 mins of collection completion at HM site

Q. Will invoices still show the same information?

Yes. All ticket data remains the same - only the delivery method to the driver changes from Paper ticket to SMS

Q. Will this impact month-end processes?

No. The digital ticketing system integrates with existing reporting and invoicing workflows. But due to the ePOC being available so quickly any month end processes carried out with the paper tickets can be completed next day

Q. Can we still provide proof of collection for invoice queries?

Yes. Digital copies of the ticket can be retrieved and shared with customers as needed.

Q. What if I don't have Hub?

- If you are account customer than please sign up to the Hub using the Hub sign up link below (please add this in)
- If you are a cash sale customer than the electronic proof of collection will be sent by email.

Q. What if a customer disputes a load without a paper ticket?

The digital ticket contains the same verified weighbridge data and is accepted as the official record. The drivers SMS also has the details of the load.

Q. What benefits will this bring?

You will be able to conduct reconciliation processes carried out using paper tickets a lot sooner as you're not having to wait for paper tickets to be delivered by the driver, they will be available electronically within 15 mins of collection completion.

Q. Is there a simpler way of me getting all my tickets in one go

A Hub data report can be setup by the customer to provide the required information without having to manually search each time. See Hub video on webpage.