

Paperless collections

FAQs for drivers and hauliers

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

Key Messages:

- 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
- Drivers are not to leave without confirming receipt of SMS for proof of collection

Q. What should I do if I don't receive the SMS?

Contact the Weighbridge Operator prior to leaving the weighbridge.

Q. What information will be on the SMS & I can use it to complete my a proof of delivery for my customer?

Yes, all the information you would have used from the paper ticket is available on the SMS:

- Delivery number
- Loading date/time
- Plant, Vehicle registration
- Tare/Gross/Net weight
- Material
- Customer PO number

Q. What if I have connectivity issues?

Notify the Weighbridge Operator prior to leaving the weighbridge.

Q. Can I receive the SMS on WhatsApp or other apps?

No. SMS is the standard method to ensure compatibility across all devices.

Q. Do hauliers need to register phone numbers in advance?

No. Drivers simply provide their mobile number at the weighbridge each visit.

Q. Can hauliers receive a copy of all tickets for their fleet?

Yes. Hauliers can request periodic digital reports or copy of electronic proof of delivery from the customer they're hauling on behalf.

Q. Will this affect subcontractor drivers?

Yes. Subcontractors will need to follow the same process - they provide a mobile number and receive the SMS ticket.

Q. What if a haulier wants paper tickets for their records?

Paperless is the default, but digital copies can be provided. If a haulier/customer has a specific operational need, this can be reviewed by the Commercial team.

Q. Do you store the mobile phone numbers?

No. Driver phone numbers are not stored. The system uses the number only to send the SMS. The drivers will not receive any marketing and sales calls when they provide their mobile number.